



# Technician Site Survey Checklist

Remodel Site

## General Site and Vendor Details

Technician Name

TEST Murat

Vendor

Shyft

Vendor Phone Number

12345678

Vendor Email

Test@tjx.com

Store Banner

Marshalls US

Store Number

1 M1121

Is this a Combo store? - add if yes, combo banner and store number

☒ Yes

☐ No

Combo Store Banner

TJ Maxx US

Combo Store Number

2

Check-In Date

2025-05-10 06/02/2025

Check-In Time

07:00:00 08:00AM

### Check-Out Date

2025-05-11      06/02/2025

### Check-Out Time

09:00:00      11:30AM

## Onsite Briefing

The purpose of the site survey is to assess the current IT infrastructure at the store. This will help Store Systems to better plan for the upcoming remodel projects. The technicians will require access to various locations through out the store. The plan is to start the survey in the Systems room/back offices area, behind lock doors. After that the technicians will remain on the sales floor, frontline and warehouse to complete the rest of the survey.

### Miscellaneous Store Information

#### Store ceiling type (open, T-bar, etc)

Test      Sales floor is drop ceiling and stock room is open ceiling

#### Floor-to-ceiling height

Test      Sales floor is about 8ft high and the stock room is about 12 feet

#### Ceiling Colour

☒ White

☐ Black

#### Is there roof access / hatch? If so, how to access? (Ladder/Lift)

Test      Roof access will have to be coordinated with the building owners, no roof access from the store.

## Systems Room/Electrical Room

Systems rack full view (all four sides)



Comment to photo if needed

Upload picture of the patch panel



Comment to photo if needed

Brand of switches installed

- ☒ HP
- ☐ Fortinet

Upload picture of the Sound System



Comment to photo if needed

Below are examples of typical sound systems in stores

TOA



VALCOM



System rack Amp



Upload picture of the Music amplifier

**TJX**<sup>®</sup>  
THE TJX COMPANIES, INC.

Comment to photo if needed

Upload picture of speaker brand



Comment to photo if needed

Upload picture of the phone system



Comment to photo if needed

Below are examples of typical phone systems in stores

KSU/Nortel



BCM



Avaya



## AM office

Please check all that are applicable

- ☒ Does the AM office have speakers? Yes
- ☐ Does the AM office have a volume control? Yes
- ☐ Is there a HP or Fortinet switch installed? No

Is there an IDF in the AM office?

- ☐ Yes
- ☒ No

Identify the number of Thin clients in AM office

Test	1 thin client, #123
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Enter thin client name and number (usually a 3 digit number)

Upload pictures of all IT equipment in the AM office



## Cash Office

**Please check all that are applicable**

- ☒ Does the Cash office have speakers? Yes
- ☒ Does the Cash office have a volume control? Yes
- ☒ Is there a HP or Fortinet switch installed? No

**Is there an IDF in the Cash office?**

- ☒ Yes
- ☐ No

**If yes, please upload picture of IDF & patch panel**



Upload front and side view and patch panel

**Please confirm switch name(H, H2, H3 etc)**

Test No labels on the switches in the MDF

**Identify the number of Thin clients in the Cash office**

Test 1 thin client #198

Enter thin client name and number (usually a 3 digit number)

**Upload pictures of all IT equipment in the Cash office**



**Comment to photo**

# Manager's Office

Please check all that are applicable

- ☒ Does the Managers office have speakers? Yes
- ☒ Does the Managers office have a volume control? Yes
- ☒ Is there a HP or Fortinet switch installed No

Is there an IDF in the Manager's office?

- ☒ Yes
- ☐ No

If yes, please upload picture of IDF & patch panel



Upload front and side view and patch panel

Please confirm switch name(H, H2, H3 etc)

Test

Identify the number of Thin clients in the Manager's office

Test

Enter thin client name and number (usually a 3 digit number)

Upload pictures of all IT equipment in the Manager's office



Comment to photo

## Loss Prevention Office

Please check all that are applicable

- ☒ Does the LP office have speakers? Yes
- ☒ Does the LP office have a volume control? Yes
- ☒ Is there a camera? Yes
- ☒ Is there a HP or Fortinet switch installed in the LP office for cameras? Yes

Is there an IDF in the LP office?

- ☒ Yes There is a network cabinet in the LP office with security equipment.
- ☐ No

If yes, please upload picture of IDF & patch panel



Upload front and side view and patch panel

Please confirm switch name(H, H2, H3 etc)

### Identify the number of Thin clients in the LP office

Test      1 thin client in the LP office#122

Enter thin client name and number (usually a 3 digit number)

### Upload pictures of all IT equipment in the LP office



### Comment to photo

## Staff Lounge

Please check all that are applicable

- ☒ Does the Lounge have speakers? Yes
- ☒ Does the Lounge have a volume control? Yes

### Upload picture of the Timeclock



### Comment to photo if needed

Upload picture of the TV in the Lounge



If applicable

Comment to photo if needed

## Fitting Room

Upload picture of the phone in the Fitting room



Comment to photo if needed

Upload picture of the TV installed in the Fitting room



Comment to photo if needed

# Learning Center / Training Room (if applicable)

## Identify all current network infrastructure

Test

Example: network jack etc

## List all IT equipments

Test In the training room, there is 2 thin clients, a phone and a TV,

Example: thin clients (number/name), printers, etc

## Upload pictures of all IT equipments identified



# Frontline

IT equipment

## Total number of registers at frontline

7 10 frontline registers and one down by the escalators.

## Is there a Jewelry register(s)?

☒ Yes

☐ No

Upload picture of Jewelry register(s)



Enter Jewelry register(s) number

Upload pictures of Frontline from customer side (both side of the counter)



Comment to photo if needed

Upload pictures of Frontline from employee side



Comment to photo if needed

Upload pictures of any phone installed at Frontline



Comment to photo if needed

Register closest to front door



Does the register number on screen match the call forward register number? What is the register number?

Register closest to start of queue line



Does the register number on screen match the call forward register number? What is the register number?

### Is there a TOW register?

- ☒ Yes I asked the MOD Ali this question and he wasn't sure what a TOW register is.
- ☐ No

### Call Forward Main Display/QBuster



Make sure Sound Bar is properly connected directly under monitor, if not, please note. It will need to be fixed properly.

Also, if Main Display YV is less than 32", please mention in the comment

### Comment to photo if needed

## IT infrastructure

The technician should be inspecting/investigating the cabling path going into the frontline millwork. This will help to plan the night of frontline cash desk cutover

### Is there power outlets under each register?

- ☒ Yes Yes. There are power and data outlets under each registers.
- ☐ No

If yes, upload picture(s) showing the outlet & how devices are plugged in



Comment to photo

Is cable management neat & secure under each register?

- ☐ Yes
- ☒ No As usual, there is a bit of a cable mess under the registers.

If no, upload picture(s) showing cable issues



Comment to photo

Register millwork type

- ☒ Flat Counter
- ☐ Garage

Does telephone jack exist

- ☒ Yes
- ☐ No

**Does Power Fail phone jack (PF1) exist**

- ☒ Yes
- ☐ No

**Is a Power Pole installed at the Frontline?**

- ☒ Yes
- ☐ No

**Frontline camera installation type**

- ☒ Ceiling mounted
- ☐ Telescopic extension poles

**Upload picture of the frontline camera's**



**Comment to photo**

**Is there an IDF switch located at the Frontline?**

- ☒ Yes
- ☐ No

If yes, please provide picture of the IDF switch



Please mention switch name & exact location

Test

Determine approximate length of cables going back to MDF/IDF

Test

Please specify distance unit as well (e.g. 250 ft / 75 m)

## Frontline IT equipment wellness check

POS registers

Are there any issues with the frontline POS registers?

☒ Yes

☐ No

Example- Printer, keyboard, monitor, cash drawer, scanner etc

If yes, describe the issue

Test No, manager stated that they don't have any technical issues.

If yes, upload pictures of the registers



Phones at Frontline

Are there any issues with phones?

☒ Yes

☐ No

If yes, describe the issue

Test

If yes, upload picture of the phones



Pin Pads

Are there any issues with pin-pads

☒ Yes

☐ No

If yes, describe the issue

Test

If yes, upload picture of the pin pad



Call forward System

If yes, describe the issue

Test

If yes, upload pictures of the call forward



## Sales Floor

### Store Wireless Test

Please ask the store management for a store markdown unit so you can walk around the store and document any area that has a poor or no signal

**Any area with bad wireless reception?**

☒ Yes

☐ No

### Document all areas with bad signal

Test	Stock room has a bad signal, manager said that they have been bringing in a router to improve on signal during inventory.
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### Number of Access Points at the store - only if wifi dead zones

2	I was only able to locate one AP on the sales floor.
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### Access Points pictures - only if wifi dead zones



Please list AP locations below (example: East front, West rear, stock room, etc.)

Test
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## Store Entrance(s) pictures



## Comment to photo if needed

## Misc

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### Which EnGenius Wireless Telephone does the store have? (HomeGoods / Homesense only)

- ☐ Option 1
- ☐ Option 2
- ☒ Option 3
- ☐ N/A      Store had a motorola walkies

Please see each option's reference picture below

Option 1:



Option 2:



Option 3:



Upload pictures of any old IT equipment



Technician can inquire with SM where/if they have any old equipment's. Typically, all old equipment's are found in systems/electrical room.

Comment on photo

Upload pictures of messy cable work



Typically, this would be areas above the frontline and systems room above the MDF

**Comment on photo**

**Notes**

Notes to the PM