



OTC Escalation Process Reminder

Gilbarco would like to reiterate the importance of following the escalation procedure (Provided in your OTC Workbook) when performing an OTC upgrade. Following the proper escalation procedure during the OTC upgrade will allow for quicker resolution should a problem arise. We want to ensure you get to the right support person the first time. This cuts down on wait time for you and allows you to get the proper help you need faster, which in turn allows you to finish the upgrade in a suitable amount of time.

We would like to clarify a couple things:

1. Activations/RKL-

For all Activations and RKL's you should be calling the Gilbarco Call Center.

Note- If you are experiencing trouble with performing the Activation or RKL process, you should call the Gilbarco Technical Support line at 1-800-743-7501. They can help troubleshoot any problems you may be having. **DO NOT CONTACT THE GILBARCO CALL CENTER LOOKING FOR TROUBLESHOOTING HELP!** If you are still experiencing problems you should call your Gilbarco Field Engineer (FE).

****If for some reason, you inadvertently end up speaking with a Call Center specialist, simply inform them you are seeking troubleshooting assistance from TAC. They can route you to the proper support personnel.**

**** Remember, if you know it's going to take more than four hours, you need to follow the current escalation procedure that is outlined in your OTC Workbook and get approval for continuation****

2. Bulloch issues-

If you think you are having issues with the Bulloch POS, please try to resolve by contacting another technician within your company, specifically your Bulloch POS champion. If that does not resolve your issue, call Bulloch's helpdesk ASAP! **DO NOT CALL GILBARCO TO HELP TROUBLESHOOT BULLOCH POS ISSUES!** Gilbarco is not trained to field third party POS issues. This will only delay getting the problem fixed.

Problem Escalation

1. For RKL, card reader or keypad Activations, please call Gilbarco Tech Support:
 - a. Instructions to access Gilbarco Tech Support (We are asking you to call the Gilbarco Tech Support line for call tracking purposes, your call will be routed to the Gilbarco Call Center after following the procedure below).
 - i. Call 1-800-743-7501
 - ii. Select option "2"
 - iii. Enter a valid site phone number and then a valid tech id. (You must be certified through Gilbarco to work on Gilbarco equipment).
 - iv. After the tech number has been verified press "2" for EMV

**** Note:** Do not select option "1" for RKL/EPP

**** Note:** Failure to enter the proper information will route you to the Gilbarco Technical Support group (AKA TAC)
2. If you encounter hardware or technical issues while performing the following, please call Gilbarco Tech Support at 1-800-743-7501 to speak with a Technical Assistance Specialist:
 - a. TCR and HCR Shield Installs
 - b. Replacing TCR screws on the Activation Switch
 - c. HCR2 kit installations
 - d. TCR and/or EMV keypad installation (if applicable)
 - e. GCM installations
 - f. U25 chip replacement
 - g. Remote Key Download (RKL)
 - h. EMV software download
 - i. PAM 5000 board swap or re-routing the CRIND loop two-wire cables
 - j. PAM 1000 sites, D box board swap 19200 Baud Rate change on dispenser
3. 3rd party POS, Black Box, and 19200 baud Rate change on the POS
 - i. For Suncor sites please refer to page 8 of the Suncor scope of work.
4. Spare parts needed, including black boxes, or issues with missing parts/components, graphics, etc. please contact Lutchmin Maharaj at NEE.
 - i. Email lmaharaj@nee.ca or call 905-565-5369
 - ii. Provide the site number, site address, and the list of missing parts.
5. Other issues
 - i. Email lmaharaj@nee.ca or call 905-565-5369
 - ii. Provide the site number, site address, and the list of missing parts.

Before you begin: (Reference your SOW provided for details)

1. Complete a Job safety analysis
2. Speak to the manager on site to notify them of your purpose.
3. Walk around forecourt - assess site for issues
4. Locate breaker Panel

5. Inspect PAM 5000 DSB 492 CRIND loop board if one is on site make sure the DSB 492 board has 4 X marks in the spaces ABCD. Refer to TRP 2426 for instructions on how to check for the four X marks on the DSB 492 PAM 5000 board.
6. Write down SN# and date on D Box CRIND loop board.
7. Test to see if full EMV has already been turned on at the site:
 - a. Insert a chip and pin card into any card reader at the dispenser, if it clamps your card; you know that full EMV has been turned on at this site. (This verifies that full EMV has already been turned on at the pump).
 - b. Make a note on your OTC checklist that EMV has been turned on prior to OTC work.

If you find any of the above pre-existing conditions, immediately contact **your Dispatch Coordinator or Service Manager** so the customer can be notified immediately to provide further direction.

This will affect your download time under the section titled **EMV Enablement and Bulloch Messages** below.

If you have any questions about the escalation procedure, SOW, or any other work that needs to be performed, contact your dispatch coordinator or Service Manager.