

# User Guide

## Temporary Point-of-Sale (POS) Registers

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### Purpose

This User Guide is meant to provide an overview and guidelines to store leaders on the planning, setup and use of temporary point-of-sale registers.

### Register Planning

#### ■ New Store & Remodel Store Planning

As new Sierra store locations are planned, both permanent and temporary POS register systems will be prepared to support high-traffic grand opening operations and everyday sales. The number of temporary registers provided to each location will be based on the layout and size of the stores front-end. These temporary registers will be placed adjacent to the newly constructed front-end and will remain in-place for at least 30 days after grand opening, not to exceed 6 months. For certain store remodel/renovation projects, especially those affecting the front-end register configuration, temporary registers may be provided to offset any impacts from the construction project/s.

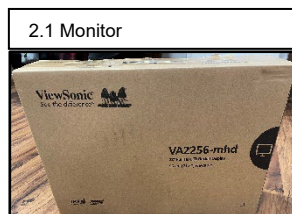
## ■ Holiday Season Planning

As Sierra stores prepare for the holiday shopping season, each District Manager (DM) will partner with Store Operations and their Store Manager (SM) team to plan temporary register placement across the chain. Store Operations will provide each DM with sales and transaction statistics early in the holiday planning period to identify the top volume comp store locations, focusing on the busiest periods of the 4<sup>th</sup> quarter. In addition, any high-growth and/or high-traffic non-comp store locations will be reviewed. The DM's will work with their applicable SM's to finalize decisions on needs and placement. Prior to the beginning of Q4, all final decisions will be shared with the IT Implementation Team to prepare the temporary register install plan and finalize the dates of hardware delivery and installation. All temporary register installation details will be communicated to the affected stores by the Store Operations team.

## Register Delivery & Installation

### ■ Delivery of Temporary Registers

All temporary registers will be shipped to selected stores based on the pre-determined store delivery schedule, created by IT Implementation, and communicated by Store Operations. Please refer to this schedule to find each store's planned delivery and installation dates. It is recommended that the Store Manager communicate the delivery and installation details with their store leadership team to ensure that all leaders can support this process. The register is shipped in four (4) separate hardware packages and will be addressed to the Store Manager. The following packages will be shipped to each store location: (please refer to the included images for reference)



- (2.1) Register Monitor, (2.2) Register Till, (2.3) Register Shell, (2.4) Register Components

### STORE ACTION:

- All packages are to be stored in a secured area until the scheduled installation date. Common acceptable storage locations include, but are not limited to, the Cash Office, Store Manager Office, Assistant Store Manager Office or Loss Prevention (LP) Office.

### ■ Register Placement Guidelines

The placement of any temporary registers should be within the **front-end** of the store, with a firm line of site to the existing store registers. Due to the temporary register/s requiring both a power connection and at least two (2) data connections, it is recommended that the register/s be placed directly **adjacent** to the existing front-end setup. These placement guidelines are based on Loss Prevention best practices for merchandise protection and Associate safety. Store Managers must partner with their District Manager and/or

2.5 Placement Recommendation



District Loss Prevention Manager if requesting alternative placement. Please refer to the included image as an example of recommended register placement **(2.5)**.

#### ■ Register Installation

On the scheduled day of register installation, a vendor Technician will contact the store to share an estimated time of arrival. Upon arrival, the Technician is required to follow all local, state and TJX safety protocols, sign-in and provide the current security code **before** beginning any work. The Technician will ask for the hardware packages that had previously been

delivered and will verify the specific location of installation with the Store Manager. The technician is responsible for managing the installation of all register components, including all hardware, wiring, cable management (refer to images **2.7**, **2.8**), and box/trash clean-up. During the installation, the Technician will require access to the store server room and to all areas of the front-end. At the end of the installation, the Technician will perform a systems and hardware test, including a test transaction, to ensure that the temporary register has been successful setup and is ready to turn over to the store.

2.6 Tablecloth Covering, All Four Sides



#### STORE ACTIONS:

- Store Managers, or a key-carrying designee, should have all delivered register hardware packages prepared for the Technician's arrival

- The store must provide and prepare a temporary (banquet) table and matching tablecloth cover, placing it in the area where the temporary register will be located on the day of the scheduled installation. The temporary table should be no less than 48 inches and no more than 72 inches in length and 24 inches in width. The tablecloth can be either a neutral gray or holiday red in color and must completely and correctly cover both the top and all four sides of the table. Please refer to the included images **(2.5-2.7)**.

- Store Manager, or the Manager-on-Duty (MOD) should complete a test transaction **while the Technician is still on-premises**. In addition, the MOD should verify that the temporary register logon information has been provided, including register username and password. The register password is usually provided in the form of a barcode, for easy Associate scanning/logon.

2.6 Temporary Table



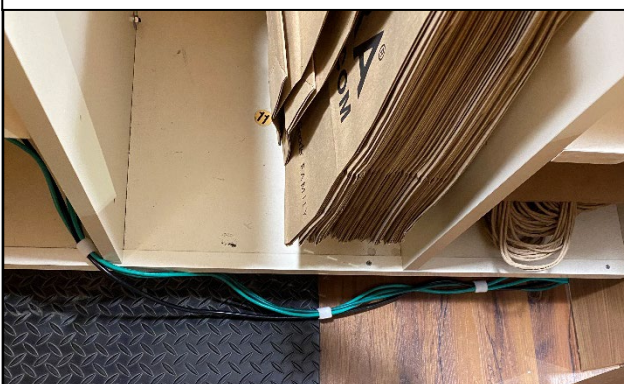
- The store **must** retain the Register Shell box, keeping it on-premises and in good condition. This box will be used again to ship the temporary register back to the technology depot, after the holiday season. Please refer to image **2.3**.
- The Store Manager, or MOD designee, must ensure that the Technician has provided them with the **keys to the register till/cash drawer** prior to the Technician's departure.



2.7 Example of Proper Cable Management (Internal Cables)



2.8 Example of Proper Cable Management (External Cables)



## Register Setup & Use

### ■ Register Setup Standards

Once the register has been fully installed by the vendor Technician, it is the responsibility of the Store Manager to ensure that the register is setup to conduct business in a safe and efficient manner. Temporary registers are to be placed in the **farthest left-hand position** of the table, facing the Cashier. The customer Pin-Pad must be placed adjacent to the **left-hand** side of the register and positioned to the outer edge of the table, facing the Customer. The barcode scanner and included stand will be placed on the **right-hand** side of the register and positioned to the outer edge of the table, facing the Cashier. Please refer to image **2.5** as an example of the proper position and setup of a temporary register.

As Customers present their selected merchandise to the Cashier, the temporary register workspace must be setup efficiently to easily accept all merchandise categories, remove hangers and tagging and provide appropriate bagging. The following guidelines will provide an overview of how to best handle merchandise movement and register supplies. Stores are to **take action** on all listed recommendations.

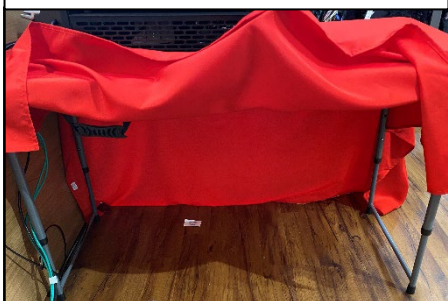
### ● Merchandise Processing

The right-hand tabletop surface of the temporary register table must be kept clear, between each Customer transaction, to ensure an open and approachable space from which to greet our Customer and accept their merchandise selections. All merchandise processing will occur in this space, including scanning, tag/hanger removal (if applicable) and final presentation steps before the bagging process. Please follow all current checkout procedures as it relates to apparel presentation standards, handling oversized items and processing returned merchandise.

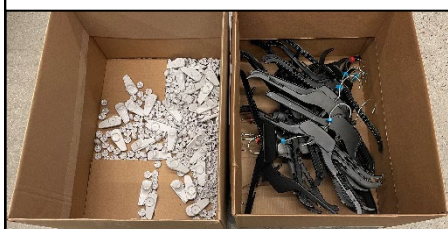
### ● Hangers & EAS Tags

Stores are recommended to setup an under-table organization method to support merchandise supplies. This can be best achieved through using two shipment cartons, with flaps folded inward, to create temporary storage for both removed hangers (all hanger types) and all Electronic Article Surveillance (EAS)

3.1 Under-table Storage Area



3.2 Under-table Organization



tags/wraps. While the temporary register is in-use, Cashiers will keep these cartons under the table and place the table covering behind the cartons for easy access. On high-traffic days and/or between Cashier shifts, it is critical that both the Cashier and MOD monitor the accumulation of these supplies and empty the cartons per existing front-end procedures. When the register is not in use, the table cover should be placed back in-front of the boxes to maintain a neat and organized appearance. Please refer to images **3.1** and **3.2**.

- Shopping Bags

Due to the size of the temporary register table, it can be difficult to place shopping bag supply below the table, where hanger and EAS tag storage resides. Due to the temporary register being located directly adjacent to an existing register, is recommended that the Cashier share the shopping bag stock with that existing register. During a transaction, small shopping bags may be staged on top of the table, in the merchandise processing area. Likewise, large shopping bags may be staged on the floorspace adjacent to the register table, providing easy bagging access for the Cashier. Like other front-end supplies, it is critical that both the Cashiers and MOD monitor the availability of these supplies throughout the day and re-stock as necessary.

### **Register Deinstallation**

As the stores initial construction, remodel project or holiday selling season comes to an end, the Store Operations team will partner with the IT Implementation team to plan the deinstallation of all applicable temporary registers. The finalized deinstallation schedule will be shared with all affected District Managers and Store Managers in a timely manner. Like installation, there will be a vendor Technician scheduled for an on-site deinstallation of each temporary register.

### **STORE ACTIONS:**

- The store **must** prepare the original Register Shell box and keep it in an easily accessible location for the Technician. This will be used to ship the temporary register back to the technology depot. Please refer to image **2.3**.

### **Key Contacts**

**Store Operations Team:** Brent Bisson ([brent\\_bisson@tjx.com](mailto:brent_bisson@tjx.com))

**Technical Support:** For pre-installation, contact Store Operations. For post-installation, open a ServiceNow ticket [here](#) or call the Stores Service Desk. (1-888-444-4848 or Speed Dial #003)