

RMSI

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Starbucks End Cap
Kiosk Installation
Training



Summary

Installation Guidelines

***Objective:** The key objective of the install is to take the existing Starbucks coffee section in the store convert it to the new end cap kiosk. This requires us to remove the shelving from one side, the current end cap or MED of the gondola and install the new set up. The project does require experienced installers that understand fixtures and are comfortable with various tools. The set up will require at minimum of 2 people to install and takes on average about 4 hours to complete when no issues are encountered. The fixture showcases the Starbucks brand and in conjunction with center of store (COS) this fixture will also be lit up to help draw attention and showcase the product.

***Time Frame (Start & End Date):** TBD (New Stores & Remodels)

***Estimated Hours Per Store/Size Of Team:** 8 hours 4 hours per person (average)

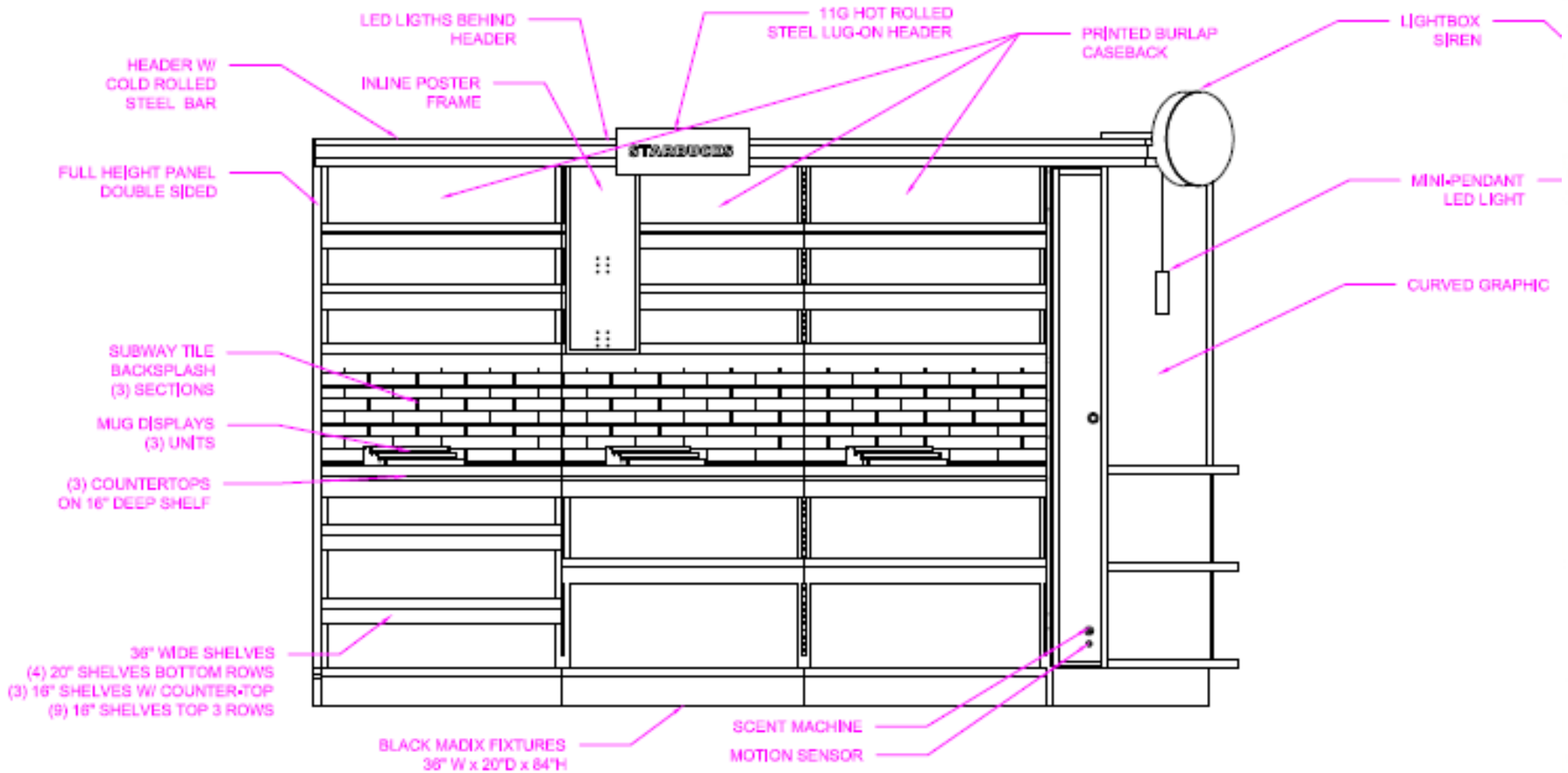
***Number Of Stores/Divisions Involved:** Refer to SRS schedule for details

***Team Member Qualifications:** Better than average experience & knowledge of fixtures and tools. Basic merchandiser experience, basis knowledge of SRS and digital photography operations.

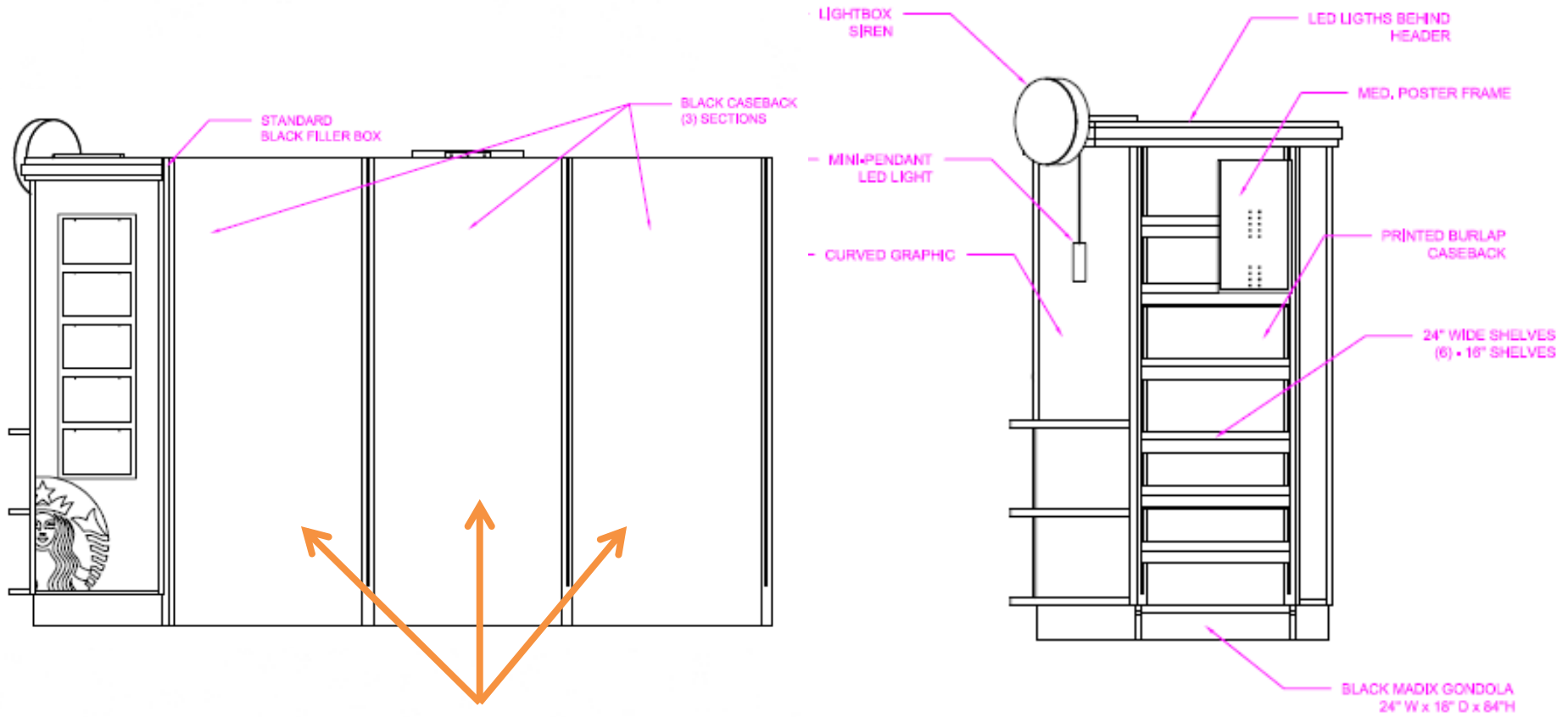
***Safety training for project:** Follow company safety guidelines and rules provided in the company safety binder.

Summary

Parts Lists



Please note the various parts names and placement in the set up.



These 3 section are not part of the Starbucks install.

Depending on if you are setting the section on the left or the right depends on which side you strip down and set up the new fixture. The backside of the fixture remains untouched and will keep the merchandise that is on it currently.

Tools & Supplies

Summary



Right Angle Drill, Charger & Battery Pack



Stubby Screw Driver Set



Measure Tape



Basic Tool Kit



Box Cutter



Channel Lock Pliers



Camera



Extra Batteries



Scissors



Medium Sized Level (2 to 3 FT)



Wire Stripper



Rubber Mallet



Socket Set



Wire Cutters



Metal Yard Stick

Store Reset Preparation

Pre-Store Visit / Upon Arrival

Step 1: Prepare for a store visit by gathering tools and reviewing current installation information.

Ensure that you have all that you need to complete the project (Specialty tools, instructions, schematics, training material, camera and extra batteries, store signs, pen/pencil, small basic tool kit etc., as well as any needed POS components). Always carry extra tools and parts with you to limit any situations that may prevent you from completing the project if possible.

Step 2: Pre-call the store to advise them of your visit and the project information. Discuss and verify the following.

*Date of install

*Start time and any limitations for doing this type of work (hours of operations, stocking, open hours etc.).

*Name of manager on duty at the time of the install.

*Have fixtures been delivered to the store.

*Ensuring that the area you will be working in will be open and cleared of obstructions before the scheduled visit date and time.

Document the gathered information as well as who you spoke to during the pre-call for future reference.

Step Three: The store visit – When you arrive at the store

- *Check in with the manager on duty
- *Verify store number and address
- *Validate the cooler type and if all components are present and accounted for as well as the type of tools needed to complete the project in this store.
- *Sign in if required on the visitor sign in log.

Find a place to set up close to the work area that will be out of the way and not interrupt store business. Keep your work area safe, clean and free of obstructions at all times.

Any fixtures, tools or supplies items being taken out of the boxes should be removed and placed in a designated area until needed to ensure they are not damaged. If you find any missing or damaged items upon opening the boxes please make note of it for future reference and re-order purposes. For this reason that is why it is suggested extra supplies of all needed components be carried at all times.

Any item being built and installed should be built in a zero to low traffic area to limit any safety issues and business interference.

The Installation

Step By Step

Step 1: Verify That The Power Supply Is Set In The Correct Place



The most important part of the project is to ensure that you have power set up to the location you are installing the fixture and its set up in the right spot.

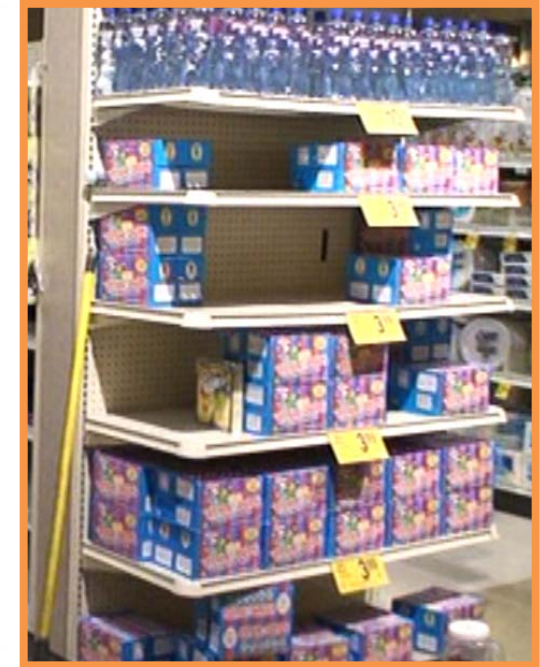
If you arrive at the store and the power supply cannot be found contact the person in charge of the remodel and let them know so they can resolve. This may require the install to be rescheduled until a later date after the electrician has come in and installed the electrical box. If the box is present and you have installed the fixture and it does not work please contact the person in charge of the remodel and let them know so they can resolve. Document any issues in SRS and ensure that all issues have been communicated to your supervisor for follow up.

Step 2: Verify That The Fixtures Have Been Delivered To The Store



Locate the fixtures at the store, the location should have been determined during your pre-call. Typically these types of large fixtures are placed in storage areas or trailers outside until needed. If you cannot locate the fixtures work with the store team to assist, if still not found call your Supervisor for further direction.

Step 3: Determine The Location In The Store Where The Fixture Will Be Installed



The MED end cap will also need to be removed during the install to make room for the new Starbucks Kiosk.

The New Starbucks Kiosk fixture will be installed where the Starbucks coffee is currently merchandised. All of the product, shelves, pushers and any POS items should be removed prior to starting the install. The clip strips and outriggers may need to be moved to accommodate the fixture install. Work with the store to determine alternate locations.

Step 4: Remove Product And Stage It For Restocking Off Of The Sales Floor

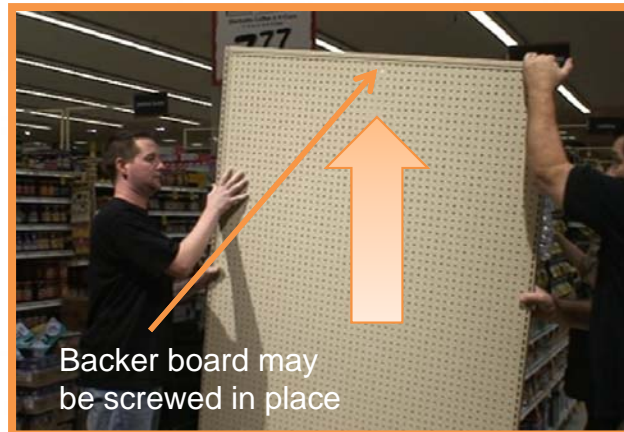


When removing all of the product stage it in carts or on a 6 wheeler in crates to use to refill the new fixture once its installed. Keep in mind that you may have overstock and the items on the MED end will also have to be removed. As with any of the items removed you will need to work with the store to determine where they want us to place it.

Step 5: Remove Old Fixtures And Dispose/Store At The Store



All of the fixtures that are in the set before the install will be removed and disposed or stored at the store. Please remove them palletize and store safely and place in the designated area of the store.



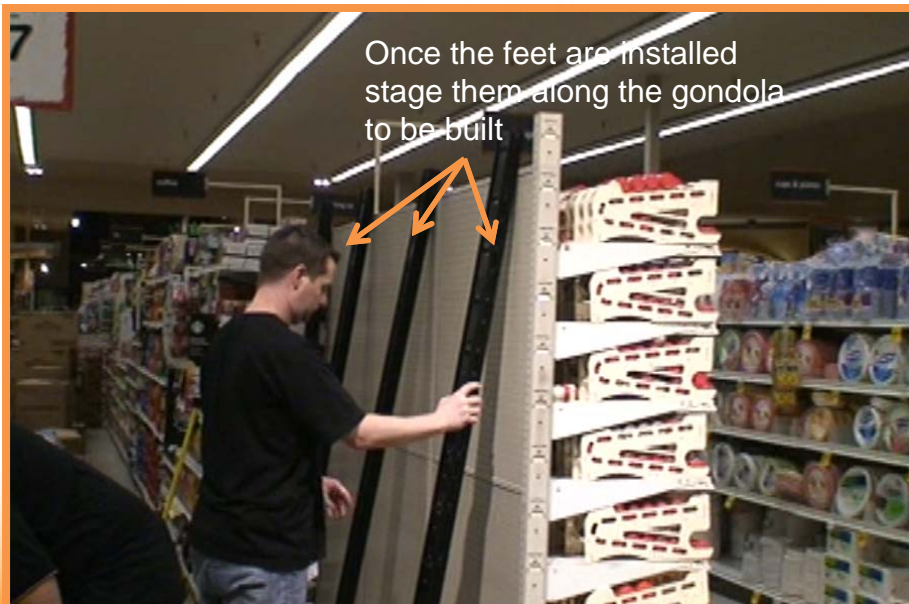
The MED or end cap and backer board will also be removed and will require special handling to remove and secure. The main fixture has panels that lift up allowing for a pallet jack to slide underneath and be moved, the backer board will be lifted off.

Step 6: Stage And Build New Gondola Parts



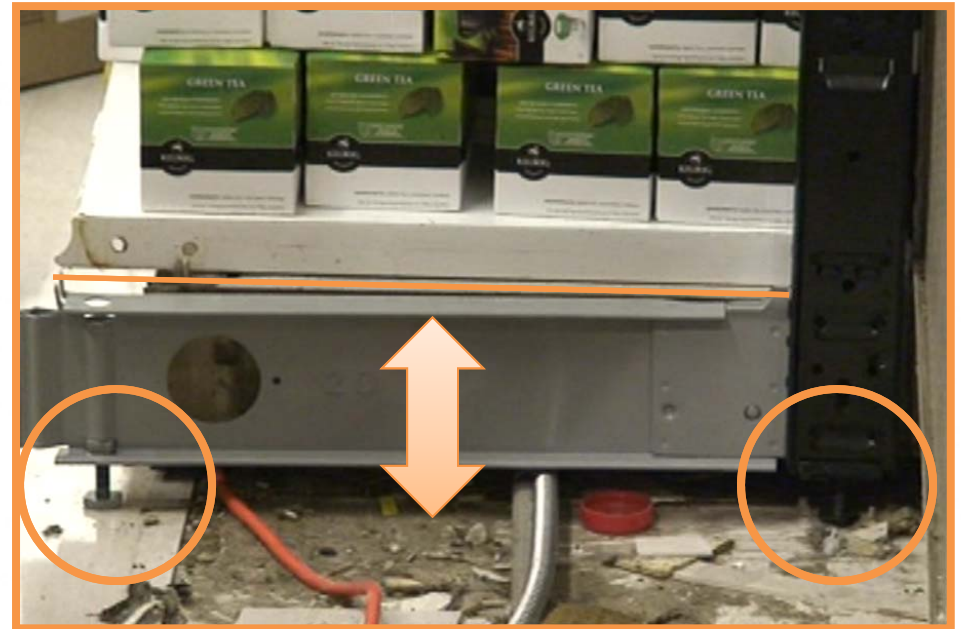
The fixtures come on two pallets, one with the uprights, pushers and shelving, the other with all of the other fixtures. The first thing that should be done is to inventory the fixtures ensuring that all of the needed fixtures are present. Once confirmed you can begin staging the fixtures in the order you will be installing them and by type. Please follow the training steps to determine the sequence of what fixtures should be staged first. For example the new gondola uprights and feet are the first items to be installed so they should be inventoried, prepped and installed first. The next items would be the braces and pegboard etc.

Stage 6 A: Place The Gondola Feet On The Uprights



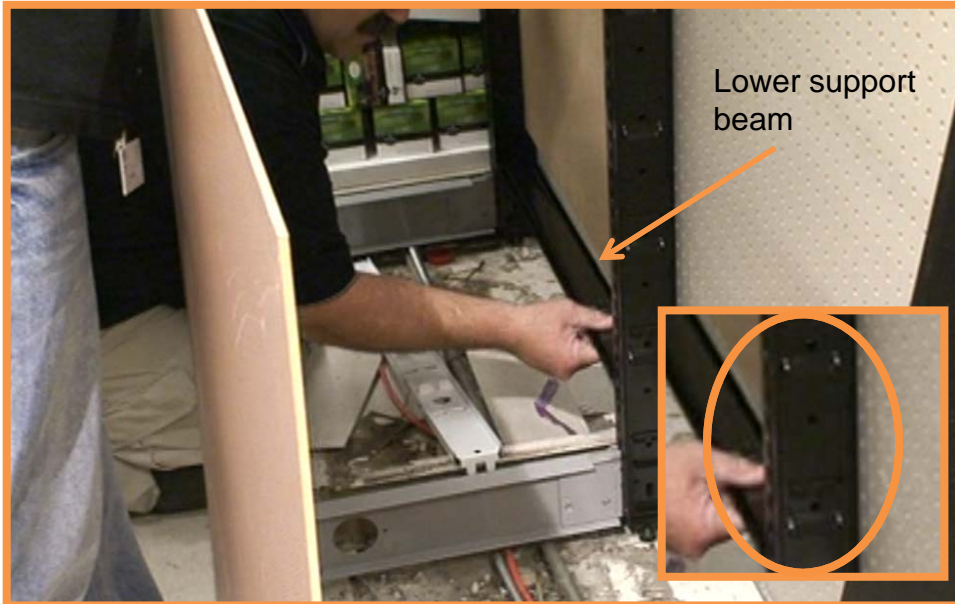
The first step is to add the feet to the gondola uprights. The feet have tabs that slide into the gondola upright slots and lock into place. They do require a little extra nudge sometime to get it in place, this can be done with a rubber mallet. Lightly tap on the upper section of the foot until it snaps into place. Once it's in the slots ensure to press the clip securing the foot into place.

Steps 6 B: Adjust The Feet And Level The Gondola Uprights



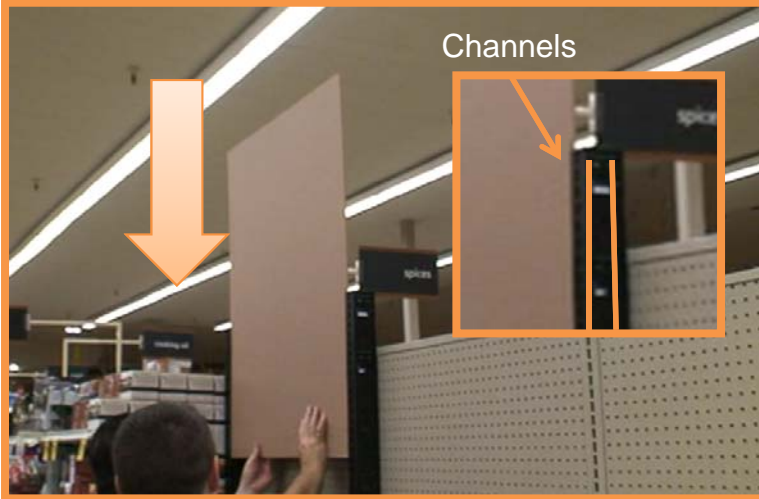
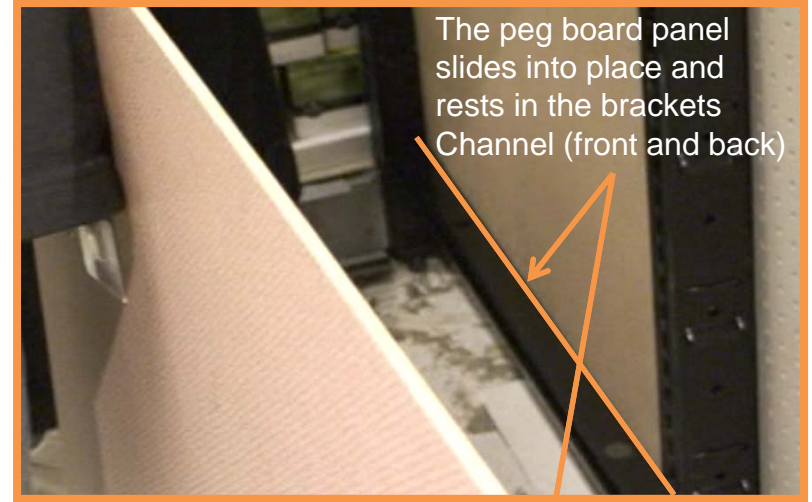
The most important part of the install is to ensure that you continually check that the fixture is level at all times. To keep the fixture level you will be required to adjust the upright feet and the other fixtures feet to just the right height. This will need to be done for each upright and each fixture component. Each of these fixtures have feet that screw in and or out to adjust the height up and down. Depending on the fixture you may need to use a pair of channel lock pliers to loosen the feet so they can be adjusted. **NOTE: Continually check your levels to ensure that you keep all aspects level as each section is built. This is the key to ensure that all of the components all fit together correctly as planned.**

Steps 6 C: Insert The Bottom Support Tray For The Peg Board And Support Cross Beam



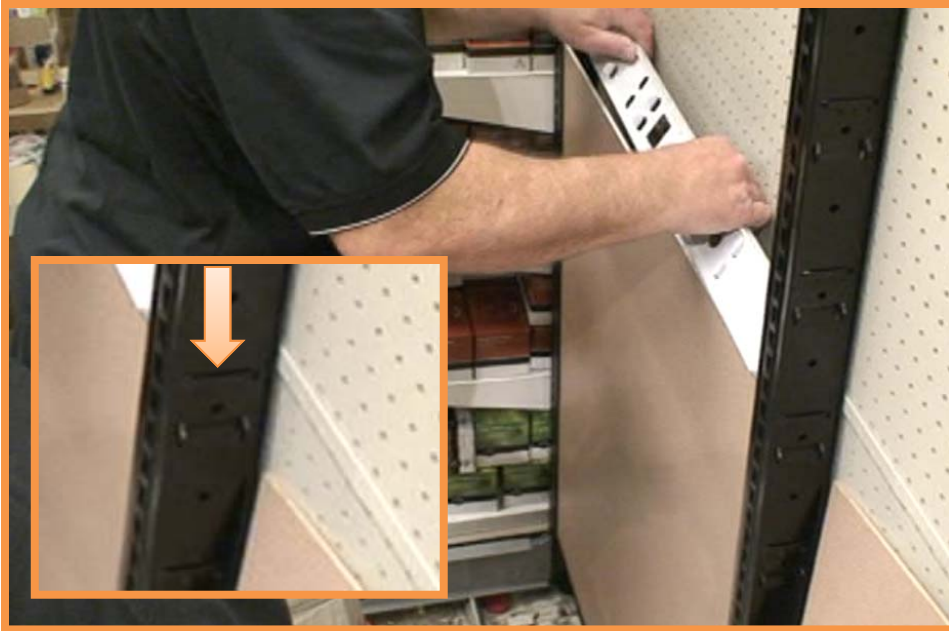
To hold the gondola uprights together you will have to place the bottom, middle and cap brackets. These brackets along with a support beam help support the uprights as well as hold the lower and upper portions of the pegboard in place. All of the braces and brackets slide into preexisting slots placed at equal increments along the gondola upright. The braces and brackets have tabs that slide into these slots. The key here once again is to ensure that you place them so they are level and that the tabs are fitted securely into the slots for each brackets or brace.

Step 6 D: Insert The Front And Back Lower Sections Of Peg Board



The peg board will need to be slid in after a section of gondola uprights have been placed together. This is done by sliding the panel in from the top along the front or back groove until in place. The black side of the panel faces the back of the fixture while the beige or burlap color faces the outside of the fixture that can be seen.

Step 6 E: Insert The Middle Support Beam Into The Gondola Upright



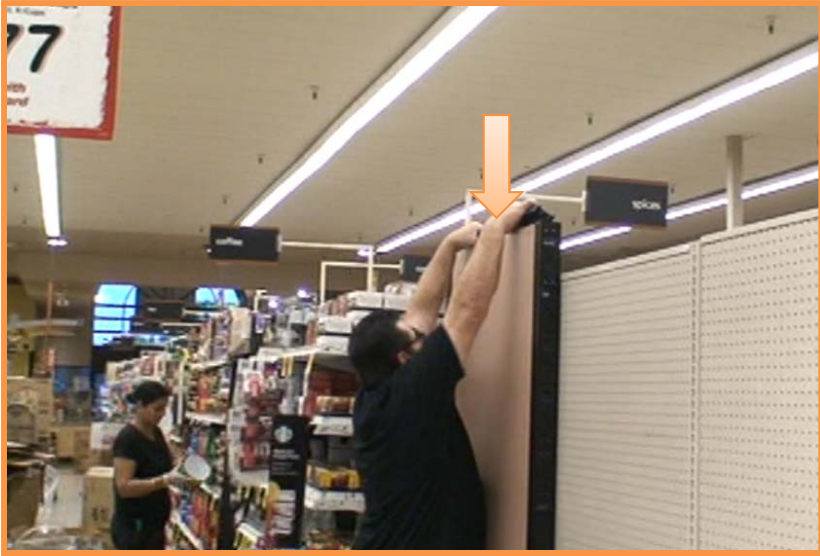
Like before with the lower bracket Ta middle one is needed to help hold the gondola uprights together you will have to place the bottom, middle and cap brackets. These brackets along with a support beam help support the uprights as well as hold the lower and upper portions of the pegboard in place. All of the braces and brackets slide into preexisting slots placed at equal increments along the gondola upright. The braces and brackets have tabs that slide into these slots. The key here once again is to ensure that you place them so they are level and that the tabs are fitted securely into the slots for each brackets or brace. **Please note as you place more and more of the braces and brackets it becomes increasing difficult to place the braces and brackets due to the fixtures ability to move more freely and being more restrictive.**

Step 6 F: Insert The Front And Back Upper Sections Of Peg Board



As before with the lower sections the upper peg board will need to be slid in after a section of gondola uprights have been placed together. This is done by sliding the panel in from the top along the front or back groove until in place. The black side of the panel faces the back of the fixture while the beige or burlap color faces the outside of the fixture that can be seen.

Step 6 G: Insert The Top Peg Board Cap Support Beam To Finish Gondola Section



The last step in completing the gondola build is to add the cap to the top of the up right and peg board. This should be done in all three sections and ensure that they are level and securely snapped into place. Depending on the sections or installers height a step stool may be required to ensure that this is completed properly and safely.

Step 6 H: Place Base Deck Shelves, Kick Plates And Gondola Feet Covers (Repeat 6A-6H For The Other 2 Sections)

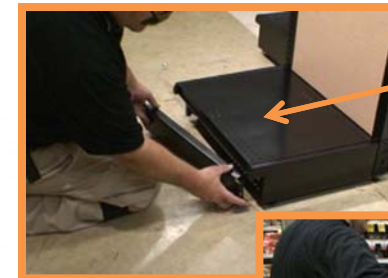


Place all of the base decks and feet covers and kick plates on the newly constructed gondola. As you install each piece ensure that its securely placed, squarely in its location and of course level. The base decks slide into place on top of the gondolas feet and into the upright slots. The feet covers slide and click into place over the gondola's foot and into the gondolas slots. The kick plates snap into place between the gondola feet into designated tabs that fit into the kick plate. The base decks should be 3x20 inch Madix shelving. **Note take level measurements again of the base decks and uprights.**

**Step 7: Build End Cap Section Of Gondola Just Like Inline Section (Steps 6 A-G)
Note The End Cap Backer Board Is 1 Piece Instead Of Split In Half.**



The gondola end cap is put together the same way as the inline portion. Install feet and uprights.



Place all brackets and Upper/lower peg board.

Add in base decks, feet covers and kick plates

Add a few shelves in to the End cap for stability until put in place.

Step 8 A: Install Filler Panel On Far Side Of Gondola Opposite Of New Gondola Install.



The filler panel can be placed on the left or right side of the fixture depending on the installation designation. Using the F brackets, place them in the correct pre-drilled holes. Once the orientation is determined, then install the filler panel and secure the F brackets in the fixture with the provided screws. The bottom bracket location cannot be used due to a weld in the Madix upright, so do not install the lowest bracket for either the left or right configuration. Take note of the arrows on the board depicting the right/left position. Note that keeping these brackets slightly loose may assist in the installation in case you have to adjust to get it to fit correctly.

Step 8 B: Install Filler Panel On Far Side Of Gondola Opposite Of New Gondola Install.



First install the filler board into the back side of the gondola upright using the F brackets on the flat side. Next slide the gondola end cap into place and maneuver the F brackets into place along the L shaped portion of the filler board and insert the f brackets into the upright of the gondola's end cap. Doing this will tie the end cap and inline portions together. The center of the end inline gondola upright should be at 18 5/16 inches to be correctly placed. The F brackets will be inserted into 2 Places since the bottom location cannot be used and the F brackets will be slid into place in 4 locations along the gondola end cap uprights slots.

Step 9: Install End Cap Side Shelf Unit To Filler Panel And End Cap Uprights



Now the End Cap Side Shelf can be put in place. First adjust the feet on the bottom of the unit and place it next to the end cap. Ensure that its level with the other fixtures and then the U Bracket can be put in place to hold the unit together. Secure the U Bracket with provided screws. This portion will require a step stool to reach the upper section of the fixture.

Step 10: Place End Cap Serving Unit Next To End Cap And In Line Sections



Power Cord

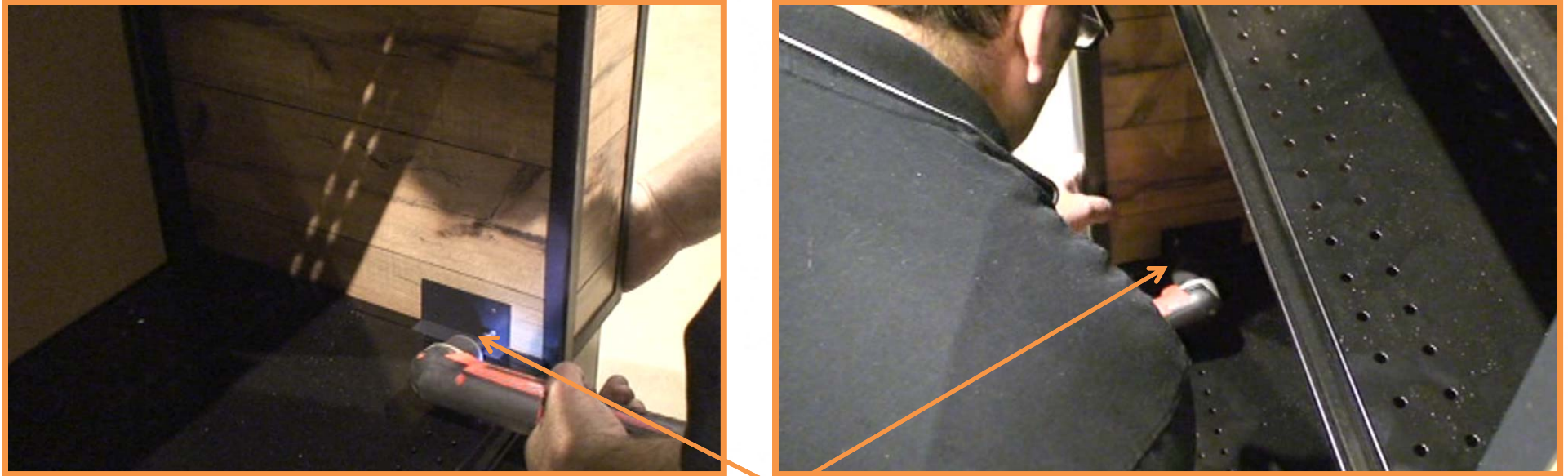


U Brackets



Now the End Cap Serving Unit can be put in place. First adjust the feet on the bottom of the unit and place it next to the end cap. Once the level is correct the power cord can be pulled out from under the unit and placed aside to be plugged in when ready. Ensure that its level with the other fixtures and then the U Bracket can be put in place to hold the unit together. This portion will require a step stool to reach the upper section of the fixture.

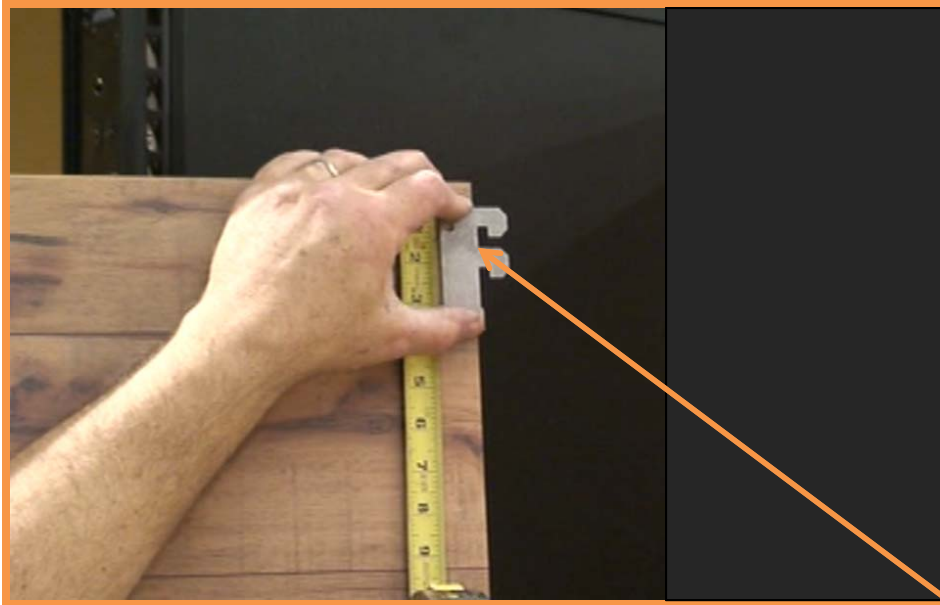
Step 11: Install The Z Brackets On The Base Deck Of The End Cap



Z Brackets (1 left and 1 right side)

Now that the End Cap Side Shelf and the End Cap Serving Unit have been installed and secured the Z brackets can be placed and screwed into the base deck of the end cap base deck. On Z brackets goes on each side of the base deck, on screws into the side shelf and the base deck and the other to the serving unit and the base deck. The Z brackets working in conjunction with the U brackets with help hold the end cap and the whole fixture together. Note: Please ensure that all screws are used and that the two side fixtures are pull up tight and close before all of the screws are firmly tightened.

Step 12: Install In Line End Panel To New Gondola End Section



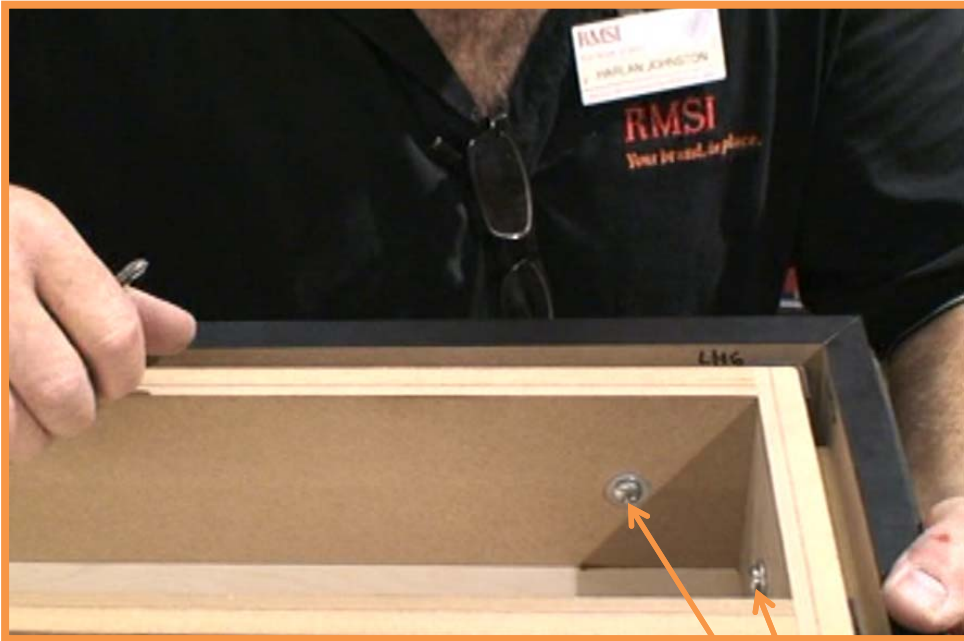
The In Line Panel is installed at the end of the inline section. The F brackets have to be screwed into location so some measurement is required to ensure that the F brackets are in the correct height and is level with the rest of the fixture. Note: Before you drill any holes ensure that the F brackets are at the correct height and will sit in the gondola upright slots correctly.

Step 13 A: Install End Cap Header Section (L Section, Side Shelf Unit Side)



To install the end cap header you will need to use a step stool, the right angle drill and a stubby Phillips head screwdriver. The Header has pre-drill holes in the header and the fixture top to secure the header. For this portion of the job 2 people will be needed to assist in holding the header up while its being secured. In the absence of another person a clamp could be used but not recommended.

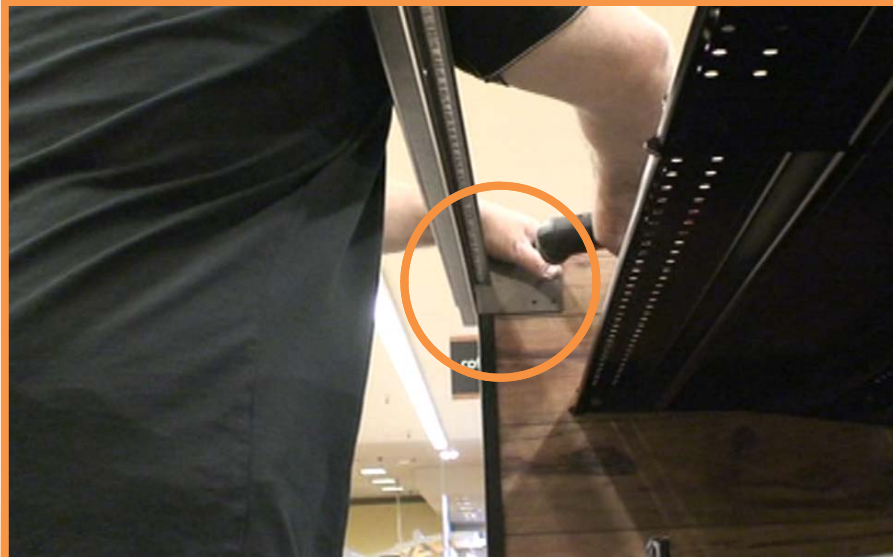
Step 13 B: Install End Cap Header Section (L Section, Side Shelf Unit Side)



Note a stubby screw driver will need to be used in these Sections.

The end cap header is secured at 3 locations, 1 in the very end, and 2 in the front channel like shown in the picture above. Make sure that the header is secured well because at the point circled above there s no anchor point. If the unit is level and secured correctly this part should line up correctly.

Step 14 A: Install Inline Header Sections 1 & 2



The in line is installed by placing the brackets in the gondola upright and then attaching the header pieces to them. First attached the end piece to the bracket and then securing the other end to the end panel. Do not tighten the screws all the way to allow some leeway if needed during final adjustments. Ensure that you have the header level and all of the pieces line up and are at the same height.

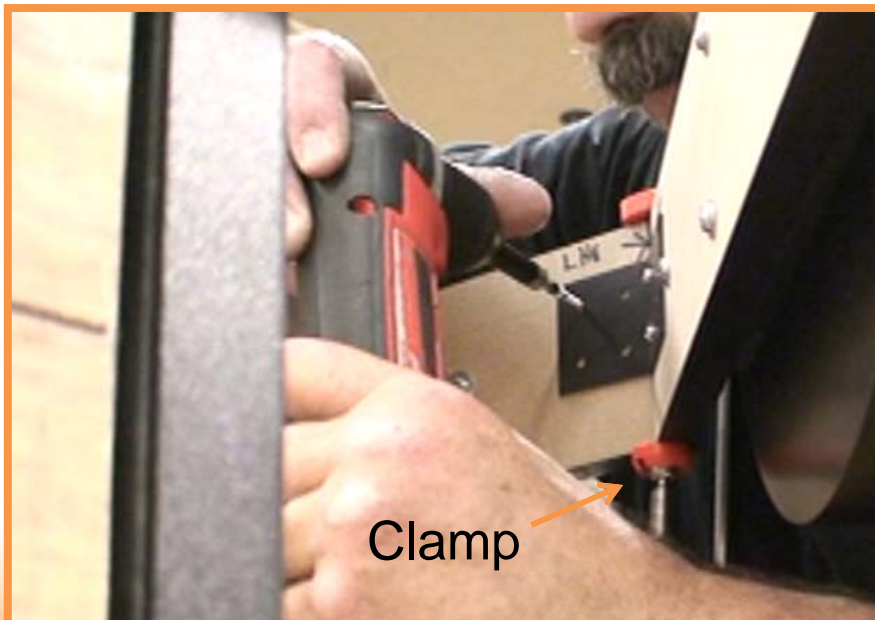
Step 14 B: Install Inline Header Sections 1 & 2

Ensure that the spacer blocks are left in place



Continue to install the rest of the inline Header and securing at the anchor points with the supplied screws. Using the step stool is a must to allow you to reach the upper sections of the fixture. For this portion of the job 2 people will be needed to assist in holding the header up while its being secured. In the absence of another person a clamp could be used but not recommended.

Step 15: Install Serving Plane Header (Small Angled Section)



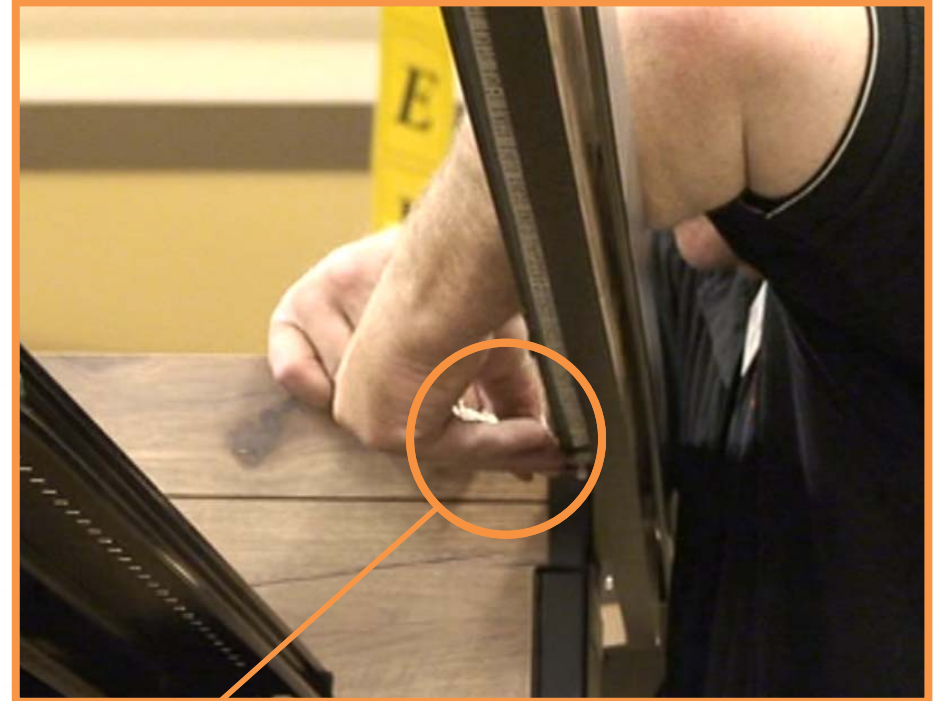
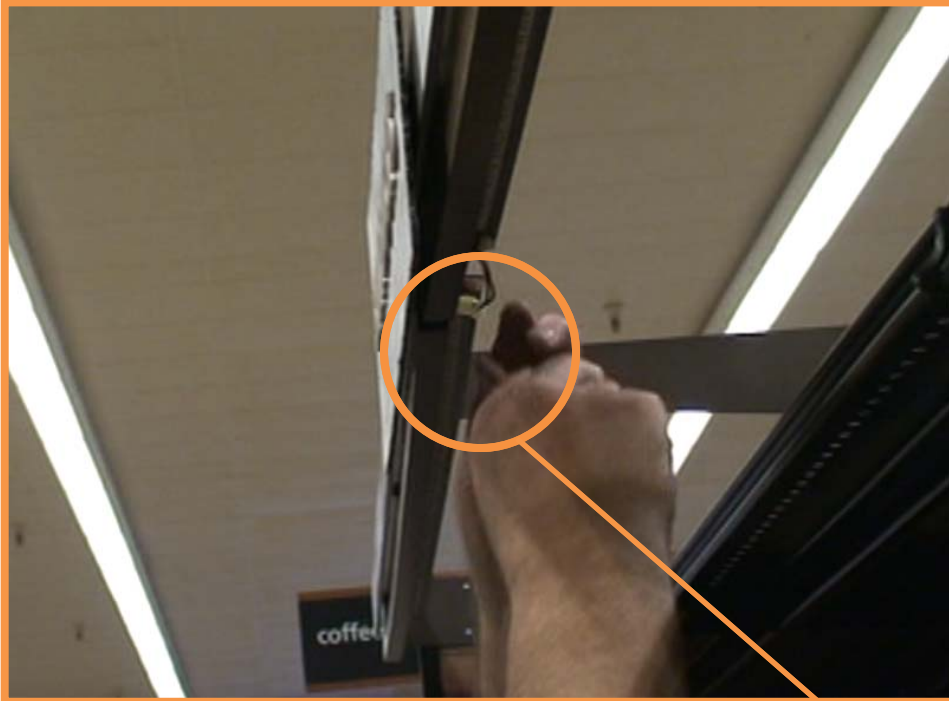
Installing the angled section of the header sign is the last step in constructing the header. Each side connects to the right and left open ends of the installed header to complete the header. For this portion of the job 2 people will be needed to assist in holding the header up while its being secured. In the absence of another person a clamp could be used but not recommended.

Step 16: Install Lug-On-Starbucks Sign To Complete Header Construction



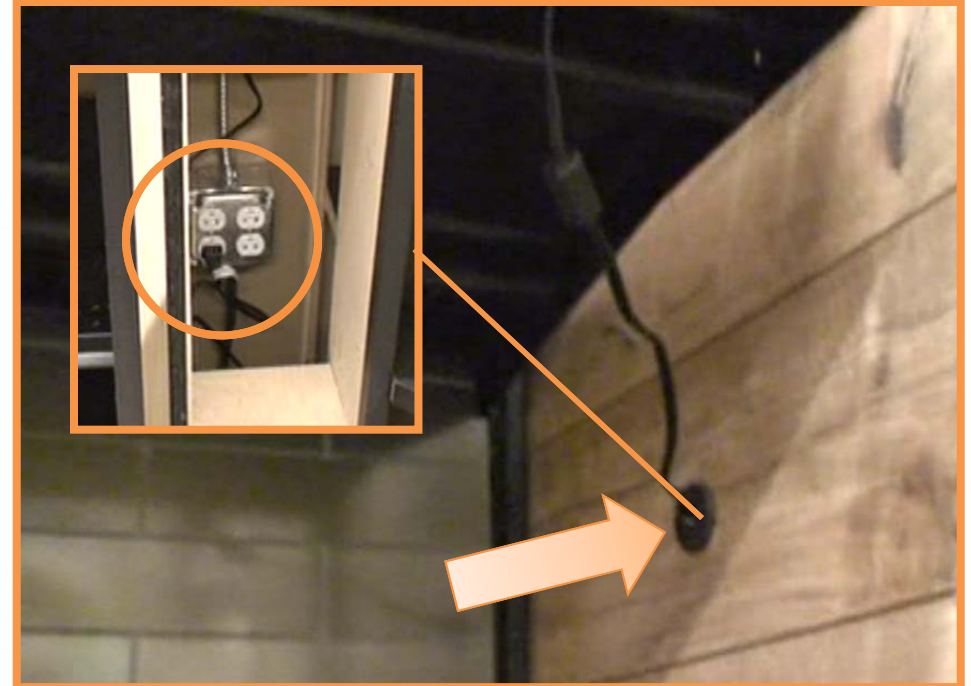
To hold the Inline header together install the Lug On Sign merging the two in line pieces together. Ensure that all pieces are lined up and level before moving on. If all is level and straight tighten up all of the screws to ensure its secured. Check once again to ensure all items are level, straight and secure.

Step 17 A: Install The Inline And Header LED Lighting (Header)



While finishing the installation of the header plug in the header light clips. Once the unit is complete the unit can be plugged in and ensure that all parts work. If you cannot get the unit to work correctly please contact your Remodel Team Lead or your Supervisor. If any pieces are damaged ensure to document in SRS and Communicate any issues to the person in charge.

Step 17 B: Install The Inline And Header LED Lighting (Inline Above Counter)



While installing the lighting for the header you can also install the magnetic LED lights that go under the shelf above the counter. The LED lights attach via magnet under the shelf and connect with a small jump cable from the farthest LED light out to the closest LED light in. Once the whole light chain has been completed run the power cables from the LED light chain into the hole in the side of the closet cabinet. Now that the lights have been run the unit can be plugged into the outlet inside the storage closet. Please note that the wires should be tucked away under the shelves and within the fixture as much as possible.

Step 18 A: Install The Siren And Pendant Light Fixtures (Round Siren Light)



The Siren light bolts to the corner section of the header. To attach it to the header piece you will have to remove the cover. Once attached the wires can be run out the back side and run to the power transformer box. The cords will run along a metal runner along with the cords from the pendant light to the transformer box to be hardwired. Once the sign is mounted and the wires have been run replace the siren cover.

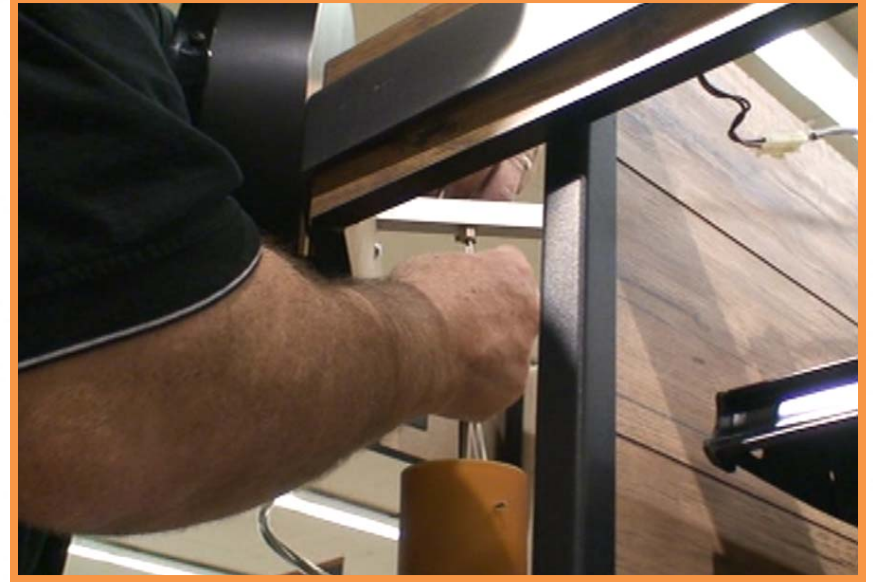
Step 18 B: Install The Siren And Pendant Light Fixtures (Pendant Siren Light)



Install the metal wire channel along the top of the fixture behind the siren sign with the screws provided. This metal channel holds the wires from the pendant light and the siren sign. Once installed run the loose wires into the channel and prepare to the wires to be hardwired into the transformer box. The wires will merge with the lights from pendant light and be connected together in the junction box.

Blue Wire - White Wire
Brown Wire – Black Wire

Step 18 C: Install The Siren And Pendant Light Fixtures (Pendant Siren Light)



The Light of the pendant light is held in place by 3 rods that screw in to center the light in the glass shade. Once secured in the center run the wires up through the hole in the metal channel. The light pendant should sit at 54 inches off the ground. Please the remaining wire in the metal channel and wire into the transformer box.

Blue Wire - White Wire
Brown Wire – Black Wire

Step 19: Install Shelves On The End Cap and Inline Sections Of The Fixture



The next step is to install the shelves in the set on the inline section and end cap. All shelves in the set should be set to schematic.

Shelves include:

- 4 – 3x20 black Madix bottom shelves
- 3 – 3x16 black Madix counter shelves
- 9 – 3x16 black Madix shelves (Upper Sections)
- 6 – 2x16 black Madix shelves (end Cap)

Please follow schematic for exact shelf heights and placement.

Step 20 A: Install the Backsplash In The 3 Inline Sections Of The Gondola (MDF)



Install the MDF panels above the counter top shelf by drilling them into the back board. Secure them with the guide holes and repeat for all three sections. Once these have been placed the brick backsplash panels can be hung along the ridges.



The plastics pieces slide into the slots on the MDF panels.

Step 20 B: Install the Backsplash In The 3 Inline Sections Of The Gondola (Simulated Brick)



Line up the brick back splash panels in to each section by sliding them in from the bottom. Slide them up through the gap in the shelf above and the back board until it hits the shelf brackets. Bring the panel flat with the MDF panel and slide down until they slide into place in the slots in the MDF panels.

Continue this process for all three sections and ensure that all are even, secure and level. Due to how they attach it may take some adjusting to get them just right.

Step 21: Install The Counter Top (s) On The Fixture under the Backsplash



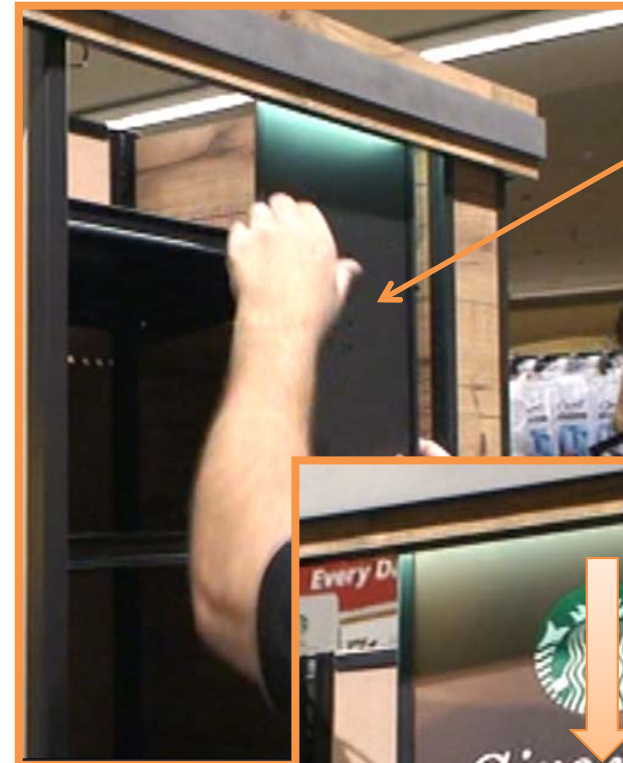
There are 2 types of counter tops, a full 9 ft section that 1 piece and a newer version that is 3 – 3ft sections. The older 1 piece version uses brackets underneath and requires it to be screwed in. The newer version comes in 3 pieces and rests on the Shelf. The newer versions are much easier to work with and require less help to install.

Line up all of the counter tops and secure them well on the shelf and pushed up against the back splash. Once installed the displays can be placed per the schematic.

Step 22: Install The Inline And End Cap (MED) Graphic Frame Holders And POS



Install the
in line
POS Holder to
the shelf with
bolts



Install the
end cap
POS Holder to
the shelf
with bolts

Install the
in line
POS Sign



Install the
end cap
POS Sign



Step 23 : Place The POS Graphic Items On The End Cap Serving Unit (Large Curved Sign) And Spacer Blocks.



Slide the round banner into the sign holder behind the pendant light and slip it into The slots along the sides. The section has rubber bands draped across the back for support. In some cases you may need to trim a small amount off from the top or side to allow the sign to fit correctly.

If you have to trim the sign ensure that you measure the amount that needs to be cut and use a metal straight edge and always cut away from yourself.

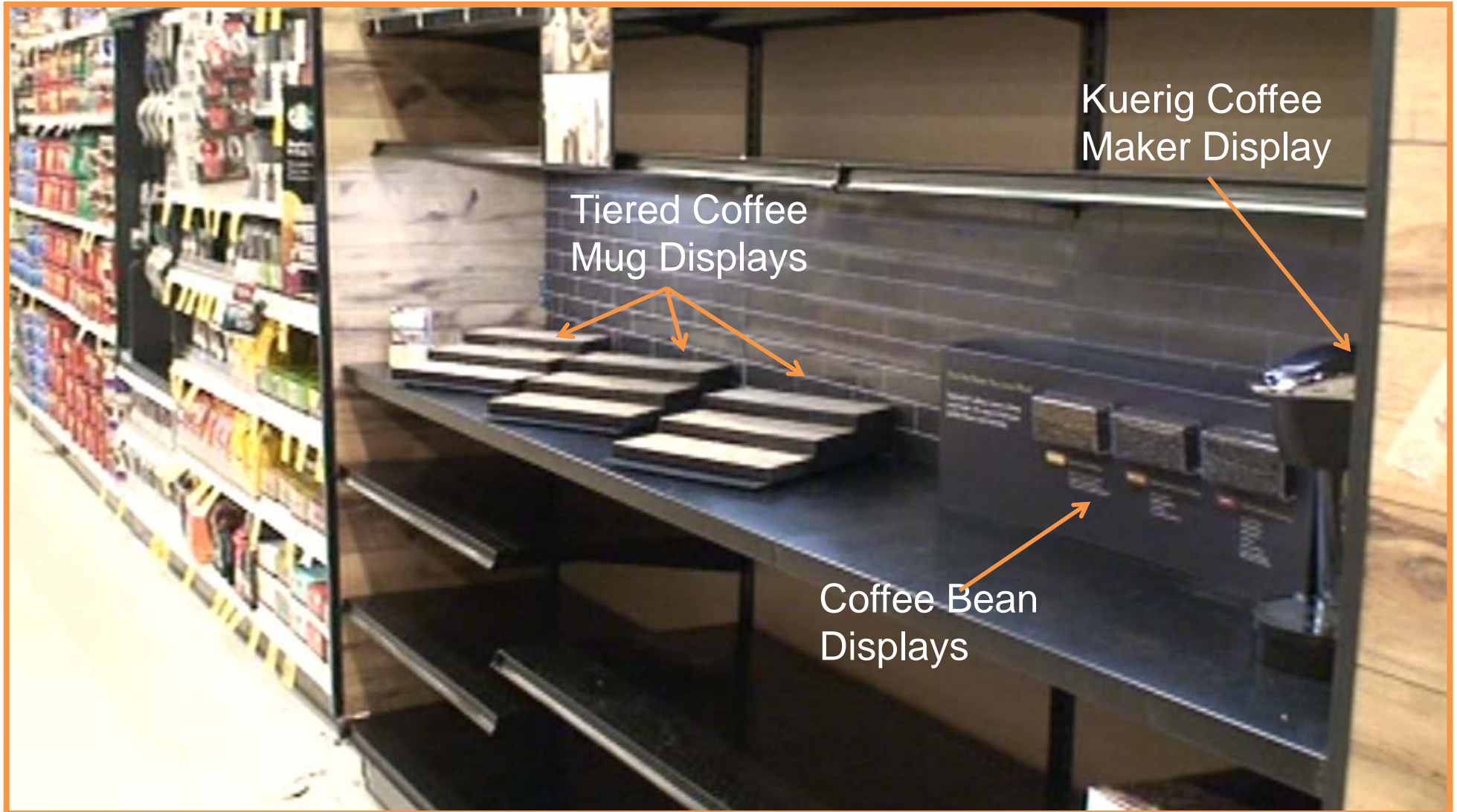
Step 24: Wire The Power Box For The Lighting And Electrical Components



Open the transformer box and expose the wires. The wires will need to be spliced together per the color code below. connect the wires together in the junction box with the wire twist ties and close the transformer box.

Blue Wire - White Wire
Brown Wire – Black Wire

Step 25: Place The Tiered Mug, Kuerig & Bean Display On The Counter Top in The Specified Locations



Display pieces for the counter top section, please set these in the location the schematic states.

Step 23: Place The Pusher Racks On The Specified Shelves Per The Schematic



Set all of the pushers and label strips to the most current schematic provided to you by the division. Make sure to set all sides and sections of the fixture to schematic. All in line, end cap and rounded display and side shelf display should all have coffee product on them. The counter has laces to merchandise coffee mug as well as promote specials and machines. **PLEASE FOLLOW THE SCHEMATIC FOR YOUR DIVISIONS IN ALL CASES.**

Step 26: Plug The Unit In To Ensure All Aspects Work And Function As Designed.



Closet

The last step is to plug in all of the electrical items such as lights and the scent machine and ensure they all work properly.

Ensure that the closet is cleared out of all fixtures and POS. Any items needing follow through should contact the Space Planning/Reset teams for resolution and answers. If you cannot get ahold of them please contact your supervisor.

RMSI

Your brand, in place.



Reset Completion

Final Steps

Final Steps: Clean your work area

*Once the install/reset has been completed, remove any trash and recycled items from the work site and place them in the appropriate receptacle at the store level. If these receptacles cannot be found or are not accessible please take all trash and cardboard with you and discard it at the next location or at the warehouse when completed.

*Ensure that the work area is free of debris and all tools and materials belonging to yourself or RMSI have been removed and secured.



Trash Compactor



Trash Can

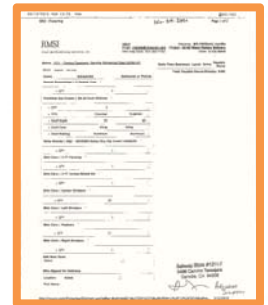


Cardboard Bailer

Example

Obtain store sign off

- *Fill out all required information on your slate or hard copies if not available
- *Ensure that all time is entered and logged
- *All issues are documented and communicated
- *The store number and location are correct
- *The date and time are correct
- *All signatures are captured accurately and are legible
- *All questions answered and documented if unresolved
- *Take required photo's with store sign clearly visible
- *All required elements of the project have been met
- *Review all items before you exit the store to ensure its complete according to the project parameters and guidelines

A screenshot of a checklist titled "Store #, Date, Time, Location and the Brand Sign Installation Checklist". The checklist includes sections for "Store Information", "Installation Details", and "Signage". It contains various checkboxes and text fields for recording project details.A screenshot of a form titled "RMSI". It features several sections with checkboxes and text input fields, likely for documenting store sign-off. A signature line is visible at the bottom right.

Reset Checklist

Check Off List Of Key Components

- Prepare for a store visit by gathering tools and reviewing current reset information.
- Find the location where the reset will take place and ensure that it is correct for the store and configuration assigned to that store.
- Inventory the tools and supplies to ensure all items have been accounted for and you have what you need to complete the reset.
- All reset instructions have been reviewed with the reset team and responsibilities have been assigned.
- All fixtures have been installed, any issues have been documented and any missing equipment re-ordered.
- All old fixtures, trash and recycled items have been removed and discarded/stores away per the direction of the store manager.
- Take any required photos of the completed set per the reset instructions. All pictures will need to have a store sign tagging the set in each picture taken. Keep in mind that there may be specific items or sections that may require special emphasis when taking the photo. Please see installation questions and parameters for further details.
- Walk, review and discuss the set with the manager on duty. If the reset has been completed to the stores satisfaction acquire store signature of the manager on duty.



Example of correct store picture:

Due to the size of the set multiple pictures will need to be taken.

