

OPW Site Upgrade Outline to Prepare for Switcher/Controller Sunset

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

Pacific Pride staff will be available M-F 9:00am ET to 4:00pm PT.

Prior to Upgrade

1. Marketer contacts OPW distributor to order upgrade stating Payment Option.
2. OPW distributor orders software and schedules install date with marketer including verification of what marketer employee the distributor will work with on the day of installation.
3. Marketer emails siteupgrade@pacpride.com with notification of install date. Please include Franchise name and Pacific Pride site code or site address and marketer contact information.
4. PP updates master spreadsheet with target install date.
5. PP emails marketer with the Site ID the installer will need to input into the "Site Merchant ID" textbox during the "Reconfigure Network Settings" step of the software upgrade.
6. Marketer verifies OPW distributor/technician has a card to test the site on the day of installation.
7. Marketer gives the OPW distributor/technician the Site ID they received in the email from Pacific Pride
8. If OPW distributor/technician needs a test card Marketer orders a test card from their Pride Advantage card block and gets it to the distributor/technician.

Day of Upgrade

1. OPW distributor/technician contacts marketer and marketer closes card reader and pulls transactions.
2. Marketer verifies the OPW distributor/technician has the correct Site ID they will need to input into the "Site Merchant ID" textbox during the "Reconfigure Network Settings" step of the software upgrade.
3. Marketer follows direction in Step 1: of the "Pacific Pride Controller Operator Instructions for OPW Software Upgrade" document.
4. The following are concurrent actions:
 - OPW distributor/technician backs up FSC3000 site controller following OPW directions.
 - Marketer contacts PP confirming they are ready to receive an updated ISO table by emailing siteupgrade@pacpride.com. Please include Franchise name and Pacific Pride site code or site address and marketer contact information.
 - OPW distributor/technician upgrades the FSC3000 following OPW directions up to step of Download of ISO table.
 - Pacific Pride updates ISO Table master for the site being upgraded.
 - Pacific Pride emails marketer to set up for a daily switch to receive the updated ISO table:
 - a. Marketer sets their controller up for the daily switch call. Main Menu option #1, then option # 1.

- b. Marketer breaks out of the switch upon completion- the screen will say it is waiting until 19:30 or 20:30.
5. OPW 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.
7. OPW distributor/technician completes installation following OPW instructions after marketer has relayed the download was successful.
8. OPW distributor/technician tests the site.
9. OPW distributor /technician inform the marketer 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.
11. When Marketer is satisfied the test transactions are correct:
 - OPW distributor/technician opens the site.
 - Marketer emails siteupgrade@pacpride.com verifying the upgrade is complete. Please include Franchise name and Pacific Pride site code or site address and marketer contact information.
12. Pacific Pride updates Equipment Type and Date in Salem system:
 - Site master to 25 or 35 if Captive Site.
13. Pacific Pride updates Master Spreadsheet with upgrade completion date.