

PURPOSE

This SOP provides the necessary information and detailed instructions on how to replace/return Sierra IT equipment. Please keep records of all FedEx tracking information when shipping devices to and from the store.

Broken IT Equipment

STEP	ACTION	PROCESS
1.	Broken Equipment If IT equipment is not functioning properly, please follow this process. This process should be followed for ALL IT equipment in the store.	<ol style="list-style-type: none"> The store should contact the TJX IT Service Desk either by: <ol style="list-style-type: none"> Web Portal (Preferred Method) Phone Number Please reference the <i>IT Service Desk Tickets & Escalation</i> SOP for more details <p>NOTE: Only the following equipment does not abide by this process.</p> <ul style="list-style-type: none"> Zebra TC26 Truck Seal Scanner <ul style="list-style-type: none"> Must contact Zebra Helpdesk directly Verifone M440 POS Pin Pads <ul style="list-style-type: none"> Must contact Verifone Helpdesk directly CLS110 Walkie Earpieces <ul style="list-style-type: none"> Orderable through Bunzl SM/ASM Computer Webcams <ul style="list-style-type: none"> Order Logitech C920S Pro via Staples SM/ASM Computer Headsets <ul style="list-style-type: none"> Contact your DM

Lost/Stolen IT Equipment

STEP	ACTION	PROCESS
1.	Lost/Stolen Equipment If a piece of IT equipment is lost or stolen, please follow this process.	<ol style="list-style-type: none"> The store should contact their DM and DLPM with the following information: <ol style="list-style-type: none"> Type of device Quantity lost/stolen If the device was lost or stolen Date of lost/stolen The approximate time of day the device was lost/stolen DLPM investigates and provides findings to DM DM contacts Store Operations with investigation details

Not Needed IT Equipment

STEP	ACTION	PROCESS
1.	Not Needed Equipment If you have IT equipment that is no longer needed at the store. Please ship this equipment back to Whalley.	<ul style="list-style-type: none"> Ship equipment to the following address: Whalley Computer Associates 1 Whalley Way Southwick, MA 01007

FCDC Equipment Accidentally Sent to Stores

STEP	ACTION	PROCESS
1.	FCDC Equipment Occasionally an FCDC mobile scanner or labels will be accidentally included in cartons sent to stores. If you accidentally receive any of this equipment, please use your store FedEx account to ship the equipment back.	<ul style="list-style-type: none"> Ship equipment to the following address: TJX Sierra Attn: Felipe Tafoya 5121 Campstool Rd Cheyenne, WY 82007

Store IT Server Room Equipment

STEP	ACTION	PROCESS
1.	IT Server Room Equipment	<ul style="list-style-type: none"> Store Associates should not unplug, re-cable, alter, or handle IT server equipment unless explicitly directed to by TJX IT. If a TJX IT technician requires access to the IT server room, ensure that the IT System Access Security Policies are being followed.