OPW Site Upgrade Outline to Prepare for Switcher/Controller Sunset

This outline document is to be used in conjunction with OPW-FMS documentation for the equipment distributor and the "Pacific Pride Controller Operator Instructions for OPW-FMS Software Upgrade" document for the franchisee.

Pacific Pride staff will be available M-F 7:00am PT to 4:00pm PT.

Prior to Upgrade

1. **SolvOne** contacts OPW-FMS distributor to schedule and give them:

   - The marketer contact information

   - The site address

   - The **serial number** of the expected FSC3000 that is to be upgraded

   - The 5 digit number to be entered into the "Site/Merchant ID" textbox when the Network Table is configured.

   - The 12 character **site ID** to be assigned to the *set site* command .

   - Requests that M030002-B Pre-site Survey Form be completed and sent to OPW-FMS.

2. SolvOne will contact the site owner approximately 2 weeks prior to relay the information that follows:

   - The date and approximate time the site is scheduled to be upgraded.

   - The marketer must have someone at the site to let them into the equipment room.

   - The marketer must have someone at their office during the install to poll the site and download the ISO table when the technician is ready.

   - The marketer must provide a PrideAdvantage card that can be used for testing.

3. OPW-FMS distributor orders software and bills the Marketer if f the marketer has not already purchased.

4. PP receives information from SolveOne and updates master spreadsheet with target install date.

Day of Upgrade

1. OPW-FMS distributor/technician and representative from the marketers business arrives at site.

2. OPW-FMS technician or a marketer representative contacts a person in the marketer's office. Marketer closes the card reader and pulls transactions.

3. Marketer follows direction in Step 1: of the "Pacific Pride Controller Operator Instructions for OPW Software Upgrade" document (M030002-I).

4. The following are concurrent actions:

   - OPW-FMS distributor/technician backs up FSC3000 site controller following OPW-FMS directions.

   - OPW-FMS distributor/technician upgrades the FSC3000 following OPW-FMS directions up to step of Download of ISO table.

5. OPW-FMS distributor/technician contacts marketer to download ISO table.

6. Marketer follows direction in Step 2 of the "Pacific Pride Controller Operator Instructions for OPW Software Upgrade" document (M030002-I).

7. OPW-FMS distributor/technician completes installation following OPW-FMS instructions after marketer has relayed that the download was successful.

8. OPW-FMS distributor/technician tests the site.

9. OPW-FMS distributor /technician informs the marketer that the test transactions have been run.

10. Marketer follows the directions in Step 3 and Step 4 of the "Pacific Pride Controller Operator Instructions for OPW Software Upgrade" document (M030002-I).

11. When the Marketer is satisfied that the test transactions are correct:

    - OPW-FMS distributor/technician opens the site.

    - OPW-FMS distributor/technician contacts SolvOne to relay that the install is complete.

12. SolvOne sends weekly updates to PP of sites that have been upgraded.

13. Pacific Pride updates Master Spreadsheet with upgrade completion date.