M030002-A OPW-Pacific Pride Smartlock Replacement Checklist

The following is a checklist with contact information to help you with the upgrade of your OPW site equipment. It is very important that each step in the checklist be completed in the prescribed sequence to ensure a successful installation. This form can and should be shared with all installation participants.

CONTACT INFORMATION			
A	OPW-FMS	OPW-FMS Help Desk After-Hours Help Desk Paul Nelson (backup support)	877-679-8324 877-679-8324 425-503-8367
B	Pacific Pride	800-367-5066 Account Managers: Bryce Eckles Catrina Kersich Customer Service	beckles@pacpride.com ckersick@packpride.com cservice @pacpride.com
C	Franchisee (Fill in the information at right)	Host Number_____ Contact Name_____ Controller Operator Name_____	PP Site Code_____ Phone_____ Phone_____
D	Installer/Distributor (Fill in the information at right)	Company Name_____ Technician Name_____ Email_____	Phone_____ Phone_____

Link to Online Resources:

Click here to go to the OPWGlobal page for Pacific Pride upgrade information

Required Support Documentation

- M030002-B Site Survey Form
- M030002-C Pacific Pride Customer-Echosat Secure Gateway Application Form
- M030002 Pacific Pride Multi-Trucking Network Package Upgrade, Configuration and Startup Procedure Guide
- M030002-D Pacific Pride Controller Operator Instructions

Required Upgrade Conversion Steps

1. Place your equipment order with your authorized OPW distributor (Help: see Row D of the Contact Information Table above).

2. Complete the M030002-B Site Survey Form and send it to your distributor. Contact your equipment distributor to complete the site survey if needed (Help: see Row D of the Contact Information Table above).

3. Send a copy of the survey form to your Pacific Pride Account Manager to arrange for new Merchant ID for the Pride/NBS host (Help: see Row B of the Contact Information Table above).

IMPORTANT NOTE: This requires a 10-business-day lead time.

4. Arrange for Internet service at the site through your phone or cable provider. A static IP is required (record the IP Address here). Static IP:_____).

NOTE: Install lead times vary by location and Internet Service Provider availability.

5. Complete the M030002-C Pacific Pride Customer-Echosat Secure Gateway Application Form and fax it to the number on the form to create a secure processing account (Help: see Row A of the Contact Information Table above).

IMPORTANT NOTE: This form must be completed and faxed to (630) 778-7393 *at least one (1) business day* before your OPW IP Converter is installed and activated.

6. Install ARTWare version 3.7 (or greater) on your PC and/or ensure your technician has a copy of the latest ARTWare version 3.7 (or greater) with the Pacific Pride specific database (Help: see Row A of the Contact Information Table above).

NOTE: ARTWare must be used to ensure a successful conversion. Command-line configuration will not generate the necessary results and your site may be down longer than expected.

7. Configure your site setup in ARTWare to prepare to load into the FSC3000™ Fuel Site Controller (refer to the M030002 Pacific Pride Multi-Trucking Network Package Upgrade, Configuration and Startup Procedure Guide, **Section 4**). Use the Site Survey form to assist and verify the existing setup (you can also use the SHOW SYS, SHOW FIT, SHOW PCT reports from the existing System2 or FSC3000 as a guide for configuration) (Help: see Rows A and D of the Contact Information Table above).

8. Check your OPW equipment shipment to make sure that all of the items and cables are present (Help: see Row A of the Contact Information Table above).

NOTE: If equipment is being shipped to the equipment distributor, the equipment distributor is responsible to check the equipment received prior to the install date.

9. The franchisee and installer must decide on an install date and time.

NOTE: Your Pacific Pride controller operator will need to be available to perform various steps using the controller to communicate with the site at different times during the install.

10. Contact Susan at Pacific Pride (503-371-0732) and inform her of the date the installation is to occur (Help: see Row B of the Contact Information Table above).

IMPORTANT NOTE: This step is mandatory! Failure to properly complete this step can result in Pacific Pride resources not being available to help the controller operator, if needed. This can delay the installation and cause the site to be down longer than expected.

11. Before the old equipment is disconnected, the franchisee's controller operator must pull the transactions from the SmartLock system (refer to M030002-D Pacific Pride Controller Operator Instructions: complete **Step 1**) (Help: see Row B of the Contact Information Table above).

12. Inform the controller operator if the following items or settings will be changed during the installation. (Help: see Row B of the Contact Information Table above).

    o   Will the Baud Rate be changed?

    o   Will the phone number be changed from the current number?

    o   Verify the new PV Password

    o   Will the Porter/WTI box remain in place?

13. Follow the equipment switchover procedure in **Section 3** of the M030002 Pacific Pride Multi-Trucking Network Package Upgrade, Configuration and Startup Procedure Guide (Help: see Row A of the Contact Information Table above).

14. Franchisee's controller operator must maintain the Site Master (refer to M030002-D Pacific Pride Controller Operator Instructions: complete **Step 2**) (Help: see Row B of the Contact Information Table above).

15. Franchisee's controller operator must maintain the site's Product Pump Assignment File records and enter the ISO/price table number (refer to M030002-D Pacific Pride Controller Operator Instructions: complete **Step 3**) (Help: see Row B of the Contact Information Table above).

16. Once the new equipment has been configured and installed, the installer must tell the franchisee's controller operator the system is ready for prices (ISO Table) to be downloaded (refer to M030002-D Pacific Pride Controller Operator Instructions: complete **Step 4**).

17. Run test transactions for all card types accepted at the site (this includes third-party cards as well as Pacific Pride cards).

18. Verify that the pump and product match the site survey form and that the gallons are correct. Test various gas and diesel product restrictions (Help: see Row B of the Contact Information Table above).

IMPORTANT NOTE: Incorrectly configured pumps may result in disputes regarding product purchased and non-payment for 3rd Party Cards transactions.

19. Once the test transactions have been run, the franchisee's controller operator must **pull/edit/post transactions** and then print the Commlog report (refer to M030002-D Pacific Pride Controller Operator Instructions: complete **Step 5** and **Step 6**) (Help: see Row B of the Contact Information Table above).

20. Inform Comdata that the Smartlock has been replaced and to remove it from Support and Maintenance (if installed prior to Dec. 31, 2014).

21. Inform Pacific Pride that the conversion is complete and that the site is operational by sending a message to Pacific Pride customer service (cservice@pacpride.com) with the Pacific Pride site code and franchise name. This will trigger the process of Pacific Pride updating its records with the equipment type and will stop the ICB billing of Comdata Support and Maintenance.