

# Temp Close Procedure

## TASK

This document explains when and how to Temp Close a kiosk.

Temp close is a status in Hive indicating that the kiosk is currently not useable or onsite. When a kiosk is temp closed it is taking the machine off the website and making the machine not available for reservations. Temp Close status is ONLY intended to be used for a location that will be unavailable for customer use based on our client's need or due to an extreme circumstance.

## AUDIENCE

This SOP applies to all ROS's and FSR2's

## PROCEDURE STEPS

1. In order to place a kiosk in Temp Close status, the FSR2 or ROS should contact the MS Coordinators sending an email request to [MSCoordinators@redbox.com](mailto:MSCoordinators@redbox.com). These will be processed during the coordinators work hours, 9 a.m. - 5 p.m. CST, Monday - Friday.

- a. Submit one kiosk at a time.
- b. These requests should be submitted as soon as the kiosk has been prepared for closing.

**Acceptable reasons to Temp Close a kiosk are limited to the following:**

- a. Remodel of a location
  - Kiosk relocated to area that does not have power
  - Kiosk removed temporarily from location

- b. Grand Opening or Grand Re-opening
  - Permanent Kiosk closure
    - o PIT Crew will still permanently close the kiosk

- Kiosk Swap/Replacement
  - Car vs. Kiosk
  - Major hardware engineering swap
- Kiosk Compliance Issue per Sales or PIT Crew
  - For example, an ADA issue that Sales directs MS to temp close
  - The field will not be allowed to submit these requests; the request must come from Sales or PIT Crew
- Other situations such as a kiosk being vandalized or broken into require Operations Director approval prior to Temp Close.

**Kiosks may NOT be Temp Closed due to the following:**

- Service Related Issues
- Communication Issues (I. E. Verizon/Sprint Outage)
- Electrical related issues
- Parts related issues
- Air Conditioner related issues. In extreme circumstances, these may be granted with Operations Director approval ONLY.

2. Prior to placing the kiosk in Temp Close status, it is important to do the following:

<b>Situation</b>	<b>Action(s)</b>
Remodel of a location: Kiosk relocated to area that does not have power	Kiosk can keep inventory.
Remodel of a location: Kiosk removed temporarily	Prep kiosk for removal. If the kiosk is being removed for a short time period, inventory can stay in the kiosk.

	If kiosk will be stored for more than 2 weeks, inventory and comms equipment should both be removed.
Grand opening or reopening	Kiosk can be onsite ready to be brought to store as soon as the store is opened/reopened.
Permanent Kiosk Closure	Inventory and comms equipment should be removed. Kiosk should be shut down and prepped.
Kiosk Swap/Replacement: Car v. Kiosk	Inventory should be removed and kiosk prepped according to Prep a Machine H instructions.
Kiosk Swap/Replacement: Major hardware engineering swap	Inventory should be removed and kiosk shut down in preparation for removal/replace.
Kiosk Compliance Issue per Sales or PIT Crew	Kiosk should be left up and operational unless PIT Crew advises otherwise.

3. Prior to reopening a kiosk that has been placed in Temp Close status, the FSR2 or ROS must complete an Installation Checklist using the instructions for the Installation Checklist that part of the Kiosk Installation Procedure

