

EMV Installation Resources

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Overview

Project Manager: Ximena Suarez Vavra

Project Purpose

As you may have heard, Redbox is making a significant investment in our Kiosk business with the installation of a new credit card reader.

The new reader will help Redbox combat fraud, maintain our competitiveness, and lengthen the lifecycle of our core business by giving customers additional payment options, increased security and a more personalized, user-friendly experience.

*****UPDATES as of 11/9/2021*****

EMV with Drainage System Installation Supplement

EMVs will now come with a different rubber gasket that works with a drainage system designed into the EMV. The process for installation on these new/replacement units is documented [HERE](#).

Torque Screwdriver Usage

As of 6/15/2020, there was a change to the order of tightening and the amount of torque required for securing the EMV to the bracket. The document is [HERE](#) and a short video is [HERE](#).

Water Diverter Installation

Please visit the Diverter page [HERE](#) for all information on the EMV Water Diverter. While this is primarily an FST project, this is linked here for reference.

EMV Mitigation Project

Sealing the EMV holes: The installation process was updated to show the steps for applying tape to the back of the kiosk door to close off the drilled holes. This is to avoid a potential issue with the Air Exchanger (AX) creating a strong enough suction to pull water into the EMV. It's OK to do this on Air Conditioners also but is **mandatory** to do so on all A/X kiosks going forward. An ADS will be added to perform this on all A/X kiosks where the EMV install has already been completed, in the near future.

EMV Mounting Gasket: For issues with the gasket coming off, please refer to the document at this [LINK](#).

EMV Cleaning: Please follow the approved cleaning process when cleaning both the swipe and chip insert portions of the reader. The process can be found [HERE](#).

Parts stickers for RMAs: If you need to RMA an EMV please don't forget to use the "PARTS" sticker on the outside of the boxes when returning EMV. This helps RDC sort the EMVs out from the movie returns they receive.

Electrical Tape and Heat: In some installations electrical tape has been found to come loose in higher temperatures – an alternate solution to using electrical tape to hold the Ingenico USB cable and USB extension cable together is to use 3 cable ties. One around the body of the USB extension cable connector, one around the neck of the Ingenico cable just behind the connector body and the third to secure those two cable ties together.

Lost EMV issue: Two EMVs were reported as lost a couple weeks ago by an FST. Status of devices were changed to LOST. On 6/10, device was installed by the same FST causing decryption errors. FST was advised to call MS if the second device is found before installing device.

- **Very important:** if a device has been marked as LOST in the P2PE manager and it is later found, FST MUST call MS report device(s) and have them set status to STORED. FST then can proceed to install EMV(s).

Water damaged EMVs: we have four devices with water damaged so far. Please follow instructions below if your teams encountered this issue:

- FST to take picture of full site so Engineering can understand the context of the kiosk relative to the roof, awning, etc.
- FST to visually inspect device and look for any error messages on the screen of device, FST should take a picture.
- FST to call MS to report issue. Device status should be changed to damage.
- FST must remove damaged EMV and install new EMV device
- New policy: FST to re-install Redbox sunscreen
- FST must RMAs damaged device back to Sony
- FST needs to email evmissues@redbox.com with pics and a summary of the issue.

Old credit card readers: We are currently working with Waste Management to come out with a solution for all of our e-waste/recycling need. Once that is implemented will share next steps on proper disposal of cc readers. In the meantime, please go hold onto 5-10 and recycle them rest.

Mismatch Serial Numbers: if someone still finds the wrong reader in the wrong box, FST will need to call in to confirm that the reader is in the P2PE system and is in the STORED state.

First shipment vs second shipment: EMV devices from the first shipment need to get installed first to make sure we avoid future inventory issues, etc.

Shipment: Sony has shipped 3,400 devices out to the Field, please see email attached. Again, please be aware that there was a swap of boxes for Warehouse 21065 and 21048. You will not see this on your RDC file as RDC is experiencing some technical issues.

RMAs: When sending a device back to RDC (RMA), please use the tampered bag and apply the red label provided to you at the beginning of the project. Do NOT use the any original EMV boxes to ship back RMA's as this will cause confusion on Sony's end.

Swipe Card Decal: Remind your teams that the "swipe card decal" MUST be removed before installing an EMV.

Credit cards (corporate or personal): Please report immediately, if corporate or personal credit cards are being declined after installing EMV readers. If possible,

attached picture of any error messages on the kiosk UI and/or the reader itself.

Temp closed kiosks: For now and until further notice, when an FST is reopening a kiosk (from temp closed to open), the FST MUST call MS. MS will manually change the device to activating. FST then will proceed to run a test transaction.

Exception kiosk list: The latest exception is attached (5-23-no EMV). It only has **10** kiosks!!! Remember, these kiosks are NOT ready to receive EMV readers and they are going to be removed from the WOS soon.

Note: the list is changing so you may see new kiosks added

EMV USB screen: If you see a USB screen on the EMV device, please have your teams unplugged and correctly plug back the USB cable

Dispatches due to CCR Alert: There is an issue with dispatches right after an EMV is installed due to a CCR alert being generated when the FST disconnects the old CCR to **test** the EMV device

- When the EMV device is plugged into the kiosk PC that is running the current release of Kiosk software, the software identifies the device connected, passes that information to the Bluefin server and puts the device into "Activating" status – It can now accept a transaction.
- If the FST for some reason does not install the device that was tested, then that device will keep the activating status until it gets installed on a new kiosk and a test transaction is completed.
- To minimize any risk, we recommend the Field to test EMVs using an AC/USB adapter only. The Field should NOT use their tablets to test EMV devices to avoid exposure to malware or other security risks.

Credit Card Decals after Installation: Please do not order additional credit card decals for the kiosks. We will not be using the decal once the EMV is installed. A new decal will be distributed to the Field later this year when chip and pin is activated.

Old PCs in Trunk Stock: An issue was reported yesterday regarding an old PC installed that was not reimaged since 2017. The main issue with this situation is that there are windows updates needed to install the other needed software for both EMV and the most current version of kiosk client. **FSTs that have PCs that have NOT been imaged this year, MUST reimage them first, at their WHS, to make sure they do run into any issues.**

If a CRE # is erroneously scanned: Field needs to email EMVissues@redbox.com so Remedy team fix issues

Blue kiosks: We've noticed that red brackets are being installed on blue Walmart kiosks. Blue brackets are on their way to the Field, see attached tracking info (only for markets with blue Walmart kiosks) **DO NOT** install blue brackets on red kiosks or vice versa.

Tampered Devices: **Fifteen** devices have been identified as tampered. **One** is has not been sent to RDC yet. Don't forget to follow proper RMA process in WOS and to call MS. MS will change the status of the devices to Tampered, if proved to be tampered. These devices will need to be sent to RDC 12 days from the day the RMA was created.

Shipment issues: It has been brought to our attention that FedEx locations are refusing EMV shipments because they are UPS shipments. This issue is being handled by RDC. All refused shipments are going back to RDC and they will reship using FedEx. Also, Matt Conley is working with RDC to correct this issue. You will receive an email with the new tracking info as soon as they are available.

Mismatch Serial Numbers: So far 3 instances have been reported. Hardware Engineering has notified Bluefin. In the meantime, please proceed as normal as we are going to eventually catch the exceptions on the back reporting. Also, use EMVissues@redbox.com to continue reporting this or any type of issues, please include pictures.

WOS error message "This asset is not marked as in-transit. This will be logged as an exception if you complete transfer". This means that the FST/ROS who is transferring possession of the devices to another recipient is NOT using the WOS to do it. Basically, there is no hand-shake recorded on the WOS between the sender and the recipient.

WOS Timeout : If you do need to refresh the WOS, you will need to rescan the device(s). There will be one line item that shows old standard card reader was removed and an EMV was installed.

Lost Devices: If you believe the EMV shipment you were supposed to receive is lost. Immediately call MS and make sure the status of these devices is STORED. From this moment, you will have 72 hrs to find it. If confirmed lost, you MUST call MS back and ask them to change status of device(s) to LOST.

Project Details

Project Scope: All 41K kiosks, except McDonalds locations.

Timeline: EMV installations to start on 5/6/2019 through 3/31/2020

Chain of Custody

It is very important that we know where the EMV readers are at all times. That is why we have enhanced the WOS. The brand new [Asset Manager Console](#) allows you to receive, transfer, RMA inventory from trunk to warehouse and vice versa.

Please remember that as soon as your teams get the EMV devices, they will need to be received into the WOS.

Priority Kiosks

Two service areas (290 kiosks) have been selected to test technical fallback. A technical fallback is due to equipment failure or attempted fraud, the EMV chip card reader fails to make the transaction, and the merchant is prompted to complete the sale via the old swipe method.

These two service areas (Bay Area and Coastal Carolina) have a deadline of 10/1/2019.

Remember chip reader capability is not fully enable so all transactions will be swipe only until we are ready.

Exception Kiosk list

There are some kiosks that are not ready to receive EMVs due some Software prerequisites. These kiosks will not be part of the initial rollout. Impacted ROSs have been notified.

Chain of Custody Resources

[Chain of Custody Overview](#)

[Chain of Custody Work Instruction](#)

[Chain Of Custody Flowchart: From Ingenico to Kiosk](#)

EMV Installation Resources

[EMV Installation E-Learning](#)

[EMV Installation Work Instruction](#)

[EMV Installation Contingencies](#)

[Old 501 CCR Shift Template](#)

[EMV Mounting Gasket](#)

EMV RMA Process Resources

[EMV RMA Work Instruction](#)

[Visual Inspection Training](#)

[Conducting a Visual Inspection with EMV](#)

[EMV Ship List](#)

[June Ship List](#)

Analytics

Good News! You will not be completing a survey for this project! Completions will be tracked and monitored through a BI report.

[EMV Completion Report](#)

Issues? Please email EMVissues@redbox.com

