



# 2021 RX Register Memory Upgrade Redbook

09-21-2021



Memory Cards will be shipped out with the picture of the envelope to the left. It will have a sticker affixed stating "Critical upgrade parts. Do not discard. Hold for ROC Tech". It will also include a return shipping label for the old memory sticks.

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## CVS Code of Conduct

CVS expects all vendor partners, as we do with our own employees, who work in any of our locations to comply with laws and treat our associates with respect, honesty, and courtesy. Disruptive, unproductive, immoral, unethical, or illegal actions will not be tolerated.

Furthermore, CVS reserves the right to inspect, with or without notice or specific cause, all packages, bags, purses, or other containers or personal property, brought into or taken out of a CVS facility. If necessary, you may be asked to comply with a search by emptying pockets, and/or removing coats/jackets for merchandise or property that may be concealed. CVS expects our vendor partners to adhere to our standard that refusal to comply with a search is grounds for disciplinary action.

A box and bag check will be required when leaving the Pharmacy and the store with your tool bags and/or any boxes that you walk out of the Pharmacy with. This is to ensure nothing has been improperly removed from the Pharmacy or Store.

**As the technician in the store you will be responsible for asking the Pharmacist and the Store Manager to perform these checks.**

## The Rollout Operations Center

CVS Smithfield Facility  
935 Douglas Pike

Telephone: Phone: 888-401-4601, option 4 then 8

Have the Following information ready each time you call:

**a) Your Name**

**b) The CVS store number**

Result:

**Your call will be placed in a queue to be answered by the first available ROC agent.**

**Rollout Operations Center Hours: 8 AM to 8 PM EST**

## Cancellations & Reschedules

The technician's Project Manager should be contacted immediately if a technician cannot make it to a store because of uncontrollable factors (weather, traffic, etc...) the PM will work with the ROC to reschedule or find an alternate technician.

**Under no circumstances should a technician contact a store to reschedule an install.**

# Rollout Operations Center Protocol

## Purpose

The Rollout Operations Center (ROC) serves as a 2nd level support facility for installation, conversion issues, and as a means of verifying communications. Throughout this Redbook you will be instructed to call the Rollout Operations Center.

## Technician Protocol

Upon arriving at the store the technician should introduce themselves to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit. Verify the CVS Store number, address and location with the SM or MSC.

- You should have been supplied with the HPSM ticket number from your Project Manager
- If the technician is denied access to the CVS site, the technician should immediately call their vendor to report the issue from outside the store in the parking lot.
- Once identified and access has been granted, the technician should request to use a phone and contact the ROC to be logged in with the ROC. All calls to the ROC are placed in a queue and answered by the next available ROC agent.

Once in contact with the ROC, technicians will need to verify their credentials and scope of work for the site visit.

Technician should quickly survey the key locations in the store as they pertain to the scope of work for the site visit. Report any issues to the ROC that will delay/inhibit the installation.

The vendor/technician must follow all of the procedures, steps, and processes involved in successfully completing this project per CVS Redbook.

- In the event that an unforeseen situation arises, the following steps are to be followed: If the installer determines there is a problem and the issue is NOT related to the installation, he/she should escalate the issue to their PM (Project Manager). E.G. technician running late, technician sick, etc....
- If the issue is related to the Redbook procedures or the install itself, the installer must escalate the issue to the ROC. If the problem cannot be resolved by the ROC, the ROC will escalate the issue to the appropriate party.
- It is imperative for the technician on site to start the escalation process at the time the problem is discovered. This will ensure a quick/timely installation.

If any CVS store personnel requests the technician to leave the store for any reason, the technician should quickly clean up all equipment and materials without delay, leaving the store in a presentable manner. The technician should leave the building and contact the ROC.

## Dress Code for CVS ROC Vendors

Our company follows a business casual dress code for all colleagues. These are general guidelines of acceptable and non-acceptable dress for store visits.

### **Acceptable business casual dress**

- Khaki pants, Dockers, Dress pants, Slacks, Ankle length Capri Pants
- Appropriate jeans/denim (neat in appearance without tears, holes, or frays)
- Shirts: regular or banded collars, golf shirts, sweaters, turtlenecks, sweatshirts
- Dresses: appropriate length, with sleeves cut no shorter than the top of the shoulder
- Skirts: appropriate length and proper fitting
- Footwear: clean loafers, boots, flats, business casual shoes
- Athletic shoes/sneakers (clean, tied and in good condition)
- Vendor branded attire

### **Unacceptable dress includes, but not limited to:**

- Clothing that exposes the midriff
- Crop tops, halter tops, tank tops, spaghetti straps
- Off the shoulder clothing
- Shorts or skorts
- Dresses that expose the back
- Sweat suits, sweatpants, spandex leggings and other form-fitting pants
- Hooded Sweatshirts
- Athletic Jerseys
- Exposed undergarments, revealing or transparent clothing
- T-shirts
- Distressed clothing (wrinkled, stained, dirty, torn, oversized, etc.)
- Flip flops, Beach shoes, slippers, open toed shoes, Crocs, sandals
- Hats
- Visible piercings in body parts other than the ear
- Branded attire (non Vendor)
- Advertising or messaging attire (non Vendor)

The aforementioned guidelines are intended to convey the desire for tidy presentation of your field personnel, rather than serve as a document to limit personal expression and liberties.

Project Managers are responsible for monitoring these guidelines and communicating with colleagues about appropriate business attire.

## Recommended Tools

- 13 mm socket and ratchet and/or adjustable crescent wrench
- 5/32" Allen key / wrench
- Flathead and Philips screw drivers
- Spare Cat5 Ethernet Patch cable
- Velcro for cable management
- Air Duster Can
- **Smart Phone with Camera and the ability to email photos**

## Logging Out

- When all tasks and testing are successfully completed the onsite technician **must** log out with the ROC.
- The ROC will request to speak with the Store Manager/Pharmacist at the site. Detailed questions regarding the installation and conduct of the site technician will be asked by the ROC.
- The ROC will be asking if you allowed the Pharmacist and Manager to do a bag check prior to leaving the Pharmacy and the store so make sure that you do.
- Upon satisfactory answers from the Store Manager/Pharmacist, a release code will be given to the onsite technician. The ROC will log the onsite technician out of the store in the ROC database.
- The release code must be recorded by the onsite technician. This is needed for billing.
- Failure to log in/out and obtaining the release code will delay payment.

# Section 1

## Arriving On Site

Upon arriving at the store, introduce yourself to the Store Manager (SM) or Main Site Contact (MSC) and specify the reason for your visit.

- **Verify** the CVS store number and address with the SM/MSC.
  - You are required to have a government issued photo ID, the Letter of Authorization and the HPSM ticket # from your project manager upon request by store personnel
- **Request** the following from the manager:
  - Permission to use a CVS phone to call into the ROC to login **401-700-602-7159 option 4 then option 8**
  - Access to the location of the new equipment
  - Access to the front counter area and the pharmacy (request the SM/MSC to escort you to the pharmacy and introduce you to the Pharmacist-in-Charge).

**Call into the ROC.** During this initial call the ROC will log you into the site and instruct you to locate the equipment if not yet located and to perform a register survey of all IBM -743 registers in the store.

# Section 2

## Register Survey

Scope: Upgrade memory modules in all **IBM4800-743 registers** in the store.

- Survey Front Store and Pharmacy to locate IBM4800-743 registers.
- Record relevant information (Model #, Serial #, Register #, Old/New Memory Heap Size) on Appendix.
- Install/Replace new Memory Modules inside the register. Record new Memory Heap Size on Appendix.

Look at each register in the Front Store and Pharmacy locations to identify all IBM4800-743 registers.

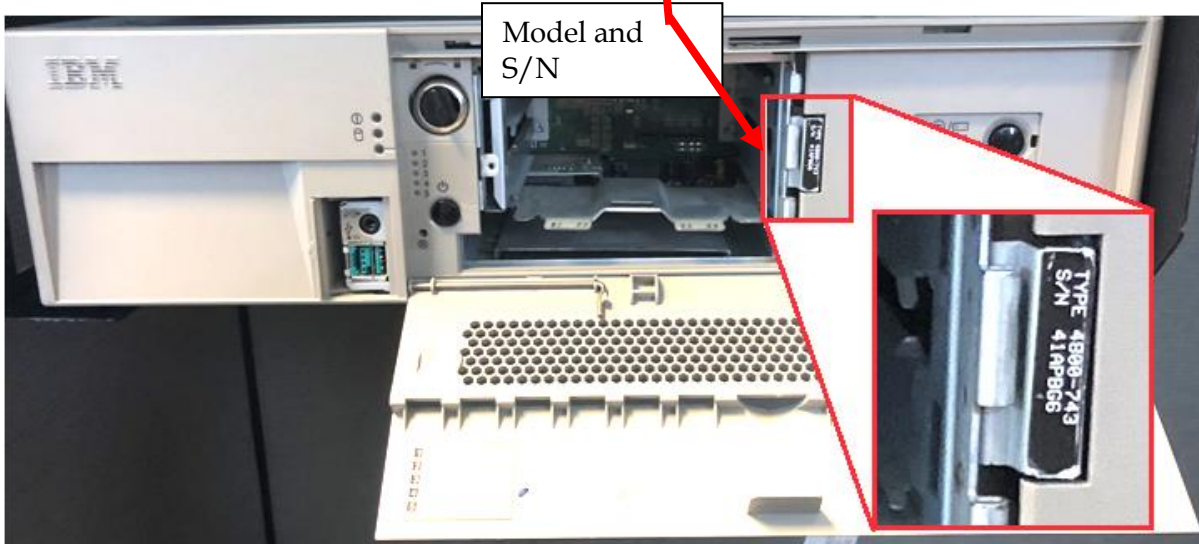
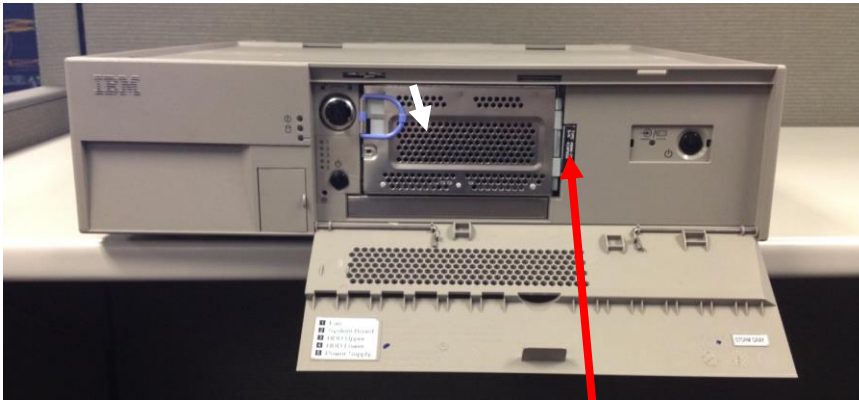
You will use the Appendix to record the **Register Number**, the **Model Number**, and **Serial Number** and the **HEAP Size**. Only the IBM4800-743 register information needs to be entered in the Appendix.

The model and S/N information can be found on the IBM 4800-743 units once the front door is open. See below for examples of where to find this.

**Only 4800-743 store registers will be receiving the memory upgrade.**







- If the register is powered off, attempt to power it on. Record the model and S/N. Report to the ROC it is in the process of booting up.

**IMPORTANT: Survey information must be as accurate as possible**

**SIGN ON - CHECK ID IF UNDER 27 FOR ALC/TOB**

7	8	9	Cancel
4	5	6	Clear
1	2	3	Back
	0	00	Enter
Space			

Time In/Out    Left Hand

10:41 AM    8/4/16    \*\*\*    **Register: 001**

Register ID #

1. For the survey, record this information from each 4800-743 register on the Appendix A – Survey and Replacement Sheet:
  - a. The 3-digit register ID #
  - b. Location (Front Store or Rx)
  - c. Model # (Type)
  - d. Serial number
  - e. HEAP Memory size (Before/ After)

\*HEAP Size instructions can be found in the next section.

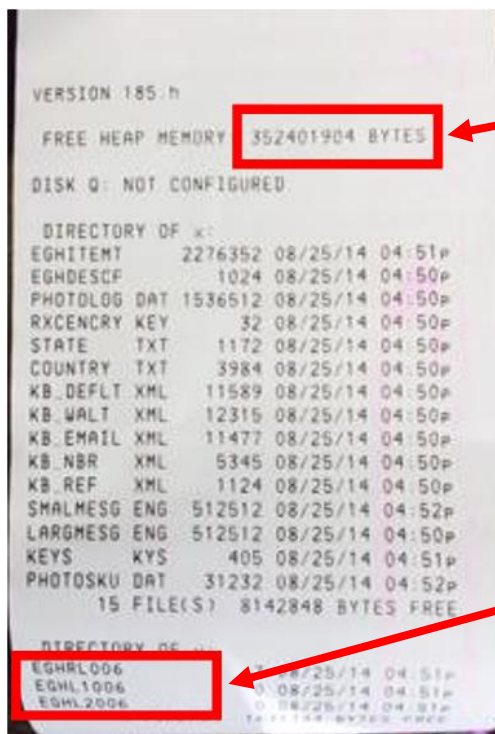
# Section 3

## Determine Memory Amount

Call the ROC and report your findings from the survey. The ROC will then determine based off your survey which registers will receive the memory upgrade.

**Only 4800-743 store registers will be receiving the memory upgrade. The below instructions only must be done to the 743 registers.**

1. Once the ROC determines the registers to receive the memory upgrade, have the store associate log into the register.
2. Select the "sales" tab.
3. Select "Item #" button.
4. Type twelve 9's and press enter. A report will print out. Write down the HEAP Memory.



At the top of the report is the verbiage "FREE HEAP MEMORY XXXXXXXXXX BYTES". Record this number.

At the bottom of the report is the verbiage "EGHRLXXX" - the 3 digit number is the register number, in our picture that number is "EGHRL006" - register 6

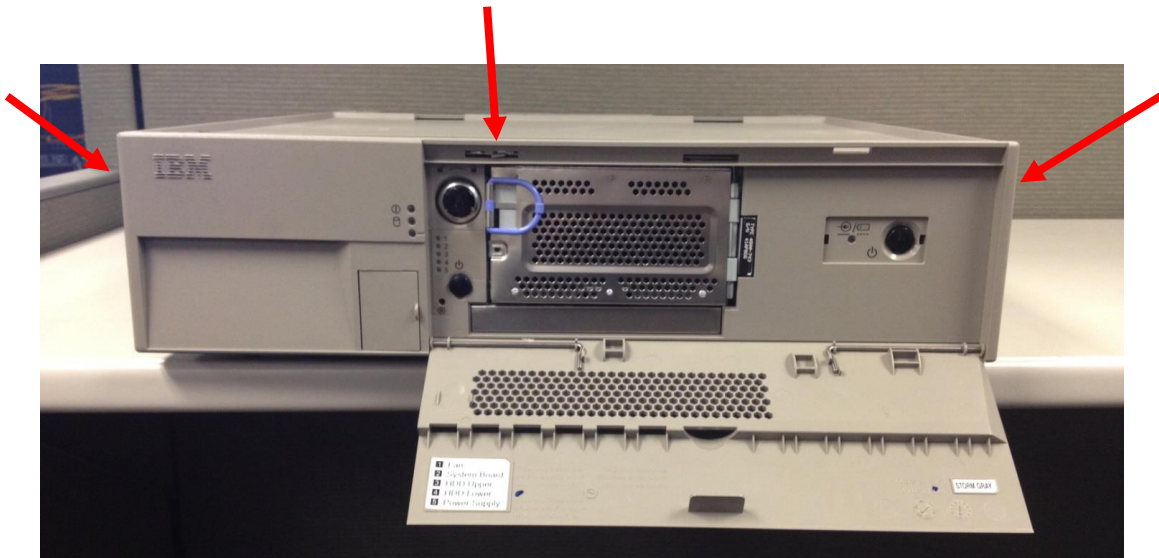
# Section 4

## Disassemble (IBM POS Sure 743)

1. Power down the register.

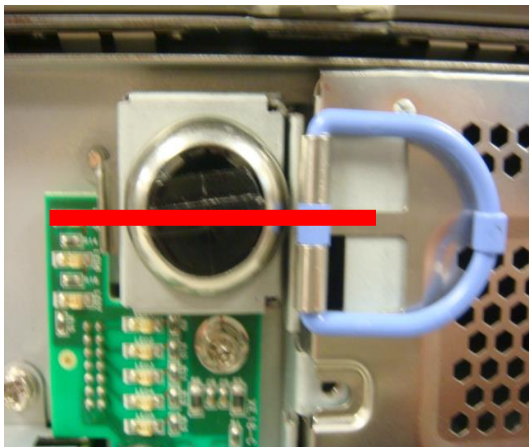
**NOTE: It will not be necessary to disconnect any cables from the back, however make sure the cables have enough slack. If the cables are too tightly dressed, they will disconnect from the back of the register when sliding out the motherboard.**

2. Take off front face plate. This is done by pushing in the tabs on the left and right front sides of the metal case, then pushing the top center tab (inside the door) which allows the cover to be tilted out and lifted up.



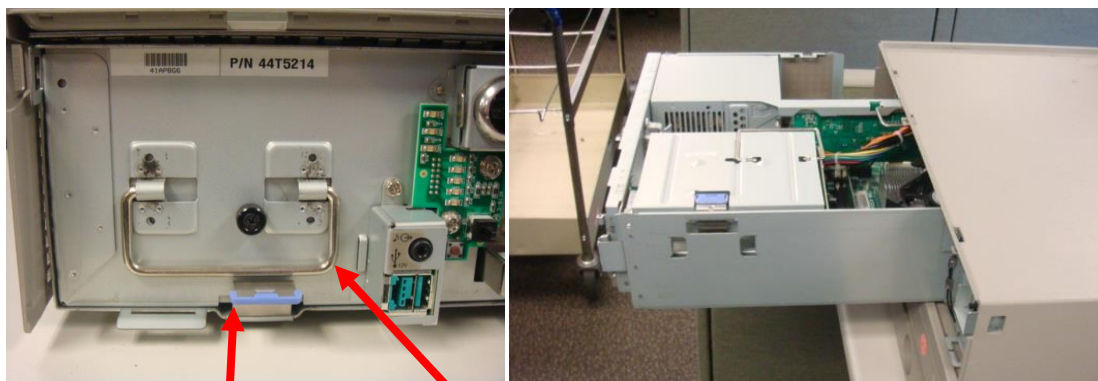


3. Turn the black knob HORIZONTAL to unlock system tray.



4. Pull up on blue tab on bottom left side and pull the handle at the same time to slide the system board HALF-WAY out of the base unit. (Pictured Below)

**Be careful not to pull system board too far out because cable connections on back of register may become disconnected.**



**Lift up** on blue tab

While holding blue  
tab up, pull handle



# Section 5

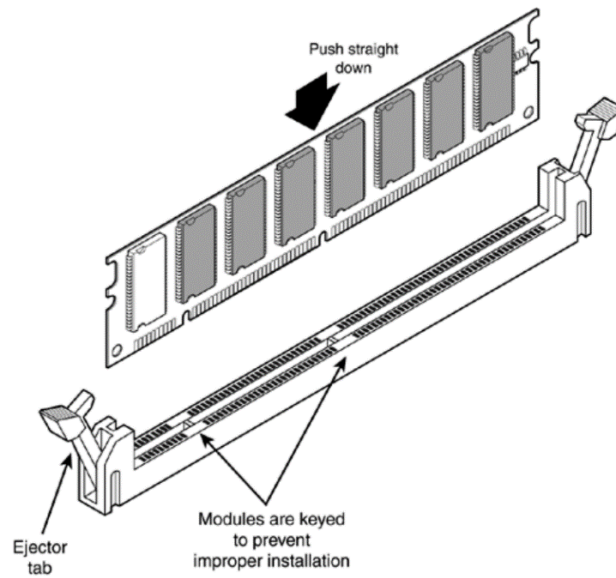
## Install New Memory Module and Re-Assemble Register

1. If replacing old memory module, continue through step 1; if not, skip to step 2. Locate existing memory modules, you should notice two tabs on either side of the memory slot as shown in the picture below. Press each tab down and away from the memory slot. If done successfully, the memory module should pop up slightly and once both tabs are fully depressed, you can lift the old memory module.



2. Install new memory module by matching up the notch on the memory module with the notch on the memory slot (picture below). Gently and firmly push the memory module into the slot. As the memory module is being pushed, the two tabs should snap up and hold the memory module into place.

3.



4. Slide tray back in until blue tab locks back into place. Turn black knob VERTICAL to lock system board in place. Put front face cover back on.

5. Determine new memory amount by following section 3. Be sure to record new "Free Heap Memory" amount.

The ROC will ask you for the register numbers and before/after Heap memory values.



# Section 6

## Package Old Memory for Return

1. You will receive a 6" X 9" bubble envelope with UPS return label. Place all of the old memory that you removed from the Registers into bubble envelope.
2. Record the return UPS tracking number. The ROC will ask for this number when you call.
3. Give envelope to Store Manager and instruct the Store Manager to give envelope to UPS on their next delivery.

			<a href="#">Appendix A - Survey and Replacement Sheet</a>	
Store # / Site ID:				
Tech Name:				
Existing 4800-743 Registers				
Register Number	Model Type	S/N	Heap size Old/New	

## Appendix B–

Outbound Shipping Labels – Email: [ROC19@CVS.COM](mailto:ROC19@CVS.COM)

Store #	
Tech Name	
Date	

### UPS Tracking #
