

MessageWrap Self-Service Audit Guide

The audit process consists of three elements: Evaluate, Measure, Prepare.

- 1. Evaluate** - the purpose of the evaluation step is to assure no impedances will exist when a MessageWrap is installed.
- 2. Measure** - MessageWrap is installed over the black conveyor belt. The dimensions of the black conveyor belt serve as a template for MessageWrap to be installed. During this step, you will measure the black conveyor belt width, length, and exposed length.
- 3. Prepare** - the front plate, safety plate, and food diverter are all parts of the checkstand that could cause potential impedance to MessageWrap. During this step you will make any necessary adjustments to the checkstand to ensure MessageWrap runs smoothly.

The following tools are required to complete the Audit. A MessageWrap Audit Toolkit is available for purchase on our [website](#).

- Audit Organizer sheet (included at the end of this document)
- 200" cloth measuring tape
- Gap wand (approx. 2 mm thick)
- Masking tape
- Potential: steel wool
- Potential: mini crowbar
- Potential: screwdriver
- Potential: steel wool
- Potential: spacers

EVALUATE

- 1. Front Plate** - slide the gap wand under the front plate to measure the space between the black belt and the plate. If the wand passes freely between the plate and the black belt, there is enough clearance for MessageWrap to be installed. If the gap wand is impeded at any point across the plate, space must be made by following the instructions described in the Prepare section.
- 2. Safety Plate** (cashier plate) - evaluate whether the safety plate is hinged. If hinged, assure the plate lifts freely. If not hinged, complete the same steps listed for measuring the front plate. If the gap wand is impeded at any point across the safety plate, space must be made by following the instructions as described in the Prepare section.

3. **Food Diverter** - food diverters may or may not be present. Those present will either be hinged or fixed. Slide the gap wand between the diverter and the black belt. If the wand passes freely, there is an adequate clearance for MessageWrap to be installed. If the gap wand is impeded at any point under the diverter, space must be made by performing tasks in the Prepare section.
4. **Electronic Eye** - place the gap wand flat on the check stand conveyor belt and turn on the belt. If the gap wand passes freely under the electronic eye without stopping the belt motion, there is enough clearance for MessageWrap. If not, MessageWrap cannot be installed on that lane.

MEASURE

The dimensions of the conveyor belt must be measured and recorded using the fabric tape measuring tool included in the audit kit. In this stage you will obtain and record the checkstand orientation and exact dimensions of the conveyor belt on the included Audit Organizer sheet.

1. **Lane Number**: record the lane number of the checkstand. Ensure this number is unique to the checkstand, as every MessageWrap is custom made.
2. **Lane Direction**: the checkstand direction is assessed from the perspective of the shopper. As a shopper approaches the checkout, if the checkstand is to the shopper's left, the checkstand direction is left to right (LR), this is the direction of the majority of checkstands. If the checkstand is to the shoppers right while approaching the checkstand, the direction of the checkstand is right to left (RL).
3. **Width** : the width of the black conveyor belt is the shortest dimension. Using the measuring tape, measure the width of the belt to $\frac{1}{8}$ of an inch. Be sure to measure the exact width of the black conveyor belt only, not the inside width of the checkstand.
4. **Length**: using standard masking tape, tape the beginning of the measuring tape securely onto the center of the checkstand belt. Activate the conveyor belt to begin the belt rotating and hold the measuring tape slightly taut as it unrolls. When the taped-down beginning of the measuring tape has made the loop and is back to the middle, stop the conveyor belt and record the length to $\frac{1}{8}$ of an inch at which the beginning of the measuring tape overlaps. In other words, this measures the circumference of the checkstand belt.
5. **Exposed Length** - the exposed length is the length of the conveyor belt that is visible. Lay the measuring tape from the front plate to the cashier plate and record the length to the nearest inch.

PREPARE

1. **Front Plate** - if the gap wand measurement indicated insufficient space between the belt and the front plate, perform the following. Wedge the crowbar into the gap and gently apply pressure, slowly increasing the gap size until the gap wand fits freely. If this technique does not result in opening the gap sufficiently, unscrew the plate screws enough to be able to lift the front plate and slide spacers under the front plate. This might require removing the screw completely. Place spacers under the front plate onto the metal bracket where the front plate attaches. Place the spacer before or behind the screw hole. Use enough spacers to increase the gap space until the gap wand passes freely. Replace and tighten the screws. At this time use the included steel wool to clear any debris that has accumulated under the plate.
2. **Cashiers Plate** - if the cashier plate is fixed and the gap wand showed insufficient gap, increase the gap using spacers as described above. Perform cleaning of debris on the undersurface using the steel wool.
3. **Food Diverter** - a food diverter that failed the gap measurement should be attempted to be raised. For fixed and hinged diverters, loosen the attachment screws and attempt to raise the entire structure and then re-tighten the screws. Test the gap with the wand and also turn on the conveyor belt to check whether adjusting the food diverter has obstructed the electronic eye. If no motion occurs, the raised diverter has obstructed the electronic eye, so return the diverter to its original position.

CHECKSTAND PARTS



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