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TJX

Cutover Runbook v1.0

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Executive summary

The purpose of this document is to give technicians participating in a front-line cutover an estimated timeline of tasks as well as information most used during a cutover night. We will continue to develop and modify this document with pertinent information as it becomes available for inclusion.

Version: V1.0

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Cutover Night Script:

Heading into cutover night:

There are some important tasks that need to be completed or in place prior to starting the night of a cutover:

- The cabling is key: Please confirm that all lines run prior to cutover night that are supporting the front-line cutover have been terminated in the MDF into the 48-port patch panel that is provided. At the end of the cutover these lines will support the Cash registers on the front end. Any prewire must be ready to use the night of the cutover.
- Confirm register lines are patched from 48 port patch panel into either H1 or H2(Ports 1-19) Note: For redundancy's sake make sure we are patching registers equally between the H1 and H2 switches.
- In cases of situations where we are reusing cable that is already in place please confirm and physically label cables to be reinstalled prior to cutover night with **Register Number; Data 1 or 2; and Voice**
- **Please confirm any outstanding register or phone issues prior to cutover night and report to the Compugen TJX support team.**
- **Procure #8 (½ inch self-tapping screw**s) for reinstallation of register phones onto Pop units
- **Procure #10 1 ½ in. Phillips – Drive Standard Sheet Metal Screws** for reinstallation of Pen Pad stands (4 per register) and Call Forward MDU Pole (5 per Call forward Pole).
- Inventory of all delivered frontend components. Should be inventoried and confirmed prior to cutover night
- Confirm with Compugen team if register installation will be Garage or Space Pole installation.

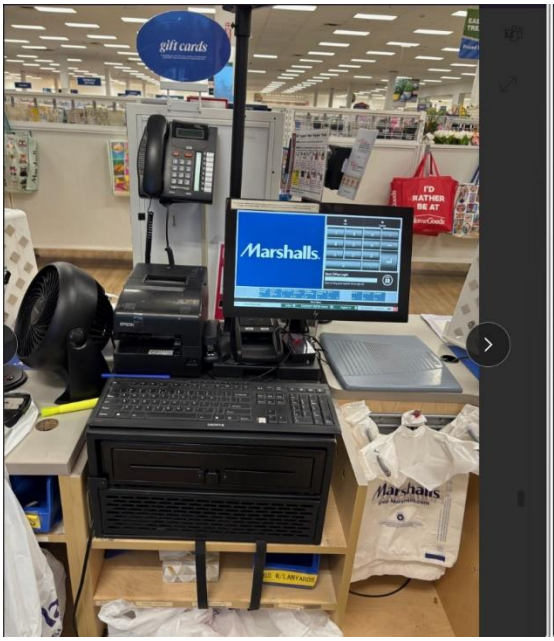
Arrive on Site for Cutover/Prep:

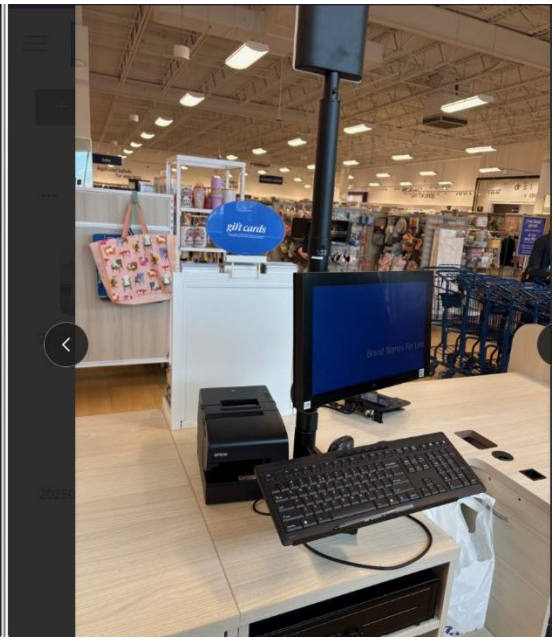
- **Team Lead**- Check in with MOD (Manager on Duty) Let them know the plan of action for the night and ask for the security lock key for registers. This will be used to unlock the Pen Pad security cable as well as the back of the register garage enclosure. Team Lead will be responsible for the upkeep of these keys throughout the night.
- **Team Lead**- Check in with Team Lead for the General Contractor, make sure they understand our plan for the night and make sure to work in tandem with the team throughout the night. Cutovers take a lot of coordination with the GC team so that everyone can be successful prior to store opening.
- As the store is being closed by the manager for the night, the team can use the Register keys to begin unlocking pen pads and **back of garage kits (If doing space pole conversion).**

- Wait for Confirmation of store being closed by MOD (Manager on Duty) and work can commence.

Register teardown/removal:

- Commence register tear down – Remember to keep all register components together Tip- If available for utilization use 1 shopping cart per register labeled with register number to keep components of each station together this includes the following:
  - Tablet, Printer, Scanner, call forward button; wiring; Reg # light; power brick, **Pin Pad with stand(LABEL PEN PAD WITH REGISTER #)**, Phone, Cash Drawer, Keyboard, 3 port switch, Grey Double Checker with power box, Register power brick.
- Garage Kit reinstall (HomeGoods Specific) – If the garage kit is to remain, keep register system in the same format upon removal make sure to detach pen pad security cable and stand. Keep the register phone, receipt printer, scanner, pen pad, and all other register components with the station.
- Space Pole Conversion (Marshalls, TJMaxx, Combo stores) – We will need to keep all of the components together when we are converting to a Space Pole deployment. Monitor, customer display and Call forward number will need to be removed from Garage prior to space pole deployment. To remove cash drawer blocker on front left of garage will have to be removed.





- Part of the team needs to focus on breaking down the registers while the other part of the team needs to make sure that all IT components that are connected to the millwork are

disconnected (Ex. Data Boxes, Pen Pad Cable locks-connected with U-bolt under millwork, Credit card reader stand, 3 port switch, phones with mounting bracket, Counterfeit detector, IDF, Call Forward MDU & Pole)

- Once all IT has been removed/uninstalled from the millwork inform GC so they can remove that section.
- Pay close attention and label Data and Voice drops that are to be reused during the reinstall. In almost all cases we are keeping voice drops that exist today in place.
- Disconnect power for Call Forward MDU if the second MDU present disconnect HDMI that comes from the Call forward pole. Unscrew base from millwork and carefully set aside so not to damage Monitor or components.

While GC is removing Millwork:

- Once all IT has been removed/uninstalled from the millwork inform GC so they can remove that section.
- As the GC is removing the millwork, make sure that if we are reusing lines that they are moved out of the way of the work so they are not damaged by GC.
- Part of the team can be preparing lines for reinstall while the other part of the team can be breaking down registers from Garage format for preparation of register reinstall on space pole.

While GC is installing Millwork:

- Much like when we worked in tandem with the GC to uninstall the IT and Millwork, we will work with the GC again in tandem to reinstall the registers.
- When we are deploying space poles during the installation of the new millwork, we can take a space pole to be installed and start drilling pilot holes for installation on the millwork. You can do the same with the mounting stand for the Pin Pad.



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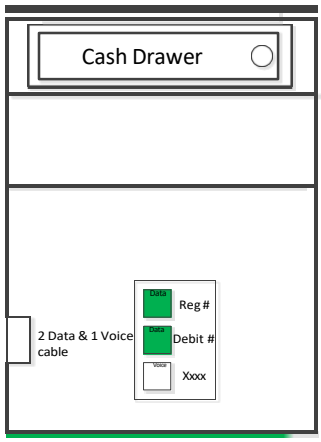
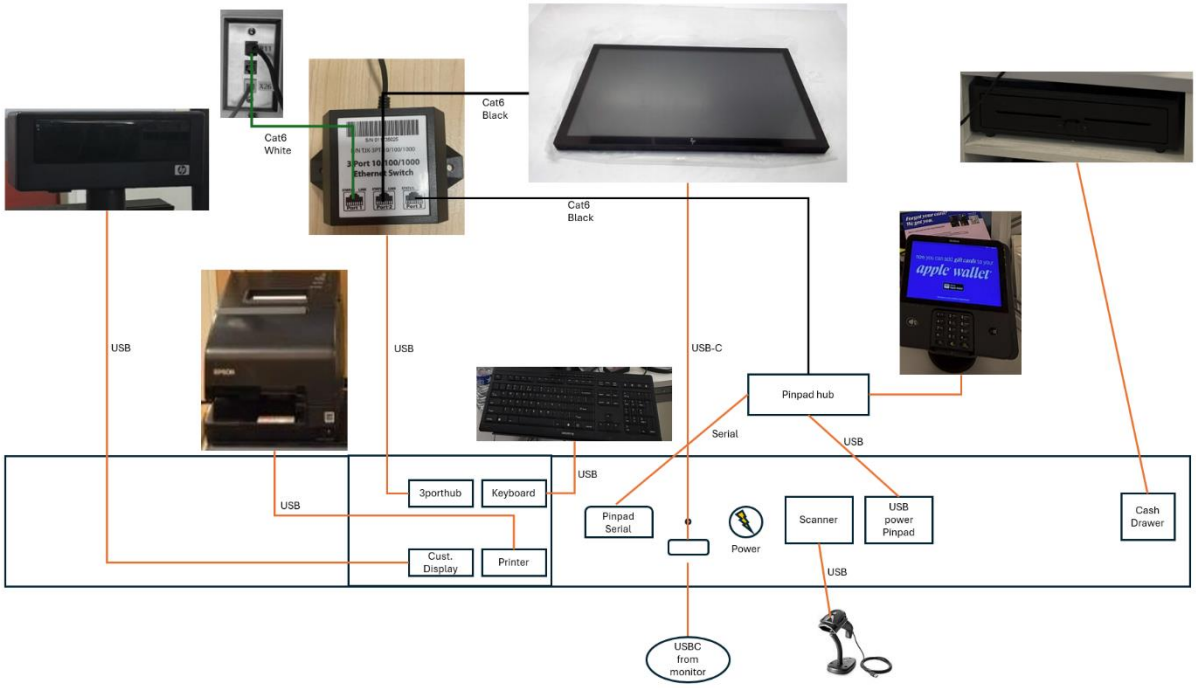
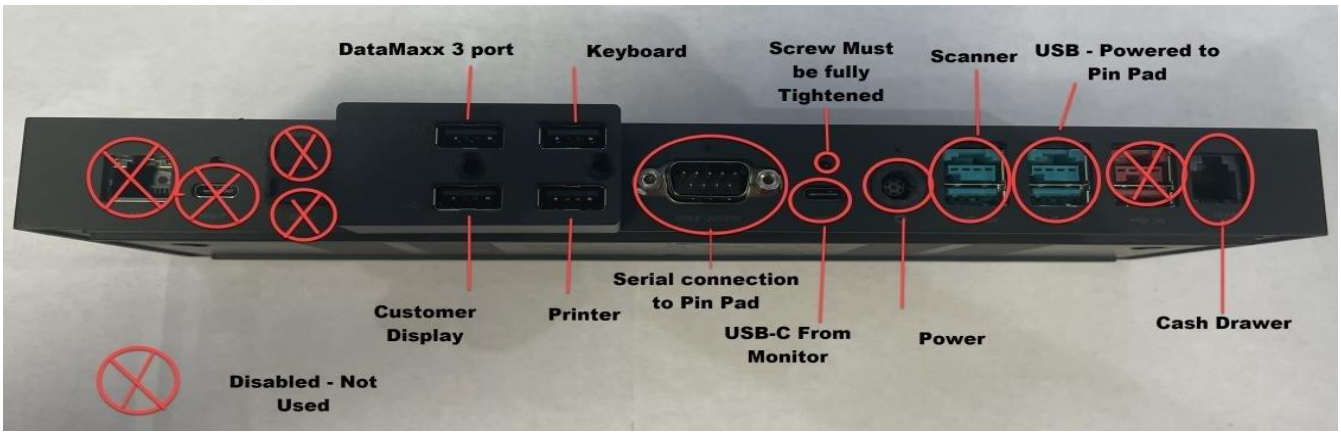
Wiring Diagram For Register:

Advanced I/O Module







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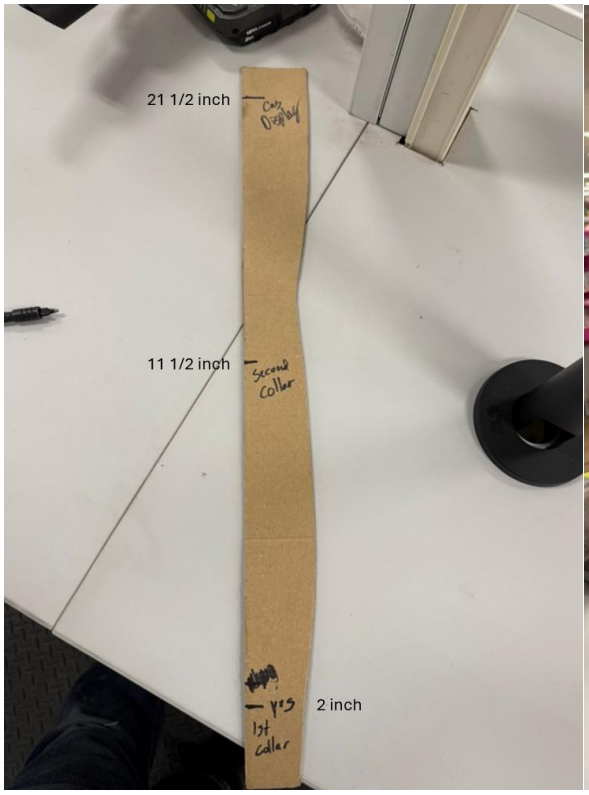
Register Space Pole Installation:

In this version of the document, the following items are only for the installation of PDU poles; no other systems require special tools that require identification in this document.

- 4 – 12x1 screws for CDU pole
- 2 1/8" hole saw bit
- Phillips head screwdriver
- A Laptop
- Standard Install: Drill, Drill bits, Basic FE Tool kit
- Space Pole Install: same as Standard Install plus:
- Self-drilling screws (Pan Head Phillips 1/4" x 1 1/2" box of 100)
- 1 1/2" hole saw & 2 1/4" hole saw (if Holes for space pole and pen pad are not already drilled into millwork)

- Mount both the Space Pole as well as the Pen Pad stand Pole.



- Once Space poles are installed team can start installing collars, Keyboard mount, versa mount, customer display collar, and Register number peg in the top of the space pole TIP: Seen here is a template made with the below measurements **THIS IMAGE IS NOT THE FINAL SPACE POLE PRODUCT THE FOLLOWING ARE INSTRUCTIONS FOR PROPER SPACE POLE INSTALLATION**.

- At this time part of the team should be working on the reinstallation of Data drop boxes back under the new millwork at the proper register location.

- Below are the components of the space pole that will have to be mounted.

- IMPORTANT TEAM LEAD NOTICE: SEQUENCING OF REGISTERS MAY NEED TO BE REVERSED DURING RE-INSTALLATION PLEASE CONFRIM WITH COMPUGEN TEAM PRIOR TO CUTOVER

- THE FOLLOWING ARE THE STEPS FOR MOUNTING THE SPACE POLE WITH ALL COMPONENTS

1. Drill Holes in new flat register counters if required. Drill (2) 1 ½" holes as shown above at each counter.

2. Mount the Space pole.
   Use 4 self-drilling pan head screws so the 2 openings on the pole are facing the Cashier side of the counter.
3. Install the Space Pole cover
4. Install one of the collars at 2" above the Space Pole base & tight the collar to the pole

5. Install the Keyboard tray onto the Space Pole.
6. Install the second collar at 11 ½" above the Space Pole base & tight the collar to the pole.

7. Install the VESA Mount Plate onto the Space Pole

8. Install the Customer Display Collar. Install the customer display collar at 21 ½" above the Space Pole base & tight the collar to the pole. All collars should be angled the same across all space poles

9. Install the Customer display reducing plug into the top of the Customer Display Collar

10. Install the Call Forwarding Display reducing plug into the top of the Space Pole.

Route all Device Cable thru openings in the Space Pole

- Completed Space Pole Installation

Note: HP Engage One Pro I/O Module will be located behind the Cash Drawer

1. Mount the HP Engage Pro onto the VESA mounting bracket.
   If not included with the space pole installation kit please utilize existing VESA mounting bracket to mount the Engage Pro on the Space Pole & feed the 2 cables through the opening in the Space Pole. Use the cable clamps to secure the cables to the Space Pole.

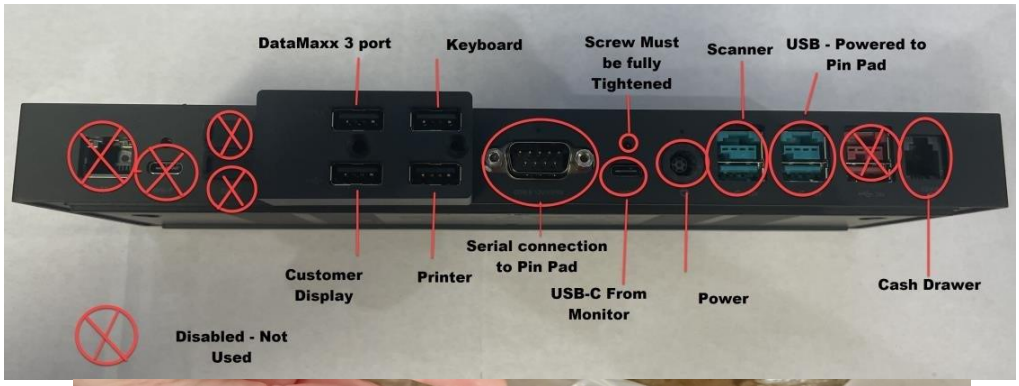
2. Install Printer & Scanner.
   Install printer & scanner on top of the counter and feed the cables through the openings in the Space Pole.

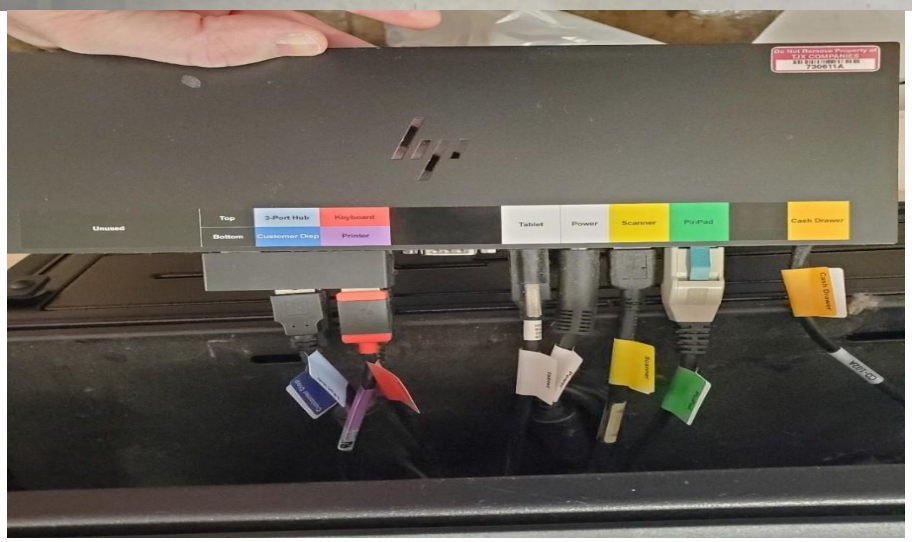
3. Install the Keyboard & Customer Display.
   Mount the keyboard and customer display on the Space Pole and feed the cables through the openings in the Space Pole. Use the cable clamps to secure the cables to the Space Pole.

4. Connect all devices to the HP Engage Pro I/O Module. Using the picture below, connect all devices as shown.

Note: The peripherals must be connected to the ports on the I/O Module as shown below or you will get errors when the Registers are powered up. Install the HP Engage Advanced I/O Module & connect all Peripheral cables as shown:

HP I/O Module Connections





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Pin pad security cable cash drawer install:

Applicability
This procedure applies to all cash drawers that are NOT currently installed in a "garage"
Shown below is the "garage." This procedure is NOT required for Cash Drawers installed in a garage.

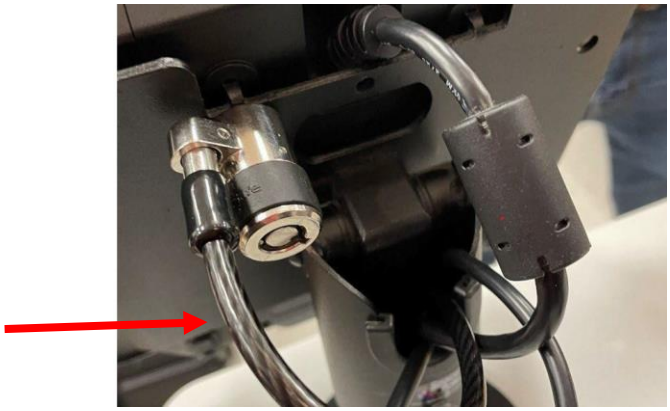
Overview
There is a tether (metal cable encased in plastic sleeve) One end has a Kensington lock connecting to the Pin pad stand and the other end has a loop which is secured to the cabinetry with a U-Bolt. Using the cable clamp supplied, slide the cable clamp around the tether and secure the clamp to the bottom of the cash drawer.

Procedure

- Check with management, if the tills are in the cash drawer (with money) it will be best to have them remove the till, so the coins don't fall into the drawer's frame while moving the drawer around.
- Remove the cash drawer being careful not to damage the cable that attaches to the bottom of the drawer. If necessary, the cable can be detached.
- NOTE: Placing the cash drawer on top of a waste basket (bottom side up) provides easier accessibility
- Locate the tether (Kensington lock attached to the Pin pad stand).
- Follow the tether, it goes down through the cabinet and terminates at the U-Bolt.
    - NOTE: U-Bolts are not used in new stores, new registers, or remodels receiving a new frontline; they are only applicable for existing stores that already have it installed.
- Ensure there is slack in the cable. It is a 10ft cable so there will be plenty, however it may be rolled up with Velcro or Ty-Wrapped to hold it in place. Remove the Velcro, or anything that prevents you from getting enough slack with the tether.
- Pull the tether to the front of the shelf that the cash drawer is located on.
- Place the cable clamp over the tether.
- Secure the cable clamp to the bottom of the cash drawer using an existing screw.

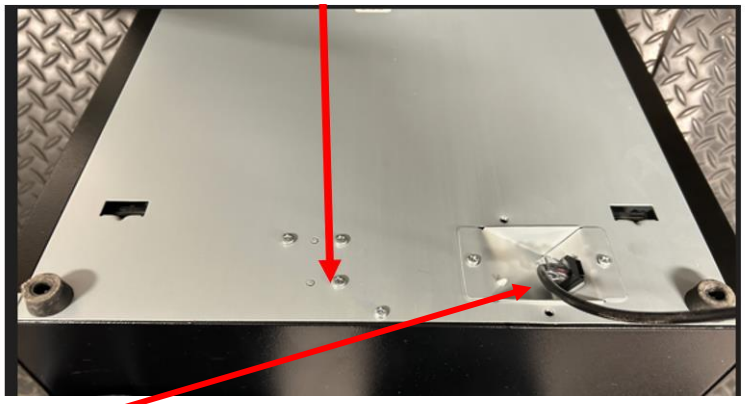
- If the cash drawer cable had to be removed remember to plug it back in and then place the cash drawer back on the shelf.
- If the till was removed have store management place it back in the drawer.
- Have store management test to ensure the cash drawer “pops”

New Store/New Register/Remodel (Full Frontline Replacement) Installation
This is the tether (metal cable encased in plastic)



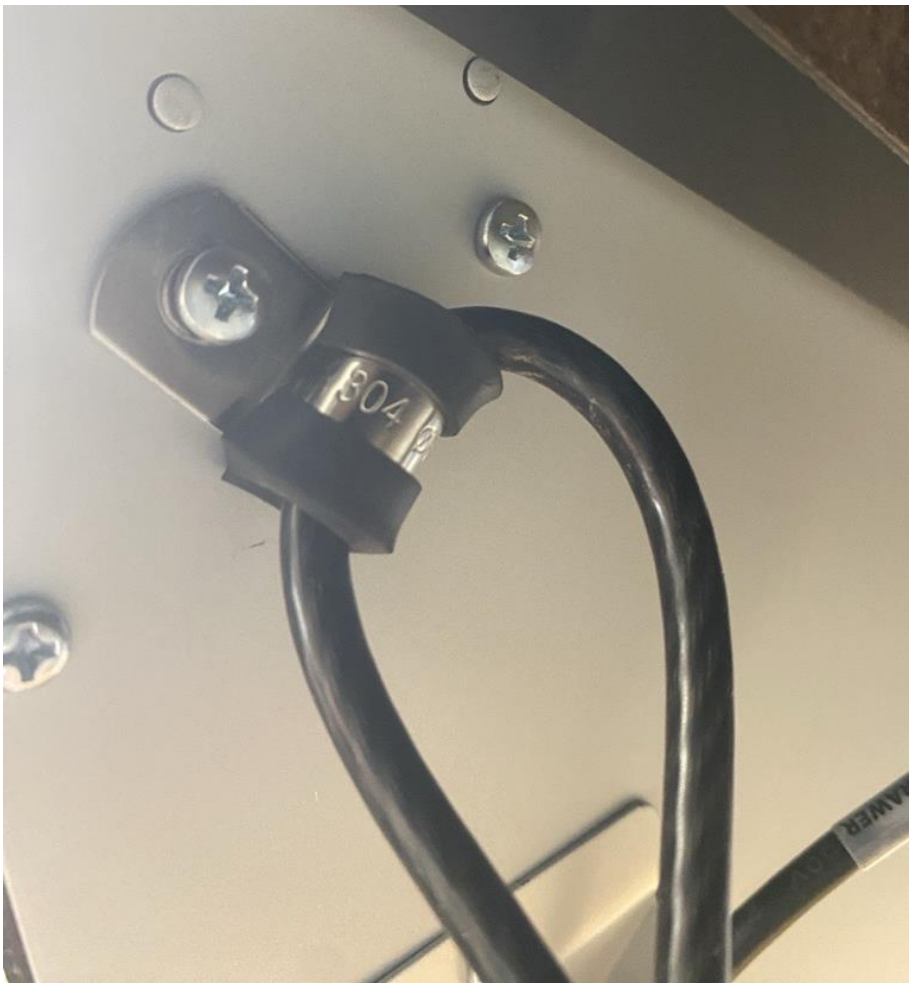
This is the cable clamp. Open ended so it will slide over the tether.

Remove this screw.



This is the communication cable for the cash drawer. It can be removed, if necessary, by depressing the clip. Remember to reinsert the cable upon completion.

Slide the clamp onto the tether's loop end, place the screw through the holes in the clamp, and then reinsert the screw into the cash drawer.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NOTE: You must make sure the cables are connected correctly to the display above. Failure to correctly plug in cables will result in equipment failure to the point where it will need to be replaced, and extended onsite time

Data Maxx 3 port Ethernet Switch Installation

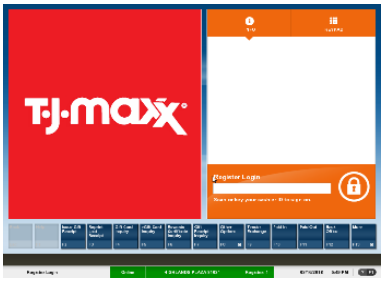
11. Re-Install the Data Maxx 3 port Ethernet Switch
    - Note, it may be easier to drop the 3-port switch from the top of counter to the bottom of the counter, Keeping the USB Plug where the I/O module will be installed.
    - Route the USB power to the I/O module.
    - Connect the 3' White CAT5 cable to Port 1 on the HUB and Connect to the RJ45 wall jack where the old cable was.
    - Connect the Black CAT5 cable from the Register to Port 2 on to the HUB.
    - Connect the 6' Black CAT5 cable from the Pin Pad to Port 3.
    - Connect the USB power to the I/O module.
    - Connect the I/O Module to a dedicated AC Outlet and Power up the HP Engage Pro register.
- Reinstall the Pin Pad & Register PC at the new location

- Insert the I/O Module into the rear of the MX925, once inserted all the way, the 2 black clips will snap the module into place.

- Mount the Pin Pad on the Wedge or Swivel stand, Install and tighten the Kensington security screw thru the left side hole on the security plate, then reconnect the Security Cable Tether.

5. Power Up the Register

The Register will boot up one of the following displays:



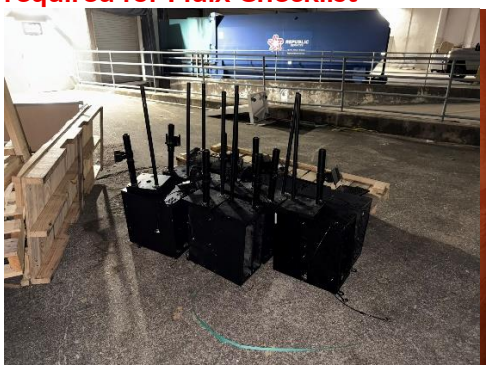
Verify ALL Registers and Pin Pads are ONLINE

- Verify all Registers & Pin Pads are online
- **MOD (Manager on Duty) Testing will**

  Call TJX CTC network group (855-859-2821 option 1, then option 1) & have them verify that all registers & pin pads are on the network. Provide the number of registers.

Connect the Call Forwarding Display Power Pack and Verify that ALL call buttons and PDU are working properly.

Dispose of Garage kits in approved disposal location (Dumpster, Trash Staging area). Image will be required for Fluix Checklist



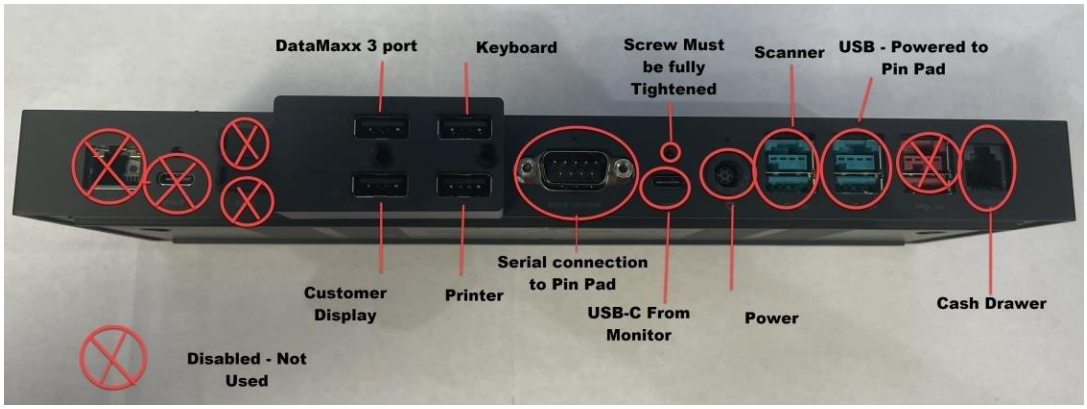
Garage Kit Register reinstall (HomeGoods):

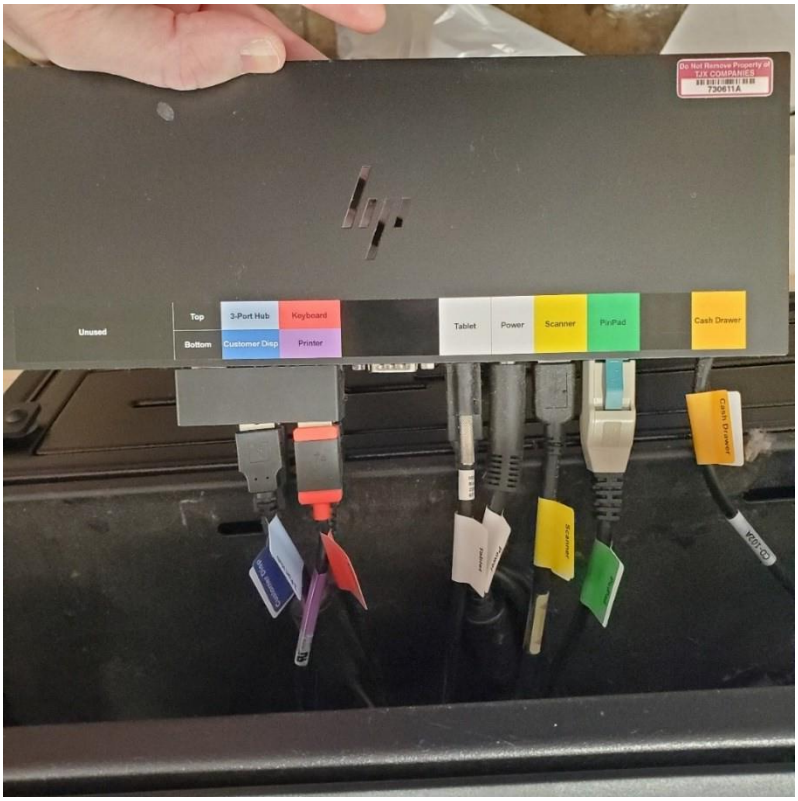
Counters with Wells to hold the Engage Pro Registers

6. Relocate the Register, the Pin Pad, the Call Forwarding Display and ALL peripherals & cables to the new location.
7. Connect cables to IO Module

Note: You must make sure the cables are connected correctly to the diagram below. Failure to correctly plug in cables will result in equipment failure to the point where it will need to be replaced and extended on-site time. Make sure there is no dust in any of the connections before connecting.

HP I/O Module Connections





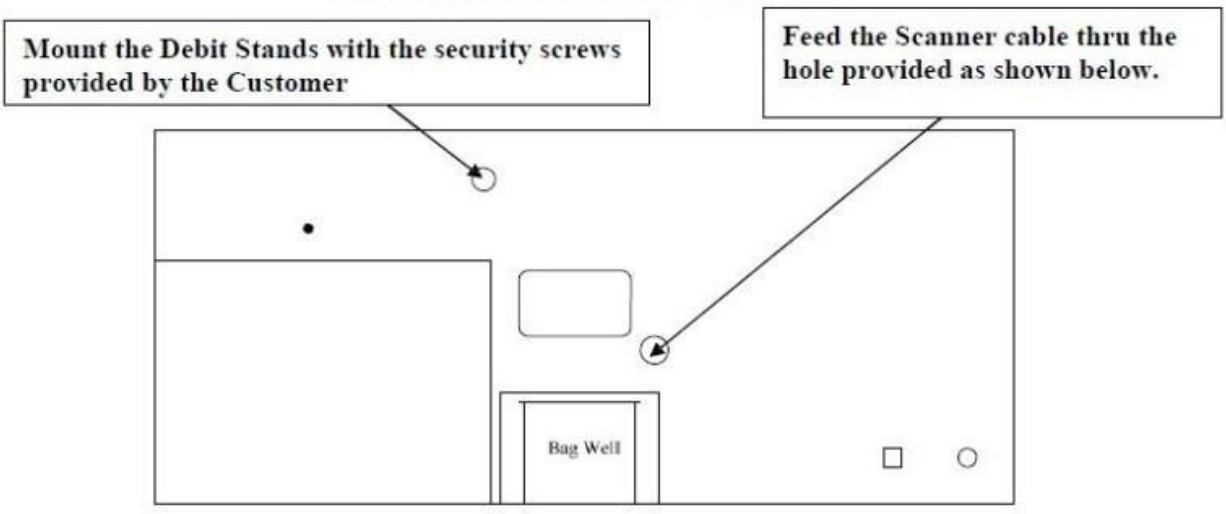
8. Connect DataMax 3 port Ethernet Switch

- Install the DataMax 3 port Ethernet Switch
- Connect the DataMax USB cable to the I/O Module
- Connect the 3' White CAT5 cable to port 1 on the HUB and Connect to the RJ45 Wall jack labeled Reg.
- Connect the Black CAT5 cable from the HP Engage Pro to Port 2 on the DataMax
- Connect the 6' Black CAT5 cable from the Pin Pad to Port 3 on the DataMax

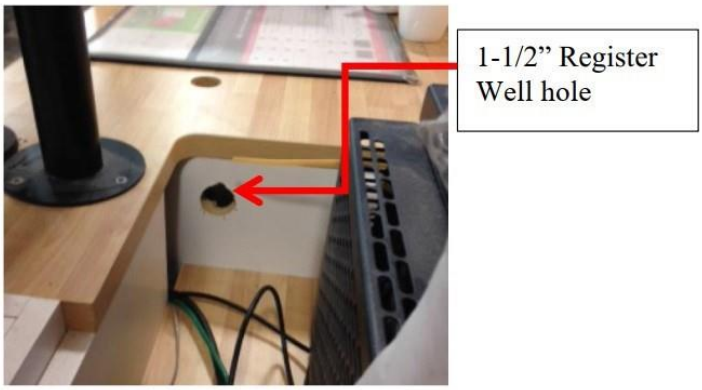
9. Reinstall the Pin Pad and Scanner

Important: ADA PIN PAD WEDGE STAND gets reinstalled at the Register closest to the front door

Debit Stand & Scanner Installation



Drill a 1-1/2" hole in the side wall of the Register Well so you can route the Pin Pad cables to the Register



- Reinstall the Pin Pad & Register PC at the new location


- Insert the I/O Module into the rear of the MX925, once inserted all the way, the 2 black clips will snap the module into place.


- Mount the Pin Pad on the Wedge or Swivel stand, Install and tighten the Kensington security screw thru the left side hole on the security plate, then reconnect the Security Cable Tether.

10. Power Up the Register
    The Register will boot up one of the following displays:

11. Verify ALL Registers and Pin Pads are ONLINE
    - Verify all Registers & Pin Pads are online
      Call TJX CTC network group (855-859-2821 option 1, then option 1) & have them verify that all registers & pin pads are on the network. Provide the number of registers.

Connect the Call Forwarding Display Power Pack and Verify that ALL call buttons and PDU are working properly.

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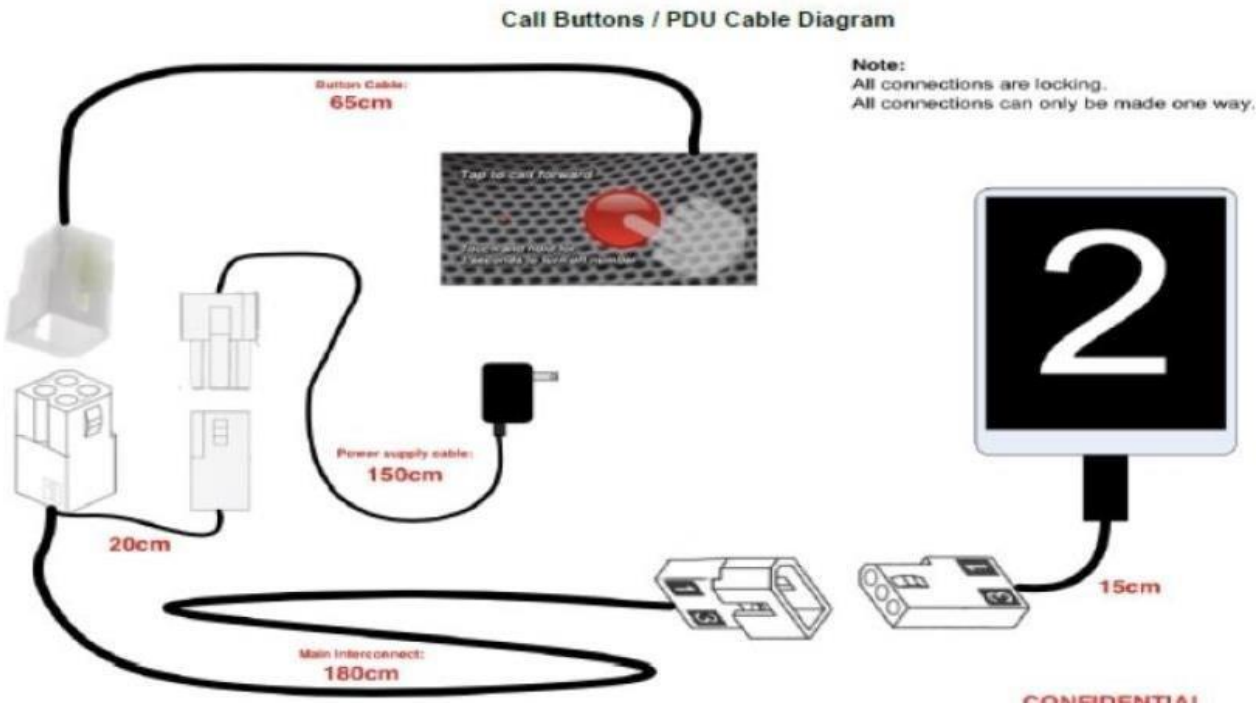
QB button wiring guide



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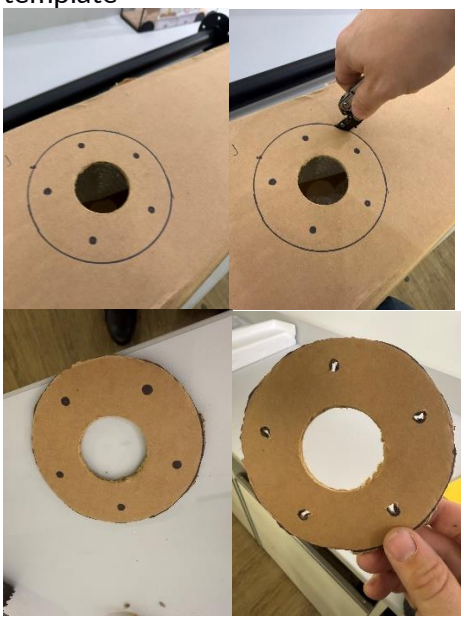
Reinstall Call Forward MDU Pole (mounted to millwork):

Below are the instructions we have developed for the installation of the call forward MDU pole

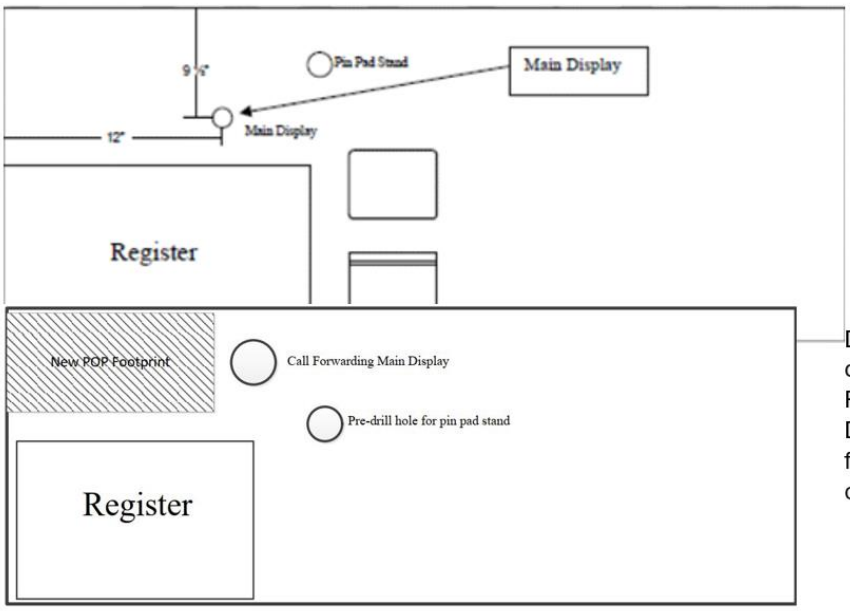
1. Collect call forward pole, 2 1/8 Hole Saw and a cardboard box for a template

2. Use Hole Saw to cut hole into box for template. Place box on pole base and trace the base of the MDU pole



3. Cut out template and open up mounting hardware holes

4. Using the template, blade of hole saw, and measurements below mark the millwork



Drill a 2 1/8" hole for the MDU pole at 9 1/2" in from the front edge of the register counter & 12" from the side edge of the counter.

2. **HomeGoods Stores** – MDU Installation (@ Register varies, see WO)

Register Well Counter:

Drill hole so the center of the Call Forwarding Main Display is 3" in from the front of the counter & 3" over from the POP.

5. Using the 2 1/8-hole saw drill the mounting hole for the mdu pole and using a 9/64 or size smaller than Teks screw, drill pilot holes for the mounting hardware.
7. Mount TV to pole mount
9. Run power, HDMI

6. Using existing or **#10 1 ½ in. Phillips – Drive Standard Sheet Metal Screws** mount call forward MDU pole to Millwork.

8. Attach Pole mount to pole
10. Confirm Operation

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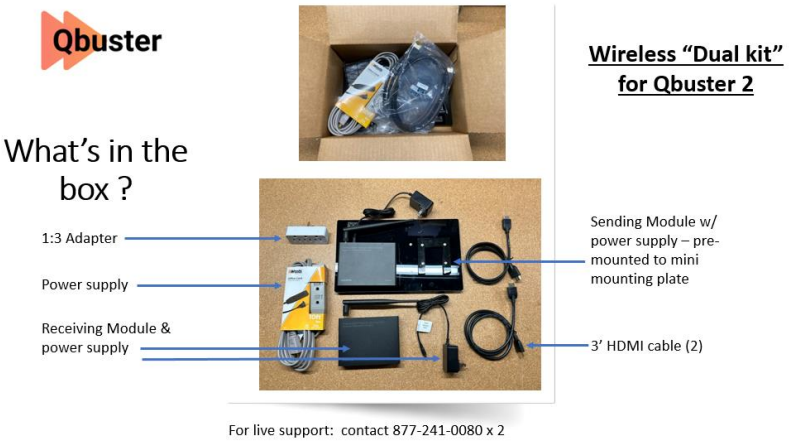
Call Forward QB1 to QB2 upgrade:

After removing the QB1 from the back of the MDU follow the below instructions:



Qbuster2
Wireless Dual Monitor Installation Instructions

Main TV / Hub Installation:

1. Slide Qbuster2 Hub onto bracket on right side of mounting panel.
2. Connect 3' HDMI Cable (Included) from Qbuster2 Hub to HDMI IN on top of HDMI Sender unit.
3. Slide mounting panel onto bracket behind TV.
4. Connect HDMI cable from TV to LOOP OUT on HDMI Sender unit.
5. Connect power to Qbuster2 Hub and HDMI Sender unit. 3 way outlet adapter included to help with all the power plugs. IMPORTANT: The 12V power supply should only be plugged into the Qbuster2 Hub. The HDMI Sender & Receiver use a 5V power supply.

- A waybill will be provided by the Compugen team for the QB1 equipment. These will need to be boxed up with both the QB1 hub and QB1 buttons to be shipped back to TJX.
- Test all register call forward buttons to confirm they are calling the proper register

2nd TV Installation:

1. Attach HDMI Receiver with Velcro (included) to square mounting plate behind 2nd TV.
2. Connect 3' HDMI Cable (Included) from HDMI OUT on HDMI Receiver to 2nd TV.
3. Connect power to HDMI Receiver unit. 10' Extension cord included.

IMPORTANT: Only use the labeled HDMI Receiver power supply (5V).

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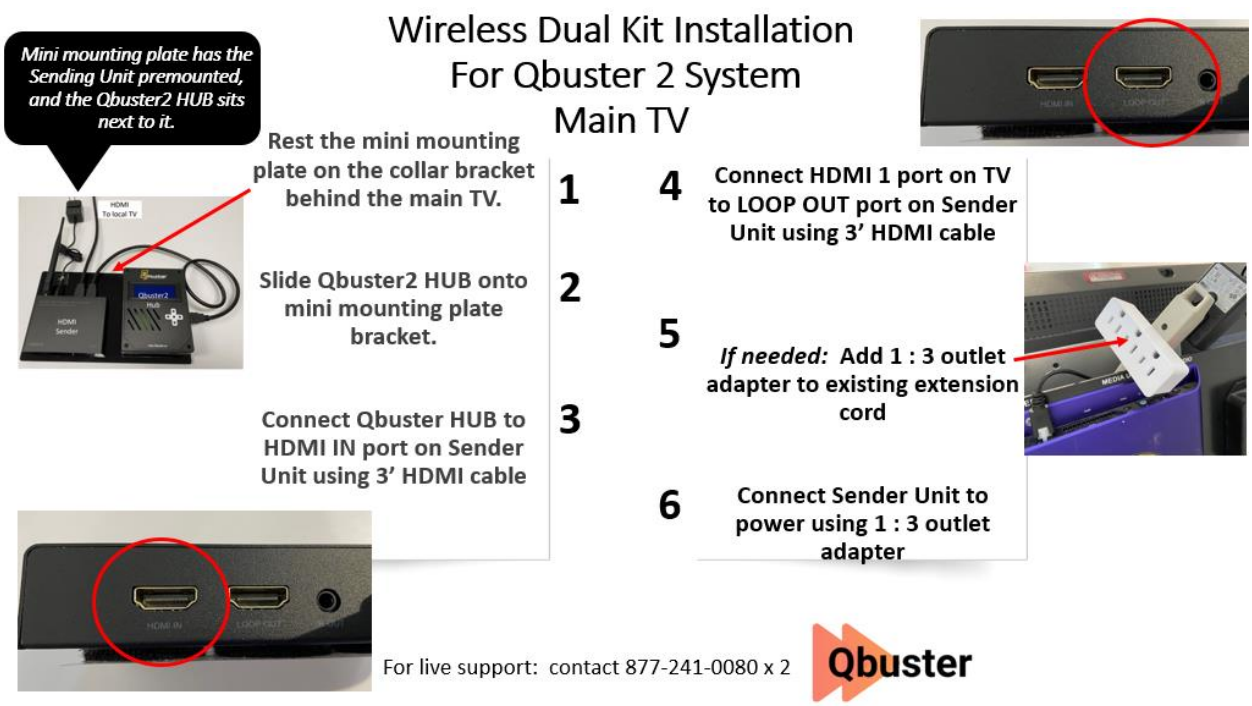
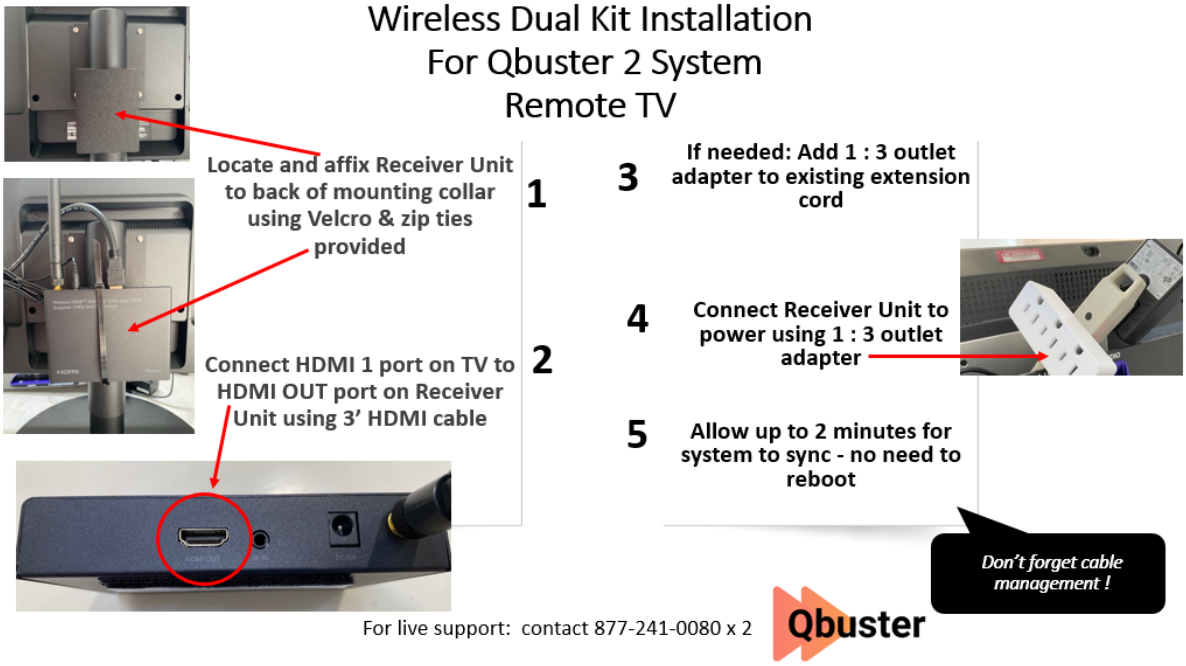


- With locations that have 10 or more registers either existing or new there will be a second call forward display, below are the installation instructions for the wireless receiver:



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Call Forward Troubleshooting:

Qbuster

FAQ – "Button doesn't work"

HINT: 90% of all Help Desk calls are because the Call Button is simply unplugged

If there is no light

If there is no light

If the button is not getting power it is because:

1. It has become unplugged from the outlet. Check to ensure power supply is plugged in. This should be resolved at the store level 90% of the time.

2. A cable has been cut or power supply has stopped working. A tech will be required for parts replacement.

Question 1.

Ask MOD to push button. Is the red light on top of the button lit?

Question 2.

Ask MOD to turn button over and see if there is a green blinking light underneath.

Qbuster

FAQ – "Button is fast-blinking"

HINT: Place the button in a safe location so that is does not get easily covered or bumped

Call Button blink indicator

If a button is fast blinking

1. Someone or something has covered the call button touch bad for 10 seconds.
2. The fast blink cycle will automatically end in 12 seconds if not used and the button will return to normal function
3. The fast blink mode is only used when pairing a call button to a HUB

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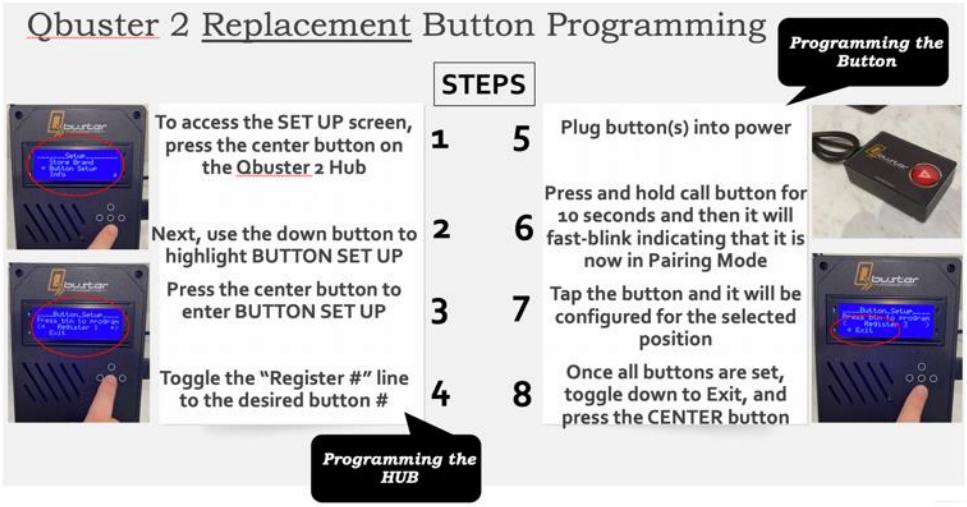
FAQ – When the button is pressed, a PDU flashes but does not call forward on Monitor

Possible issue:
Button could be set to the wrong zone.



FAQ – Button is calling randomly

Possible issue:
Touch capacitor may be malfunctioning

In this case we will send a replacement button for the MOD to plug in. The new button will also come with a return FedEx label for the MOD to send old button back for testing.

Note: The old button must be returned within 14 days.

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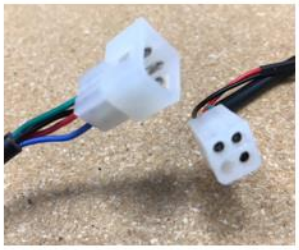
Qbuster

FAQ – How is the button installed at the store

Once separated



Step 1.

Remove old button by separating it from the cable at this connector.
NOTE: Do not try do this by pulling at the wires. Pull apart only at the white connector and "flex" it back and forth until it separates.

Step 2.

Place the old / non working button into the box for return. Plug in the new button. Push until it locks into place.

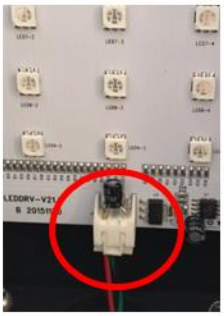
Step 3.

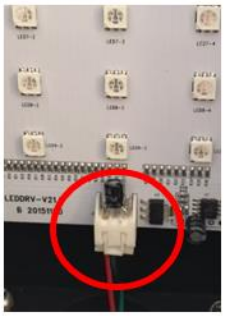
Ensure button is powered and test button.

Qbuster

FAQ – The PDU won't light up but the button has power

Step 1 → **Step 2** → **Step 3** → **Step 4**





Simply pop off the magnetic number plate from the PDU housing to reveal the LED board

Confirm that the LED cable is connected to the LED board

If cable is not connected LED board, reconnect it. If it is connected, confirm it is plugged in

Simply click the number faceplate back onto the PDU housing to cover the LED board

HINT ! If the PDU is not illuminated, it usually means it is not plugged in

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Qbuster How to reboot the Qbuster2 HUB

Qbuster 2 HUB

Step 1.

Locate Qbuster 2 HUB power cable connection on bottom left side of the HUB.

Step 2.

Unplug power cable from HUB

Step 3.

Wait 10 seconds

Step 4.

Reconnect power supply and allow system to reboot (may take up to 2 minutes)

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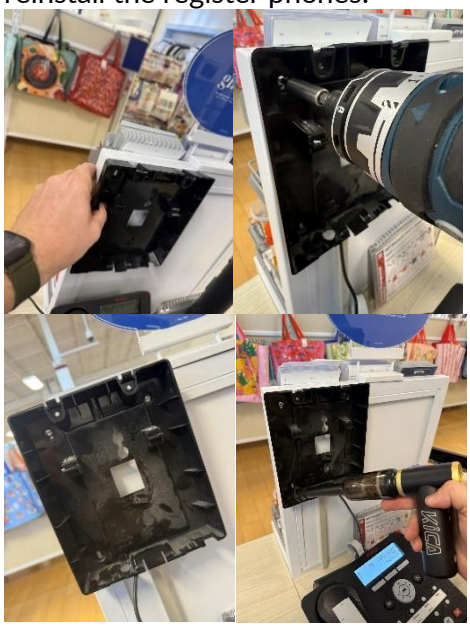
Register Phone installation on Pop units:

- Collect **#8 ½ inch self-tapping screw**s, **cable hider, and ½ inch paddle bit** for reinstallation of register phones onto Pop units
- For this installation we will need the above screws, and the phone must have its mounting bracket for proper device mounting onto Pop units at registers.
- ALL MOUNTING SCREWS MUST BE INSTALLED ON METAL STRIP SURROUNDING POP UNIT; DO NOT SCREW SCREWS INTO WOOD PANEL OF POP UNIT

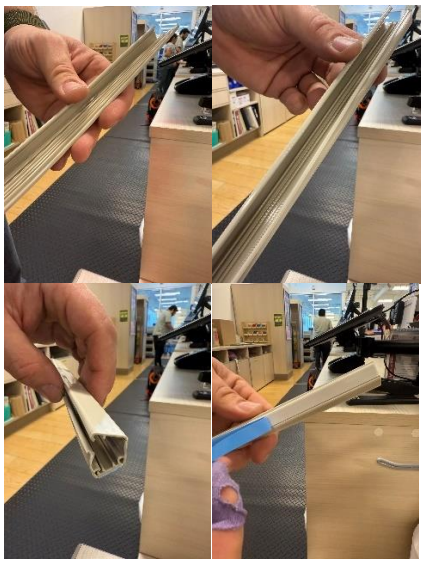
1. Once the new pop fixtures are installed on Millwork we can reinstall the register phones.

2. Using a ½ inch paddle bit drill a hole where the pop unit meets the millwork approx. 2 ½ inches from the edge directly below phone installation location.



3. Align Phone wall mount to the edge of pop unit. Using #8 ½ inch self-taping screws mount the base to the pop unit. Clean up metal shavings.

4. Using provided cable hider cut a section to a proper size.



5. Fold the cable hider and remove plastic cover from adhesive back.

6. Attach cable hider to Pop unit, route cable to phone base and close cable hider.

7. Reconnect phone line to service port on phone. Remount phone on installed phone mount.

8. Continue to install remaining phones on remaining pop units for all registers

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Register Camera Install Process:

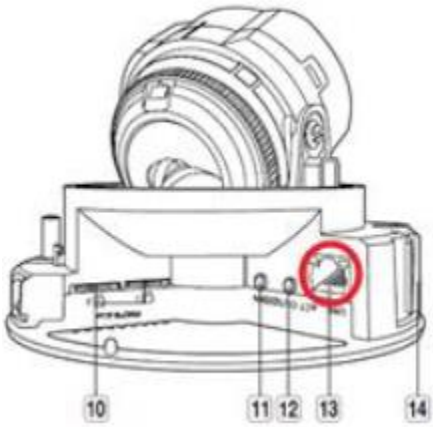
This is required for locations that are adding a register.
Mounting Guide:

Drop/Tile Ceiling

Fixed (XNB-6080V)

1. Locate camera. The camera should be labeled with the IP address.
2. Attach the installation template to the selected area as shown in the figure below. Note the "Camera front" should be pointed towards the direction of the camera's focus

3. Cut or drill a hole for the cable to be routed through. Punch or mark the screw holes for the mounting camera. Remove the template.
4. Pull the network cable through the ceiling tile and run the cable through the opening at the The bottom of the camera base to the RJ45 port on the camera.



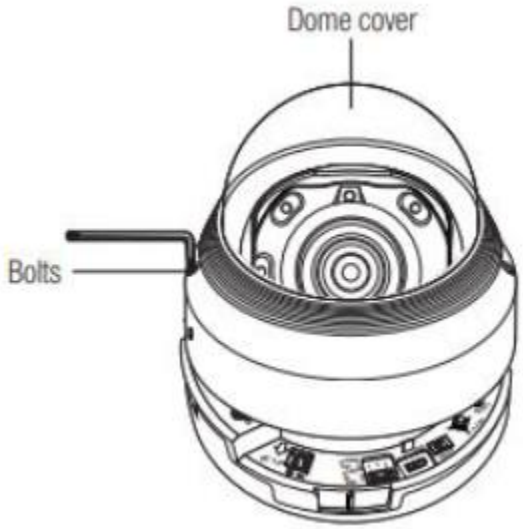
XNB- 6080V

5. Secure the camera to the drop tile making sure the screws are tightly secured from the back side of the drop tile. Note: If using the screws included with the camera, a fastener will be required to hold the camera flush to the tile
6. Using the security wrench provided with the camera, secure the dome

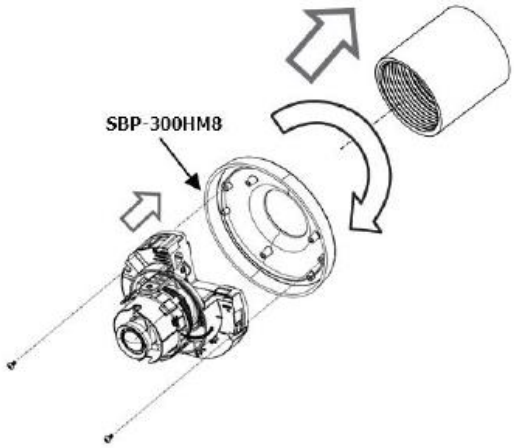
Open Ceiling

Fixed (XNB-6080V)

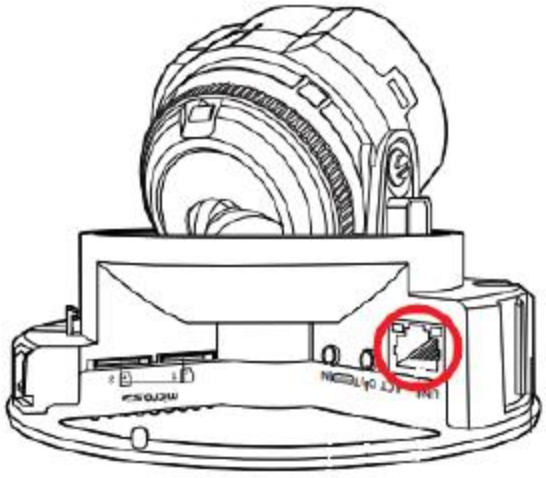
1. Locate camera and mounting equipment. The camera should be labeled with the IP address.
2. Mount the 302CMAS pole to the ceiling grid. Hanwha products will come with installation documentation for additional references.
3. If needed, drill pilot holes into the red iron or uni-strut. Use bolt style hardware to mount to red iron or uni-strut. Note: TJX does not provide hardware (screws/bolts, etc.) to mount the poles to red iron or uni-strut. An installer is required to purchase hardware that complies with local code and safety.
4. Feed the cable run through the base of the 302CMAS pole.
5. Remove the cover from the 6080V camera to prepare the camera to be mounted to the cap adapter.



6. Attach the camera to the 300HM8 cap adapter with included screws.



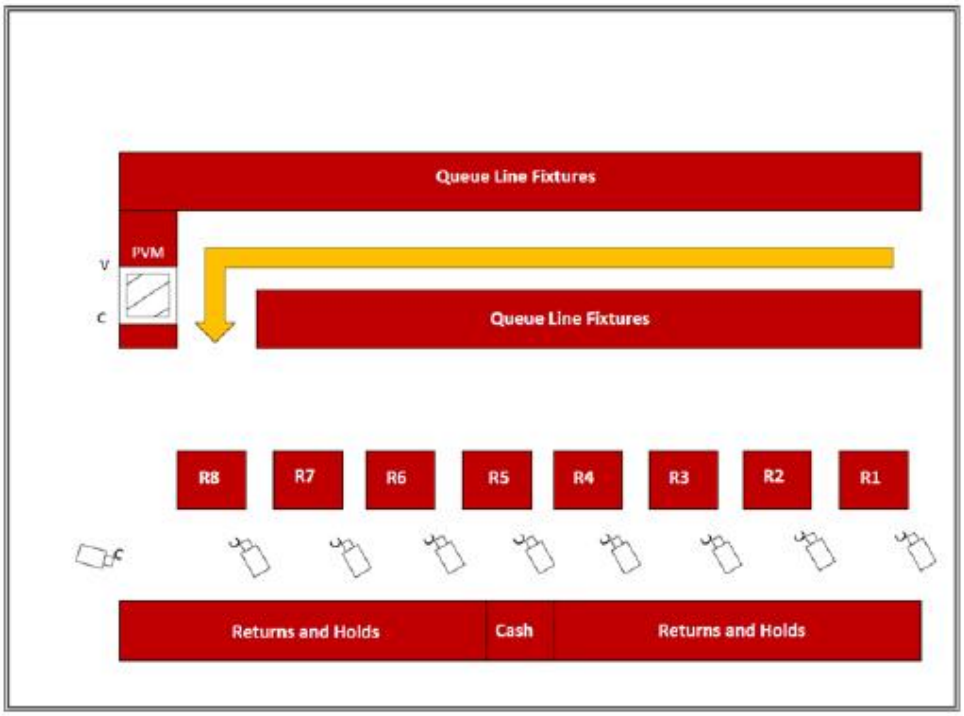
7. Mount to the SBP-HCF coupler and attach the cat6 cable to the camera
8. Connect the cat6 cable to the RJ45 port on the camera



9. Adjust the telescopic pole so that the camera is 8.5-10ft above the ground. Note: Camera must be placed below lights and speakers to avoid obstruction/interference.
10. Mount camera to the hanging mount by lining up the fixing holes to the threaded holes in the mount
11. Once the connection has been secured, line the base of the camera up with the corresponding holes in the hanging mount, ensuring the front of the camera is facing towards the area of interest.
12. Replace the camera dome and tighten security screws

Frontline Registers Placement: Above the backline, facing forward and evenly spaced. Slightly offset to the right of the register. 1 camera per register
Height: Minimum 8.5 Feet (From floor)
Viewing Area: Full register counter. Register with cash drawer open. Over the shoulder of the cashier. Clear view of the cashier's hands below the cash drawer. 1 register in frame.

Intent: Capture all activity of the cashier at the register and customer, including with cash drawer open



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Network port diagram and network information:

STORE SWITCHES

Note- every cable must be labelled. Label must follow TJX standards

Standard Configuration - Switch H - H4			
PORT #	DEVICE	PORT #	DEVICE
1	VH1\POS	25	Store - WebPC
2	Controller T/C	26	Back Office
3	POS	27	Back Office
4	POS	28	Back Office
5	POS	29	Back Office
6	POS	30	Back Office
7	POS	31	Back Office
8	POS	32	Back Office
9	POS	33	Back Office
10	POS	34	Back Office
11	POS	35	Back Office
12	POS	36	District Office
13	POS	37	District Office
14	POS	38	District Office
15	POS	39	District Office
16	POS	40	SCCM\LPVM-VH2
17	POS	41	Music\CORP
18	POS	42	IP Office (Avaya)
19	POS	43	VH1-HOST-CORP
20	Wireless	44	VH2-HOST-CORP
21	Wireless	45	ILO-VH1-CORP
22	Wireless	46	ILO-VH2-CORP
23	Wireless	47	FORTIGATE 201E Extender
24	Wireless	48	60F FIREWALL PORT A
		49	X-Over SFP REQUIRED COPPER or FIBER
		50	X-Over SFP REQUIRED COPPER or FIBER
		51	X-Over SFP REQUIRED COPPER or FIBER
		52	HP VH2 Server PORT 3 VLAN LINK (SFP)

POS = GREEN Patch Cords - Registers / Debit / Controller

Back Office = Thin Clients = Yellow / WebPC, AMM, Printers, EMS, INT, CO Scale (Marshalls) = Blue

Wireless = GREY Patch Cords - BCM and Access Points

CORP = PURPLE Patch Cords - WIPS, Music, VSAT Firewall, IP Office (Avaya), SCCM

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Loss Prevention (LP) Switches

Note:

- Every cable must be labelled. Label must follow TJX standards
- If camera exceeds number 39 another patch panel and switch is needed.

Standard Configuration - LP CCTV			
PORT #	DEVICE	PORT #	DEVICE
1	LP CAMERA	25	LP CAMERA
2	LP CAMERA	26	LP CAMERA
3	LP CAMERA	27	LP CAMERA
4	LP CAMERA	28	LP CAMERA
5	LP CAMERA	29	LP CAMERA
6	LP CAMERA	30	LP CAMERA
7	LP CAMERA	31	LP CAMERA
8	LP CAMERA	32	LP CAMERA
9	LP CAMERA	33	LP CAMERA
10	LP CAMERA	34	LP CAMERA
11	LP CAMERA	35	LP CAMERA
12	LP CAMERA	36	LP CAMERA
13	LP CAMERA	37	LP CAMERA
14	LP CAMERA	38	LP CAMERA
15	LP CAMERA	39	LP CAMERA
16	LP CAMERA	40	POS\LPTC\THC3
17	LP CAMERA	41	WIRELESS VLAN
18	LP CAMERA	42	LP WORKSTATION\SERVER CORP
19	LP CAMERA	43	LP WORKSTATION\SERVER CORP
20	LP CAMERA	44	CORP VLAN
21	LP CAMERA	45	Back Office VLAN
22	LP CAMERA	46	Back Office VLAN
23	LP CAMERA	47	Back Office VLAN
24	LP CAMERA	48	Back Office VLAN
		49	X-Over SFP REQUIRED COPPER or FIBER
		50	X-Over SFP REQUIRED COPPER or FIBER
		51	X-Over SFP REQUIRED COPPER or FIBER
		52	HP VH2 Server PORT 3 VLAN LINK (SFP)

CCTV = Black Patch Cords

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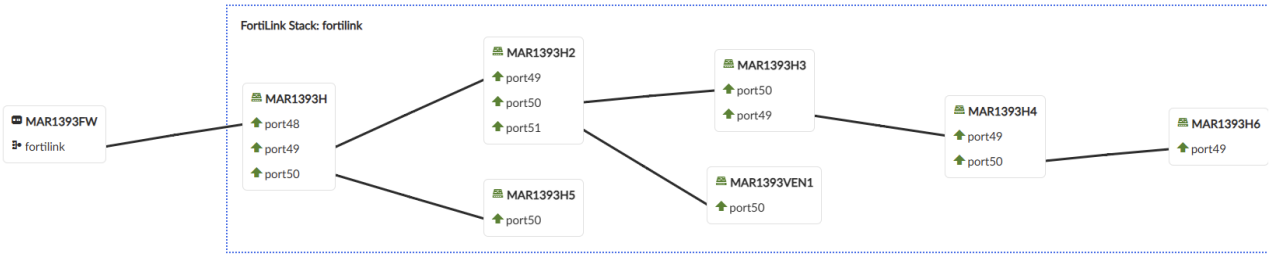
H switch example layout

- H1-7 switches will have different layouts per store but below is a location that has a full stack network as an example.



H switches are connected with uplink ports below for each switch

49	X-Over SFP REQUIRED COPPER or FIBER
50	X-Over SFP REQUIRED COPPER or FIBER
51	X-Over SFP REQUIRED COPPER or FIBER

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NOC Process for Switch Onboarding/Migration/Decommission

Onboarding:

1. Compugen team opens Service now ticket for switch onboarding
2. When receiving a new switch for deployment the technician will collect the serial number off of the device and provide that information to Compugen and TJX NOC.
3. Install switch
4. Patch switch following TJX patching guidelines
5. Call TJX command center/NOC +1 855-859-2821, Option 1, Option 1 notify NOC switch is installed and patched into network and ask for it to be provisioned with configuration. (H1-H3: Store Profile; H5-H6: LP Profile)
6. Switch provisioning occurs
7. Follow up with TJX NOC to confirm switch operation.
8. Patch required ports

Switch Migration:

1. CONFIRM ALL CURRENTLY LIVE PORTS ON SWITCH ARE NOW SUPPORTED BY DATA DROPS AT INSTALL LOCATION.
2. Call TJX command center/NOC +1 855-859-2821, Option 1, Option 1 notify NOC of the store number and switch number (H1-6) that is planned to be moved.
3. Disconnect switch from current install location and migrate to new install location and rack
4. Patch uplink ports to available H switch

49	X-Over SFP REQUIRED COPPER or FIBER
50	X-Over SFP REQUIRED COPPER or FIBER
51	X-Over SFP REQUIRED COPPER or FIBER

5. Power on switch and confirm with NOC switch connectivity
6. Patch required ports

Decommission:

1. Service now ticket must be opened prior to switch decommission
2. CONFIRM ALL LIVE PORTS HAVE BEEN TACED/CONFIRMED/OFF LOADED AND PATCHED INTO NEW DESTINATION SWITCH.
3. Call TJX command center/NOC +1 855-859-2821, Option 1, Option 1 notify NOC of the store number and switch number (H1-6) that is planned to be decommissioned.
4. Disconnect Switch
5. Confirm with NOC all devices previously connected are now being supported by active switching infrastructure.
6. Box switch for return to TJX Depot and label with supplied waybill

The TJX NOC can be used to assist with the troubleshooting of network devices.

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Estimated timeline for a cutover night:

This is an estimated timeline and is subject to change based on requirement. It is here to give a loose guideline of tasks to complete and when they should be completed: THE ULTIMATE GOAL OF A CUTOVER NIGHT IS TO HAVE ALL REGISTERS THAT ARE TAKEN DOWN OPERATIONAL BEFORE THE STORE OPENS (unless registers are removed per scope)
8:45 PM – Team Lead arrives at site
9:00 PM – Technicians arrive on site
9:00 PM – Team Lead sends arrival status to Compugen Microsoft teams chat confirming team arrival and plan for cutover
9:15 PM – Team Lead connects with MOD (Manager on Duty) and Lead for GC to discuss plan and collect register keys. At this point you can start unlocking the Garage kits and pen pads.
9:30 PM – Store Closes
9:45 PM – GC cuts power to frontend at this point we begin removing IT from Millwork. Part of the team can start breaking down registers. Part of the team can start removing **data boxes, double checker power boxes, Cable lock U-bolt, Phones from Pop units, Call Forward MDU/Pole, (Volume control and H7 if required)**.
FOR SPACE POLE CONVERSION: For this first register if you have never broken one like these down before it will take approx. 45 minutes to break down the first and approx. 30 minutes per register for the remaining.
FOR FLAT COUNTER: Garage Kit stores will keep the register in the current configuration, but we will make sure all components for register are collected for reinstall.
11:00 PM – At this point all registers and IT should be removed from the Millwork. At this point, the GC should be actively removing the old millwork. While GC is removing millwork MAKE SURE THAT ALL CABLING BEING REUSED IS PULLED BACK AND PROTECTED FROM DAMAGE.
11:15 PM – On sites that require new cabling runs for registers at this point we can start running the lines to the front end for staging and termination. For space pole conversion store part of the team can break down registers and stage for redeployment.
11:30 PM – GC will be installing millwork at this time. Someone from the team will make sure millwork that is being installed is not being set on IT cabling this includes data drops and phone lines. Once GC gets first millwork in place we can come behind and begin the space pole and pen pad installation process for space pole conversion stores. Flat counter stores we can start staging the registers on available millwork and install pen pad stand.
12:00 AM – Team Lead send status to support teams chat to include current full frontend status including 0-100% status on register installation, millwork installation and issues
12:00 AM-5 AM – During this time we should install registers, Call forward with upgrade, Phones on pop units, Volume control (if in Scope), Camera for register add, Mount data boxes on new millwork for all registers. **As the registers start to come back online you can have the MOD (Manager on Duty) test the operational registers and pen pads this includes functions test as well as transaction test both cash and credit.**
5:00 AM to 9AM – Cable management, register camera installation, troubleshooting of any issues.
6 AM – Team Lead sends status to support teams chat to include operational register count, issues with planned resolution or detail, testing status of operation registers.
9 AM or when work is complete – Team Lead sends final status to support teams chat to include operational register count, issues with planned resolution or detail, testing status of operation registers. Send Fluix checklist outlined below

Escalations and Reporting:

All issues that arise during the cutover night should be documented and Compugen team should be notified by one of the following means. **Cutover night teams support channel**, TJXUSsupport@compugen.com or **direct contact with the technical lead or project manager**.

After the cutover is completed the Team Lead on site will be required to submit a Fluix checklist those details are below:

TJX Frontline Cutover Checklist Completion

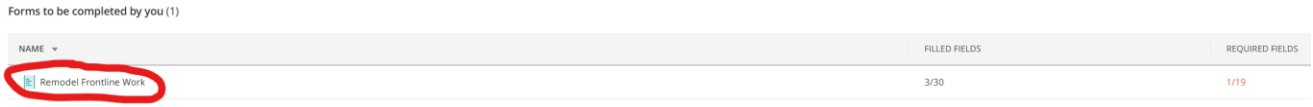
Once the frontline cutover has successfully completed for the day, an online form needs to be submitted via the Fluix app. The flow for these checklist starts with the technician who will complete the checklist and submit. Once submitted it will be reviewed by the Vendor PM. The link to submit the form is below. An email address is required to submit the form. Below is a copy of this form so you can see what pictures need to be captured for the submission.

- Use this link to complete Frontline work - https://fluix.link/jGI1MNwdta

Note: All required fields (*) that have the option for an image must have an image upload or else the form will not finalize and submit.

Tip: While filling out the Fluix form occasionally scroll to the top of the page and save your progress. This can save you from having to redo answers if something happens to the form or website.

It will bring you back to the previous page, select Remodel Frontline Work link and continue with the data entry.



Please make sure that any issues that have not been resolved are documented and reported to Compugen support team. These can also be noted in the Store Manager comments/issues/feedback section of the Fluix Checklist.

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1. Please complete all the questions where applicable.

2. Make sure to save the form and click finish after completion to submit.

Technician and Store Details

* Technician Name

Name of tech submitting form

Vendor Email

Tech email address

* Store Chain

TJMaxx US

Marshalls US

HomeGoods US

HomeSense US

Sierra US

Winners CA

Marshalls CA

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* Store Number

* Check In Date

* Check In Time

* Check Out Date

* Check Out Time

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Registers

* Number of Registers at this store:

* Are all registers and pin pads functional?

- ○ Yes
- ○ No

* Do the call Forward Buttons call the correct register numbers?

- ○ Yes
- ○ No

* Upload picture(s) of registers from customer side

+ Image Picker

Front of the counters

* Upload picture(s) capturing the side view of the frontline

+ Image Picker

Left and right side showing full view of the frontline

* Upload picture(s) of registers from employee side

+ Image Picker

Behind of the counter

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Rack Mount Power Conditioner

* Did you install a Rack Mount Power Conditioner?

- ( ) Yes
- ( ) No

UPS

* Did you replace Batteries in UPS? (FL, LA, AL, MS, OR, PR, TX, WA only)

- ( ) Yes
- ( ) No

* Did you place UPS in Bypass mode?

- ( ) Yes
- ( ) No

Upload photos of equipment installed

+ Image Picker

If applicable

Register Power Conditioner

* Did you install a register Power Conditioner?

- ( ) Yes
- ( ) No

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All the garage kits disposed?

- (•) Yes
- ( ) No

If Yes please upload picture of the garage kits disposed

+ Image Picker

Additional Comments/feedback

Additional Pictures

+ Image Picker

Give the store manager a recap of everything entered on this form and have them sign off below

* I acknowledge the status provided by the tech:

Store Manager Name

* Store Manager Signature:

Add your Signature

Store Manager comments/issues/feedback