

Anti-Money Laundering Policies & Procedures

Transactions Over \$10,000 in Cash or Cash Equivalents (cash, money order, cashier's check, travelers check)

When a customer purchases items totaling more than \$10,000 and seeks to pay in cash, cashier check(s), traveler's check(s) or money order(s), the customer must fill out a "Form 8300" at point of sale.

If this occurs, the Cashier must take the following step:

- Call a member of management

The member of management takes the following steps:

- Ask the customer to fill out Part I and if applicable, Part II of Form 8300
Note: the taxpayer identification number in Part I is a social security number
- Ask the customer for a driver's license or ID to verify the information in Part I and if applicable, Part II
- Fill out Part III

The completed Form 8300 must be returned to the Chief Compliance Officer within two (2) business days via FedEx. Address: Corporate Compliance Department, The TJX Companies Inc., 300 Value Way, Marlborough, MA 01752, ATTN: Paul Kangas, Chief Compliance Officer.

Note: The completed Form 8300 should be placed in a confidential envelope and kept in the safe prior to shipment.

If a customer refuses to fill out the form:

- The Cashier must void the transaction.
- If the customer then wishes to make the purchase using a credit or debit card, re-ring the transaction as a credit/debit transaction.
- Cashier must notify a member of management of this suspicious activity even though the cashier may not have the customer's name. The cashier simply should report that such an event occurred and describe the interaction as best he or she can.
- A member of management must then report this event to the Chief Compliance Officer. Call Paul Kangas, Chief Compliance Officer, at (774) 308-3651.

Suspicious Activity

Cashiers must report any suspicious activity by customers that raises potential money laundering concerns to a member of store management. Such activities include:

- Attempts by individuals to purchase large volumes of goods inconsistent with ordinary needs
- Multiple high dollar cash transactions at the same

location

- Refusal to fill out a Form 8300 if a cash transaction is over \$10,000.

- Store management is responsible for reporting any such events to the Chief Compliance Officer within two (2) business days. Call Paul Kangas, Chief Compliance Officer, at (774) 308-3651.

IRS
Form**8300**

(Rev. August 2014)

Department of the Treasury
Internal Revenue Service**Report of Cash Payments Over \$10,000
Received in a Trade or Business**

► See instructions for definition of cash.

► Use this form for transactions occurring after August 29, 2014. Do not use prior versions after this date.

For Privacy Act and Paperwork Reduction Act Notice, see the last page.

FinCEN 8300

Form

(Rev. August 2014)

OMB No. 1506-0018

Department of the Treasury
Financial Crimes
Enforcement NetworkCustomer
1 Check appropriate box(es) if: a Amends prior report; b Suspicious transaction.**Part I Identity of Individual From Whom the Cash Was Received**

2 If more than one individual is involved, check here and see instructions	► <input type="checkbox"/>			
3 Last name	4 First name	5 M.I.	6 Taxpayer identification number	
7 Address (number, street, and apt. or suite no.)	8 Date of birth . . . (see instructions)	M M D Y Y Y Y		
9 City	10 State	11 ZIP code	12 Country (if not U.S.)	13 Occupation, profession, or business
14 Identifying document (ID)	a Describe ID ►	b Issued by ►		
	c Number ►			

Part II Person on Whose Behalf This Transaction Was Conducted

15 If this transaction was conducted on behalf of more than one person, check here and see instructions	► <input type="checkbox"/>		
16 Individual's last name or organization's name	17 First name	18 M.I.	19 Taxpayer identification number
20 Doing business as (DBA) name (see instructions)	Employer identification number		
21 Address (number, street, and apt. or suite no.)	22 Occupation, profession, or business		
23 City	24 State	25 ZIP code	26 Country (if not U.S.)
27 Alien Identification (ID)	a Describe ID ►	b Issued by ►	
	c Number ►		

Part III Description of Transaction and Method of Payment

28 Date cash received M M D D Y Y Y Y	29 Total cash received \$.00	30 If cash was received in more than one payment, check here . . .	31 Total price if different from item 29 \$.00
32 Amount of cash received (in U.S. dollar equivalent) (must equal item 29) (see Instructions): a U.S. currency \$.00 (Amount in \$100 bills or higher \$.00) b Foreign currency \$.00 (Country ►) c Cashier's check(s) \$.00 (Issuer's name(s) and serial number(s) of the monetary instrument(s) ►) d Money order(s) \$.00 e Bank draft(s) \$.00 f Traveler's check(s) \$.00			
33 Type of transaction a Personal property purchased b Real property purchased c Personal services provided d Business services provided e Intangible property purchased	f <input type="checkbox"/> Debt obligations paid g <input type="checkbox"/> Exchange of cash h <input type="checkbox"/> Escrow or trust funds i <input type="checkbox"/> Bail received by court clerks j <input type="checkbox"/> Other (specify in item 34) ►	34 Specific description of property or service shown in 33. Give serial or registration number, address, docket number, etc. ►	

Part IV Business That Received Cash

35 Name of business that received cash	36 Employer identification number		
37 Address (number, street, and apt. or suite no.)	Social security number		
38 City	39 State	40 ZIP code	41 Nature of your business
42 Under penalties of perjury, I declare that to the best of my knowledge the information I have furnished above is true, correct, and complete.			

Signature

Authorized official

Title

43 Date of signature M M D D Y Y Y Y	44 Type or print name of contact person	45 Contact telephone number
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Multiple Parties

(Complete applicable parts below if box 2 or 15 on page 1 is checked.)

Part I Continued—Complete if box 2 on page 1 is checked

3 Last name			4 First name			5 M.I.	6 Taxpayer identification number									
							:	:	:	:	:	:	:			
7 Address (number, street, and apt. or suite no.)						8 Date of birth . . . (see instructions)		M	M	D	D	Y	Y	Y		
9 City		10 State	11 ZIP code	12 Country (if not U.S.)		13 Occupation, profession, or business										
		:														
14 Identifying document (ID)		a Describe ID ► _____ c Number ► _____						b Issued by ► _____								
3 Last name			4 First name			5 M.I.	6 Taxpayer identification number									
							:	:	:	:	:	:	:			
7 Address (number, street, and apt. or suite no.)						8 Date of birth . . . (see instructions)		M	M	D	D	Y	Y	Y		
9 City		10 State	11 ZIP code	12 Country (if not U.S.)		13 Occupation, profession, or business										
		:														
14 Identifying document (ID)		a Describe ID ► _____ c Number ► _____						b Issued by ► _____								

Part II Continued—Complete if box 15 on page 1 is checked

16 Individual's last name or organization's name			17 First name			18 M.I.	19 Taxpayer identification number									
							:	:	:	:	:	:	:			
20 Doing business as (DBA) name (see instructions)									Employer identification number							
									:	:	:	:	:	:		
21 Address (number, street, and apt. or suite no.)						22 Occupation, profession, or business										
23 City		24 State	25 ZIP code	26 Country (if not U.S.)												
		:														
27 Alien Identification (ID)		a Describe ID ► _____ c Number ► _____						b Issued by ► _____								
16 Individual's last name or organization's name			17 First name			18 M.I.	19 Taxpayer identification number									
							:	:	:	:	:	:				
20 Doing business as (DBA) name (see instructions)									Employer identification number							
									:	:	:	:	:			
21 Address (number, street, and apt. or suite no.)						22 Occupation, profession, or business										
23 City		24 State	25 ZIP code	26 Country (if not U.S.)												
		:														
27 Alien Identification (ID)		a Describe ID ► _____ c Number ► _____						b Issued by ► _____								

Comments – Please use the lines provided below to comment on or clarify any information you entered on any line in Parts I, II, III, and IV

Section references are to the Internal Revenue Code unless otherwise noted.

Future Developments

For the latest information about developments related to Form 8300 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/form8300.

Important Reminders

- Section 6050I (26 United States Code (U.S.C.) 6050I) and 31 U.S.C. 5331 require that certain information be reported to the IRS and the Financial Crimes Enforcement Network (FinCEN). This information must be reported on IRS/FinCEN Form 8300.
- Item 33, box i, is to be checked only by clerks of the court; box d is to be checked by bail bondsmen. See *Item 33 under Part III*, later.
- The meaning of the word "currency" for purposes of 31 U.S.C. 5331 is the same as for the word "cash" (See *Cash under Definitions*, later).

General Instructions

Who must file. Each person engaged in a trade or business who, in the course of that trade or business, receives more than \$10,000 in cash in one transaction or in two or more related transactions, must file Form 8300. Any transactions conducted between a payer (or its agent) and the recipient in a 24-hour period are related transactions. Transactions are considered related even if they occur over a period of more than 24 hours if the recipient knows, or has reason to know, that each transaction is one of a series of connected transactions.

Keep a copy of each Form 8300 for 5 years from the date you file it.

Clerks of federal or state courts must file Form 8300 if more than \$10,000 in cash is received as bail for an individual(s) charged with certain criminal offenses. For these purposes, a clerk includes the clerk's office or any other office, department, division, branch, or unit of the court that is authorized to receive bail. If a person receives bail on behalf of a clerk, the clerk is treated as receiving the bail. See *Item 33 under Part III*, later.

If multiple payments are made in cash to satisfy bail and the initial payment does not exceed \$10,000, the initial payment and subsequent payments must be aggregated and the information return must be filed by the 15th day after receipt of the payment that causes the aggregate amount to exceed \$10,000 in cash. In such cases, the reporting requirement can be satisfied by sending a single written statement with the

aggregate Form 8300 amounts listed relating to that payer. Payments made to satisfy separate bail requirements are not required to be aggregated. See Treasury Regulations section 1.6050I-2.

Casinos must file Form 8300 for nongaming activities (restaurants, shops, etc.).

Voluntary use of Form 8300. Form 8300 may be filed voluntarily for any suspicious transaction (see *Definitions*, later) for use by FinCEN and the IRS, even if the total amount does not exceed \$10,000.

Exceptions. Cash is not required to be reported if it is received:

- By a financial institution required to file FinCEN Report 112, BSA Currency Transaction Report (BCTR);
- By a casino required to file (or exempt from filing) FinCEN Report 112, if the cash is received as part of its gaming business;
- By an agent who receives the cash from a principal, if the agent uses all of the cash within 15 days in a second transaction that is reportable on Form 8300 or on FinCEN Report 112, and discloses all the information necessary to complete Part II of Form 8300 or FinCEN Report 112 to the recipient of the cash in the second transaction;
- In a transaction occurring entirely outside the United States. See Publication 1544, Reporting Cash Payments of Over \$10,000 (Received in a Trade or Business), regarding transactions occurring in Puerto Rico and territories and possessions of the United States; or
- In a transaction that is not in the course of a person's trade or business.

When to file. File Form 8300 by the 15th day after the date the cash was received. If that date falls on a Saturday, Sunday, or legal holiday, file the form on the next business day.

Where to file. File the form with the Internal Revenue Service, Detroit Computing Center, P.O. Box 32621, Detroit, MI 48232.



You may be able to electronically file Form 8300 using FinCEN's Bank Secrecy Act (BSA) Electronic Filing (E-Filing) System as an alternative method to filing a paper Form 8300. To get more information, visit the BSA E-Filing System, at <http://bsaefiling.fincen.treas.gov/main.html>.

Statement to be provided. You must give a written or electronic statement to each person named on a required Form 8300 on or before January 31 of the year following the calendar year in which the

cash is received. The statement must show the name, telephone number, and address of the information contact for the business, the aggregate amount of reportable cash received, and that the information was furnished to the IRS. Keep a copy of the statement for your records.

Multiple payments. If you receive more than one cash payment for a single transaction or for related transactions, you must report the multiple payments any time you receive a total amount that exceeds \$10,000 within any 12-month period. Submit the report within 15 days of the date you receive the payment that causes the total amount to exceed \$10,000. If more than one report is required within 15 days, you may file a combined report. File the combined report no later than the date the earliest report, if filed separately, would have to be filed.

Taxpayer identification number (TIN). You must furnish the correct TIN of the person or persons from whom you receive the cash and, if applicable, the person or persons on whose behalf the transaction is being conducted. You may be subject to penalties for an incorrect or missing TIN.

The TIN for an individual (including a sole proprietorship) is the individual's social security number (SSN). For certain resident aliens who are not eligible to get an SSN and nonresident aliens who are required to file tax returns, it is an IRS Individual Taxpayer Identification Number (ITIN). For other persons, including corporations, partnerships, and estates, it is the employer identification number (EIN).

If you have requested but are not able to get a TIN for one or more of the parties to a transaction within 15 days following the transaction, file the report and use the comments section on page 2 of the form to explain why the TIN is not included.

Exception. You are not required to provide the TIN of a person who is a nonresident alien individual or a foreign organization if that person or foreign organization:

- Does not have income effectively connected with the conduct of a U.S. trade or business;
- Does not have an office or place of business, or a fiscal or paying agent in the U.S.;
- Does not furnish a withholding certificate described in §1.1441-1(e)(2) or (3) or §1.1441-5(c)(2)(iv) or (3)(iii) to the extent required under §1.1441-1(e)(4)(vii); or
- Does not have to furnish a TIN on any return, statement, or other document as required by the income tax regulations under section 897 or 1445.

Penalties. You may be subject to penalties if you fail to file a correct and complete Form 8300 on time and you cannot show that the failure was due to reasonable cause. You may also be subject to penalties if you fail to furnish timely a correct and complete statement to each person named in a required report. A minimum penalty of \$25,000 may be imposed if the failure is due to an intentional or willful disregard of the cash reporting requirements.

Penalties may also be imposed for causing, or attempting to cause, a trade or business to fail to file a required report; for causing, or attempting to cause, a trade or business to file a required report containing a material omission or misstatement of fact; or for structuring, or attempting to structure, transactions to avoid the reporting requirements. These violations may also be subject to criminal prosecution which, upon conviction, may result in imprisonment of up to 5 years or fines of up to \$250,000 for individuals and \$500,000 for corporations or both.

Definitions

Cash. The term "cash" means the following.

- U.S. and foreign coin and currency received in any transaction; or
- A cashier's check, money order, bank draft, or traveler's check having a face amount of \$10,000 or less that is received in a designated reporting transaction (defined below), or that is received in any transaction in which the recipient knows that the instrument is being used in an attempt to avoid the reporting of the transaction under either section 6050I or 31 U.S.C. 5331.

Note. Cash does not include a check drawn on the payer's own account, such as a personal check, regardless of the amount.

Designated reporting transaction. A retail sale (or the receipt of funds by a broker or other intermediary in connection with a retail sale) of a consumer durable, a collectible, or a travel or entertainment activity.

Retail sale. Any sale (whether or not the sale is for resale or for any other purpose) made in the course of a trade or business if that trade or business principally consists of making sales to ultimate consumers.

Consumer durable. An item of tangible personal property of a type that, under ordinary usage, can reasonably be expected to remain useful for at least 1 year, and that has a sales price of more than \$10,000.

Collectible. Any work of art, rug, antique, metal, gem, stamp, coin, etc.

Travel or entertainment activity. An item of travel or entertainment that pertains to a single trip or event if the combined sales price of the item and all other items relating to the same trip or event that are sold in the same transaction (or related transactions) exceeds \$10,000.

Exceptions. A cashier's check, money order, bank draft, or traveler's check is not considered received in a designated reporting transaction if it constitutes the proceeds of a bank loan or if it is received as a payment on certain promissory notes, installment sales contracts, or down payment plans. See Publication 1544 for more information.

Person. An individual, corporation, partnership, trust, estate, association, or company.

Recipient. The person receiving the cash. Each branch or other unit of a person's trade or business is considered a separate recipient unless the branch receiving the cash (or a central office linking the branches), knows or has reason to know the identity of payers making cash payments to other branches.

Transaction. Includes the purchase of property or services, the payment of debt, the exchange of cash for a negotiable instrument, and the receipt of cash to be held in escrow or trust. A single transaction may not be broken into multiple transactions to avoid reporting.

Suspicious transaction. A suspicious transaction is a transaction in which it appears that a person is attempting to cause Form 8300 not to be filed, or to file a false or incomplete form.

Specific Instructions

You must complete all parts. However, you may skip Part II if the individual named in Part I is conducting the transaction on his or her behalf only. For voluntary reporting of suspicious transactions, see *Item 1*, next.

Item 1. If you are amending a report, check box 1a. Complete the form in its entirety (Parts I-IV) and include the amended information. Do not attach a copy of the original report.

To voluntarily report a suspicious transaction (see *Suspicious transaction* above), check box 1b. You may also telephone your local IRS Criminal Investigation Division or call the FinCEN Financial Institution Hotline at 1-866-556-3974.

Part I

Item 2. If two or more individuals conducted the transaction you are reporting, check the box and complete Part I on page 1 for any one of the individuals. Provide the same

information for the other individual(s) by completing Part I on page 2 of the form. If more than three individuals are involved, provide the same information in the comments section on page 2 of the form.

Item 6. Enter the taxpayer identification number (TIN) of the individual named. See *Taxpayer identification number (TIN)*, earlier, for more information.

Item 8. Enter eight numerals for the date of birth of the individual named. For example, if the individual's birth date is July 6, 1960, enter "07" "06" "1960."

Item 13. Fully describe the nature of the occupation, profession, or business (for example, "plumber," "attorney," or "automobile dealer"). Do not use general or nondescriptive terms such as "businessman" or "self-employed."

Item 14. You must verify the name and address of the named individual(s). Verification must be made by examination of a document normally accepted as a means of identification when cashing checks (for example, a driver's license, passport, alien registration card, or other official document). In item 14a, enter the type of document examined. In item 14b, identify the issuer of the document. In item 14c, enter the document's number. For example, if the individual has a Utah driver's license, enter "driver's license" in item 14a, "Utah" in item 14b, and the number appearing on the license in item 14c.

Note. You must complete all three items (a, b, and c) in this line to make sure that Form 8300 will be processed correctly.

Part II

Item 15. If the transaction is being conducted on behalf of more than one person (including husband and wife or parent and child), check the box and complete Part II for any one of the persons. Provide the same information for the other person(s) by completing Part II on page 2. If more than three persons are involved, provide the same information in the comments section on page 2 of the form.

Items 16 through 19. If the person on whose behalf the transaction is being conducted is an individual, complete items 16, 17, and 18. Enter his or her TIN in item 19. If the individual is a sole proprietor and has an employer identification number (EIN), you must enter both the SSN and EIN in item 19. If the person is an organization, put its name as shown on required tax filings in item 16 and its EIN in item 19.

Item 20. If a sole proprietor or organization named in items 16 through 18 is doing business under a name other than that entered in item 16 (for example, a "trade" or "doing business as (DBA)" name), enter it here.

Item 27. If the person is not required to furnish a TIN, complete this item. See *Taxpayer identification number (TIN)*, earlier. Enter a description of the type of official document issued to that person in item 27a (for example, a "passport"), the country that issued the document in item 27b, and the document's number in item 27c.

Note. You must complete all three items (a, b, and c) in this line to make sure that Form 8300 will be processed correctly.

Part III

Item 28. Enter the date you received the cash. If you received the cash in more than one payment, enter the date you received the payment that caused the combined amount to exceed \$10,000. See *Multiple payments*, earlier, for more information.

Item 30. Check this box if the amount shown in item 29 was received in more than one payment (for example, as installment payments or payments on related transactions).

Item 31. Enter the total price of the property, services, amount of cash exchanged, etc. (for example, the total cost of a vehicle purchased, cost of catering service, exchange of currency) if different from the amount shown in item 29.

Item 32. Enter the dollar amount of each form of cash received. Show foreign currency amounts in U.S. dollar equivalent at a fair market rate of exchange available to the public. The sum of the amounts must equal item 29. For cashier's check, money order, bank draft, or traveler's check, provide the name of the issuer and the serial number of each instrument. Names of all issuers and all serial numbers involved must be provided. If necessary, provide this information in the comments section on page 2 of the form.

Item 33. Check the appropriate box(es) that describe the transaction. If the transaction is not specified in boxes a-i, check box j and briefly describe the transaction (for example, "car lease," "boat lease," "house lease," or "aircraft rental"). If the transaction relates to the receipt of bail by a court clerk, check box i, "Bail received by court clerks." This box is only for use by court clerks. If the transaction relates to cash received by a bail bondsman, check box d, "Business services provided."

Part IV

Item 36. If you are a sole proprietorship, you must enter your SSN. If your business also has an EIN, you must provide the EIN as well. All other business entities must enter an EIN.

Item 41. Fully describe the nature of your business, for example, "attorney" or "jewelry dealer." Do not use general or nondescriptive terms such as "business" or "store."

Item 42. This form must be signed by an individual who has been authorized to do so for the business that received the cash.

Comments

Use this section to comment on or clarify anything you may have entered on any line in Parts I, II, III, and IV. For example, if you checked box b (Suspicious transaction) in line 1 above Part I, you may want to explain why you think that the cash transaction you are reporting on Form 8300 may be suspicious.

Privacy Act and Paperwork Reduction Act Notice. Except as otherwise noted, the information solicited on this form is required by the IRS and FinCEN in order to carry out the laws and regulations of the United States. Trades or businesses and clerks of federal and state criminal courts are required to provide the information to the IRS and FinCEN under section 6050I and 31 U.S.C. 5331, respectively. Section 6109 and 31 U.S.C. 5331 require that you provide your identification number. The principal purpose for collecting the information on this form is to maintain reports or records which have a high degree of usefulness in criminal, tax, or regulatory investigations or proceedings, or in the conduct of intelligence or counter-intelligence activities, by directing the federal government's attention to unusual or questionable transactions.

You are not required to provide information as to whether the reported transaction is deemed suspicious. Failure to provide all other requested information, or providing fraudulent information, may result in criminal prosecution and other penalties under 26 U.S.C. and 31 U.S.C.

Generally, tax returns and return information are confidential, as stated in section 6103. However, section 6103

allows or requires the IRS to disclose or give the information requested on this form to others as described in the Internal Revenue Code. For example, we may disclose your tax information to the Department of Justice, to enforce the tax laws, both civil and criminal, and to cities, states, the District of Columbia, and U.S. commonwealths and possessions, to carry out their tax laws. We may disclose this information to other persons as necessary to obtain information which we cannot get in any other way. We may disclose this information to federal, state, and local child support agencies; and to other federal agencies for the purposes of determining entitlement for benefits or the eligibility for and the repayment of loans. We may also provide the records to appropriate state, local, and foreign criminal law enforcement and regulatory personnel in the performance of their official duties. We may also disclose this information to other countries under a tax treaty, or to federal and state agencies to enforce federal nontax criminal laws and to combat terrorism. In addition, FinCEN may provide the information to those officials if they are conducting intelligence or counter-intelligence activities to protect against international terrorism.

You are not required to provide the information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any law under 26 U.S.C. or 31 U.S.C.

The time needed to complete this form will vary depending on individual circumstances. The estimated average time is 21 minutes. If you have comments concerning the accuracy of this time estimate or suggestions for making this form simpler, we would be happy to hear from you. You can send us comments from www.irs.gov/formspubs. Click on *More Information* and then click on *Give us feedback*. Or you can send your comments to Internal Revenue Service, Tax Forms and Publications Division, 1111 Constitution Ave. NW, IR-6526, Washington, DC 20224. Do not send Form 8300 to this address. Instead, see *Where to file*, earlier.

THE TJX COMPANIES, INC.

ANTI-MONEY LAUNDERING POLICY FOR U.S. DIVISIONS

POLICY STATEMENT

The TJX Companies, Inc. (“TJX”) is committed to doing business in accordance with the highest ethical standards and in compliance with the law. Accordingly, TJX has adopted this Anti-Money Laundering (“AML”) Policy in an effort to detect, prevent, and report potential money laundering and other unusual or suspicious activity during customer transactions.

All TJX associates in the United States who conduct or directly supervise in-store transactions at point-of-sale (“Covered Persons”) must understand and comply with this policy. Any Covered Person found to be in violation of this policy shall be subject to appropriate corrective action, up to and including termination of employment or services and/or legal action.

TJX has designated its Chief Compliance Officer (“CCO”) to serve as its AML Compliance Officer. In consultation with the Legal Department, the CCO is responsible for coordinating TJX’s overall compliance strategy and monitoring day-to-day operations and internal controls under this policy.

WHAT IS MONEY LAUNDERING?

Money laundering can be defined as activity intended to conceal the true origins of proceeds obtained through criminal conduct, such that the proceeds appear to have been obtained through legitimate conduct. Money laundering is punishable by fines and/or imprisonment.

WHAT DOES THIS POLICY REQUIRE?

1. Reporting Cash Transactions Over \$10,000

To detect potential money laundering activity in the United States, all Covered Persons are required to ensure that any customer making an in-store cash purchase totaling more than \$10,000, or a series of related cash purchases totaling more than \$10,000, complete the IRS/FinCEN Form 8300 (“Form 8300”) at point-of-sale. The Form 8300 has been attached to this policy.

What does “cash” mean?

In this context, “cash” includes not only currency (such as paper money and coins), but also cashier’s checks, traveler’s checks, and money orders. Cash does not include personal checks or payments made by credit, debit, or gift card.

What types of goods count towards the total purchase amount?

All goods sold by TJX qualify towards the total purchase amount. The total purchase can be comprised of either a single good or multiple goods.

What does it mean for cash purchases to be “related”?

Cash purchases are “related” when: 1) a customer engages in multiple in-store transactions that *together* total more than \$10,000 within a 24-hour period; or 2) the Covered Person knows or has reason to know that a series of transactions are connected, even if they occur more than 24 hours apart. Like single cash purchases, “related” cash purchases must be reported on the Form 8300.

What should I do after the customer completes the Form 8300?

Immediately following the transaction, the Covered Person should provide the completed Form 8300 to his or her direct supervisor, who is then responsible for transmitting the completed form to the Chief Compliance Officer within two business days. The CCO is responsible for filing the Form 8300 with the IRS/FinCEN within 15 days of the cash transaction. The CCO is also responsible for maintaining copies of any forms submitted to the authorities for five years from the date of filing.

2. Internal Reporting of Other Unusual or Suspicious Activity

All Covered Persons also must be alert for other **unusual or suspicious activity** that raises potential money laundering concerns. Any such activity **must be reported** to the Covered Person's direct supervisor, who in turn should contact the CCO for further inquiry. Examples of potential unusual or suspicious activity include, but are not limited to:

- attempts by a single individual to purchase large volumes of goods that are inconsistent with ordinary needs;
- multiple cash transactions at the same retail location that approach, but do not exceed, the \$10,000 reporting threshold; and
- a customer's refusal to provide the information required on the Form 8300.

WHAT SHOULD I DO IF I HAVE QUESTIONS OR CONCERNS?

Any Covered Person who has questions about whether a particular transaction constitutes a reportable event under this policy should raise the issue with his or her direct supervisor. The TJX Helpline is an additional resource for Covered Persons to raise concerns regarding potential money laundering activity. Reports through the TJX Helpline may be made anonymously (except where prohibited by local law). For North America, the TJX Helpline number is **1-800-TJX-6488**.

ANNUAL REVIEW OF POLICY

On an annual basis, TJX shall conduct a review to evaluate its adherence to AML regulatory requirements and the procedures outlined in this policy. The review may be conducted internally, provided that it is not conducted by the CCO or any person involved in the operation of this policy. The annual review will:

- confirm the integrity and accuracy of TJX's procedures for reporting large cash transactions;
- include a review of forms filed with authorities;
- confirm adherence to TJX's internal reporting procedures;
- confirm that Covered Persons were made aware of and received training regarding this policy;
- confirm that this policy incorporates any revisions required as a result of new legislation or regulation; and
- confirm the integrity and accuracy of TJX's recordkeeping and retention policies.

The results of the annual review shall appear in a summary report, which will be presented to the General Counsel. The CCO shall maintain a copy of all annual summary reports for a period of five years.

1.7.1 Anti-Money Laundering Policies and procedures

Transactions over \$10,000 in cash or cash equivalents

When a customer purchases items totaling more than \$10,000 and seeks to pay in cash, cashier check(s), traveler's check(s) or money order(s), the customer must fill out a "Form 8300" at point of sale.

If this occurs, the Cashier must take the following step:

- Call a member of management

The member of management takes the following steps:

- Ask the customer to fill out Part I and, if applicable, Part II of Form 8300
- Note: the taxpayer identification number in Part I is a social security number
- Ask the customer for a driver's license or ID to verify the information in Part I and, if applicable, Part II
- Fill out Part III

The completed Form 8300 must be returned to the Chief Compliance Officer within two (2) business days via FedEx. Address: Corporate Compliance Department, The TJX Companies Inc., 300 Value Way, Marlborough, MA 01752, ATTN: Paul Kangas, Chief Compliance Officer.

Note: The completed Form 8300 should be placed in a confidential envelope and kept in the safe prior to shipment.

If a customer refuses to fill out the form:

- The Cashier must void the transaction.
- If the customer then wishes to make the purchase using a credit or debit card, re-ring the transaction as a credit/debit transaction.
- Cashier must notify a member of management of this suspicious activity even though the cashier may not have the customer's name. The cashier simply should report that such an event occurred and describe the interaction as best he or she can.
- A member of management must then report this event to the Chief Compliance Officer. Call Paul Kangas, Chief Compliance Officer, at (774) 308-3651.

Suspicious Activity

Cashiers must report any suspicious activity by customers that raises potential money laundering concerns to a member of store management. Such activities include:

- Attempts by individuals to purchase large volumes of goods inconsistent with ordinary needs
- Multiple high dollar cash transactions at the same location
- Refusal to fill out a Form 8300 if a cash transaction is over \$10,000.
- Store management is responsible for reporting any such events to the Chief Compliance Officer within two (2) business days. Call Paul Kangas, Chief Compliance Officer, at (774) 308-3651.

**Report of Cash Payments Over \$10,000
Received in a Trade or Business**

► See instructions for definition of cash.

► Use this form for transactions occurring after August 29, 2014. Do not use prior versions after this date.

For Privacy Act and Paperwork Reduction Act Notice, see the last page.

1 Check appropriate box(es) if: a Amends prior report; b Suspicious transaction.**Part I Identity of Individual From Whom the Cash Was Received**2 If more than one individual is involved, check here and see instructions ►

3 Last name 4 First name 5 M.I. 6 Taxpayer identification number

7 Address (number, street, and apt. or suite no.) 8 Date of birth . . . ► M M D D Y Y Y Y
(see instructions) : : : : : : : :

9 City 10 State 11 ZIP code 12 Country (if not U.S.) 13 Occupation, profession, or business

14 Identifying document (ID) a Describe ID ► _____ b Issued by ► _____
c Number ► : : : : : : : :**Part II Person on Whose Behalf This Transaction Was Conducted**15 If this transaction was conducted on behalf of more than one person, check here and see instructions ►

16 Individual's last name or organization's name 17 First name 18 M.I. 19 Taxpayer identification number

20 Doing business as (DBA) name (see instructions) Employer identification number
: : : : : : : :

21 Address (number, street, and apt. or suite no.) 22 Occupation, profession, or business

23 City 24 State 25 ZIP code 26 Country (if not U.S.)

27 Alien identification (ID) a Describe ID ► _____ b Issued by ► _____
c Number ► : : : : : : : :**Part III Description of Transaction and Method of Payment**28 Date cash received 29 Total cash received 30 If cash was received in more than one payment, check here . . . ► 31 Total price if different from item 29
M M D D Y Y Y Y : : : : \$.00 \$.00

32 Amount of cash received (in U.S. dollar equivalent) (must equal item 29) (see instructions):

a U.S. currency \$.00	(Amount in \$100 bills or higher \$.00)
b Foreign currency \$.00	(Country ► _____)
c Cashier's check(s) \$.00	Issuer's name(s) and serial number(s) of the monetary instrument(s) ► _____
d Money order(s) \$.00	_____
e Bank draft(s) \$.00	_____
f Traveler's check(s) \$.00	_____

33 Type of transaction	f <input type="checkbox"/> Debt obligations paid	34 Specific description of property or service shown in
a <input type="checkbox"/> Personal property purchased	g <input type="checkbox"/> Exchange of cash	33. Give serial or registration number, address, docket
b <input type="checkbox"/> Real property purchased	h <input type="checkbox"/> Escrow or trust funds	number, etc. ► _____
c <input type="checkbox"/> Personal services provided	i <input type="checkbox"/> Bail received by court clerks	_____
d <input type="checkbox"/> Business services provided	j <input type="checkbox"/> Other (specify in item 34) ► _____	_____
e <input type="checkbox"/> Intangible property purchased		

Part IV Business That Received Cash35 Name of business that received cash 36 Employer identification number
: : : : : : : :37 Address (number, street, and apt. or suite no.) Social security number
: : : : : : : :

38 City 39 State 40 ZIP code 41 Nature of your business

42 Under penalties of perjury, I declare that to the best of my knowledge the information I have furnished above is true, correct, and complete.

Signature

Authorized official

Title

43 Date of signature M M D D Y Y Y Y 44 Type or print name of contact person 45 Contact telephone number
: : : : : : : :

Multiple Parties

(Complete applicable parts below if box 2 or 15 on page 1 is checked.)

Part I Continued—Complete if box 2 on page 1 is checked

3 Last name			4 First name			5 M.I.	6 Taxpayer identification number							
						:	:	:	:	:	:	:	:	
7 Address (number, street, and apt. or suite no.)						8 Date of birth . . . ► (see instructions)		M	M	D	D	Y	Y	Y
9 City		10 State	11 ZIP code	12 Country (if not U.S.)			13 Occupation, profession, or business							
		:												
14 Identifying document (ID)		a Describe ID ►						b Issued by ►						
		c Number ►												
3 Last name			4 First name			5 M.I.	6 Taxpayer identification number							
						:	:	:	:	:	:	:	:	
7 Address (number, street, and apt. or suite no.)						8 Date of birth . . . ► (see instructions)		M	M	D	D	Y	Y	Y
9 City		10 State	11 ZIP code	12 Country (if not U.S.)			13 Occupation, profession, or business							
		:												
14 Identifying document (ID)		a Describe ID ►						b Issued by ►						
		c Number ►												

Part II Continued—Complete if box 15 on page 1 is checked

16 Individual's last name or organization's name			17 First name			18 M.I.	19 Taxpayer identification number						
						:	:	:	:	:	:	:	:
20 Doing business as (DBA) name (see instructions)						Employer identification number							
						:	:	:	:	:	:	:	
21 Address (number, street, and apt. or suite no.)						22 Occupation, profession, or business							
23 City		24 State	25 ZIP code	26 Country (if not U.S.)									
		:											
27 Alien identification (ID)		a Describe ID ►						b Issued by ►					
		c Number ►											
16 Individual's last name or organization's name			17 First name			18 M.I.	19 Taxpayer identification number						
						:	:	:	:	:	:	:	
20 Doing business as (DBA) name (see instructions)						Employer identification number							
						:	:	:	:	:			
21 Address (number, street, and apt. or suite no.)						22 Occupation, profession, or business							
23 City		24 State	25 ZIP code	26 Country (if not U.S.)									
		:											
27 Alien identification (ID)		a Describe ID ►						b Issued by ►					
		c Number ►											

Comments – Please use the lines provided below to comment on or clarify any information you entered on any line in Parts I, II, III, and IV

Section references are to the Internal Revenue Code unless otherwise noted.

Future Developments

For the latest information about developments related to Form 8300 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/form8300.

Important Reminders

- Section 6050I (26 United States Code (U.S.C.) 6050I) and 31 U.S.C. 5331 require that certain information be reported to the IRS and the Financial Crimes Enforcement Network (FinCEN). This information must be reported on IRS/FinCEN Form 8300.
- Item 33, box i, is to be checked only by clerks of the court; box d is to be checked by bail bondsmen. See *Item 33* under *Part III*, later.
- The meaning of the word "currency" for purposes of 31 U.S.C. 5331 is the same as for the word "cash" (See *Cash* under *Definitions*, later).

General Instructions

Who must file. Each person engaged in a trade or business who, in the course of that trade or business, receives more than \$10,000 in cash in one transaction or in two or more related transactions, must file Form 8300. Any transactions conducted between a payer (or its agent) and the recipient in a 24-hour period are related transactions.

Transactions are considered related even if they occur over a period of more than 24 hours if the recipient knows, or has reason to know, that each transaction is one of a series of connected transactions.

Keep a copy of each Form 8300 for 5 years from the date you file it.

Clerks of federal or state courts must file Form 8300 if more than \$10,000 in cash is received as bail for an individual(s) charged with certain criminal offenses. For these purposes, a clerk includes the clerk's office or any other office, department, division, branch, or unit of the court that is authorized to receive bail. If a person receives bail on behalf of a clerk, the clerk is treated as receiving the bail. See *Item 33* under *Part III*, later.

If multiple payments are made in cash to satisfy bail and the initial payment does not exceed \$10,000, the initial payment and subsequent payments must be aggregated and the information return must be filed by the 15th day after receipt of the payment that causes the aggregate amount to exceed \$10,000 in cash. In such cases, the reporting requirement can be satisfied by sending a single written statement with the

aggregate Form 8300 amounts listed relating to that payer. Payments made to satisfy separate bail requirements are not required to be aggregated. See Treasury Regulations section 1.6050I-2.

Casinos must file Form 8300 for nongaming activities (restaurants, shops, etc.).

Voluntary use of Form 8300. Form 8300 may be filed voluntarily for any suspicious transaction (see *Definitions*, later) for use by FinCEN and the IRS, even if the total amount does not exceed \$10,000.

Exceptions. Cash is not required to be reported if it is received:

- By a financial institution required to file FinCEN Report 112, BSA Currency Transaction Report (BCTR);
- By a casino required to file (or exempt from filing) FinCEN Report 112, if the cash is received as part of its gaming business;
- By an agent who receives the cash from a principal, if the agent uses all of the cash within 15 days in a second transaction that is reportable on Form 8300 or on FinCEN Report 112, and discloses all the information necessary to complete Part II of Form 8300 or FinCEN Report 112 to the recipient of the cash in the second transaction;
- In a transaction occurring entirely outside the United States. See Publication 1544, Reporting Cash Payments of Over \$10,000 (Received in a Trade or Business), regarding transactions occurring in Puerto Rico and territories and possessions of the United States; or
- In a transaction that is not in the course of a person's trade or business.

When to file. File Form 8300 by the 15th day after the date the cash was received. If that date falls on a Saturday, Sunday, or legal holiday, file the form on the next business day.

Where to file. File the form with the Internal Revenue Service, Detroit Computing Center, P.O. Box 32621, Detroit, MI 48232.



You may be able to electronically file Form 8300 using FinCEN's Bank Secrecy Act (BSA) Electronic Filing (E-Filing) System as an alternative method to filing a paper Form 8300. To get more information, visit the BSA E-Filing System, at <http://bsaefiling.fincen.treas.gov/main.html>.

Statement to be provided. You must give a written or electronic statement to each person named on a required Form 8300 on or before January 31 of the year following the calendar year in which the

cash is received. The statement must show the name, telephone number, and address of the information contact for the business, the aggregate amount of reportable cash received, and that the information was furnished to the IRS. Keep a copy of the statement for your records.

Multiple payments. If you receive more than one cash payment for a single transaction or for related transactions, you must report the multiple payments any time you receive a total amount that exceeds \$10,000 within any 12-month period. Submit the report within 15 days of the date you receive the payment that causes the total amount to exceed \$10,000. If more than one report is required within 15 days, you may file a combined report. File the combined report no later than the date the earliest report, if filed separately, would have to be filed.

Taxpayer identification number (TIN). You must furnish the correct TIN of the person or persons from whom you receive the cash and, if applicable, the person or persons on whose behalf the transaction is being conducted. You may be subject to penalties for an incorrect or missing TIN.

The TIN for an individual (including a sole proprietorship) is the individual's social security number (SSN). For certain resident aliens who are not eligible to get an SSN and nonresident aliens who are required to file tax returns, it is an IRS Individual Taxpayer Identification Number (ITIN). For other persons, including corporations, partnerships, and estates, it is the employer identification number (EIN).

If you have requested but are not able to get a TIN for one or more of the parties to a transaction within 15 days following the transaction, file the report and use the comments section on page 2 of the form to explain why the TIN is not included.

Exception. You are not required to provide the TIN of a person who is a nonresident alien individual or a foreign organization if that person or foreign organization:

- Does not have income effectively connected with the conduct of a U.S. trade or business;
- Does not have an office or place of business, or a fiscal or paying agent in the U.S.;
- Does not furnish a withholding certificate described in §1.1441-1(e)(2) or (3) or §1.1441-5(c)(2)(iv) or (3)(iii) to the extent required under §1.1441-1(e)(4)(vii); or
- Does not have to furnish a TIN on any return, statement, or other document as required by the income tax regulations under section 897 or 1445.

Penalties. You may be subject to penalties if you fail to file a correct and complete Form 8300 on time and you cannot show that the failure was due to reasonable cause. You may also be subject to penalties if you fail to furnish timely a correct and complete statement to each person named in a required report. A minimum penalty of \$25,000 may be imposed if the failure is due to an intentional or willful disregard of the cash reporting requirements.

Penalties may also be imposed for causing, or attempting to cause, a trade or business to fail to file a required report; for causing, or attempting to cause, a trade or business to file a required report containing a material omission or misstatement of fact; or for structuring, or attempting to structure, transactions to avoid the reporting requirements. These violations may also be subject to criminal prosecution which, upon conviction, may result in imprisonment of up to 5 years or fines of up to \$250,000 for individuals and \$500,000 for corporations or both.

Definitions

Cash. The term "cash" means the following.

- U.S. and foreign coin and currency received in any transaction; or
- A cashier's check, money order, bank draft, or traveler's check having a face amount of \$10,000 or less that is received in a designated reporting transaction (defined below), or that is received in any transaction in which the recipient knows that the instrument is being used in an attempt to avoid the reporting of the transaction under either section 6050I or 31 U.S.C. 5331.

Note. Cash does not include a check drawn on the payer's own account, such as a personal check, regardless of the amount.

Designated reporting transaction. A retail sale (or the receipt of funds by a broker or other intermediary in connection with a retail sale) of a consumer durable, a collectible, or a travel or entertainment activity.

Retail sale. Any sale (whether or not the sale is for resale or for any other purpose) made in the course of a trade or business if that trade or business principally consists of making sales to ultimate consumers.

Consumer durable. An item of tangible personal property of a type that, under ordinary usage, can reasonably be expected to remain useful for at least 1 year, and that has a sales price of more than \$10,000.

Collectible. Any work of art, rug, antique, metal, gem, stamp, coin, etc.

Travel or entertainment activity. An item of travel or entertainment that pertains to a single trip or event if the combined sales price of the item and all other items relating to the same trip or event that are sold in the same transaction (or related transactions) exceeds \$10,000.

Exceptions. A cashier's check, money order, bank draft, or traveler's check is not considered received in a designated reporting transaction if it constitutes the proceeds of a bank loan or if it is received as a payment on certain promissory notes, installment sales contracts, or down payment plans. See Publication 1544 for more information.

Person. An individual, corporation, partnership, trust, estate, association, or company.

Recipient. The person receiving the cash. Each branch or other unit of a person's trade or business is considered a separate recipient unless the branch receiving the cash (or a central office linking the branches), knows or has reason to know the identity of payers making cash payments to other branches.

Transaction. Includes the purchase of property or services, the payment of debt, the exchange of cash for a negotiable instrument, and the receipt of cash to be held in escrow or trust. A single transaction may not be broken into multiple transactions to avoid reporting.

Suspicious transaction. A suspicious transaction is a transaction in which it appears that a person is attempting to cause Form 8300 not to be filed, or to file a false or incomplete form.

Specific Instructions

You must complete all parts. However, you may skip Part II if the individual named in Part I is conducting the transaction on his or her behalf only. For voluntary reporting of suspicious transactions, see *Item 1*, next.

Item 1. If you are amending a report, check box 1a. Complete the form in its entirety (Parts I-IV) and include the amended information. Do not attach a copy of the original report.

To voluntarily report a suspicious transaction (see *Suspicious transaction* above), check box 1b. You may also telephone your local IRS Criminal Investigation Division or call the FinCEN Financial Institution Hotline at 1-866-556-3974.

Part I

Item 2. If two or more individuals conducted the transaction you are reporting, check the box and complete Part I on page 1 for any one of the individuals. Provide the same

information for the other individual(s) by completing Part I on page 2 of the form. If more than three individuals are involved, provide the same information in the comments section on page 2 of the form.

Item 6. Enter the taxpayer identification number (TIN) of the individual named. See *Taxpayer identification number (TIN)*, earlier, for more information.

Item 8. Enter eight numerals for the date of birth of the individual named. For example, if the individual's birth date is July 6, 1960, enter "07" "06" "1960."

Item 13. Fully describe the nature of the occupation, profession, or business (for example, "plumber," "attorney," or "automobile dealer"). Do not use general or nondescriptive terms such as "businessman" or "self-employed."

Item 14. You must verify the name and address of the named individual(s). Verification must be made by examination of a document normally accepted as a means of identification when cashing checks (for example, a driver's license, passport, alien registration card, or other official document). In item 14a, enter the type of document examined. In item 14b, identify the issuer of the document. In item 14c, enter the document's number. For example, if the individual has a Utah driver's license, enter "driver's license" in item 14a, "Utah" in item 14b, and the number appearing on the license in item 14c.

Note. You must complete all three items (a, b, and c) in this line to make sure that Form 8300 will be processed correctly.

Part II

Item 15. If the transaction is being conducted on behalf of more than one person (including husband and wife or parent and child), check the box and complete Part II for any one of the persons. Provide the same information for the other person(s) by completing Part II on page 2. If more than three persons are involved, provide the same information in the comments section on page 2 of the form.

Items 16 through 19. If the person on whose behalf the transaction is being conducted is an individual, complete items 16, 17, and 18. Enter his or her TIN in item 19. If the individual is a sole proprietor and has an employer identification number (EIN), you must enter both the SSN and EIN in item 19. If the person is an organization, put its name as shown on required tax filings in item 16 and its EIN in item 19.

Item 20. If a sole proprietor or organization named in items 16 through 18 is doing business under a name other than that entered in item 16 (for example, a "trade" or "doing business as (DBA)" name), enter it here.

Item 27. If the person is not required to furnish a TIN, complete this item. See *Taxpayer identification number (TIN)*, earlier. Enter a description of the type of official document issued to that person in item 27a (for example, a "passport"), the country that issued the document in item 27b, and the document's number in item 27c.

Note. You must complete all three items (a, b, and c) in this line to make sure that Form 8300 will be processed correctly.

Part III

Item 28. Enter the date you received the cash. If you received the cash in more than one payment, enter the date you received the payment that caused the combined amount to exceed \$10,000. See *Multiple payments*, earlier, for more information.

Item 30. Check this box if the amount shown in item 29 was received in more than one payment (for example, as installment payments or payments on related transactions).

Item 31. Enter the total price of the property, services, amount of cash exchanged, etc. (for example, the total cost of a vehicle purchased, cost of catering service, exchange of currency) if different from the amount shown in item 29.

Item 32. Enter the dollar amount of each form of cash received. Show foreign currency amounts in U.S. dollar equivalent at a fair market rate of exchange available to the public. The sum of the amounts must equal item 29. For cashier's check, money order, bank draft, or traveler's check, provide the name of the issuer and the serial number of each instrument. Names of all issuers and all serial numbers involved must be provided. If necessary, provide this information in the comments section on page 2 of the form.

Item 33. Check the appropriate box(es) that describe the transaction. If the transaction is not specified in boxes a-i, check box j and briefly describe the transaction (for example, "car lease," "boat lease," "house lease," or "aircraft rental"). If the transaction relates to the receipt of bail by a court clerk, check box i, "Bail received by court clerks." This box is only for use by court clerks. If the transaction relates to cash received by a bail bondsman, check box d, "Business services provided."

Part IV

Item 36. If you are a sole proprietorship, you must enter your SSN. If your business also has an EIN, you must provide the EIN as well. All other business entities must enter an EIN.

Item 41. Fully describe the nature of your business, for example, "attorney" or "jewelry dealer." Do not use general or nondescriptive terms such as "business" or "store."

Item 42. This form must be signed by an individual who has been authorized to do so for the business that received the cash.

Comments

Use this section to comment on or clarify anything you may have entered on any line in Parts I, II, III, and IV. For example, if you checked box b (Suspicious transaction) in line 1 above Part I, you may want to explain why you think that the cash transaction you are reporting on Form 8300 may be suspicious.

Privacy Act and Paperwork Reduction Act Notice

Except as otherwise noted, the information solicited on this form is required by the IRS and FinCEN in order to carry out the laws and regulations of the United States. Trades or businesses and clerks of federal and state criminal courts are required to provide the information to the IRS and FinCEN under section 6050I and 31 U.S.C. 5331, respectively. Section 6109 and 31 U.S.C. 5331 require that you provide your identification number. The principal purpose for collecting the information on this form is to maintain reports or records which have a high degree of usefulness in criminal, tax, or regulatory investigations or proceedings, or in the conduct of intelligence or counter-intelligence activities, by directing the federal government's attention to unusual or questionable transactions.

You are not required to provide information as to whether the reported transaction is deemed suspicious. Failure to provide all other requested information, or providing fraudulent information, may result in criminal prosecution and other penalties under 26 U.S.C. and 31 U.S.C.

Generally, tax returns and return information are confidential, as stated in section 6103. However, section 6103

allows or requires the IRS to disclose or give the information requested on this form to others as described in the Internal Revenue Code. For example, we may disclose your tax information to the Department of Justice, to enforce the tax laws, both civil and criminal, and to cities, states, the District of Columbia, and U.S. commonwealths and possessions, to carry out their tax laws. We may disclose this information to other persons as necessary to obtain information which we cannot get in any other way. We may disclose this information to federal, state, and local child support agencies; and to other federal agencies for the purposes of determining entitlement for benefits or the eligibility for and the repayment of loans. We may also provide the records to appropriate state, local, and foreign criminal law enforcement and regulatory personnel in the performance of their official duties. We may also disclose this information to other countries under a tax treaty, or to federal and state agencies to enforce federal nontax criminal laws and to combat terrorism. In addition, FinCEN may provide the information to those officials if they are conducting intelligence or counter-intelligence activities to protect against international terrorism.

You are not required to provide the information requested on a form that is subject to the Paperwork Reduction Act unless the form displays a valid OMB control number. Books or records relating to a form or its instructions must be retained as long as their contents may become material in the administration of any law under 26 U.S.C. or 31 U.S.C.

The time needed to complete this form will vary depending on individual circumstances. The estimated average time is 21 minutes. If you have comments concerning the accuracy of this time estimate or suggestions for making this form simpler, we would be happy to hear from you. You can send us comments from www.irs.gov/formspubs. Click on *More Information* and then click on *Give us feedback*. Or you can send your comments to Internal Revenue Service, Tax Forms and Publications Division, 1111 Constitution Ave. NW, IR-6526, Washington, DC 20224. Do not send Form 8300 to this address. Instead, see *Where to file*, earlier.



Home Delivery Program

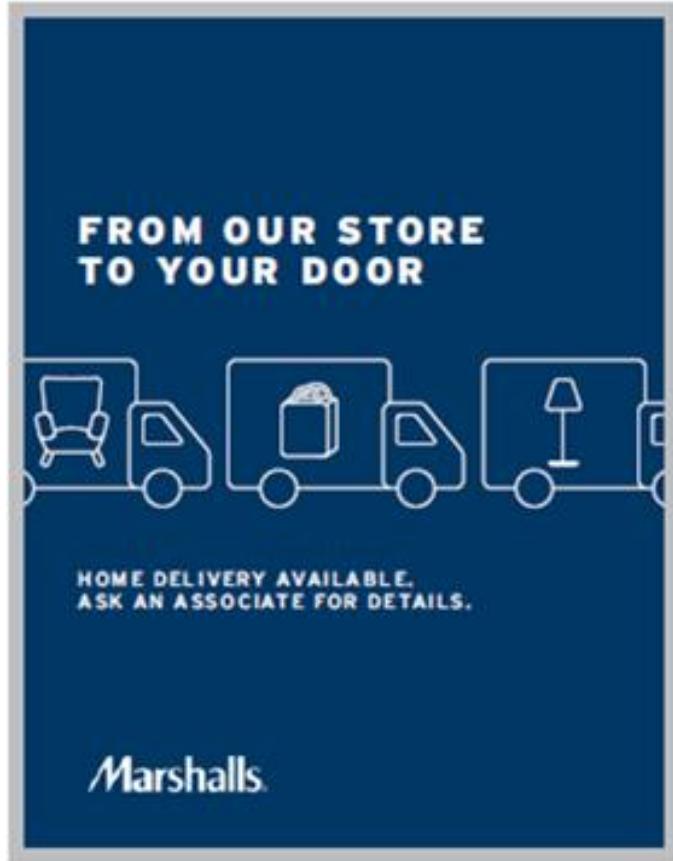


Table of Contents

Front Pocket : Delivery Service Provider Flyer's

Section 1 : SOP - Home Delivery Referral Program

Section 2 : QRG - Home Delivery Referral Program

Section 3 : Delivery Service Provider Contact List & Escalation Guide

Section 4 : Customer Home Delivery Form

Back Pocket : Delivery Service Customer Labels

GENERAL INFORMATION

All TJX U.S. stores participate in the *Home Delivery Referral Program*, providing our customers access to a trusted *Delivery Service Provider* (DSP) who can provide store-to-home delivery of most in-store purchases. Home Delivery is especially helpful to customers who are purchasing heavy or oversized merchandise, which may not fit in their personal vehicle or public transportation. (e.g. furniture, grills, kayaks, fitness equipment) This program is *referral-based*, meaning it is the customer's responsibility to select, contact, schedule and pay the DSP for their delivery.

PROGRAM RESOURCES & SETUP

Beyond this SOP, the *Home Delivery Referral Program* includes the following resources, accessible via *The Summit>SOP Library>01 Point of Sale & Customer Service>Home Delivery Referral Program*

- **Binder Cover and Table of Contents** – Both documents are to be included in the *Home Delivery Program Binder*.
- **QRG – Home Delivery Referral Program** – A *Quick Reference Guide* to support Associate training and program awareness.
- **Home Delivery Contact List & Escalation Guide** – A guide to provide stores with contact information for each DSP and instructions for problem escalation.
- **Customer Home Delivery Form** – The official purchase intake form, to be completed by the store for each home delivery event.
- **Delivery Service Customer Label** – A label that must be filled-out and affixed to each piece of merchandise that has been scheduled for home delivery.
- **Vendor Flyer's** – One-page flyers that advertise each DSP and their customer sign-up/delivery scheduling process. **Store Associates should engage-with and educate customers about the program and provide customers with a copy of the Flyer, as appropriate.**

Home Delivery Program Binder

All stores must set up and maintain a *Home Delivery Program Binder* to ensure all program resources are easily accessible to both Associates and customers. Once created, this binder must be stored at the front-end, in an easily accessible and secure, non-customer facing location. Store Management is responsible for regularly training all Associates on the program.

To setup this binder, stores will need to order the following supplies:

- One (1) 1.5" binder with front cover pocket and inside pocket(s)
- Four (4) tabbed page dividers

Stores must print copies of all contents listed below and separate each section with a tabbed page divider.

Binder Setup: (in order)

Front (Outside) Pocket: *Binder Cover – Home Delivery Referral Program* (Print Qty.: 1)

Front (Inside) Pocket: *Delivery Service Provider Flyer*** (Print Qty.: 10*)

First Page: *Table of Contents – Home Delivery Referral Program* (Print Qty.: 1)

Section 1: SOP – Home Delivery Referral Program (Print Qty.: 1)

Section 2: QRG – Home Delivery Referral Program (Print Qty.: 1)

Section 3: *Delivery Service Provider Contact List & Escalation Guide* (Print Qty.: 1)

Section 4: *Customer Home Delivery Form* (Print Qty.: 20*)

Back (Inside) Pocket: *Delivery Service Customer Labels* (Print Qty.: 10* (30 labels))

*Stores must replenish printed copies as they become depleted

**Each store must ensure that they only print and use the corresponding Flyer for their state's Provider (see *Provider Coverage* section below for more information)

PROGRAM SIGNAGE

Home Delivery Referral Program in-store signage should be displayed in the appropriate areas to inform our customers that delivery services are available. See the list of available signs below.

SIERRA – PRODUCT HANG TAG

Placement: To be attached to large 'trophy' merchandise, furniture, or bulky gear (e.g. Kayaks, Cargo Carriers, Roof Tents, Grills, and Seasonal Home/Décor)

Print Quantity: Ships in quantity of 1 pack (50 pieces)

Supply Reordering: use Bunzl # STOP0021

SIERRA – POP VIOLATOR

Placement: To be inserted atop one or more Point-Of-Purchase (POP) sign holders, based on season or current ownership of delivery-eligible merchandise.

Print Quantity: Ships in quantity of 1 pack (12 pieces)

Supply Reordering: use Bunzl # STOP0020

PROGRAM PROCEDURES

Intake Procedure

Once a customer has chosen to use a referred* delivery service, stores must follow these steps to complete the process.

*If a customer chooses a delivery service/option that is not referred by TJX, the customer is fully responsible for managing their own delivery and the following steps do not apply. Customers who arrange their own merchandise pickup or delivery may only hold their purchased merchandise in-store up to 7 business days from the date of purchase.

Step 1 – Have Customer Contact the Delivery Service Provider to Setup Delivery

- a) The customer must contact the provider to **schedule and purchase** their delivery service before purchasing their merchandise. This is to ensure that service is available in their location and that their item(s) are eligible for delivery.
- b) Scheduling and payment can be completed via each Provider's website, mobile app, or over telephone. Each DSP Flyer includes a QR code that can be scanned by the customer to direct them to the DSP app or website.
- c) Once the service is purchased, each DSP will send the customer a confirmation email, including an order/confirmation number.

Step 2 – Complete the Merchandise Purchase

- a) Complete the customer's purchase or all delivery eligible merchandise, following all transaction procedures outlined in the *Register Training Guide*.
- b) Print a duplicate copy of the purchase receipt, to be stapled to the *Customer Home Delivery Form*

Step 3 – Complete the Customer Home Delivery Form

- a) Open the *Home Delivery Program Binder* to access the *Customer Home Delivery Form*, as pictured below
- b) An Associate must complete the first two sections of this form with the

- customer's assistance
- c) The customer must provide their scheduled delivery date and time and sign the form once completed.
- d) Both the Customer and the Associate must inspect each piece of merchandise being delivered and note the merchandise condition on the form
- e) If the customer requests a copy of the form, Store Management can make a copy of the form using the store printer
- f) Keep all completed *Customer Home Delivery Forms* in the *Home Delivery Program Binder* for a rolling 30-day period. Archive all aged forms in the Cash Office.

Step 4 – Apply Delivery Service Customer Label & Securely Store Merchandise

- a) Use the **Home Delivery Referral Program Binder** to access the *Delivery Service Customer Label*
- b) Apply a Delivery Service Customer Label to each piece of paid merchandise that is ready for DSP pickup and place the merchandise in a secure holding area off the sales floor

Pickup/Closeout Procedure

Once a Delivery Service Provider Representative ('Driver') has arrived on-site to pick up a customer order, stores must follow these steps to complete the process.

Step 1 – Validate DSP Representative's Identity

- a) The Driver will enter through the stores front entrance and will ask for the 'Manager on Duty' (MOD)
- b) The MOD must request ID confirmation and validate that the Driver works for the correct DSP.

Step 2 – Support the DSP Representative with Merchandise Pickup

- a) The Driver will present all necessary delivery pickup details through the Provider's mobile app or via a printed manifest.
- b) The MOD must verify the correct items are being picked up by comparing the Customer name, Address, Confirmation Number and the merchandise details
- c) Both the Driver and MOD must inspect the condition of all merchandise being picked up for delivery. The Driver may take photos of the merchandise for customer confirmation.
- d) The Driver must complete and initial the Delivery Provider section of the

Customer Home Delivery Form

- e) The MOD will provide the Driver with a copy of form and retain the original form in the *Home Delivery Program Binder*

At no time should an Associate or Manager deliver merchandise to a customer's home.

If a customer chooses to return their merchandise prior to the delivery pickup and within 30 days, instruct the customer to contact the DSP to request a delivery cancellation, complete a full refund back to original form of payment, and return the merchandise back to the sales floor.

If a customer cancels their delivery service, the store may not receive a notification that the delivery is cancelled. Customers have up to 7 business days from the date of purchase to coordinate a delivery or pickup of their merchandise before the merchandise is subject to being returned by the MOD, with a full refund back to the original form of payment.

SOP – Home Delivery Program



Form & Label Examples

Customer Home Delivery Form

Customer Home Delivery Form		
TRACKING # _____		
Customer Name _____ Address Line 1 _____ Address Line 2 (Apt #, Floor) _____ City _____ State & Zip Code _____ Home Phone/Cell Phone _____ Email Address _____ Requested Day & Date of Delivery _____ Requested Delivery Time _____		
Special Instructions: Please Indicate YES, NO or NA (Not Applicable) below		
Is it okay to leave package with Doorman?	Are there Elevators or Building Restrictions?	
Is Certificate of Insurance required for your address? (requires 24 hour turnaround time)	Property Manager Phone #	
Are there flights of stairs?	Other Special Instructions:	
For Store Use Only		
Service Type: (Next Day/Future)	Delivery Fee Charged:	
Sales Associate Name:	Transaction Total:	
Transaction Number:	Delivery Confirmation #:	
Number of Pieces:	Delivery Cost (optional):	
List/Note Any Damage:		
For Delivery Provider Use Only		
Received By:	Date/Time of Pickup:	
Number of Pieces:	Special Instructions:	
<small>Terms and Conditions – The delivery services are being provided to customer by a third-party delivery service. Only goods purchased from this T.J.X. store are eligible for delivery. T.J.X. (including, without limitation, its affiliates, subsidiaries, and corporate parent) shall not be responsible for any loss or damage, including items which may be lost or damaged during the delivery. In the event of any claim for loss or damage, you agree to look solely to the delivery company which delivers the goods. Certain times are not eligible for delivery (i.e. fine jewelry). The three/five hour time frame is only an estimate and delivery is subject to delay for reasons beyond the delivery company's reasonable control. Other terms and conditions may apply. Please see a store associate for details. For any comments, please contact T.J.X. Customer Service at 1-800-285-6299.</small>		
Customer Signature _____		
<small>Revised 07.2022</small>		

Delivery Service Customer Label

DELIVERY SERVICE CUSTOMER LABEL	
T.J.X. U.S. Marshalls HomeGoods SIERRA	
BILL OF LADING #: _____	
CUSTOMER'S LAST NAME: _____	
# OF PACKAGES: ___ OF ___	
ASSOCIATE INITIALS: _____ DATE: _____	

Complete all blank fields on the label

Bill of Lading # is the last 4 digits of the Transaction #

Place a label on each item to be delivered

PROVIDER COVERAGE & SERVICE

All TJX U.S store locations are assigned a Delivery Service Provider by State, with each DSP covering a specific group of States and providing full **geographic and cross-banner** coverage for each State they cover.

Delivery Service Provider Coverage (as of 8/2024)

Provider Name	States Awarded
AIT (Select Express)	AL, AR, ID, IN, KY, LA, ME, MI, MS, MT, NE, NH, NM, NY, NC, ND, OK, OR, PA, SC, SD, TN, UT, VT, WA, WV, WI
Lugg	CO, CT, DE, GA, MA, RI, TX
Go Share	AZ, CA, FL, IL, KS, MD, MN, MO, NV, NJ, OH, VA

Same Day/Next Day Service

Each Delivery Service Provider can offer either Same Day Delivery (SDD) service or Next Day Delivery (Future) service, dependent on the following considerations:

- 1) Time of Request - the request for delivery must be completed prior to 2:00 p.m. (local time) to be considered for SDD
- 2) Merchandise Type & Quantity – types of items to be delivered and total quantity of items to be delivered
- 3) Merchandise Size & Weight – dimensions and total weight of all items to be delivered
- 4) Store Pickup Location – geographic location of TJX store and availability of eligible drivers in that location
- 5) Destination Location – geographic location of customer's delivery destination and availability of eligible drivers in that location/round trip area

When the customer contacts the DSP, the Provider will inform the customer which type of delivery service is available for their destination address. Not all stores and destination locations may always be available for Same Day Delivery.

Home Delivery Referral Program

Overview

The Home Delivery Referral Program helps drive sales and enhance the customer experience!

- Customers may choose to have their purchases sent to their home, or their location of choice (within delivery limits) for a fee
- Customers are responsible for contacting the carrier and arranging the delivery
 - A vendor contact information flyer is provided
 - Vendors cover an entire state for all TJX banner locations
 - Someone over the age of 18 must be present at the time of delivery
- Service Providers have unified pricing rates that are exclusively to our Customers

Customer Engagement

Customer Engagement is key to a successful Home Delivery Referral Program. Associates need to have a clear understanding of the program along with the benefits so they can share this helpful information with customers.

The Home Delivery Referral Program is great for customers that:

- Have small vehicles
- Use public transportation
- Are purchasing large items such as furniture, seasonal decor, watersport/wintersport items or holiday trophy/gifting items
- Can't take all items at time of purchase (lots of merchandise, etc.)
- Other: _____

How can you kick off a conversation with customers about home delivery?

- "Did you know that we offer a Home Delivery Service to take the hassle out of getting items home?"
- "If you'd like to purchase this item but can't take it home today, our Home Delivery Service might be perfect for you!"
- "Let me tell you about our great Home Delivery Service!"
- "Did you know that all TJX U.S. stores now offer home delivery, including Sierra?"
- Other: _____

During huddles, quiz your team on the Home Delivery Referral Program to test their knowledge and understanding. Reward right answers with a SOAR Card.

- What customers should you share the Home Delivery Service with?
 - **Listen for:** Looking at furniture, have lots of merchandise, everyone, etc.
 - **Your Ideas:** _____
- What are some of the benefits of the Home Delivery Referral Service?
 - **Listen for:** Solves transportation issues for large items, etc.
 - **Your Ideas:** _____
- What merchandise is not available for delivery?
 - **Listen for:** Fine jewelry, non-TJX purchases

Have Associates share their own tips and ideas for promoting the Home Delivery Referral Program!

Thought Starters for Huddles



HOME DELIVERY REFERRAL PROGRAM

SERVICE PROVIDER CONTACT LIST & ESCALATION GUIDE

SELECT EXPRESS/AIT LOGISTICS

Customer Service Telephone#: 1-866-939-7737

Customer Service Email: info@selectexp.com

Escalation Contact: **Dwight Manning** email: dmanning@selectexp.com

LUGG

Customer Service Telephone#: 1-801-520-3744

Customer Service Email: partners@lugg.com

Escalation Contact: **Jordan Brown** email: jordan@lugg.com

GO SHARE

Customer Service Telephone#: 1-800-484-3157

Customer Service Email: customerservice@goshare.co

Escalation Contact: **Sean Peek** email: sean@goshare.co

If a store experiences an issue with a delivery order and/or delivery driver, receives a customer complaint about a past delivery, or has any other concerns, they must first contact the appropriate provider using their customer service telephone number or email address listed above. If a store continues to experience an issue, the *Manager on Duty* may reach out to the Delivery Service Provider's *Escalation Contact* to seek a resolution. For all further escalations, stores must reach out to their District Manager.

District Managers will then partner with their Region Admin, who will work with Store Operations to support a final resolution.



T.J.maxx

Marshalls

HomeGoods

SIERRA



TRACKING # _____

Customer Home Delivery Form

Customer Name			
Address Line 1			
Address Line 2 (Apt #, Floor)			
City			
State & Zip Code			
Home Phone/Cell Phone			
Email Address			
Requested Day & Date of Delivery			
Requested Delivery Time			

Special Instructions: Below, please Indicate **YES, NO or NA** (Not Applicable)

Is it okay to leave package with Doorman?		Are there Elevators or Building Restrictions?	
Is Certificate of Insurance required for your address? (requires 24 hour turnaround time)		Property Manager Phone #	
Are there flights of stairs?		Other Special Instructions:	

- For Store Use Only -

Service Type: (Next Day/Future)		Delivery Fee Charged:	
Sales Associate Name:		Transaction Total:	
Transaction Number:		Delivery Confirmation #:	
Number of Pieces:		Delivery Cost (optional):	
List/Note Any Damage:			

- For Delivery Provider Use Only -

Received By:		Date/Time of Pickup:	
Number of Pieces:		Special Instructions:	

Terms and Conditions – The delivery services are being provided to customer by a third-party delivery service. Only goods purchased from this TJX store are eligible for delivery. TJX (including, without limitation, its affiliates, subsidiaries, and corporate parent) shall not be responsible for any loss or damage, including items which may be lost or damaged during the delivery. In the event of any claim for loss or damage, you agree to look solely to the delivery company which delivers the goods. Certain times are not eligible for delivery (i.e. fine jewelry). The three/five hour time frame is only an estimate and delivery is subject to delay for reasons beyond the delivery company's reasonable control. Other terms and conditions may apply. Please see a store associate for details. For any comments, please contact TJX Customer Service at 1-800-285-6299.

Customer Signature _____

DELIVERY SERVICE CUSTOMER LABEL



BILL OF LADING #: _____

CUSTOMER'S LAST NAME: _____

OF PACKAGES: ___ OF ___

ASSOCIATE INITIALS: _____ DATE: _____

DELIVERY SERVICE CUSTOMER LABEL



BILL OF LADING #: _____

CUSTOMER'S LAST NAME: _____

OF PACKAGES: ___ OF ___

ASSOCIATE INITIALS: _____ DATE: _____

DELIVERY SERVICE CUSTOMER LABEL



BILL OF LADING #: _____

CUSTOMER'S LAST NAME: _____

OF PACKAGES: ___ OF ___

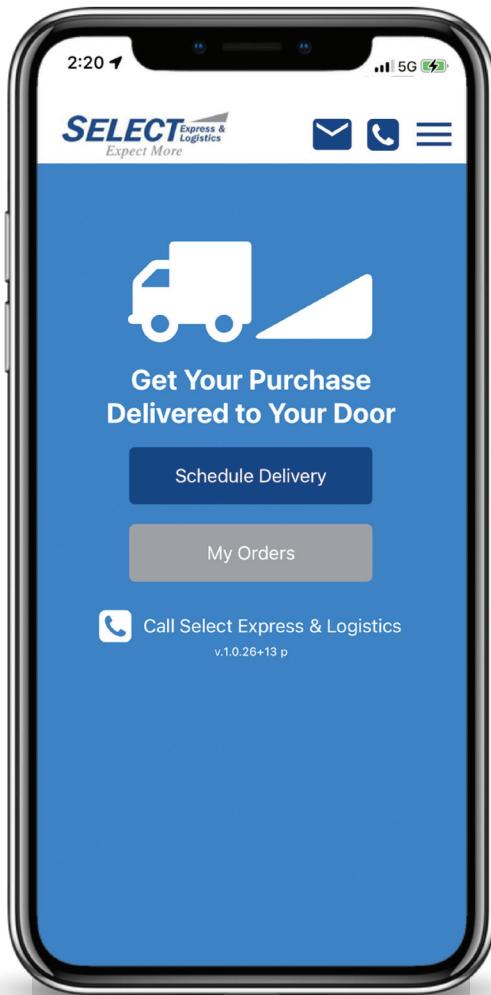
ASSOCIATE INITIALS: _____ DATE: _____

STORE PURCHASE

PLUS



IN-HOME DELIVERY!



The Customer Direct app makes it easy to schedule fast, professional, in-home delivery of your store purchases—right from your phone.

SCHEDULE YOUR DELIVERY NOW

Just scan the QR code below to get started.

For questions about your scheduled home delivery, contact our customer support team: 1-866-939-7737.



Download on the
App Store

GET IT ON
Google Play

STORE ACCOUNT CODE

SELECT Express & Logistics

An AIT Worldwide Logistics Company

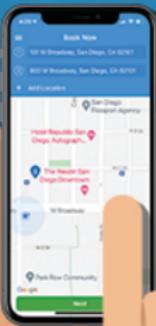
GO Share SAME DAY DELIVERY

3 EASY STEPS

First time customers get \$10 off their first order with code: TJX10

1.

Download the GoShare app



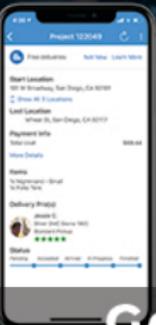
2.

Get a free delivery estimate



3.

Track and pay in the app

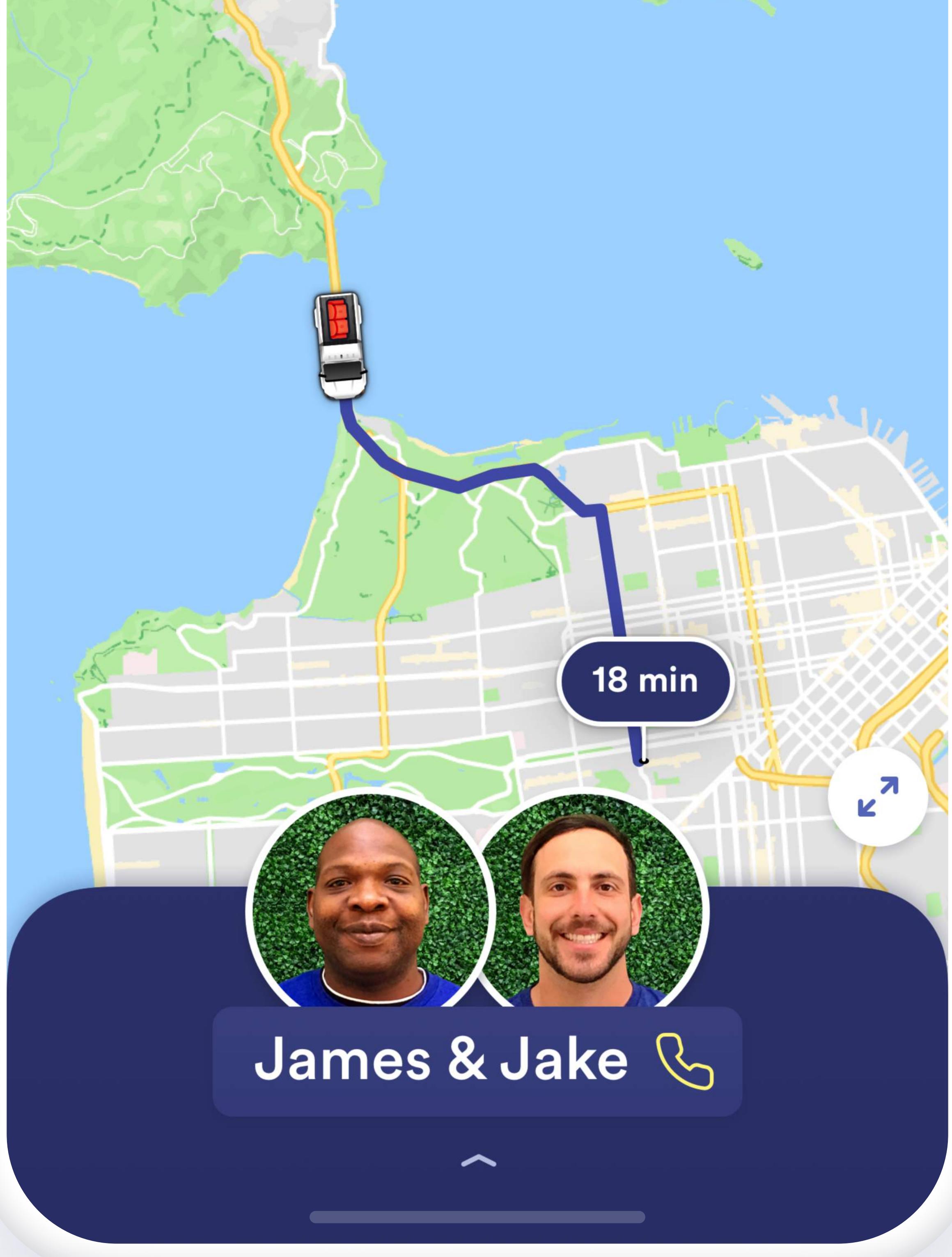


SCAN HERE TO DOWNLOAD OR GO TO:



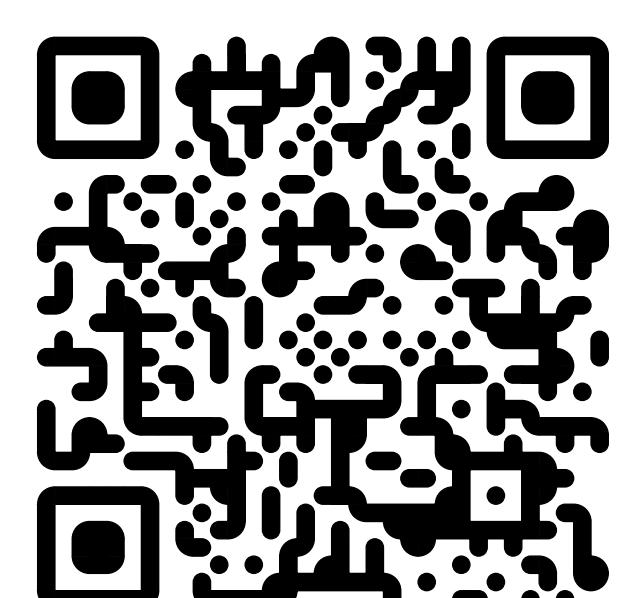
GoSHARE.co/TJX

Questions? Call or Text (800) 213-3184



Same day delivery

with **lugg**



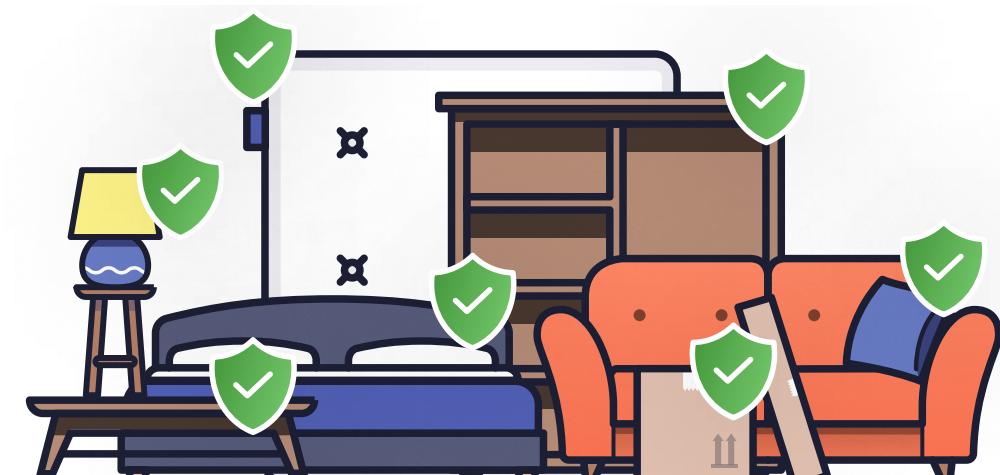
Download on the
App Store

GET IT ON
Google Play

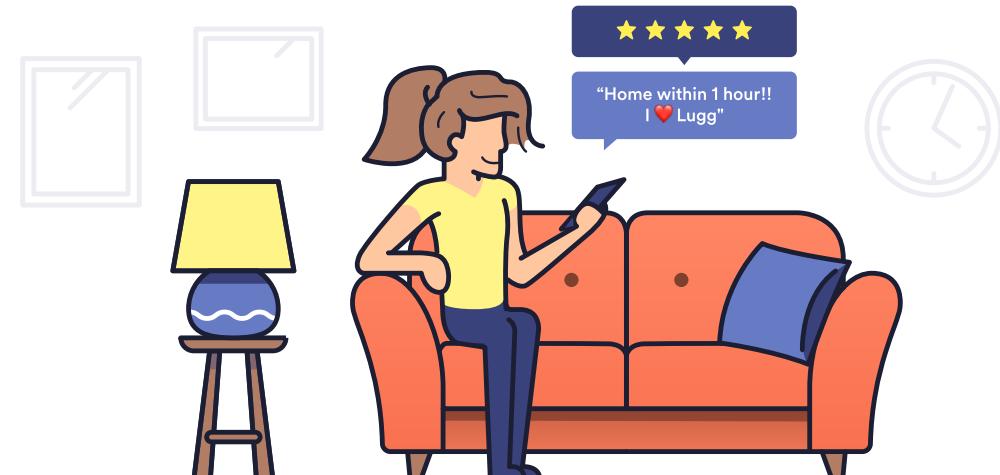
Scan the QR code or go to lugg.com/book



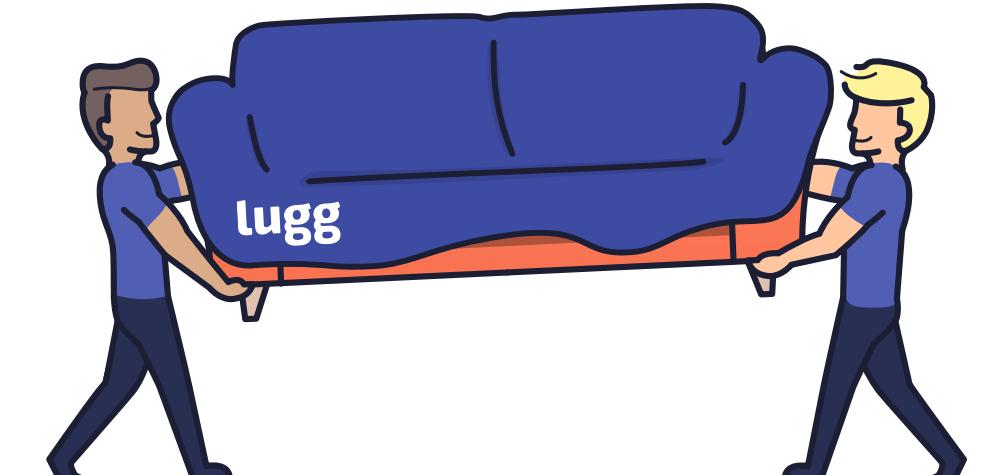
A truck to fit every need,
from pickup trucks to
sprinter vans



Every Lugg comes with a
multi-million dollar
insurance policy



Millions of happy
customers trust our vetted
and professional movers



Delivering your items straight
to the room of your choice -
with Lugg, it's that easy!

Merchandise Holds



Front End – POS Policy

Expectation	<p>Our goal is to provide customers with a well merchandised store, filled with a rapidly changing assortment of brand names and merchandise. We deliver great value to our customers through the combination of brand, fashion, price, and quality.</p>
Guidelines	<p>Our hold policy supports our commitment to offering the best merchandise mix at all times. The following guidelines must be followed for all merchandise holds:</p> <ul style="list-style-type: none">• The MOD must approve all holds.• Merchandise on hold must be kept at the designated location at the Front End.• Holds are until the end of the business day.• Holds must have a completed "Hold Tag" attached.• Hold areas will be cleaned out at the end of every day.• No deposit is required to hold merchandise.• Merchandise may be held until the end of the business day for customers who have requested either by phone or while present in store. <p>Associates wishing to buy or hold merchandise must follow these additional requirements:</p> <ul style="list-style-type: none">• Associates cannot hold or purchase merchandise while punched in.• Associate can put merchandise on hold during their lunch or break.• Associate holds must be placed with customer holds.• Merchandise can be held by phone or in person during non-working hours until the end of the business day.• Associate holds during Discount Weekends can be stored in a separate area designated by Management.• Associate holds can be held up to one week before Discount Weekends with Management approval.• Merchandise that has not yet been on the sales floor cannot be held or purchased. <p>Restricted Merchandise:</p> <p>We reserve the right to restrict holds on certain items out of fairness due to a high volume of requests. These restrictions will apply to Associates as well.</p> <ul style="list-style-type: none">• At no time should restricted merchandise notices be posted or signed. All restrictions will be approved and issued by Store Operations only.

Calling Into Systems Service Desk with Pin Pad Issues

888-444-4848

Presently two different models of pin pads are being supported by the System Service Desk.

When calling in pin pad issues to the Systems Service Desk, ensure that you choose the correct option for your store's pin pad model.

Not selecting the correct option below, will slow down the process of getting assistance.

Model MX925 (older Model)



Press option 9

All calls will be routed to the correct team supporting this model

Model M440 (newer model)



Press option 2

All calls will be routed to the Verifone team supporting this model

PIN PAD SECURITY POLICY

EXPECTATIONS

Store Management is responsible for the physical security of the pin pad equipment during Store hours.

GUIDELINES

Prior to Store Opening

- Complete the Daily Pin Pad Security Survey
 - Manager or Coordinator must carefully inspect each pin pads daily for tampering prior to opening (see the Daily Pin Pad Security Survey in Reflexis or for Sierra in ThinkTime).
 - Utilizing the Verifone Anti-Skimmer device, check each pin pad daily to ensure they have not been tampered with.
 - Utilize the Anti-Skimmer Device job aid for directions on use of the Anti-Skimmer Device (refer to Knowledge Base or for Sierra refer to the Summit)

If there no obstruction of the card slot,
the tool will show **GREEN** with
“No Overlay Detected” (see photo).



If there is an obstruction of the card slot,
the tool will show **RED** with “Overlay
Detected” (see photo).



PIN PAD SECURITY POLICY

GUIDELINES

- If you identify any issues with a pin pad:
 - Immediately suspend the use of that register(s)
 - Notify your DM and DLPM
 - Contact the Systems Service Desk at **1-888-444-4848** and select Option 2. Advise the Service Desk Agent you would like to report a "security concern or event with a pin pad" and provide the following:
 - Division
 - Store #
 - Register #
 - A brief description of the potential issue

If a "Overlay Detected" displays on a PIN Pad email the SOC@tjx.com while copying (cc) your DM and DLPM

SECURING EQUIPMENT AND SUPPLIES:

- Pin pads must be secured by a tether.
 - There are two methods of securing a pin pad:
 - Immobile- On a base with a tether (Majority of Registers).
 - Mobile- Without a base, but is tethered to the counter (Register 1).
 - Verifone Anti-Skimmer Device should be kept at the frontline in the locked change fund drawer.
 - Pin pad keys must be always kept in the key lock box in the safe.
 - If a pin pad key(s) is lost or stolen, contact your District Manager and District Loss Prevention Manager **IMMEDIATELY**.
- Access to ports on the pin pads must be blocked by a steel security plate. Report any unblocked ports to the Systems Service Desk.
 - If a Credit Card Skimmer was found on the PIN Pad, a register was stolen, or anything other than a PIN Pad/register/test tool needing to be repaired or replaced-
Email SOC@tjx.com and cc your District Manager and District Loss Prevention Manager.
In the email include
 - Store number, city and state
 - Register number, serial number
 - A brief description of the potential issue



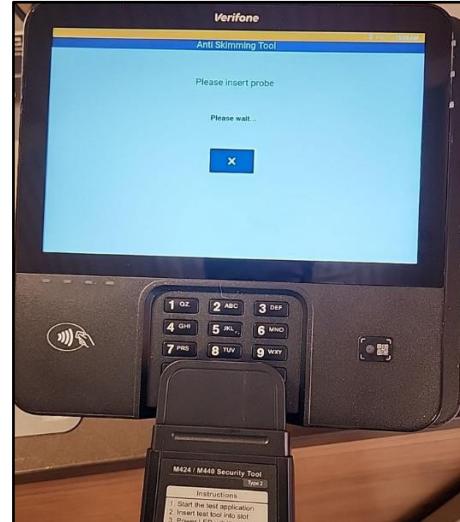
PIN PAD SECURITY POLICY

SECURING EQUIPMENT AND SUPPLIES:

Front of Pin Pad
Note no signs of tampering

- No Pry Marks
- No Scratches
- No Damage

Directly below the keypad is the insert slot where chip credit cards are inserted



Access to ports are blocked by a steel plate as seen in this top-down view

Card Reader – used by the customer to swipe Credit Card
Make sure area is clear and free of tampering devices



- All register rear covers must be securely locked except for stores that have a distributed register setup. A distributed setup is where the register drawer and “brain” are housed on separate shelves below the countertop.



PIN PAD PROTECTION

All Cashiers must be aware of PIN pad security and keep it top of mind. PIN pads should never be installed, replaced, or returned without verification.

PROPER PIN PAD SETUP

Security Bracket
is attached and
locked

Tether is
attached
and locked

Cable
is intact



T.J.maxx

Marshalls

HomeGoods

SIERRA

HOME
SENSE

PIN PAD PROTECTION

NOTICE

Be aware of suspicious behavior around PIN pads. Alert signals could include:

- Attempts by unknown persons to unplug or pry open devices
- Unknown persons loitering at unopened registers
- Multiple transactions (chip cards) that require swipe on same PIN pad

WHAT TO LOOK FOR

Check to make sure the keypad is not raised from the rest of the PIN pad, as this could be a sign of an overlay.



Check to make sure the keypad is different material. The keypad should feel like hard plastic and have the pin pad keypad cover installed.



Check that the colors of the Cancel (X), Back (<), and Accept (O) buttons are red, yellow, and green respectively.



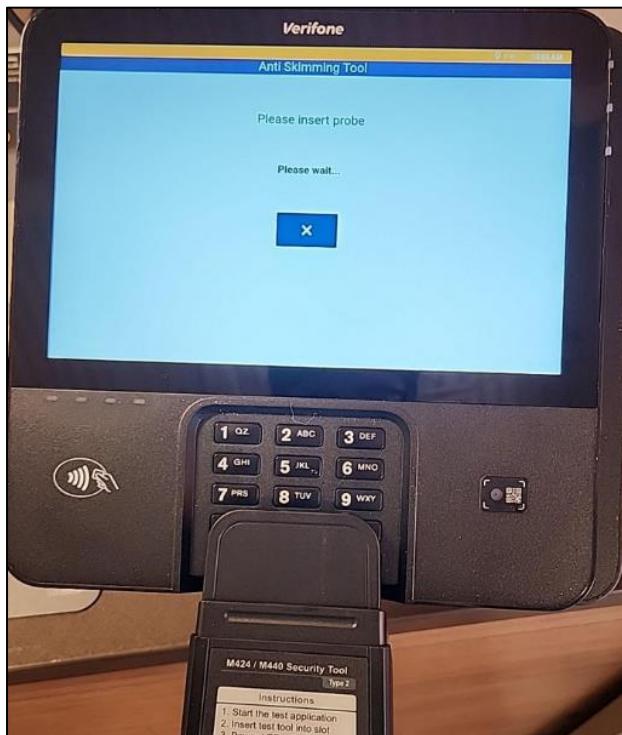
PIN PAD PROTECTION

WHAT TO LOOK FOR

Frayed tether and tampered lock



Look for other signs of tampering such as pry marks



Utilizing the Verifone Anti-Simmer device, ensure that nothing is blocking the chip reader. Red, alerts that the pin pad card reader has been tampered with

PIN PAD PROTECTION

TAKE ACTION

Report any suspicious behavior and indications of PIN pad tampering or substitution to a Manager or a Coordinator immediately!

Daily Pin Pad Protection Survey Questions (in Reflexis and ThinkTime).

Please completely and accurately respond to these questions.

- If for some reason you have answered “No” to questions 1-5 please notify your DM and DLPM and call the Systems Service Desk.
 - If for some reason you have answered “Yes” to question 7 please reach out to the SOC@tjx.com, while copying (cc) your DM and DLPM immediately.
1. Are all Pin Pads free of any signs of tampering – i.e. any overlay on the keypad, unusual extension or thickness over card opening, any appearance of adhesive or pry marks?
 2. While using the Anti-Skimmer device on ALL Pin Pads, are you able to insert the tool all the way?
 3. The screen will display either “no overlay detected” with green light on skimmer or “overlay detected” with red light on skimmer.
 4. Are the security brackets, cables, and tethers attached, locked and undamaged?
 5. Is the Pin Pad key secured in the key lock box in the safe?
 6. If you answered “NO” to any of the above questions, did you immediately suspend the use of that register(s) and notify your DM and DLPM and call the Systems Service Desk?
 7. Was a Credit Card Skimmer found on a PIN Pad, a register stolen, or any non-physical tampering found to have occurred?



Verifone M440 Anti-Skimmer Device

Daily Tool Usage

1. Remove the cover from the tool
2. To access the Anti-Skimmer Tool application, Press 1,5,9 simultaneous on the pin pad keypad and release
3. Press the Anti-Skimmer tool icon on the pin pad screen



4. Screen will display “stopping applications” followed by “please insert probe”
5. Insert the tool into the chip reader with contacts facing up
6. The tool will light up white to indicate the tool is powered “on”
7. Screen will display either “no overlay detected” with green light on skimmer or “overlay detected” with red light on skimmer
8. If “overlay detected” displays, do not use register and contact SOC@tjx.com, your DM, and DLPM **IMMEDIATELY**
9. Await further direction on pin pad that failed

Note: Daily usage of skimmer device is required on ALL pin pads per policy.
Data is stored at Home Office for compliance auditing.



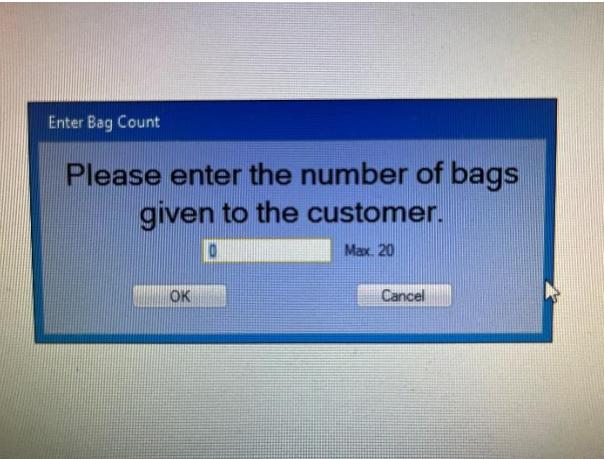
⚠️ You can exit the application anytime by pressing either the **X** key on the keypad or the **x** on the screen



POLICY

Certain states, counties, or jurisdictions have a bag fee in their area. Bag fees are to encourage use of reusable bag as well as to decrease the usage of plastic or paper bags. Bag fee amounts will vary based on the state, county, or jurisdiction.

PROCEDURE

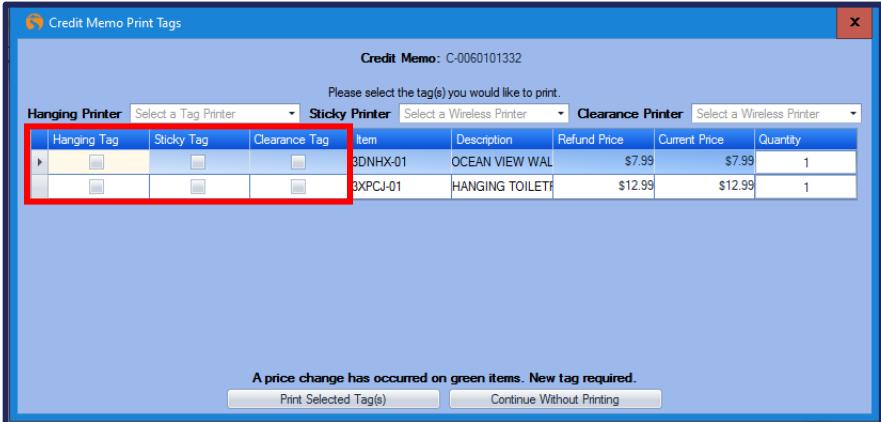
STEP	ACTION	PROCESS
1.	<p>Adding Bag Fee</p> <p>Associates must apply bag fee for each non-reusable plastic or paper bag used in the transaction.</p> <p>Note: The bag fee is a permanent style-code and cannot be price-overridden, discounted, or returned.</p>	<ul style="list-style-type: none">After all merchandise has been added to a sales transaction, click, or tap the Payment button.The bag fee prompt will automatically appear, instructing the Cashier to enter the number of bags being used.  <ul style="list-style-type: none">Type the number of bags and press enter on the keyboard or click/tap the OK button.<ul style="list-style-type: none">By default, the number '0' is entered in the quantity field. The Cashier must count <u>EACH</u> plastic or paper bag that is given to the customerThe bag fee will automatically apply to the transaction and the payments screen will appear. Continue with payment tender selection and process the payment.

PURPOSE

This standard Operating Procedure provides stores with recommended best practices for properly researching and reticketing merchandise with an unreadable or missing Sierra price tag. Properly researching and reticketing merchandise is critical to maintaining the best customer experience, reducing shrink, and protecting pricing integrity.

RETICKETING - MERCHANDISE RETURNS

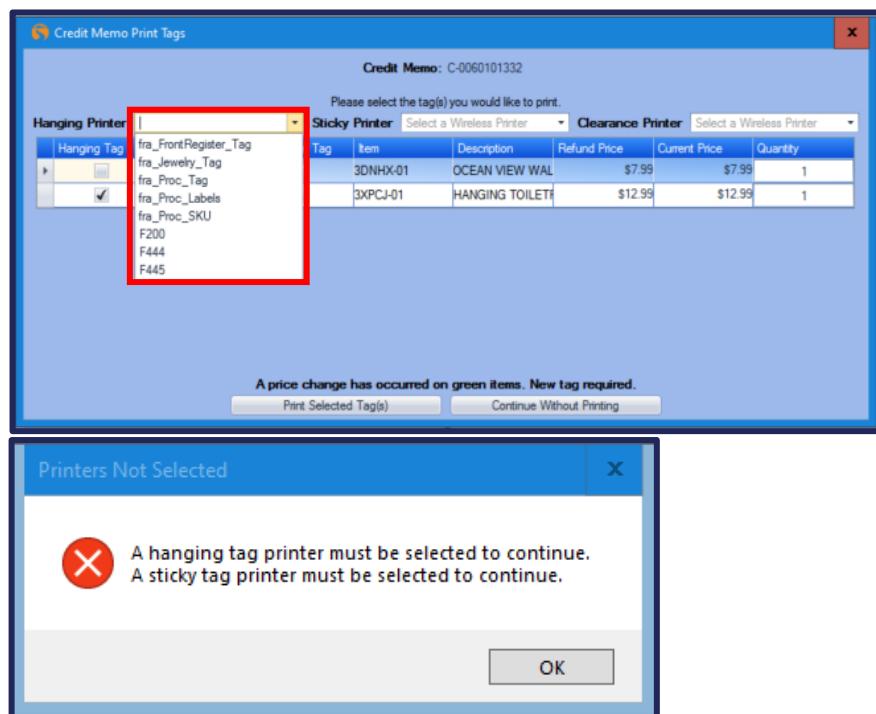
Immediately upon completing each return transaction, OMS will prompt the *Credit Memo Print Tags* screen to allow associates to reprint any tag(s) associated with the returned merchandise. **Associates are responsible for fully inspecting each returned item for missing tags and completing all necessary tag reprints via this function.**

STEP	ACTION	EXAMPLE
1.	<p>Item/Tag Selection</p> <p>a. If no items within the transaction require tag reprints, select the '<i>Continue Without Printing</i>' button to proceed to the next transaction.</p> <p>b. If any item(s) are missing tags, you must first select the type of tag you wish to print for each affected item, based on merchandise tagging best practices: <i>Hanging Tag</i>, <i>Sticky Tag</i>, and/or <i>Clearance Tag</i>. (multiple selections are allowed)</p>	<p>A price change has occurred on green items. New tag required.</p> <div style="text-align: center;"> <input type="button" value="Print Selected Tag(s)"/> <input type="button" value="Continue Without Printing"/> </div>  <p>The screenshot shows the 'Credit Memo Print Tags' window. At the top, it says 'Credit Memo: C-0060101332'. Below that is a message: 'Please select the tag(s) you would like to print.' There are three dropdown menus: 'Hanging Printer' (Select a Tag Printer), 'Sticky Printer' (Select a Wireless Printer), and 'Clearance Printer' (Select a Wireless Printer). A grid table below these dropdowns lists items with checkboxes for selecting tag types. The grid has columns: Hanging Tag, Sticky Tag, Clearance Tag, Item, Description, Refund Price, Current Price, and Quantity. Two items are listed: BDNHX-01 (OCEAN VIEW WAL) and BXPCJ-01 (HANGING TOILET). The 'Hanging Tag' column for both items has a checked checkbox. The 'Clearance Tag' column for both items also has a checked checkbox. A red box highlights the entire grid area.</p>

2.

Printer Selection

- After selecting all necessary tag types, you must select the correct printer(s) from the appropriate drop-down menu(s).



3.

Quantity Selection

- Enter the print quantity of each tag per item in the *Quantity* field.

Quantity	
99	1
99	1

4.

Print

- Once all tag types, printers, and print quantities have been selected, select the *Print Selected Tag(s)* button.
- All tags will print from their respective printers.
- Secure all re-printed tags onto the merchandise.
- Remember to place all returned, ticketed items in the designated front-end location(s) so they may be returned to the sales floor in a timely manner.

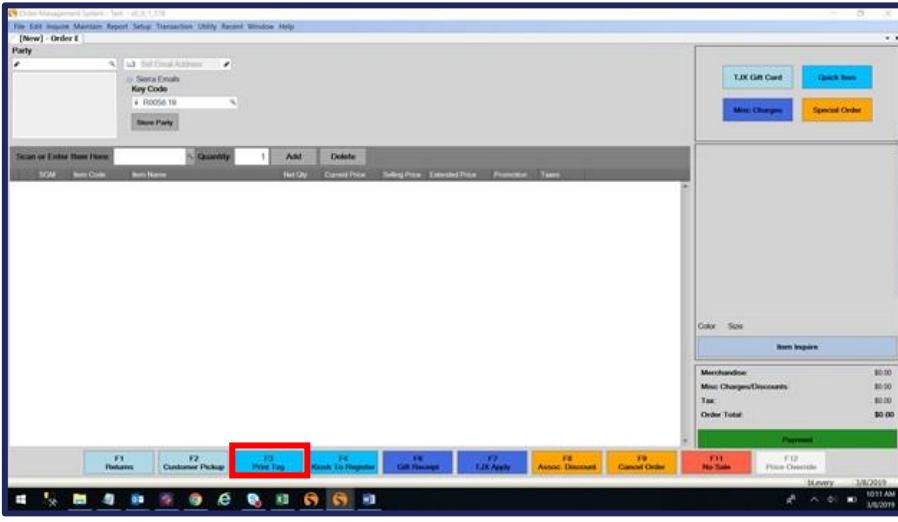
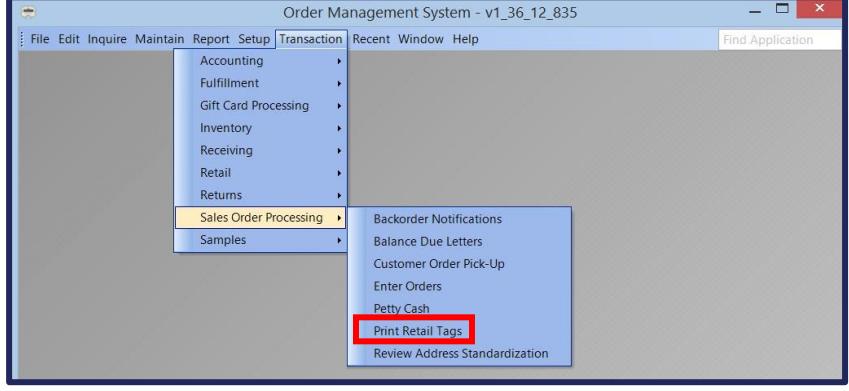
NOTE

If the returned item is missing its original tag and the *Credit Memo Print Tags* screen is prematurely closed, associates must follow this document's **Reticketing - Print Retail Tags** section.

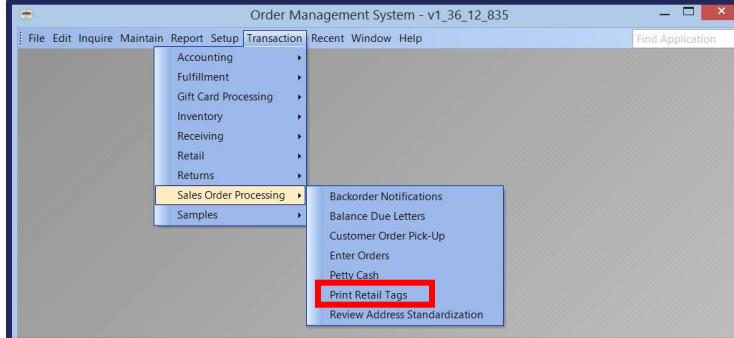
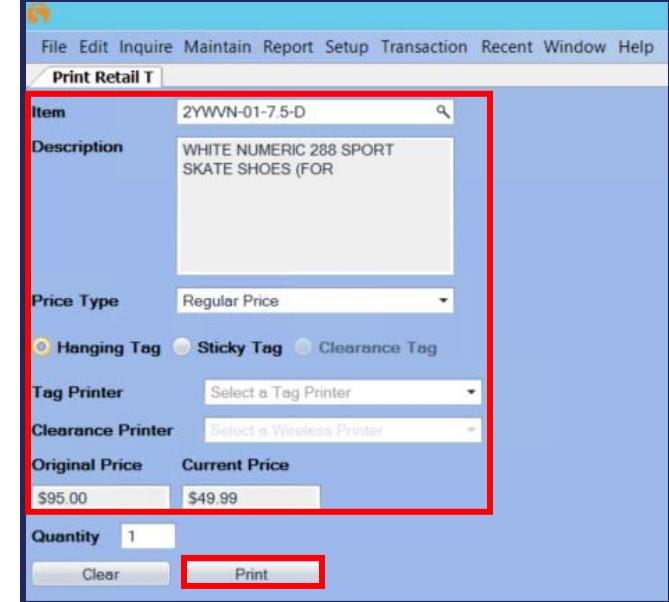
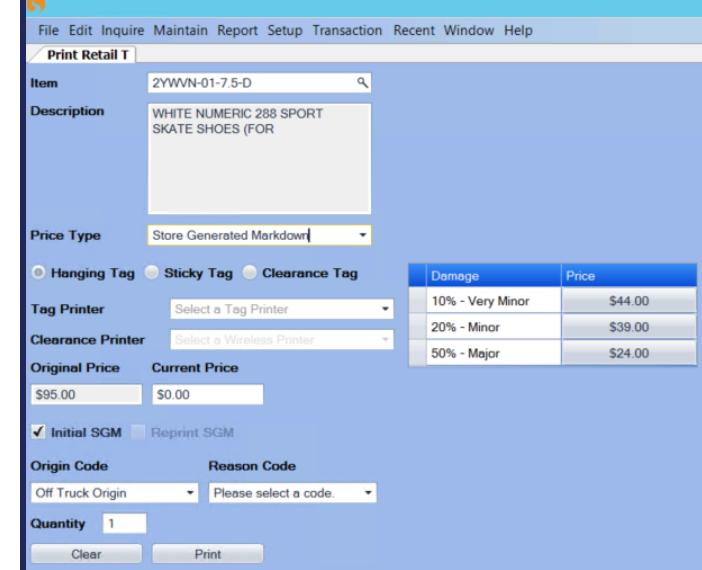
RETICKETING – PRINT RETAIL TAGS

When an associate finds merchandise with a missing ticket during truck processing, while scanning markdowns, on the sales floor, or at the front end, they must complete the appropriate research to find the associated ticket for each item found and then use the *Print Retail Tags* function in OMS to complete the re-print of the ticket. *Print Retail Tags* is accessible from both the OMS POS screen and the OMS Sales Order Processing menu.

Navigation

STEP	ACTION	EXAMPLE
1.	<p>Within POS</p> <ul style="list-style-type: none"> a. From the Transaction> Sales Order Processing> POS screen, select the “F3 Print Tag” button or press the F3 key on the POS keyboard. b. The Print Retail Tag function will then launch in a new tab. 	
2.	<p>Standalone</p> <p>Navigate to the menu marked “Transaction” Select “Sales Order Processing” Select “Print Retail Tags”</p> <ul style="list-style-type: none"> a. Make sure that the cursor is in the item box and scan the current tag or type the entire item number. b. The item’s information will populate. 	

Functionality

STEP	ACTION	EXAMPLE
1.	<p>Print Retail Tags</p> <p>Navigate to the menu marked “Transaction”</p> <p>Select “Sales Order Processing”</p> <p>Select “Print Retail Tags</p> <ul style="list-style-type: none"> a. Make sure the cursor is in the item box, scan the current tag, or type the entire item number. b. The item’s information will populate. c. Select your tag type before selecting your price type. d. Regular price is the default price type. Selecting a markdown printer will print a markdown ticket. e. Store Generated Markdown is only available for Managers in case of damaged or mismatch products. f. Ensure the correct quantity is entered before selecting “print”. 	  

RESEARCH - IDENTIFYING NON-TICKETED MERCHANDISE

STEP	ACTION	EXAMPLE
1.	<p>Search by Style Code</p> <p>You can search for a product by style code.</p> <ul style="list-style-type: none"> a. When using the Product Item Inquire screen, always select your store from the location field before searching for items. b. Go to Style Code and type in the code. c. Once you've found the correct item, you can bring that style code to the Print Retail Tags menu. 	<p>The screenshot shows a Windows application window titled "Product Item Lookup By Location". The "Style Code" field contains "2vafx". The "Location" field is set to "Main". The "Status" dropdown is set to "Active item". Below the search bar is a toolbar with "Refresh", "Choose Details", "Open", "Clear All Filters", and buttons for "Select" and "Cancel". The main area displays a grid of products. The first row shows "2VAFX V01 ARCTIC QUILT LINED VEST -". The grid has columns for "Item Code", "COLOR", "SIZE", "LENG", and "Quantity Available". There are 12 rows of data, all showing a quantity of 0. The last row is partially visible.</p>
2.	<p>Search by UPC/Brand</p> <p>If you find an item that is missing its retail tag and it's the only one we have:</p> <ul style="list-style-type: none"> a. When using the Product Item Inquire screen, always make sure to select your store from the location field before searching for any items. b. Select Style Code in the drop-down menu and then UPC if the merchandise still 	<p>The screenshot shows the same "Product Item Lookup By Location" window. The "Style Code" field is empty. The "Location" field is set to "Main". The "Status" dropdown is set to "Active item". The main grid area is completely empty, indicating no results found.</p> <p>This screenshot shows a dropdown menu with the following options: "Style Code", "Style Code", "Brand", "Product Class", and "Upc". The "Upc" option is highlighted with a blue selection bar. Below the dropdown is a "Status" dropdown set to "Active item".</p>

has a barcode. From here, you can scan or enter the 12-digit UPC and find its matching Style Code.

- c. You may now click the “quantity available” column header to sort by store inventory.
- d. You may need to expand to 500 or 1000 rows before seeing in-stock numbers.
- e. Once you find items with available quantities, select the style code with a description that best matches the product you are looking for.
- Consider color, style, material, and size when determining which product to select.
- f. Once you've found a matching style code, click the plus icon on the left to expand and select the appropriate size (if needed).
- g. You can then copy and paste the style code to the Print Retail Tags menu.

The three screenshots illustrate the steps in the SOP:

- Brand Lookup Window:** Shows a search bar for "Brand Name" with a dropdown menu showing "ByBrandName". A "Search" button is at the top right. Below it is a "Brand Name:" input field and a "Refresh" button.
- Product Item Lookup By Location Window:** Shows a search interface with "Brand: 19440", "Location: 0087", and "Status: Active item". It includes a "Choose Details" dropdown set to "1000" and a "Clear All Filters" button. The main grid lists products with columns for "Style Code", "Sales Name", and "Quantity Available". A red box highlights the "Quantity Available" column header.
- Product Item Lookup By Location Window (Detailed View):** Similar to the previous window, but the "Choose Details" dropdown is set to "10000". The "Item Code" column is expanded, showing sub-options for each style code. A red box highlights the expanded "Item Code" column.

SOP – Research & Reticketing



3.

Search Sierra.com

You can search Sierra.com with a specific style code.

- Type the style code into the search bar in the screen's top right corner.
- If a product is found, it will show on the screen.

4.

Check the Sales Floor

If you are unable to determine the price of the item after utilizing the above search options, you should attempt to search for the item on the sales floor by:

- Locating an identical item
 - Locating a similar item (use same price, vendor, fabrication, and/or size as a guideline)
- The item must be the same price.

	<p>c. Once an identical/similar item is found, ensure you use the same ticket information when making the new ticket.</p> <p>NOTE Remember to change the size at the end of the code (if applicable).</p>	
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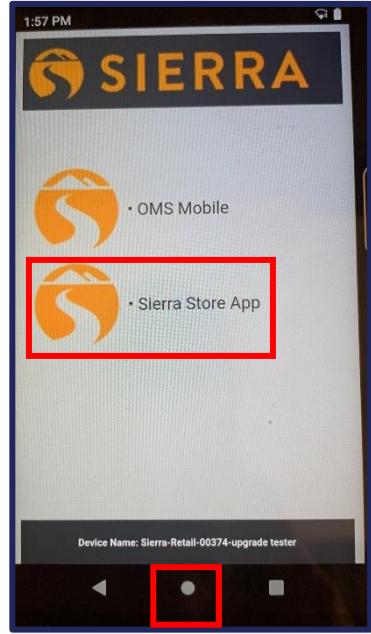
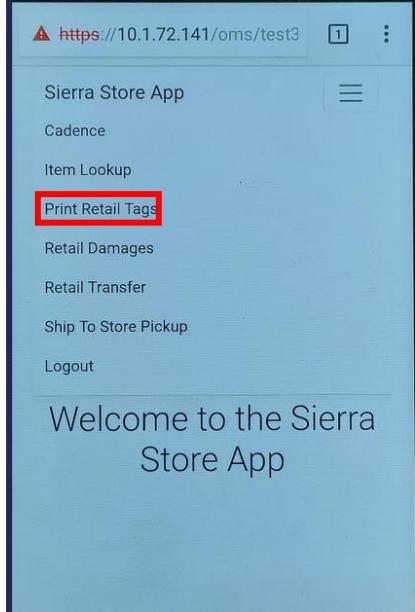
Mobile Print Retail Tags



The Mobile Print Retail Tags screen in the Sierra Store App is the primary method to reprint merchandise tickets. Please follow the Returns SOP for detailed instructions on how to reprint tickets after a return.

Follow the steps below to logon to the Sierra Store App, navigate to the Print Retail Tags section, and begin printing tags.

Printing Retail Tags via the Mobile Scanner

STEP	ACTION	EXAMPLE
1.	Sierra Store App If the app does not open automatically, launch the Sierra Store App from the mobile scanner by pressing the circle navigation button located at the bottom of the screen.	
2.	Opening Print Retail Tags a. If not already displayed, tap the three lines on the top of the screen to open the menu. b. Select the Print Retail Tags option.	

Mobile Print Retail Tags



3.

Login

Enter your AIN to login to the app.

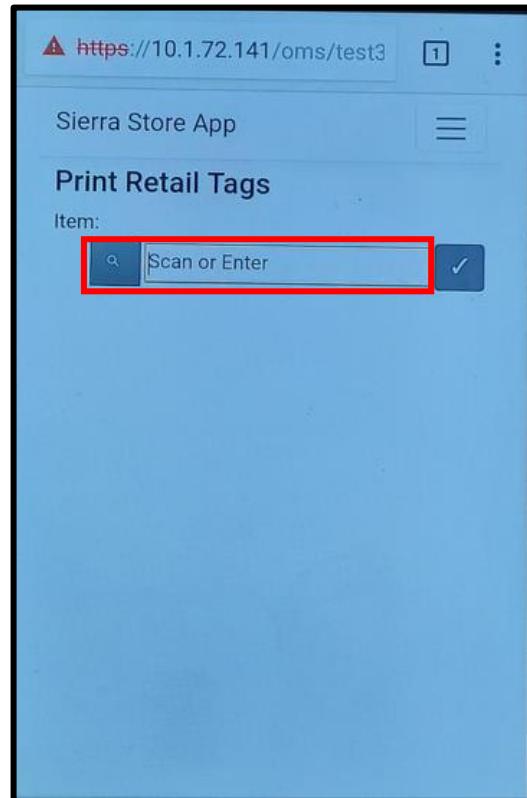


4.

Print Retail Tags

When you get to this screen, you can either:

- Scan the ticket if you have another one available.
- Tap the magnifying glass to the left of the search box to search. If you search for a brand, please continue to the Item Lookup section.



Mobile Print Retail Tags



5.

Print Retail Tags

- Select your tag type **before** selecting your price type.
- Regular price is the default price type. Selecting a markdown printer will print a markdown ticket.
- Store Generated Markdown is only available for Managers, in case of damaged or mis-mate products.
- Ensure the correct quantity is entered before selecting "print".

The screenshot shows the 'Print Retail Tags' interface. At the top, the URL is https://10.1.72.141/oms/test3. Below it, the title 'Sierra Store App' and 'Print Retail Tags' are displayed. The 'Item:' field contains '8045C-01-M'. The 'Description:' field shows 'TERRAMAR ODOR CONTROL PRO JERSEY WIND BO'. The 'Price Type:' dropdown is set to 'Corporate Markdown'. Below these are three radio buttons: 'Hanging' (selected), 'Sticky', and 'Clearance'. The 'Printer:' dropdown is set to 'Clr: LabSticky'. Underneath, there are fields for 'Original Price' (\$22.00) and 'Current Price' (\$1.00). A 'Quantity:' input field is set to '1'. At the bottom is a large blue 'Print' button.

6.

Printer Selection

When you select the printer drop down, the available store printers will display.



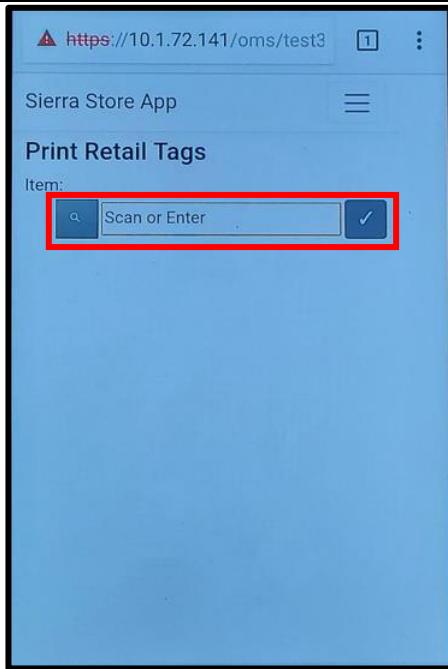
Mobile Print Retail Tags



7.

Post-Print

After printing a tag, you will be returned to this screen to scan or search again.

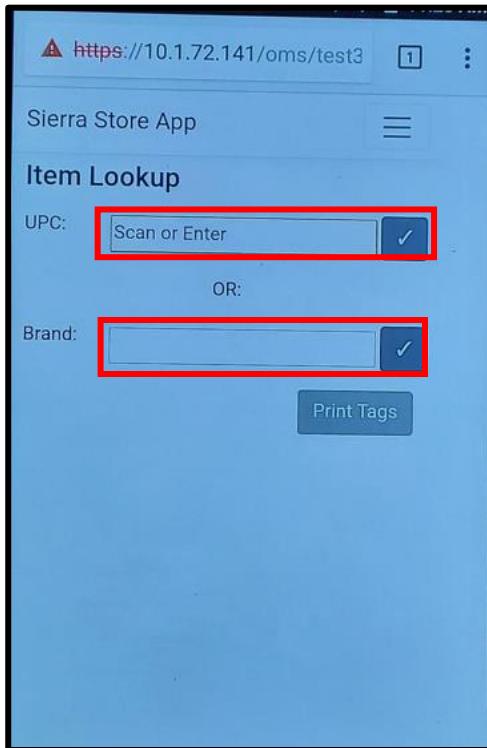


8.

Item Lookup

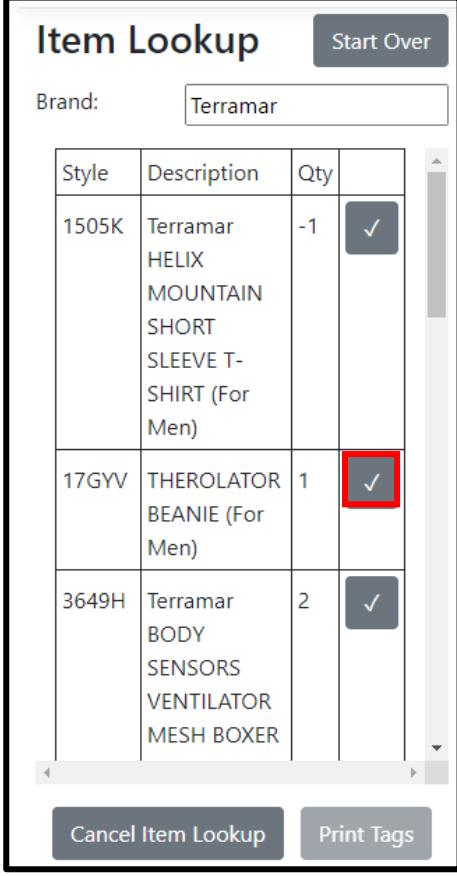
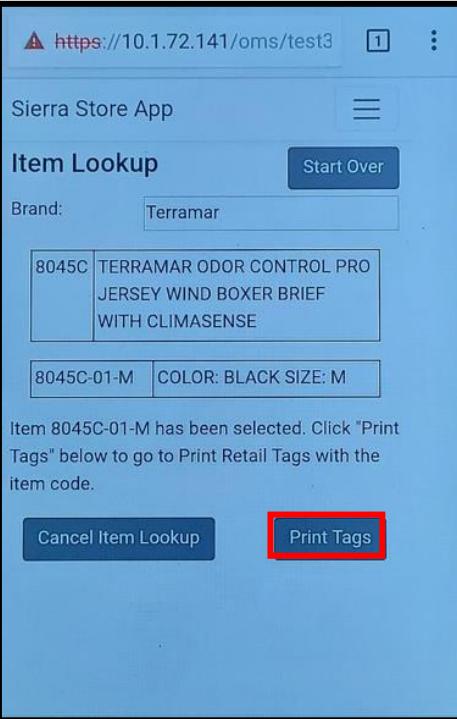
If you select the magnifying glass on the main Print Retail Tags screen, you will be guided to the Item Lookup screen.

- UPC
 - If the merchandise still has a barcode. You can scan or enter the 12-digit UPC and find its matching Style Code.
- Brand
 - Entering the brand name will return all associated style codes with descriptions.



Mobile Print Retail Tags



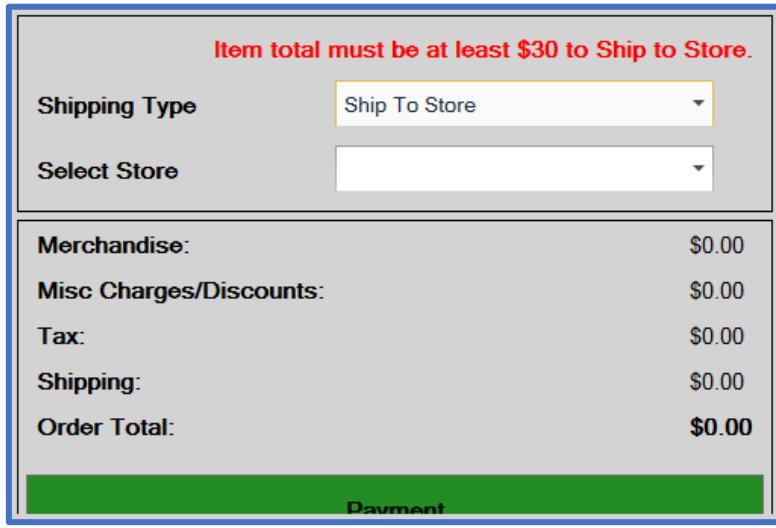
9.	<p>Item Lookup Results</p> <p>After entering a brand or UPC, a list of all items in the store's inventory will display.</p> <ul style="list-style-type: none">Once you find items with available quantities, select the style code with a description that best matches the product you are looking for. Consider color, style, material, and size when determining which product to select.Once you've found a matching style code, click the check-mark icon to select the item. 
10.	<p>Selected Item from Item Lookup</p> <p>You will be brought to this screen after selecting a style code from the search list. Selecting the Print Tags button will bring you to the Print Retail Tags screen to continue to print the tag.</p> 

OMS Placing a Special Order



If a customer would like an item or size that we do not have in store, we can order that item at the register and ship directly to our store or their home.

Placing a Special Order

STEP	ACTION	EXAMPLE
1.	<p>Ship to Store</p> <p>This screen may be used if a customer would like to place a ship to store order from within the store.</p> <ul style="list-style-type: none"> a. Click the “Special Order” button on the top right of the Sales Order Entry POS screen. b. Select the store where the customer would like the item delivered. c. Search for item and add it to the order. d. Proceed with payment as normal. <p>NOTE Item total must be at least \$30 to be able to utilize ship to store.</p>	 
2.	<p>Ship to Home</p> <p>This screen may be used if a customer would like to place a ship to home order from within the store.</p> <ul style="list-style-type: none"> a. Click the “Special Order” button on the top right of the Sales Order Entry POS screen. b. Select the 	

OMS Placing a Special Order



customer's party.
Please ensure that
the address is
correct.

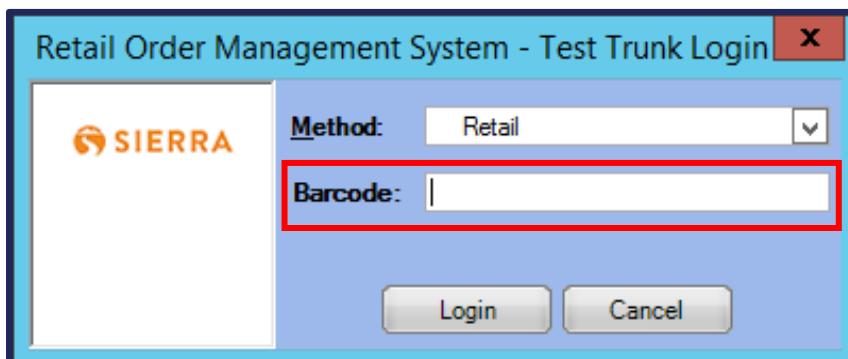
- c. Select the customer's preferred shipping method.
- d. Search for item and add it to the order.
- e. Proceed with payment as normal.

Shipping Type	<input type="text" value="Ship To Home"/>
Ship To Party	<input type="text" value=""/>
Shipping Method	<input type="text" value=""/>
<hr/>	
Merchandise:	\$0.00
Misc Charges/Discounts:	\$0.00
Tax:	\$0.00
Shipping:	\$0.00
Order Total:	\$0.00

PURPOSE

This SOP provides the necessary information and detailed instructions on processing transactions in OMS.

Accessing OMS

STEP	ACTION	EXAMPLE
1.	<p>Logging into OMS</p> <ul style="list-style-type: none"> a. When logging in to the Register, you will scan the bar code attached to the screen or receipt printer. b. Double-click on the Retail OMS Desktop connection. c. In the barcode field, enter your AIN to log in to OMS. <p>NOTE When you are done using a register, make sure to close the OMS application. Never restart any POS hardware unless directed by TJX IT or Vendor Rep.</p>	 

SOP – OMS Transactions

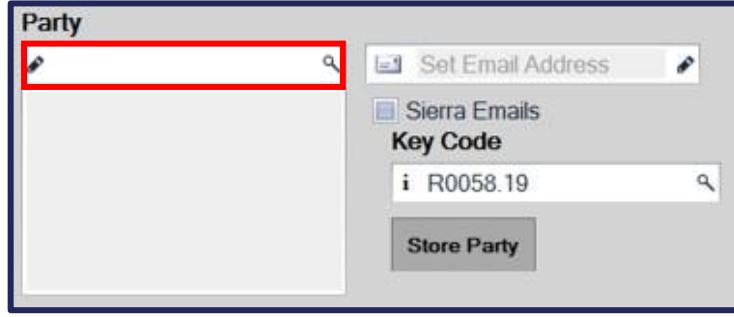
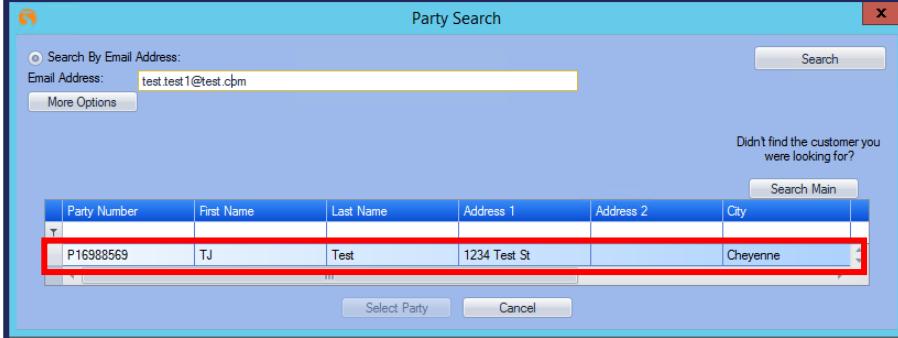
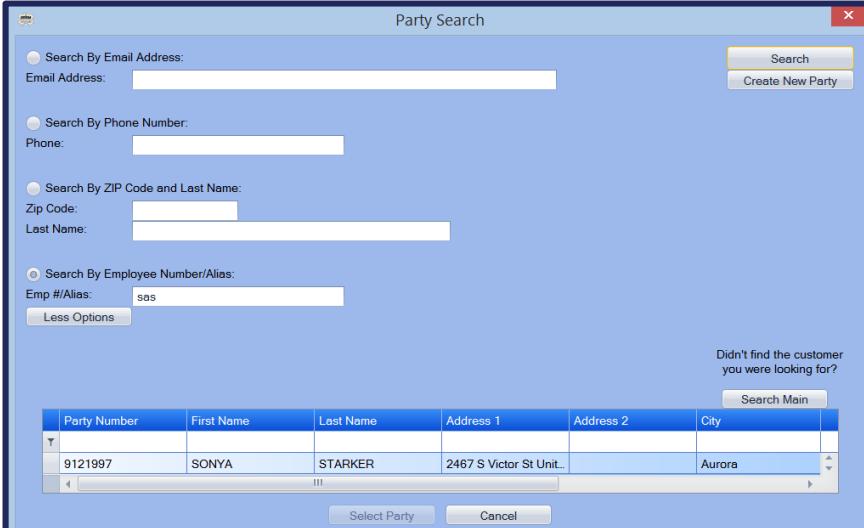


2.	<p>Order Entry Screen</p> <ul style="list-style-type: none"> a. To check out a customer, access the Order Entry Screen within OMS. b. Order Entry can be accessed via Transaction, Sales Order Processing, POS 	
3.	<p>Beginning a Sales Transaction</p> <ul style="list-style-type: none"> a. When prompted, enter <u>YOUR AIN</u>. 	

SOP – OMS Transactions



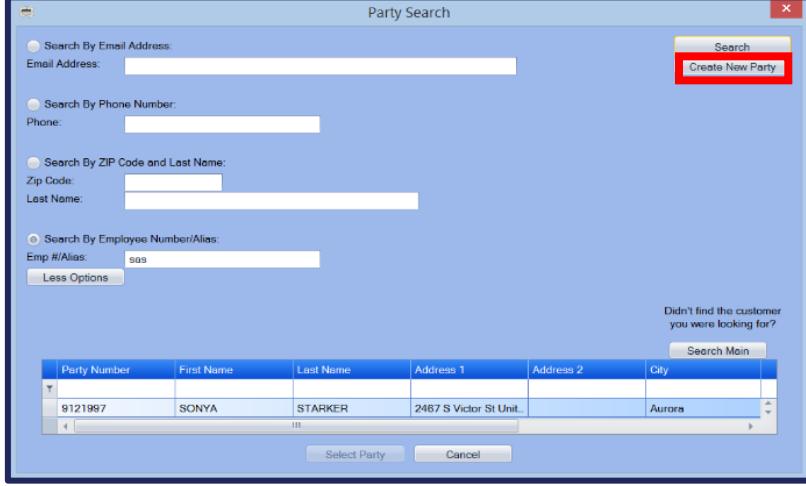
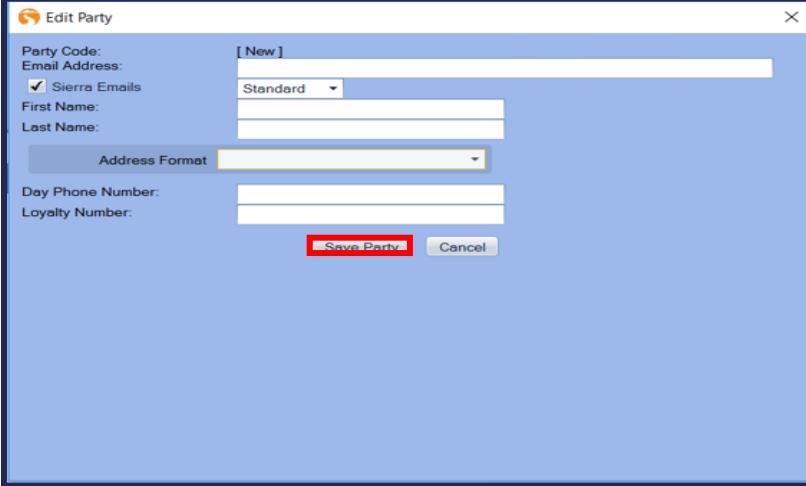
Existing Customers

STEP	ACTION	EXAMPLE
1.	<p>Adding an Existing Party to A Transaction</p> <ul style="list-style-type: none"> a. If the customer is already established in our system, enter the entire email address or zip code and last name (Smith 80120) in the party field, then hit enter. b. The system will populate a list of matching accounts. c. To select the customer party, double-click on the correct name. 	 
2.	<p>Looking up an Existing Party</p> <ul style="list-style-type: none"> a. To refine the search, click the More Options button underneath “Email Address” and select additional criteria. b. This function can be used to update party info. 	

SOP – OMS Transactions



New Customers

STEP	ACTION	EXAMPLE
1.	<p>Create A New Party</p> <ul style="list-style-type: none"> a. If the customer is not already established in our system, click the magnifying glass in the party field to open more options. b. Then select “Create New Party” c. Enter Customer information. d. Update “Address Format” for the USA (if applicable) to reveal all options. e. Provide your Email Address, First and last Name, and Zip Code to give us several options for searching for future purchases. f. Get a mailing address and phone number for GREAT customer service! 	  

SOP – OMS Transactions



Sales Order Entry

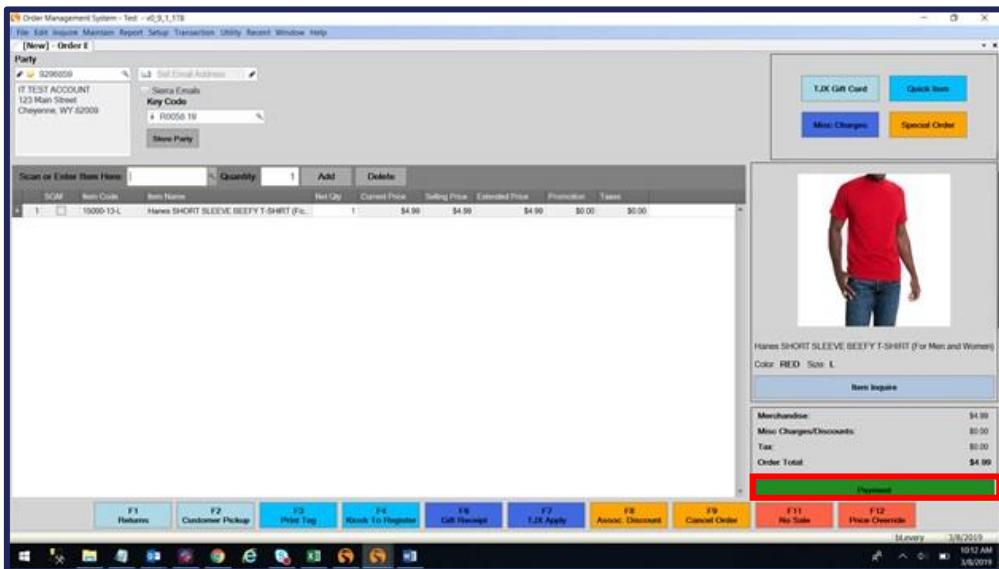
STEP	ACTION	EXAMPLE
1.	<p>Scanning Items</p> <ul style="list-style-type: none"> a. Before scanning items, click the item code box b. You may now start scanning the customer's merchandise. Make sure every item you scan shows up and is the correct price. c. Make sure the picture matches the item that is scanned; items available in-store only will not have a picture. d. Check for security sensors on merchandise. 	

SOP – OMS Transactions



Payments

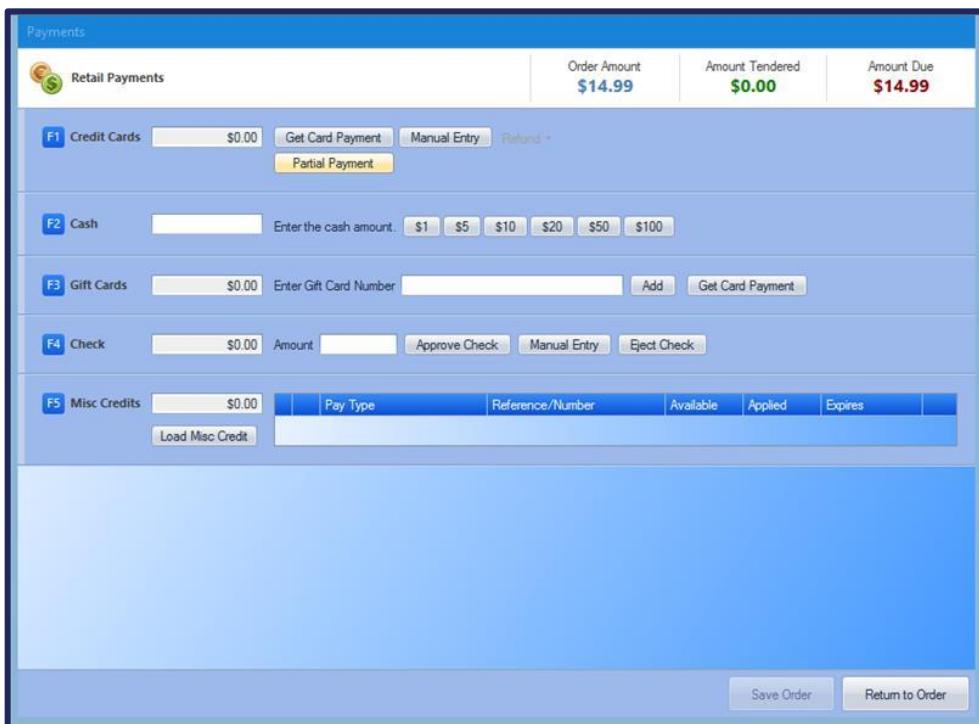
The customer can insert their card at any time after a party is established by using the VeriFone pinpad. The amount will change to the total due when you click “Payment”.



Tip:

- Accepted tenders are cash, check, gift card/TJX Rewards Certificates
- If the method is a split tender, such as a gift card and credit card, put the gift card in first.

To open the payment screen, click “Payment” on the right side of Order Entry. You must do this at the end of **EVERY** transaction but only when everything has been rung up.



SOP – OMS Transactions



Customer Facing Verifone Pinpad Screens



Static screen customers see before transaction and party data is loaded.



Until an order is saved, the customer will see this screen.



We are ready to take the card payment! Google and Apple Pay are also accepted.



Until an order is saved, the customer will see this screen.



Until an order is saved, the customer will see this screen.

Credit Card Payments

- A customer can place their credit card in the chip reader as soon as a party is attached to their purchase. If the card has a chip, the system will reject the card if they try to slide. **ALWAYS TAKE THE CREDIT/DEBIT CARD LAST.**
- Once the payment screen has been brought up and the card is inserted, hit “F1” on the keyboard, or you may click “Get Card Payment.”
- American Express cards cannot be tapped at the pin pad; they must be swiped or inserted.
- If a customer asks to split tender, the cashier must enter the amount they wish to pay before card is inserted. After clicking “Get Card Payment”, the system may still display that the amount due is for the full amount of the transaction, this is normal and will only charge for the split amount entered.
- Debit cards, require the customer to type their PIN. Credit cards will ask for a signature.

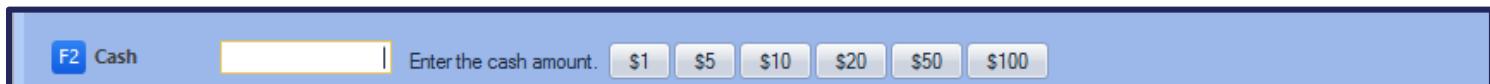


Tip:

- If a customer wants to process their debit card as a “Credit”, click the green arrow and leave the PIN blank.
- PayPal is accepted and processed like a regular credit/debit card. The customer must have a virtual/physical PayPal card to use.

Cash Payments

Hit “F2” on the keyboard and type in the amount of cash the customer is paying with.



F2 Cash Enter the cash amount. \$1 \$5 \$10 \$20 \$50 \$100

Gift Card/TJX Rewards Certificate Payments

Hit “F3” on the keyboard, and then have the customer swipe their gift card on the Verifone. A screen will pop up to confirm the amount. Click “OK.” A pop-up will ask you to verify the last five digits of the gift card.



F3 Gift Cards \$0.00 Enter Gift Card Number Add

Check Payments

Hit “F4” on the keyboard and enter the Check Number located at the top right of the check. Hit TAB, then enter the amount of the check. See the next page for additional information needed for all check payments.



Tips:

- The system automatically defaults to entering in cash when clicking save. Hitting “F2” is only necessary if you switch away from it.
- To split a payment, just type the amounts into the fields and it automatically applies. To do cash then credit card: Type in the cash, then hit “F1” to charge the rest on the card.

Processing Checks

STEP	ACTION	EXAMPLE
1.	<p>Processing a Check in OMS</p> <p>a. Click the “Approve Check” button, a pop-up will appear, insert check face up, with banking information on the right, into the printer.</p> <p>b. Printer will intake to read micro data from the check. IF the printer cannot read the micro data, the information must be input manually using the Manual Entry Screen.</p> <p>c. Response from Certegy will be either Approve or Decline.</p>	<p>Check Authorization Response</p> <p>Please insert check into the printer for approval.</p> <p>Cancel</p>

SOP – OMS Transactions



- d. Approve- Printer will Endorse/Frank the back of the check with required information and Associate can complete transaction.
- e. Decline- Check will be ejected from the printer and a decline message will prompt the Associate to ask for another form of payment.
- f. If Certegy cannot be reached or is offline a popup will be generated instructing the Associate to call for authorization. All grayed fields are read only.
Associates MUST call for authorization if the screen on the right is generated.

Check Authorization Manual Entry

Please enter the check data found at the bottom of the check.

YOUR NAME 1234 Main Street Anywhere, OH 00000	DATE _____ 123	
PAY TO THE ORDER OF _____	\$ _____ DOLLARS	
104407324 1000123456789 0123		
ROUTING NUMBER	ACCOUNT NUMBER	CHECK NUMBER

Routing Number

Account Number

Check Number

Check Amount

Check Voice Authorization

Your store cannot connect to the check authorization service.
Please call 1-800-555-5555 for a Voice Authorization.

You will need the following information:

Store Account Number	<input type="text"/>
Store Number	<input type="text"/>
Routing Number	<input type="text"/>
Account Number	<input type="text"/>
Check Number	<input type="text"/>
Check Amount	<input type="text"/>

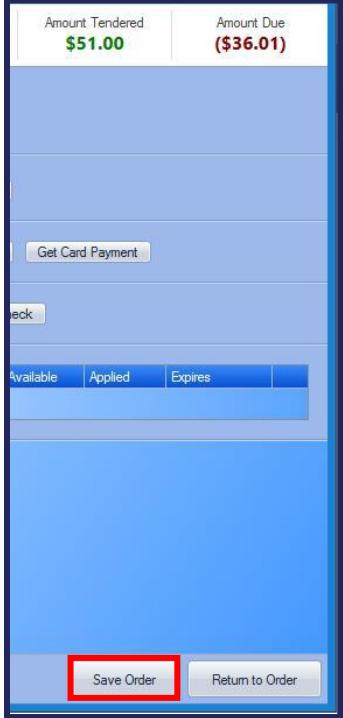
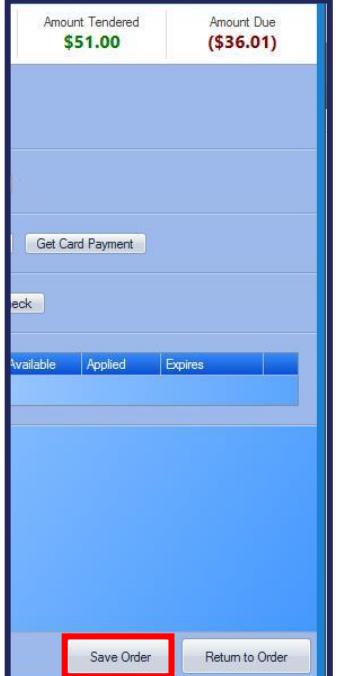
You will receive a Voice Authorization number. Please enter that number below.

Voice Authorization #

SOP – OMS Transactions

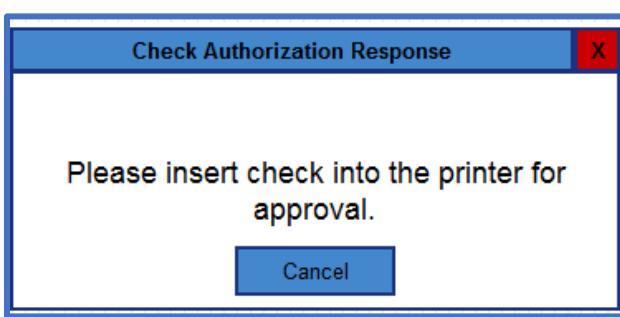


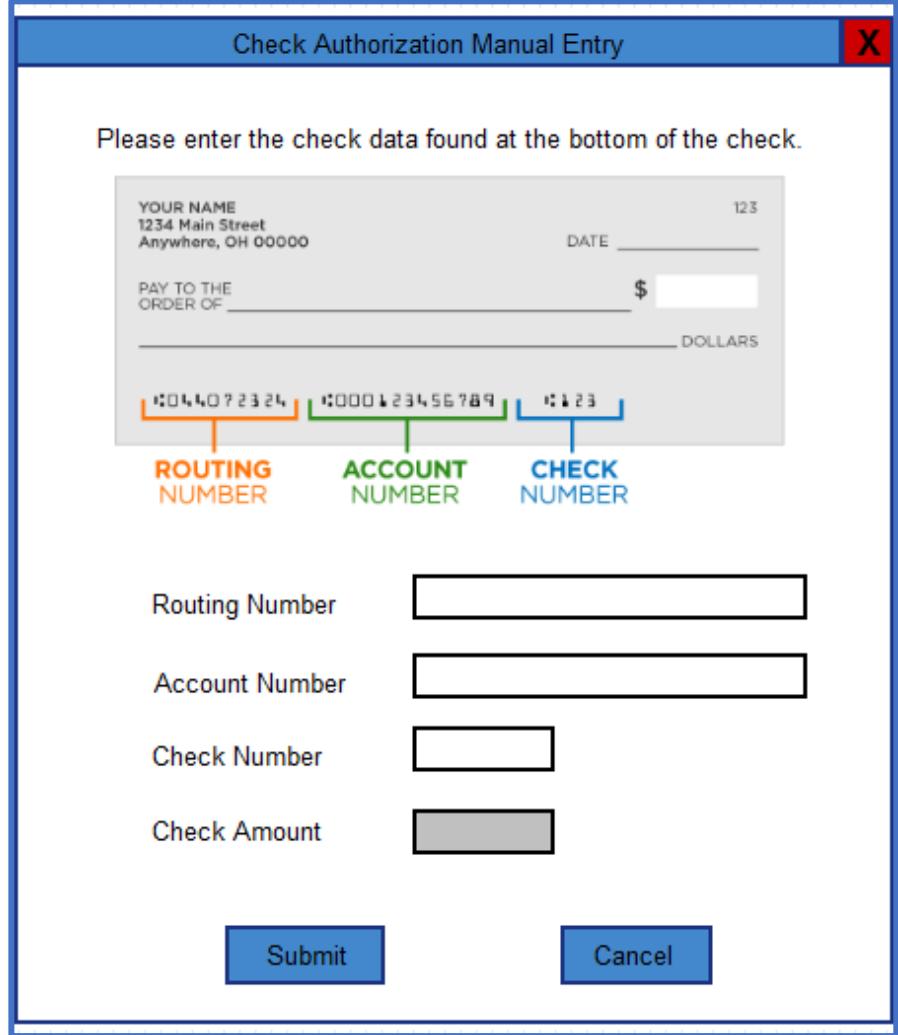
Receipts

STEP	ACTION	EXAMPLE
1.	<p>Credit / Debit Cards</p> <ul style="list-style-type: none"> a. After the customer has input their PIN or Signature, the payment screen will come back to the Associate. b. Click “Save Order” at the bottom of the screen. The customer will be prompted on the VeriFone if they would like a copy of their receipt e-mailed to them. 	
2.	<p>Cash / Check / Gift Card / Misc. Credit</p> <ul style="list-style-type: none"> a. Click “Save Order” once the full amount has been accounted for. The customer will be prompted on the VeriFone if they would like a copy of their receipt e-mailed to them. b. Customer must confirm e-mail address if requesting an email receipt. 	

All Sierra stores must accept Personal Checks as a form of payment for any retail purchase amount. Cashier's Checks, Business Checks and Travelers Checks are not allowed as a form of payment. The procedure below covers all steps necessary to process a Personal Check as a form of payment.

Processing Checks

STEP	ACTION	EXAMPLE
1.	<p>Processing a Check in OMS</p> <ul style="list-style-type: none"> a. Select "F4" on the payments screen. b. Click the "Approve Check" button, a pop-up will appear, insert check face up, with banking information on the right, into the printer. c. Printer will intake to read micro data from the check. IF the printer cannot read the micro data, the information will need to be input manually using the Manual Entry Screen. d. Response from Certegy will be either Approve or Decline. e. Approve- Printer will Endorse/Frank the back of the check with required information and Associate can complete transaction. f. Decline- Check will be ejected from the 	  

	<p>printer and a decline message will prompt the Associate to ask for another form of payment.</p>	
	<p>Manual Entry Screen If Certegy cannot be reached or is offline a popup will be generated instructing the Associate to call for authorization. All grayed fields are read only. Associates MUST call for authorization if the screen on the right is generated.</p> <p>a. Enter the check data found at the bottom of the Personal Check, as instructed in the Manual Entry Screen. This includes the Routing Number, Account Number, Check Number and Check Amount.</p> <p>b. Click Submit and wait for a response. The response from Certegy will be Approved, Declined or Offline.</p> <p>c. If approved, the printer will endorse/frank the back of the check with required information, and you can complete</p>	 <p>The dialog box is titled "Check Authorization Manual Entry" with a close button (X) in the top right corner. It contains instructions: "Please enter the check data found at the bottom of the check." Below this is a placeholder image of a check stub with fields for "YOUR NAME", "DATE", "PAY TO THE ORDER OF", "DOLLARS", and three lines for the "ROUTING NUMBER", "ACCOUNT NUMBER", and "CHECK NUMBER". The "ROUTING NUMBER" field is highlighted with an orange bracket and labeled "ROUTING NUMBER". The "ACCOUNT NUMBER" field is highlighted with a green bracket and labeled "ACCOUNT NUMBER". The "CHECK NUMBER" field is highlighted with a blue bracket and labeled "CHECK NUMBER". Below the check stub, there are four input fields: "Routing Number", "Account Number", "Check Number", and "Check Amount". The "Check Amount" field is grayed out. At the bottom are "Submit" and "Cancel" buttons.</p>

- the transaction.
- d. If declined, the check will be ejected from the printer and a decline message will prompt you to ask for another form of payment.
 - e. If Certegy is off-line, a pop-up window will be displayed, and you will be provided instructions to call for authorization.
 - f. You MUST call for authorization if this screen is generated.
 - g. A Certegy Representative will ask you to verify the information listed in the authorization window.
 - h. If the check is approved, you will receive a voice authorization number, to be entered in the same window.
 - i. Click Save and proceed with completing the sale.

Check Voice Authorization X

Your store cannot connect to the check authorization service.

Please call 1-800-555-5555 for a Voice Authorization.

You will need the following information:

Store Account Number	<input type="text"/>
Store Number	<input type="text"/>
Routing Number	<input type="text"/>
Account Number	<input type="text"/>
Check Number	<input type="text"/>
Check Amount	<input type="text"/>

You will receive a Voice Authorization number. Please enter that number below.

Voice Authorization #

Save Cancel



OMS Petty Cash Function

Standard Operating Procedure (SOP)

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1. Purpose

The purpose of this Standard Operating Procedure is to provide the Sierra stores (field) organization with the necessary information and detail instruction on how to complete Petty Cash transactions.

Sierra store management may be asked or required to make purchases outside of the store or approve expenses for the store, be it for supplies, services, Associate recognition, or other reimbursement-eligible needs. When these purchases or expenses are either (1) completed by a member of management using their personal funds or (2) incurred by a vendor/service provider that requires immediate cash payment, a Petty Cash transaction must be completed.

2. Petty Cash Policy

1. Only a member of Management (Assistant Store Manager or Store Manager) may authorize and complete a petty cash transaction.

1.1 All transactions require a **reason** to be selected and an **explanation** of the expense/s, along with the name of the **person** responsible for the petty cash purchase/expense.

1.2 Petty Cash transactions require two members of management to complete each transaction. The manager who initiated the expense or made the purchase will process the transaction under their OMS ID, acting as a *Processor*, whilst the other manager will review and approve the petty cash transaction, acting as an *Approver*.

2. A District Manager (DM) or higher must approve all Petty Cash transactions with a total value over \$50.00. Store management must email their DM to request expense/purchase approval and explain the reason for the petty cash **PRIOR TO** completing the Petty Cash transaction.

2.1 Email approvals from the DM must be printed and filed with the daily paperwork along with any Petty Cash receipt/s, for audit purposes.

3. Hourly Associate mileage valued at over \$100 must be submitted by an expense report in Oracle iExpense. All Assistant Store Manager and Store Manager travel and mileage expenses, regardless of value, must also be submitted through iExpense.



3. Petty Cash Procedure

Processing a Transaction

1) Two members of management must complete each petty cash transaction together, with one manager acting as the *Processor* and the other manager acting as the *Approver*. The *Processor* will logon to OMS using their OMS ID.

2) The *Processor* will access the Petty Cash function by navigating to the *Transactions* menu, then selecting *Sales Order Processing>Petty Cash*.

2) A sign in window will appear. The *Processor* enters their AIN and continues with steps 3-8.

3) At the main screen, first select if the transaction type, either ***Cash Out*** or ***Cash In***
a) *Cash Out* applies to all transactions where **individual reimbursement** is required, and cash will be taken out of the register as form of payment. *Cash In* applies to all transactions where **company reimbursement** is required and cash will be accepted into the register as a payment back to The TJX Companies, Inc. **The most common transaction type in *Cash Out*.**

4) **Reason:** Select a reason from the drop-down menu that best matches the reason/description for the Petty Cash Transaction.

a) The following reasons are available to select from:

Associate Final Pay No Reimbursement Necessary – Used as *Cash Out* only with the written approval of Payroll Services and a Human Resources Business Partner (regardless of the value of the payout) to create a final pay cash advance to a terminated Associate.

Associate Mileage – Used as *Cash Out* when eligible, reimbursable hourly Associate mileage, valued under \$100, must be paid to an Associate. Please refer to the full TJX Travel Policy for further details.

Associate Motivation – Used as *Cash Out* for reimbursement of all approved purchases related to Associate recognition, rewards, motivation and planned Associate events. This includes, but is not limited to: Associate meal/catering purchases, TJX Snack Rack, lounge decorations, and holiday meals.

Associate of the Quarter – FUTURE USE: Used as *Cash Out* for reimbursement of any approved purchases or services directly related to the *Associate of the Quarter* program.

Associate Pay Advance Reimbursement Required - Used as *Cash Out* only with the written approval of Payroll Services and a Human Resources Business Partner (regardless of the value of the payout) to create an off-cycle pay advance. Used as *Cash In* for repayment of any eligible previous pay advances.

Authorized Emergency Repair – Used as *Cash Out* only with the written approval of a District Manager or higher (regardless of the value of the payout) to either (1) make an immediate cash payment to an authorized repair service provider or (2) reimburse a member of store management for a purchase related to an urgent facility or fixture repair.



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Customer Satisfaction – Used as *Cash Out* for payment of any exceptional, Store Manager approved Customer service resolution that requires the need for a gift card or cash payment to be issued to a customer.

Flowers – Used as *Cash Out* for reimbursement of any DM-approved purchases of floral or other arrangements to express condolence, gratitude, or recognition toward TJX Associates.

Member Mornings – Used as *Cash Out* for reimbursement of all purchases related to the setup and execution of scheduled TJX Rewards Member Morning events. This includes the sale of Sierra/TJX gift cards.

Postage – Used as *Cash Out* strictly for reimbursement of U.S. Postal Service stamp purchases, for official *external* mailings. All *external* mail must be stamped and sent via the weekly courier; internal mailings can be sent via an inter-office envelope through the weekly courier. All non-letter packages must be shipped via the store FedEx account.

SHRINK Committee – Used as *Cash Out* for reimbursement of all approved purchases related to the activities of the store Shrink & Safety Committee, under the direction of Loss Prevention.

Store Value Card – Used as *Cash Out* for payment of all *internal use only* Sierra/TJX gift card purchases, excluding Member Morning events, Customer Satisfaction needs, and the Associate of the Quarter program. Stores must complete a Petty Cash transaction for the total value of all gift cards being activated at one time, then complete the purchase of those gift cards on the same register, using cash as the tender type.

Supplies – Used as *Cash Out* for reimbursement of any other DM-approved supply purchases that do not qualify under the other Petty Cash reason categories.

5) **Amount:** Enter the total amount of the reimbursement or payment eligible receipt, purchase or workorder.

a) You may either combine all receipts or purchases in one Petty Cash transaction or separate each receipt or purchase into individual Petty Cash transactions.

6) **Recipient:** Enter your full name (first and last). For *Cash Out*, this must be the individual that made the purchase with their personal funds.

7) **Comment:** Enter a description for the purchase or payment in the Comment box. Please be as descriptive as possible and include the name of the merchant, for accounting reasons. (example: "Store Holiday Decorations and Snacks – Costco") This field is required.

8) **Override:** Enter the two-letter initials of the approving DM (or designated senior Leader) ONLY if the total Petty Cash transaction is over \$50.00.

9) The *Processor* will click the *Complete* button. An approval box will appear. The *Approver* must approve the transaction by entering their AIN and pressing *Login*.



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4. Petty Cash Reconciliation

All Petty Cash transactions are logged electronically through the OMS application. When daily register reconciliation is completed, Petty Cash transactions must be reconciled as well.

The **Register Reconciliation Report** is the primary report for store Managers to access up-to-date register transaction information and petty cash details. This report can be found in the Store Reports Manager, under **Sales Cubes>Daily>Register Reconciliation Report**. Store Managers and/or the Manager-on-Duty (MOD) should run this report at the beginning of each day, during Cash Office processing, to review all previous-day transaction types and totals, by register.

Follow these steps to reconcile all Petty Cash transactions.

- 1) Complete the standard register reconciliation process for all other tender types, as documented in the Cash Office Standard Operating Procedure.
- 2) When Petty Cash transactions are found on the reconciliation report, match the values of each transaction with the values printed on any supporting reimbursement documentation and enter those values in the reconciliation spreadsheet.
 - a) Notify your District Manager and District Loss Prevention Manager if any petty cash transaction listed is not recognized, authorized, or there is no supporting documentation found.
- 3) Verify that any DM approval emails and all reimbursement documentation (purchase receipts or paid invoices) are printed, intact and filed with the daily cash office paperwork.

SOP – Create New OMS Users



SIERRA®

PURPOSE

The purpose of this Standard Operating Procedure is to provide stores with the necessary information and detailed instruction on how to create new management users in OMS.

Store Level Ability to Create/Edit OMS Users

Allow Managers to add new employees and to update permissions for existing employees in the POS.

STEP	ACTION	EXAMPLE
1.	Store User Management OMS Screen To launch the Store User Management screen go to OMS: <ul style="list-style-type: none">a. Maintain – Retail - Store User Managementb. To create a new user, enter the required fields:<ul style="list-style-type: none">○ First Name – Associates First Name (consistent with Oracle)○ Last Name – Associates Last Name (consistent with Oracle)○ Retail Login (AIN) - Associate Identification Number, generated by Oracle.○ Account Enabled – by checking this box you are allowing a new user access to OMS (When associates are terminated this box should be unchecked).○ Security Access –	 Example: First Name: Roberta Last Name: Smith Retail Login: 123456

SOP – Create New OMS Users



	<p>There are two options to choose (one must be selected to complete the set-up):</p> <ul style="list-style-type: none"> i. Store Associate ii. Store Coordinator (if Store Coordinator is selected, Store Associate must also be selected) <p>c. Next the system will suggest the available user codes to be selected. Suggestions will be a combination of first initial and last name.</p> <p>d. Click Save, if successful, the user will have access to OM immediately. IF not successful, correct inputs noted on the error message received.</p>	<p>The screen below will indicate that the user was saved successfully.</p>
2.	<p>Modifying or Reactivating an Existing OMS User</p> <ul style="list-style-type: none"> a. To retrieve an existing User Code click on the magnifying glass in the user code field, a list of users will pop-up. Scroll down the list until you find the user you wish to modify or reactivate. b. Store Managers can only modify or reactivate associates. 	

PURPOSE

The purpose of this SOP is to provide the necessary information and detailed instruction on the customer tax exempt process.

Tax Exemptions

STEP	ACTION	PROCESS
1.	Customer Tax Exemptions If a customer has questions on tax exemptions, please follow this process.	<ol style="list-style-type: none">1. Customers should contact Sierra Customer Service if they have questions on new or existing tax-exempt status.2. Customer Service can be reached at<ol style="list-style-type: none">a. Preferred method: customerservice@sierra.comb. Alternate Method: 800-713-4534 (see hours), Monday – Friday 9:00am - 6:00pm EST
2.	Important Reminders	<ol style="list-style-type: none">1. Tax exempt status is applicable only at the state level. If a customer is tax exempt in NY and makes a purchase in CO, they would need to apply for tax exempt status in CO as well.2. Merging parties can affect tax exempt status, do not uncheck the box that says do not merge.

Ringing Sequence



Ringing Sequence

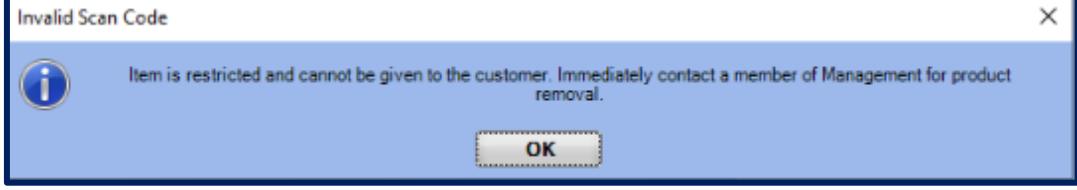


POLICY

Merchandise may occasionally be recalled or blocked for sale. Following the OMS on-screen messaging and immediately contacting the MOD is vital to protecting our customers.

Please review the below scenarios where you may encounter a recalled or blocked for sale product.

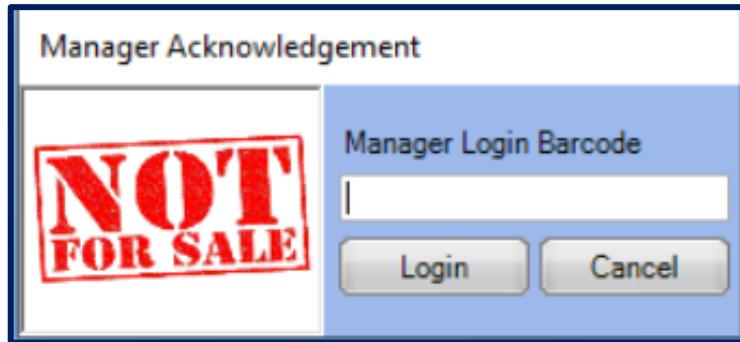
PROCEDURE

STEP	ACTION	PROCESS
1.	<p>Ship-To-Store If you encounter any of the error messages on the right when processing a ship-to-store pickup, immediately contact the MOD.</p> <p>NOTE Recalled or blocked for sale items MUST NEVER be given to customers.</p>	<ul style="list-style-type: none">These pop-up messages indicate that an item in the ship-to-store order is recalled or blocked for sale. If one of these messages pop up when picking up a customer's ship-to-store order, please have a manager review immediately. Recalled or blocked for sale products MUST NOT be given to the customer.   

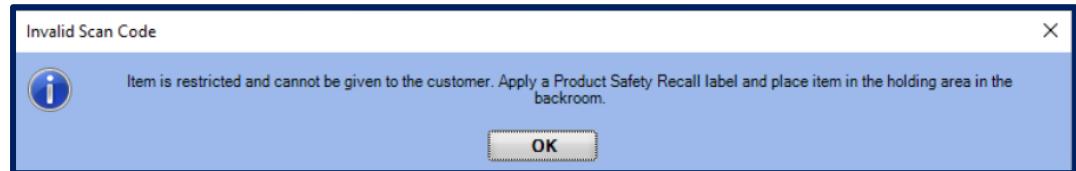
SOP – Product Recall



- This Manager Acknowledgement box appears after the above messages. By acknowledging, managers are ensuring that the product recall/blocked for sale item is removed from the package, returned, and placed in the backroom holding area.



- After manager acknowledgment, the messages below pop up.



- Once the items have been returned, they must be placed in the designated holding area in the backroom.
- ALL effected merchandise must be immediately returned via the normal POS Return process.

NOTE

Recalled or
blocked for
sale items
MUST NEVER
be given to
customers.

SOP – Product Recall



2.

Printing Retail Tags

- If you need to reprint a recalled or blocked for sale item's retail tag, you may follow the normal print retail tag steps. Here are some examples of the tags that will print:

Retail Order Management System - Test - v0_12_1_36

Print Retail Tags (New)

Item: 176VH-02-39

Description: TRI FLY SELECT VS (UNISEX) - SCREAMING Y

DO NOT SELL DO NOT SELL

Price Type: DO NOT SELL

Hanging Tag Sticky Tag Clearance Tag

Tag Printer: TAG_FrontRegister_Tag

Clearance Printer: F201

Original Price: Current Price

\$100.00 \$39.99

Quantity: 1

Print

Retail Order Management System - Test - v0_12_1_36

Print Retail Tags (New)

Item: 176VH-02-40

Description: TRI FLY SELECT VS (UNISEX) - SCREAMING Y

DO NOT SELL DO NOT SELL

Price Type: DO NOT SELL

Hanging Tag Sticky Tag Clearance Tag

Tag Printer: TAG_FrontRegister_Tag

Clearance Printer: F201

Original Price: Current Price

\$100.00 \$39.99

Quantity: 1

Print

Retail Order Management System - Test - v0_12_1_36

Print Retail Tags (New)

Item: 176VH-02-415

Description: XALP FLOW MOUNTAIN SHOES (UNISEX) - BLA

DO NOT SELL DO NOT SELL

Price Type: DO NOT SELL

Hanging Tag Sticky Tag Clearance Tag

Tag Printer: TAG_FrontRegister_Tag

Clearance Printer: F201

Original Price: Current Price

\$100.00 \$49.99

Quantity: 1

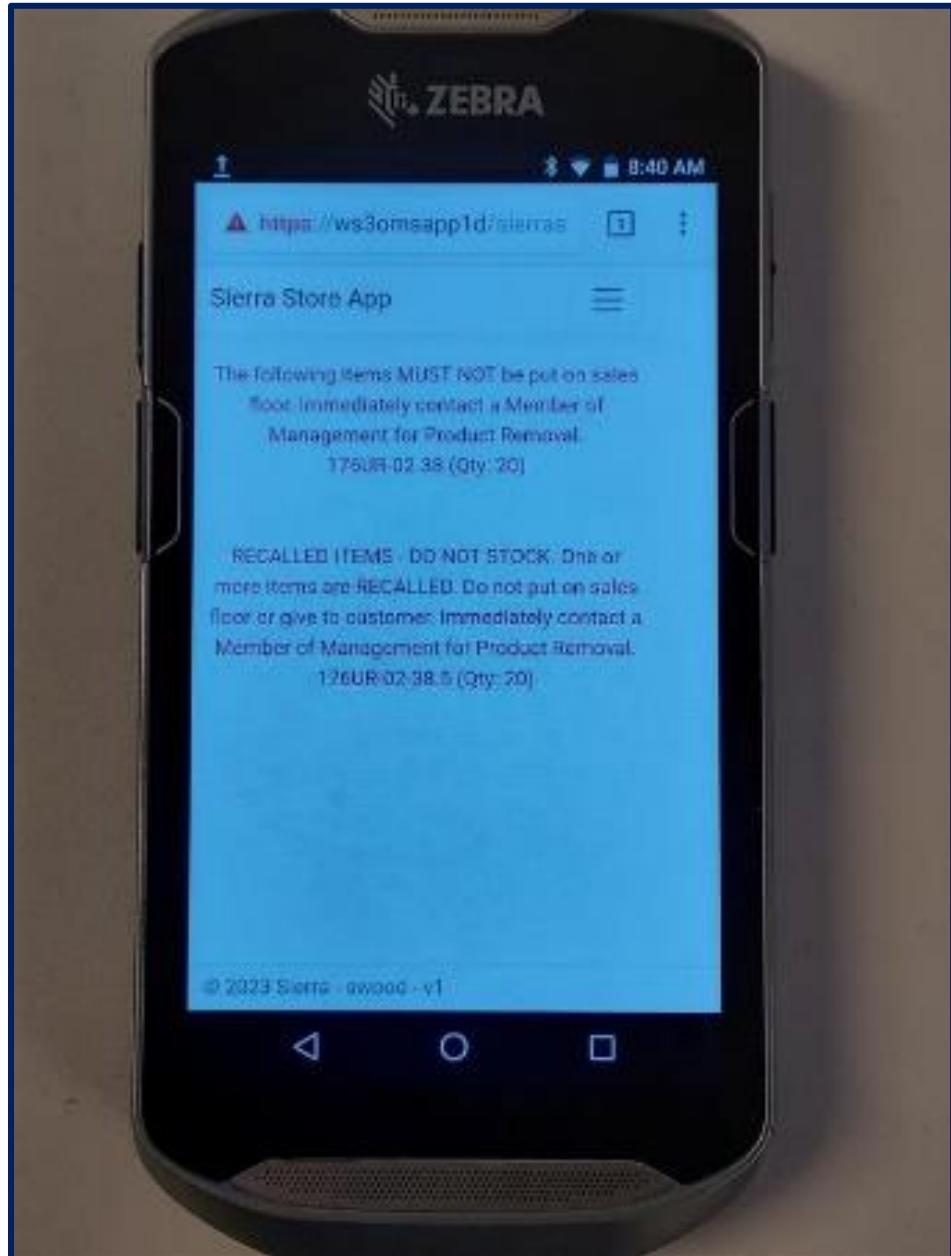
Print

SOP – Product Recall



	<p>Retail Order Management System - Test - v0_12_1_36</p> <p>File Edit Inquire Maintain Report Setup Transaction Utility Recent Window Help</p> <p>Print Retail Tags (New)</p> <p>Item: 176VH-02-36</p> <p>Description: TRI FLY SELECT V6 (UNISEX) - SCREAMING Y</p> <p>DO NOT SELL DO NOT SELL</p> <p>Price Type: DO NOT SELL</p> <p><input type="radio"/> Hanging Tag <input checked="" type="radio"/> Sticky Tag <input type="radio"/> Clearance Tag</p> <p>Tag Printer: TAG_FrontRegister_Tag</p> <p>Clearance Printer: F201</p> <p>Original Price: Current Price</p> <p>\$100.00 \$39.99</p> <p>Quantity: 1</p> <p>Clear Print</p> <p></p>	
	<p>Retail Order Management System - Test - v0_12_1_36</p> <p>File Edit Inquire Maintain Report Setup Transaction Utility Recent Window Help</p> <p>Print Retail Tags (New)</p> <p>Item: 176VH-02-40</p> <p>Description: TRI FLY SELECT V6 (UNISEX) - SCREAMING Y</p> <p>DO NOT SELL DO NOT SELL</p> <p>Price Type: DO NOT SELL</p> <p><input type="radio"/> Hanging Tag <input checked="" type="radio"/> Sticky Tag <input type="radio"/> Clearance Tag</p> <p>Tag Printer: TAG_FrontRegister_Tag</p> <p>Clearance Printer: F201</p> <p>Original Price: Current Price</p> <p>\$100.00 \$39.99</p> <p>Quantity: 1</p> <p>Clear Print</p> <p></p>	
	<p>Retail Order Management System - Test - v0_12_1_36</p> <p>File Edit Inquire Maintain Report Setup Transaction Utility Recent Window Help</p> <p>Print Retail Tags (New)</p> <p>Item: 176VD-02-41-5</p> <p>Description: XALP FLOW MOUNTAIN SHOES (UNISEX) - BLA</p> <p>DO NOT SELL DO NOT SELL</p> <p>Price Type: DO NOT SELL</p> <p><input type="radio"/> Hanging Tag <input checked="" type="radio"/> Sticky Tag <input type="radio"/> Clearance Tag</p> <p>Tag Printer: TAG_FrontRegister_Tag</p> <p>Clearance Printer: F201</p> <p>Original Price: Current Price</p> <p>\$100.00 \$49.99</p> <p>Quantity: 1</p> <p>Clear Print</p> <p></p>	

- | | | |
|----|----------------------------|---|
| 3. | Markdown Processing | <ul style="list-style-type: none">When scanning markdowns, if you encounter either of these errors below, immediately contact management for the product's removal from the sales floor. The product must be held in the designated holding area in the backroom. |
|----|----------------------------|---|



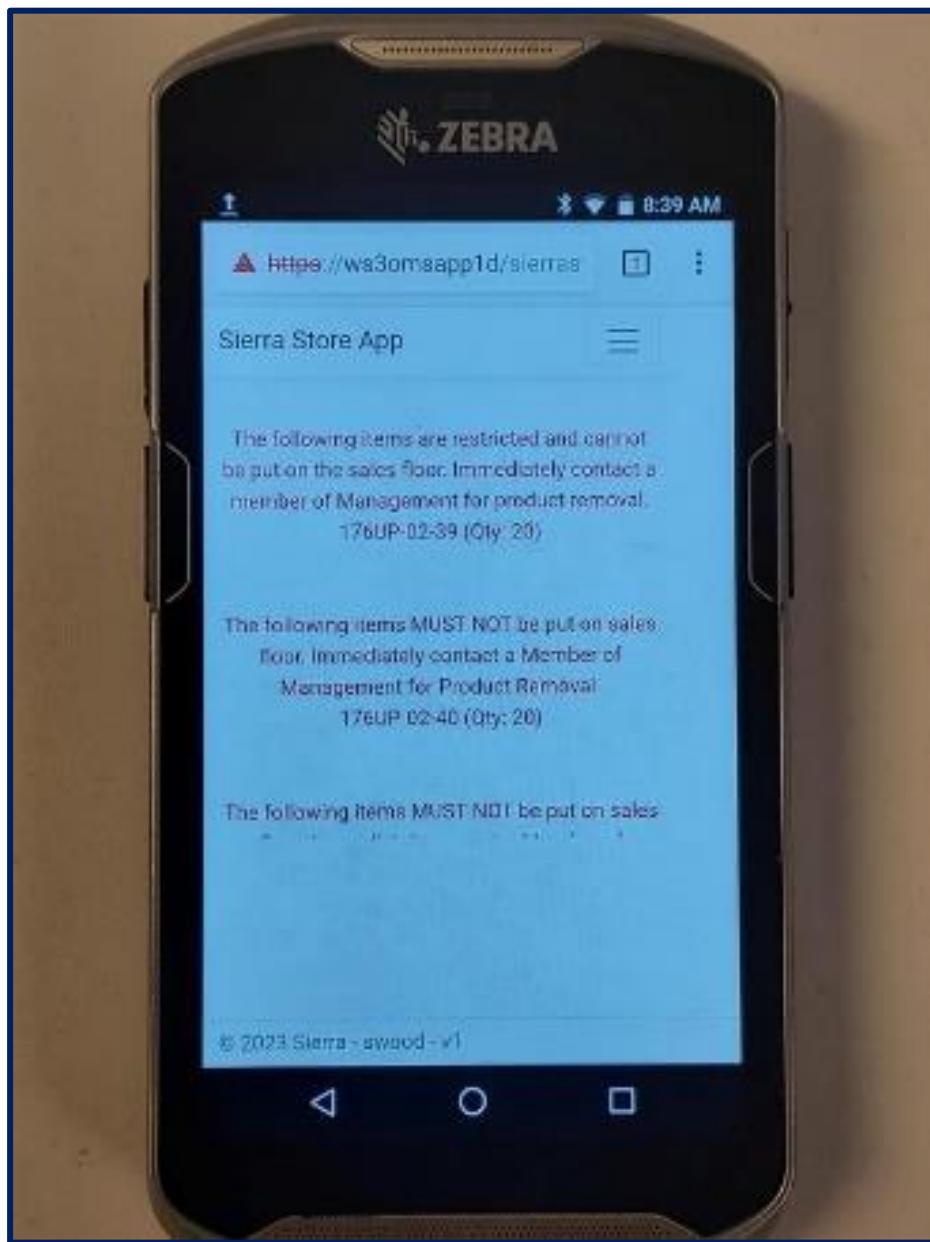


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Returns

This SOP will cover our return policy and how to process returns in OMS.

Return Policy

To receive a refund to the *original form of payment*, items must be returned in their original condition with a *valid proof of purchase* within 40 days of the order date when purchased online (including items shipped to a store) or 30 days if purchased in-store.

- a. *Original condition* means:
 - The item is not washed, altered, or worn (aside from trying it on)
 - The item is in *sellable* condition (can be placed back on the sales floor for purchase).
- b. *Valid proof of purchase* includes:
 - An original printed register receipt in legible condition
 - An original printed customer order invoice or packing slip in legible condition
 - An original Gift Receipt in legible condition
 - An original emailed in-store or online order e-receipt
 - A verified POS transaction record (found via *POS Return* party history)
- c. *Original form of payment* includes:
 - Credit Card
 - Customer can receive the return to original Credit Card or choose Merchandise Credit
 - Debit Card
 - Customer can receive the return to original Debit Card or choose Merchandise Credit
 - Personal Checks
 - A 10-day period is required for a cash refund on check purchases. Otherwise, customers can receive the return to Merchandise Credit
 - Merchandise Credit
 - Non-Transferrable Merchandise Credit
 - TJX Gift Card
 - Customer can receive return to separately-activated retail gift card
 - Co-branded Gift Card (AmEx/Visa/MC)
 - Customer may only receive return to Merchandise Credit
 - PayPal
 - Customer can receive return to PayPal account or choose Merchandise Credit
 - The customer must have a virtual or physical PayPal card
 - Cash

Valid Proof of Purchase

- Returns made *with* valid proof of purchase outside the return's timeframe may qualify for a TJX Merchandise Credit.
 - This Merchandise Credit is redeemable online or in any T.J. Maxx, Marshalls, HomeGoods, Home Sense or Sierra store.
- Items being returned due to defect, poor quality, safety concern, or a safety recall can be returned outside the return's timeframe and/or with no receipt.
 - After the return, ensure that the merchandise is marked out of stock or quarantined following all *Merchandise Damage Program* and *Product Safety Recall* policies.
- All returns with gift receipts will be refunded to merchandise credit as tender.
 - Gift receipt returns will display item prices when the receipt barcode is scanned or the receipt information is entered into the system, if found in system.
 - If not found in the system process as an un-verified return

Without Valid Proof of Purchase

- Returns made *without* a valid proof of purchase may qualify for a *non-transferable* Merchandise Credit.
 - This merchandise credit will be issued only after a valid government-issued photo ID, name, address, and signature are required for this Merchandise Credit to be issued.
 - A valid government-issued photo ID will also be required to redeem.
 - Associates must always write the Customer's name on the front of the Merchandise Credit card, which must match the name on the photo ID presented at the time of redemption.
 - Non-transferrable Merchandise Credits may not be redeemed for online purchases.

Returns may also be limited or declined based on the direction of either store management or Customer Service. OMS will alert you if a return cannot be processed. If you have additional questions on specific return scenarios, partner with Store Management.

All policies that apply to customer merchandise returns also apply to Associate returns.

Tip:

- Online returns (aka Return Express) can be done in-store if not initiated online. If the customer initiated a return online and all items are present, the return would need to be canceled via the "Enter Return Express" screen and processed as a normal return. If all items are not present, an error message displays, or there are any questions regarding the return the customer will need to contact CSR. We cannot refund shipping costs if applicable.

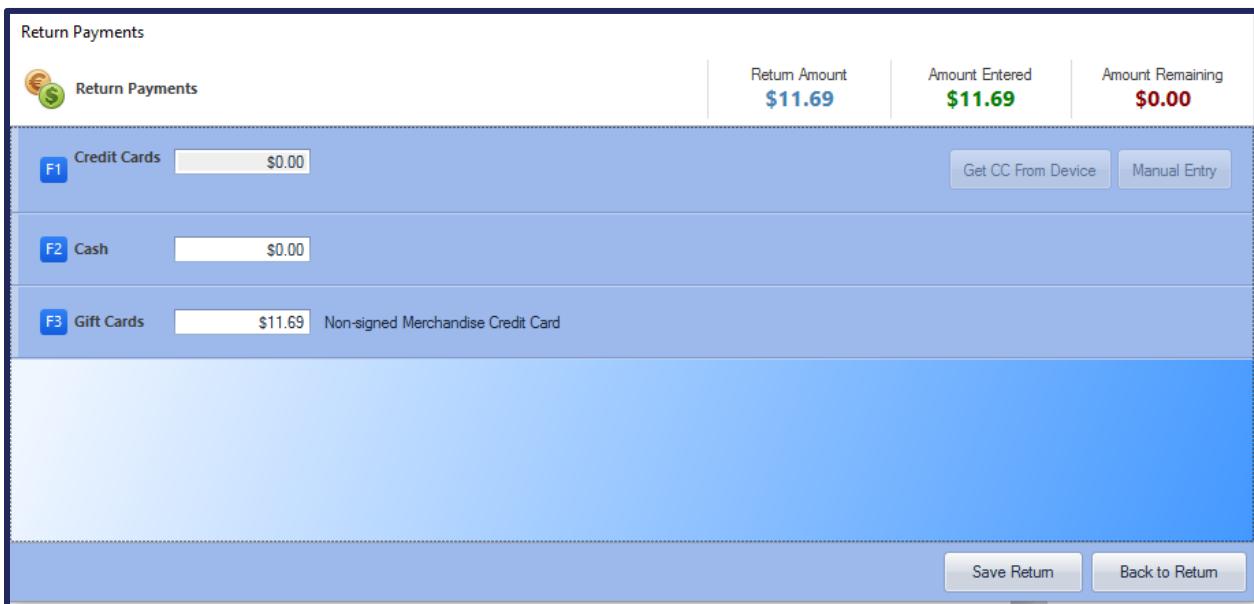
Post-Return Processing

All returned and salable items must be placed in/on the appropriate return fixture (bin for hardline and z-rack for apparel).

Tender Override

At Store Management's discretion, return tenders may be overridden to support the customer experience.

An example of this would be an in-store return over 30 days and defaults to Merchandise Credit. However, to support the customer experience, a member of Store Management has approved overriding back to the original credit card.



The screenshot shows the 'Return Payments' screen. At the top, there is a header with the title 'Return Payments' and three status indicators: 'Return Amount \$11.69', 'Amount Entered \$11.69', and 'Amount Remaining \$0.00'. Below the header, there are three payment method options: 'Credit Cards' (F1), 'Cash' (F2), and 'Gift Cards' (F3). The 'Gift Cards' section is highlighted with a blue background and contains the text 'Non-signed Merchandise Credit Card'. At the bottom of the screen, there are two buttons: 'Save Return' and 'Back to Return'.

Tax

The following states mandate that customers returning merchandise without a receipt will not be refunded the sales tax from the original sale.

- Connecticut
- Massachusetts
- Rhode Island
- DC
- Michigan

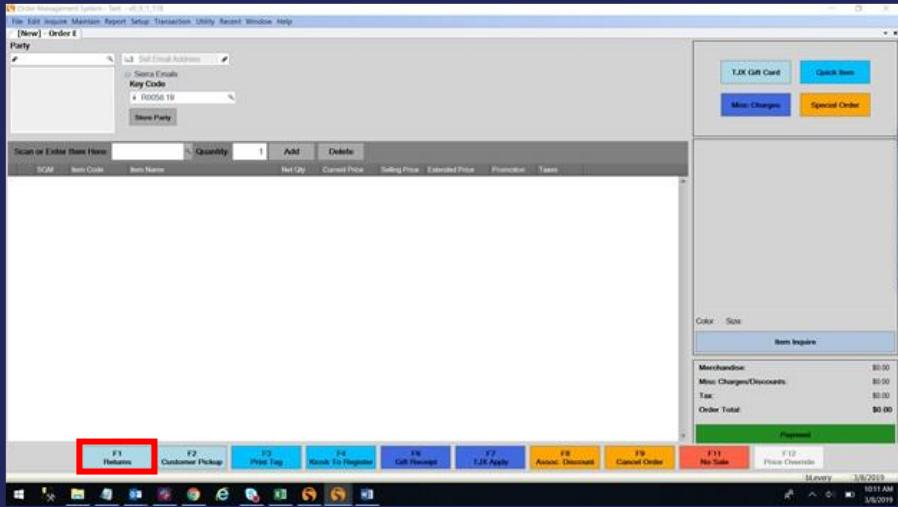
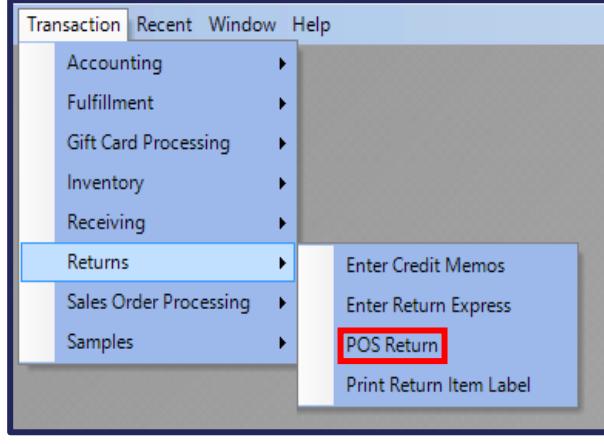
Merchandise Exceptions

Some merchandise purchased online at Sierra.com cannot be returned in stores and must be returned via the return-by-mail option. Customers can be directed to the full ecommerce return policy found at Sierra.com.

ITEMS THAT MAY NOT BE ELIGIBLE FOR IN-STORE RETURNS:

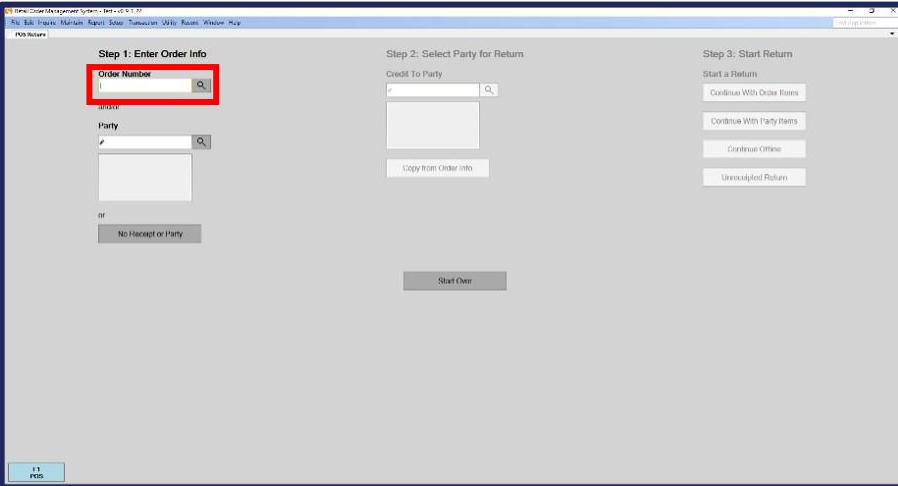
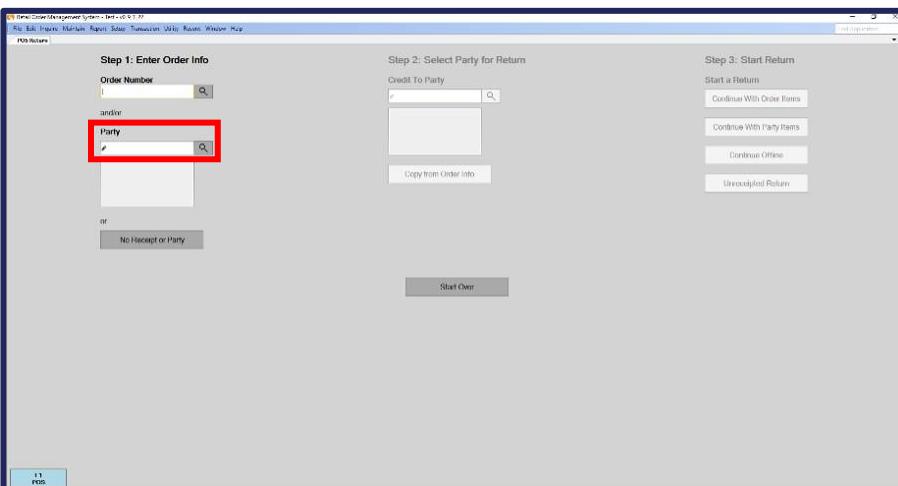
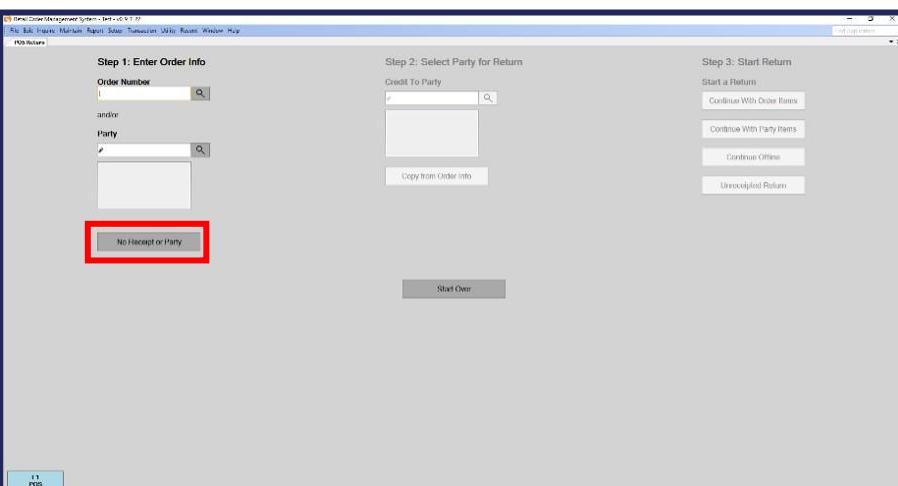
- Oversized items
 - Kayaks
 - Bikes
 - Etc.
- Swimsuits
- Under garments
- Gift cards
- Food

Processing a Return

STEP	ACTION	EXAMPLE
1.	<p>Navigating to POS Return Screen</p> <p>There are two way to get to the return screen</p> <ul style="list-style-type: none"> a. In the Order Entry screen <ul style="list-style-type: none"> ○ “F1”/Returns button on the Order Entry screen b. Not in the Order Entry screen <ul style="list-style-type: none"> ○ Transaction drop down at the top ○ Returns section ○ POS Returns section <p>NOTE You will need to enter your AIN number to log into the POS Return screen.</p>	 
2.	<p>Enter Order Information</p> <p>There are several ways to load a customer return. Please see steps 2.1-2.3 to begin the return process.</p>	

SOP – Returns



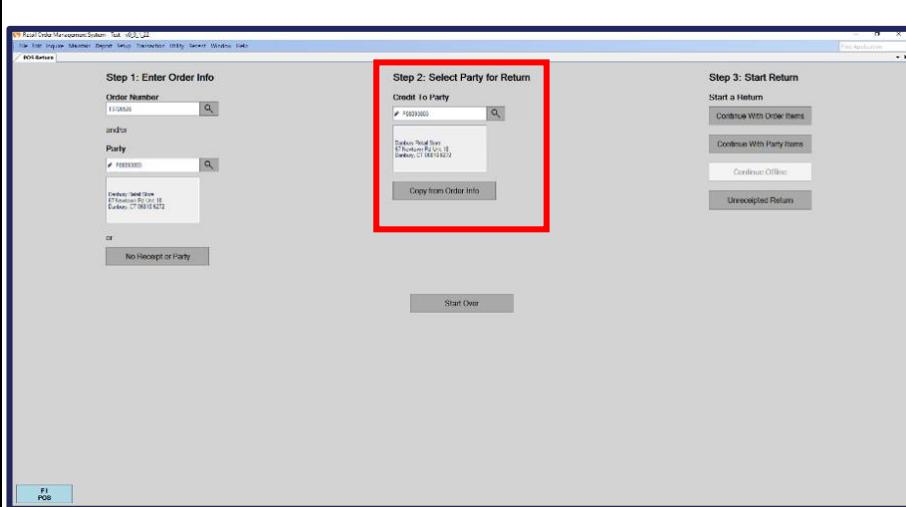
2.1	<p>Option 1: Search by Order Number</p> <p>You may scan the Customer receipt barcode or enter the transaction number into the Order Number field.</p>	
2.2	<p>Option 2: Search by Party</p> <p>If the customer does not have their receipt or order number but has a party, you may search by their party number for a list of all previous purchases. Select the magnifying glass to search for their party using their email, telephone number or zip code + last name.</p>	
2.3	<p>Option 3: No Receipt or Party</p> <p>If the customer does not have a receipt, order number OR party, a Customer Party must be created. To do so, select the No Receipt or Party option then move to Step 2 and select the pencil icon from the Credit to Party section. More details are available in the step 2 section.</p>	

SOP – Returns

3.

Select Party for Return

- a. If the Customer's order number or party were found and loaded in step 2, the **Credit to Party** field will automatically populate with the same customer information in the Credit to Party box in step 2.
- b. If the credit-to party needs to be changed (i.e., gift receipt returns), you can select the **magnifying glass** icon to search for the appropriate party.
- c. For returns without a receipt or a found order or party, a new party **must** be created during this step.
- d. Select the **pencil icon** to open the party creation screen and enter all needed party information.
- e. Upon successful completion, the new party number and customer contact details will populate in the **Credit to Party** box.



Step 1: Enter Order Info
Order Number: F110000
and/or
Party: F0001000

Delivery: Send Date: 12/01/2018
Customer: 1234567890
Address: 123 Main St.
City: Anytown, CA Zip: 12345-1234

or
No Receipt or Party

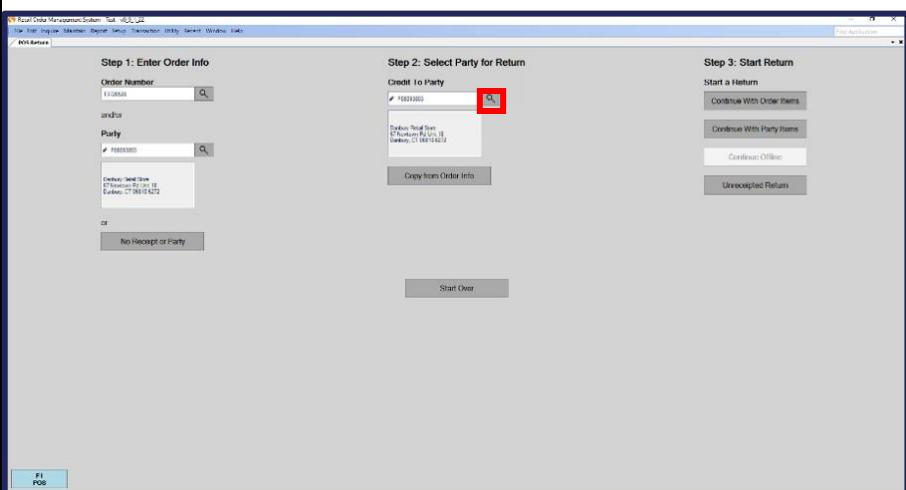
Step 2: Select Party for Return
Credit to Party:
 F0001000

Taylor Retail Store
Delivery: Send Date: 12/01/2018
Customer: 1234567890
Address: 123 Main St.
City: Anytown, CA Zip: 12345-1234

Copy from Order Info

Step 3: Start Return
Start a Return
Continue With Order Items
Continue With Party Items
Continue Offline
Unreceipted Return

Start Over



Step 1: Enter Order Info
Order Number: F110000
and/or
Party: F0001000

Delivery: Send Date: 12/01/2018
Customer: 1234567890
Address: 123 Main St.
City: Anytown, CA Zip: 12345-1234

or
No Receipt or Party

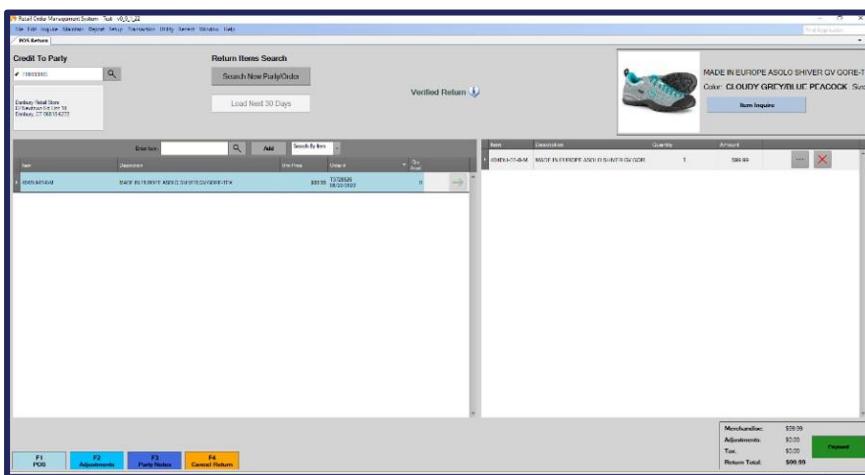
Step 2: Select Party for Return
Credit to Party:
 F0001000

Taylor Retail Store
Delivery: Send Date: 12/01/2018
Customer: 1234567890
Address: 123 Main St.
City: Anytown, CA Zip: 12345-1234

Copy from Order Info

Step 3: Start Return
Start a Return
Continue With Order Items
Continue With Party Items
Continue Offline
Unreceipted Return

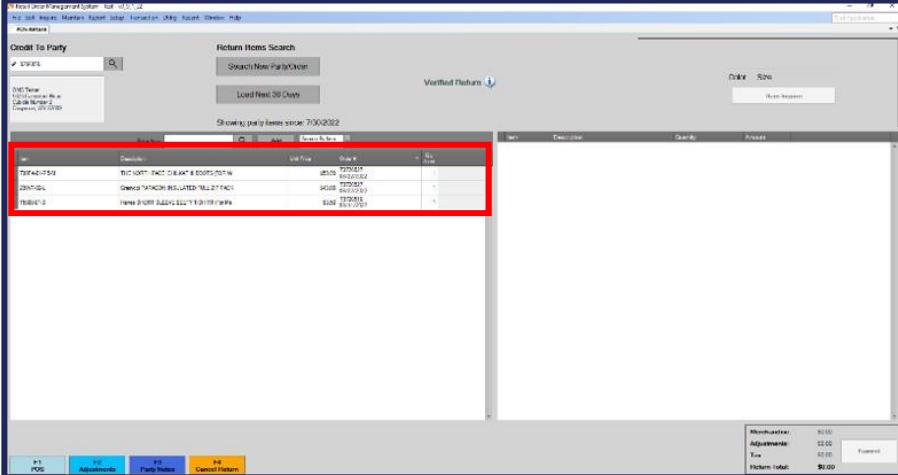
Start Over

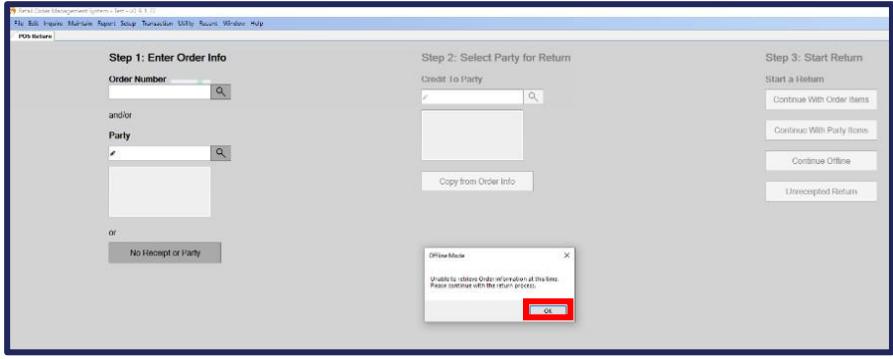
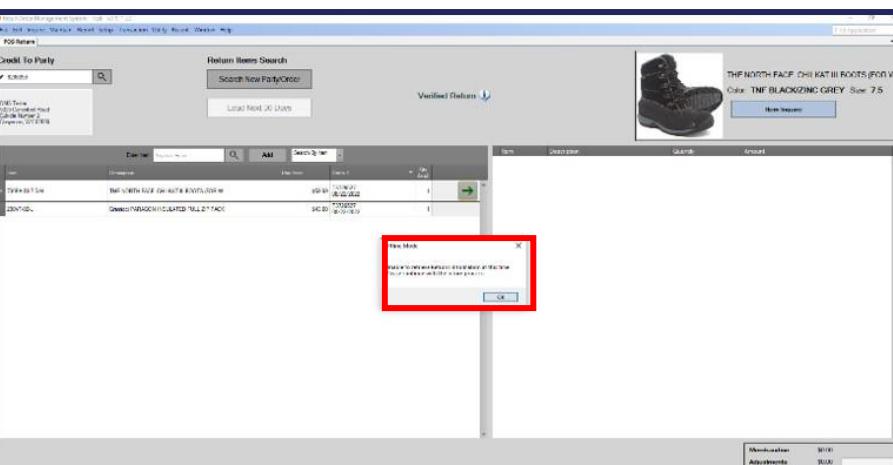
	<p>NOTE</p> <p>When a gift receipt is used as the proof of purchase during a return, OMS will recognize the unique ID, remove the original (purchaser) party in the 'credit-to' field, and automatically default the return value to a Merchandise Credit. If they'd like to return the transaction amount to the original purchaser's tender, then you will need to search for the original purchaser's party information.</p>	
4.	<p>Start Return</p> <p>Once you have loaded the order and party information, or created the new party, you may continue the return using one of the following steps 4.1-4.3</p>	
4.1	<p>Option 1: Continue with Order Items</p> <p>Use this option when the original order number has been found and all items being returned are from that single order. Once selected, the POS Returns screen will load, and you may begin scanning merchandise to be returned.</p> <p>a. Scan each item being returned. The item will load,</p>	

SOP – Returns

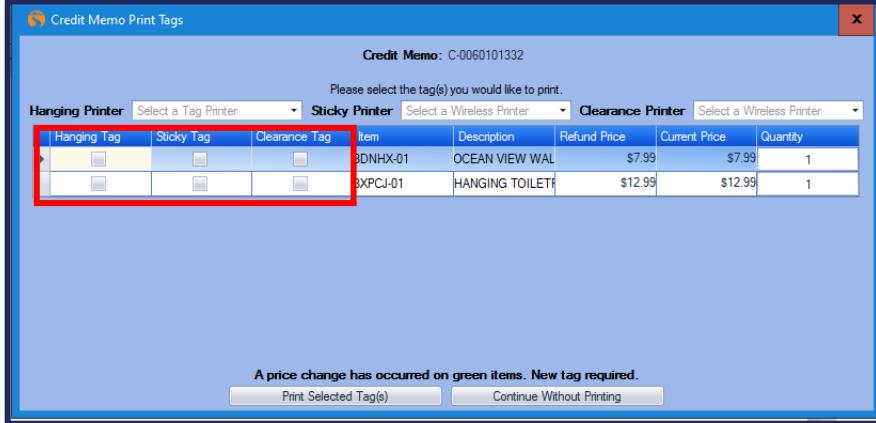
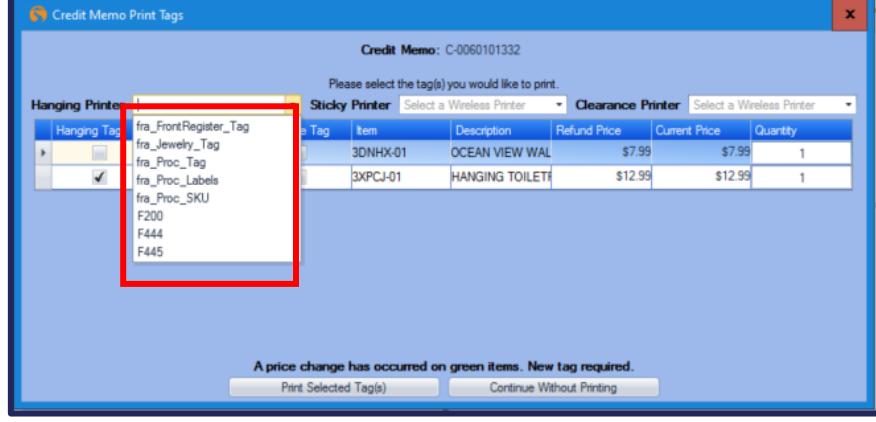
	<p>along with the description, image on file and return quantity.</p> <p>b. Verify that all information is correct and select the payment screen.</p> <p>c. On the payment screen, the payment information will be displayed. If using the exiting payment form on file, click Save Return to continue. If selecting a different payment, select the Change Return Payment Method button.</p> <p>d. Review the information on the return confirmation screen and select Save Return to complete the transaction.</p>	
4.2	<p>Option 2: Continue with Party Items</p> <p>Use this option when the original order has not been found or you want to use the Customer's party transaction history to search for the items being returned. Once</p>	

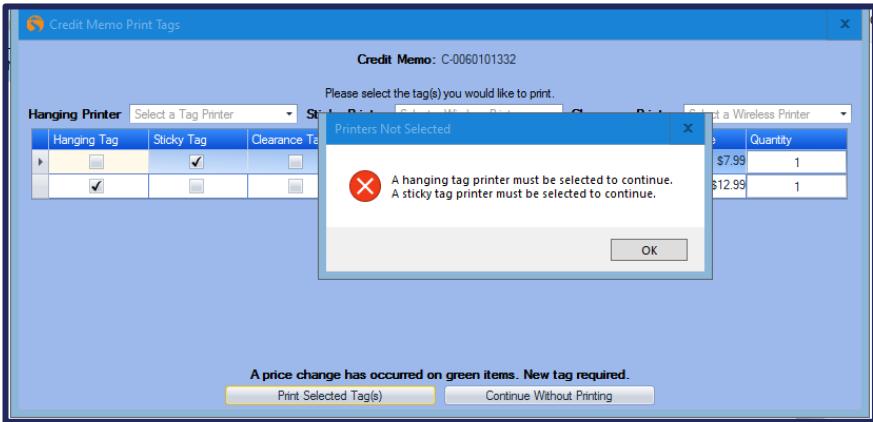
SOP – Returns

	<p>selected, the POS Returns screen will load, and you may begin scanning merchandise.</p> <ul style="list-style-type: none"> a. On the main return screen, a 30-day history of the Customer's purchases will load. b. If the item/s the customer is returning is not in the list, select the Next 30 Days button to view more items. You can continue to select this button to view additional historical items. Remember – our returns policy is 30 days for in-store purchases and 40 days for web purchases. c. Scan the item/s being returned. Once all items have been scanned, click the Payment button to continue. Follow steps 3 and 4 from the previous instruction to complete the return payment. 	
4.3	<p>Option 3: Continue Offline</p> <p>Used when OMS is running in offline mode. If the store is</p>	

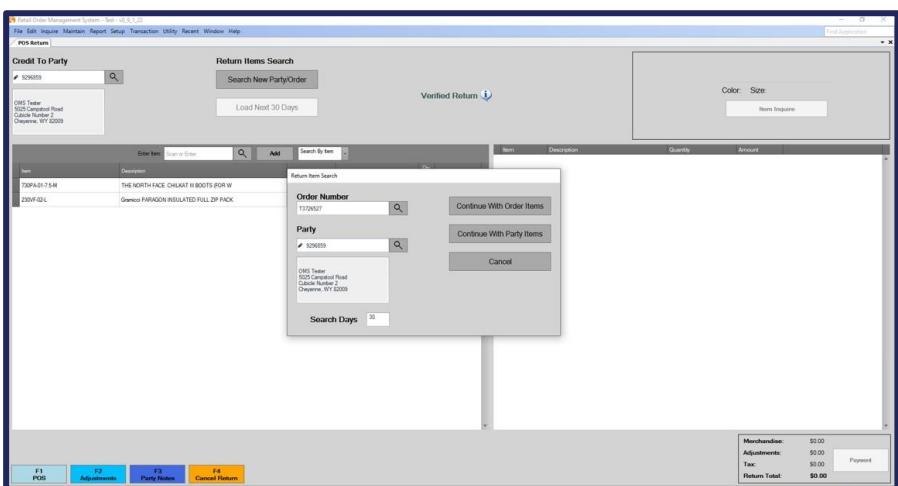
<p>found to be offline, you can still complete a return. After entering an order number or party, you may see a message that informs you that OMS is offline.</p> <p>a. Press OK to the Offline message and continue with the return by searching for the Credit to Party and selecting Continue Offline. Continue to scan items to the return as normal. Once all items are scanned, complete the return as normal.</p> <p>b. A return can go offline in the middle of the transaction. A message will appear to inform you. If so, select Ok and continue with the return as normal. If payment information is not found, a payment may need to be added to the return on the Payments screen.</p>	 
<p>4.4 Option 4: Un-receipted Return</p> <p>Use this option when the Customer does not have a receipt, order number or existing party OR the Customer has a party</p>	

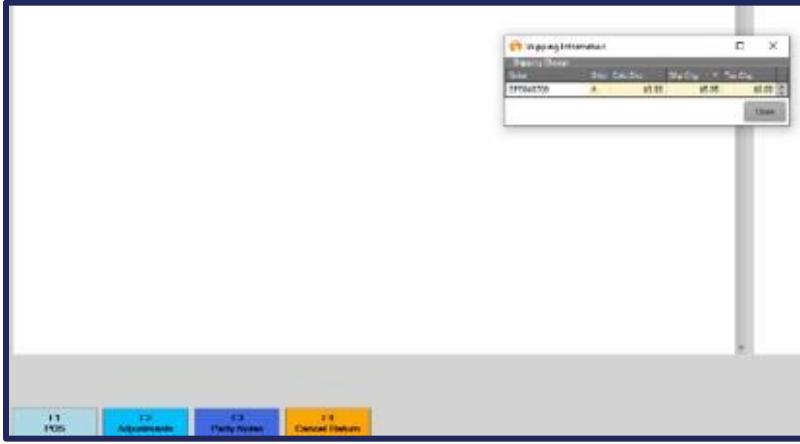
<p>but the items being returned are not in their order history.</p> <ul style="list-style-type: none"> a. If a Customer does not have a receipt for the Merchandise or a profile in OMS, he/she <u>must present a valid ID</u> and Manager approval is required. The return screen will ask to input customer ID information. b. As you scan merchandise, a return item screen will appear to verify item, quantity and return reason details. Select Save for each item being added to the return. c. Once all items have been found and scanned, click the Payment button to continue. d. The payment will default to a Signature Panel Merchandise Credit. If a different payment form is being requested by the Customer (outside of policy), a manager-on-Duty must be called, and the Change Return 	 <p>The screenshot shows a computer interface for a retail system. At the top, there's a menu bar with options like File, Edit, Inquire, Maintain, Report, Setup, Transaction, Utility, Logout, Windows, Help, and ROMS Buttons. Below the menu, the title 'Step 1: Enter Order Info' is displayed. There are two search fields: 'Order Number' and 'Party', each with a magnifying glass icon to its right. A message box at the bottom left contains the text 'No Receipt or Party' and has a small 'OK' button below it. This message is highlighted with a thick red rectangular border.</p>
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	<p>Payment Method button must be selected.</p> <p>e. Review the information on the return confirmation screen and swipe the Merchandise Credit through the pinpad to complete tendering. Select Confirm to complete the transaction.</p> <p>f. The associate <u>must always</u> write the Customer's name on the front of the Merchandise credit card.</p>																																																	
5.	<p>Post-Return Processing</p> <p>a) The Credit Memo Print Tags screen will appear after processing the return. If the item(s) are missing tags, you must select to print them here.</p> <p>b) After you've selected your tags, you must then select the appropriate printers to print from.</p> <p>c) If no printer is selected, an error code will display.</p> <p>d) If the returned item is missing its original tag and the automatic print tag screen was closed,</p>	 <table border="1"> <thead> <tr> <th>Hanging Tag</th> <th>Sticky Tag</th> <th>Clearance Tag</th> <th>Item</th> <th>Description</th> <th>Refund Price</th> <th>Current Price</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>3DNHX-01</td> <td>OCEAN VIEW WAL</td> <td>\$7.99</td> <td>\$7.99</td> <td>1</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>3XPCJ-01</td> <td>HANGING TOILET</td> <td>\$12.99</td> <td>\$12.99</td> <td>1</td> </tr> </tbody> </table> <p>A price change has occurred on green items. New tag required.</p> <p>Print Selected Tag(s) Continue Without Printing</p>  <table border="1"> <thead> <tr> <th>Hanging Tag</th> <th>Sticky Tag</th> <th>Clearance Tag</th> <th>Item</th> <th>Description</th> <th>Refund Price</th> <th>Current Price</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>3DNHX-01</td> <td>OCEAN VIEW WAL</td> <td>\$7.99</td> <td>\$7.99</td> <td>1</td> </tr> <tr> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td><input type="checkbox"/></td> <td>3XPCJ-01</td> <td>HANGING TOILET</td> <td>\$12.99</td> <td>\$12.99</td> <td>1</td> </tr> </tbody> </table> <p>A price change has occurred on green items. New tag required.</p> <p>Print Selected Tag(s) Continue Without Printing</p>	Hanging Tag	Sticky Tag	Clearance Tag	Item	Description	Refund Price	Current Price	Quantity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3DNHX-01	OCEAN VIEW WAL	\$7.99	\$7.99	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3XPCJ-01	HANGING TOILET	\$12.99	\$12.99	1	Hanging Tag	Sticky Tag	Clearance Tag	Item	Description	Refund Price	Current Price	Quantity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3DNHX-01	OCEAN VIEW WAL	\$7.99	\$7.99	1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	3XPCJ-01	HANGING TOILET	\$12.99	\$12.99	1
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<p>you must follow the “Printing Retail Tags” section of the guide.</p> <p>e) Once the new tag has been printed, scan the tag for markdowns.</p> <p>f) Only once we’ve verified the item has a tag and has been scanned for markdown, return the merchandise to the go-back bin/z-rack.</p>	 <p>The screenshot shows the "Credit Memo Print Tags" window with a "Credit Memo" number of C-0060101332. A message at the top says "Please select the tag(s) you would like to print." Below it is a table with three columns: "Hanging Tag", "Sticky Tag", and "Clearance Tag". Under "Hanging Tag", the first row has a checked checkbox and a printer icon. Under "Sticky Tag", the second row has a checked checkbox and a printer icon. Under "Clearance Tag", both rows have empty checkboxes and printer icons. A modal dialog titled "Printers Not Selected" appears, stating "A hanging tag printer must be selected to continue. A sticky tag printer must be selected to continue." with an "OK" button. At the bottom of the main window, there are buttons for "Print Selected Tag(s)" and "Continue Without Printing".</p>
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Other Return Notes

STEP	ACTION	EXAMPLE
1.	<p>Multiple Orders</p> <p>If the customer has items from multiple orders, you can either search by party or by order. After returning all the items for one order, select the Search New Party/Order button to enter a new order number to return items from the next transaction.</p>	 <p>The screenshot shows the "POS Returns" software interface. In the main window, there's a "Return Items Search" section with fields for "Order Number" (T129857) and "Party" (529659). Below these are buttons for "Continue With Order Items" and "Continue With Party Items". A modal dialog is open over the main window, also titled "Return Items Search", with fields for "Order Number" (T129857), "Party" (529659), and "Search Days" (30). It has "Continue" and "Cancel" buttons. At the bottom of the main window, there are four buttons: F1 POS, F2 Adjustments, F3 Party Notes, and F4 Cancel Returns. A summary table at the bottom right shows Merchandise: \$0.00, Adjustments: \$0.00, Tax: \$0.00, and Returns Total: \$0.00.</p>

2.	<p>Web Orders</p> <p>Customer web orders are searched the same way as a received in-store order. However, you may need to change the default Return Reason code. Please note that some Return Reasons codes will return the shipping cost to the customer. To add additional adjustments to the original shipping cost, click the F2 Adjustment button.</p>	
3.	<p>Cancelling a Return</p> <p>If the return has not been saved, select the F4 Cancel Return button. This will completely cancel the current transaction and start over. If the return has been saved, the return order can still be canceled if it's the same day, store, and register location. Go to the <i>Enter Credit Memos</i> function and enter the return transaction number. Once the return loads, select the Cancel Credit Memo button.</p> <p>NOTE</p> <p>If the return was saved with more items than the customer wanted,</p>	 

	<p>start a new order and re-purchase the items they'd like to keep. If the return was saved with fewer items than the customer wanted, create a new return for the extra units that were not included in the first return.</p>	
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CASH OFFICE

Set-Up Guidelines



OBJECTIVE

Organized set-up for the Cash Office enables Store Management to accomplish several goals:

- Standardize the Cash Office for all stores
- Maintain a clean, consistent, and well-organized Cash Office
- Eliminate outdated materials

Only Store Management is authorized to be in the Cash Office.

Cash Office Set-up Supplies

The following supplies should be maintained in the Cash Office:

- Tape Calculator with extra tape rolls
- Post-its
- Pens and Sharpies
- Paper Clips
- Stapler with extra staples
- Scissors
- Secure shred bin
- 3-ring binder
- Copies of Safe Count Sheets
- Copies of Change Order Form
- Deposit Slips and Deposit Bags
- Manual Payment forms
- Hanging file folders
- Filing cabinet
- Small boxes to store monthly paperwork
(Retain for 6 months)
- Large manila envelopes

It is Management's responsibility to ensure the Cash Office is cleaned daily.

Cash Office Workstation Set-up

The workstation and supplies should be organized and labeled as seen below:



CASH OFFICE

Set-Up Guidelines



On Top of Shelf – Label the following

1. Deposit Bags
2. Deposit Log



In the Shelf – Label the following

1. Deposit Slips
2. Stapler & Staples
3. Calculator
4. Post-its
5. Fingertip Balm
6. Store Stamp
7. Flashlights
8. Trash Bags
9. TJX Rewards Return Envelopes

Cash Office 4-drawer File Set-Up

This 4-drawer file cabinet should be organized and labeled as follows:

1. Change orders and paid outs
2. Daily media packets (folders labeled 1-31 to correspond to days of the month)
3. Additional deposit supplies
4. Miscellaneous Supplies

The cabinet should remain locked when not in use.



Drawer 1 - files that include the following:

1. Blank change order forms
2. Change orders placed, waiting for funds to arrive
3. Paid out receipts



CASH OFFICE

Set-Up Guidelines



Drawer 2 – Daily media packets and safe counts

1. Blank safe audit forms
2. Daily files (labeled 1-31)

At the beginning of each day a new safe audit form should be started. At the end of the day all Front End paperwork will be filed by day, including the completed safe audit.

Drawer 3 – Additional Deposit Supplies

1. Deposit Slips
2. Deposit Bags

Drawer 4 – Miscellaneous Supplies

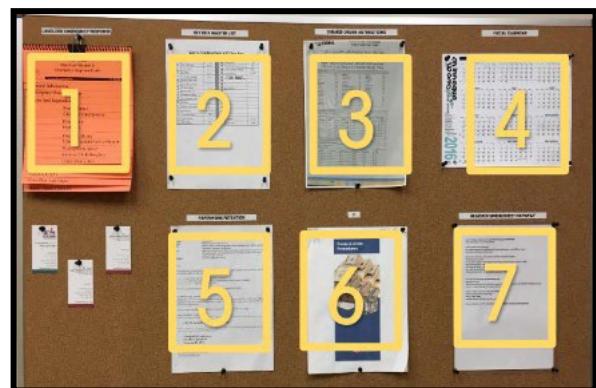
The cash office should be stocked regularly, to keep the workstation clutter free and organized, surplus supplies should be kept in a drawer.



Cash Office Communication Board Set-up

This board is an information center for communication related to Cash Office and armored care pick-ups

1. Armored car service driver list
2. Frequently used call numbers
3. Pathways (OMS and The Summit)
4. Fiscal Calendar
5. Change form in process
6. Change order guidelines/instructions
7. Retention guidelines



Set-Up Guidelines

Cash Office Safe Set-up

The safe should be organized and labeled

Door:

- coin rolls (you may also organize the coins in trays if applicable)

Main safe:

1. Cash drawer – contains unused gift cards from TJX Rewards events and TJX Rewards debit card (when not in use)
2. Change till – loose bills and coins
3. Bundled Bills (if applicable)
4. Completed or in process deposits
5. Register tills (6-8 depending on store size)



Cash Office Key Box Set-up

The Key Box contains any shared keys or sets of keys not issued or in use by a member of management. All keys should be inventoried and labeled.

Each key type will be labeled with a number that corresponds to the Key Control Log.

Partner with your DLPM to complete.



*If there is no Store Managers office, the Associate files should be stored in the cash office. A 2-drawer cabinet should be set-up, when not in use, the cabinet should be locked. Keys for this cabinet should be issued to the management team and be on their person only, no spare keys should be in the lock box.

CASH OFFICE

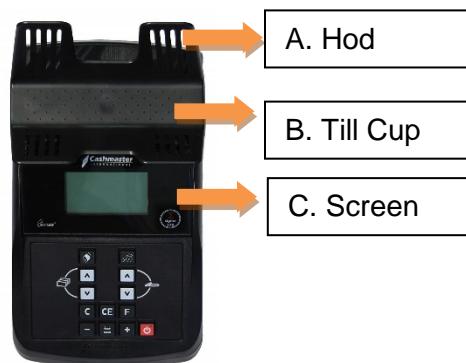
Set-Up Guidelines



2.2 Cashmaster Setup Instructions

Setup Instructions

- Unpack the machine and locate User Manual
- Read through the User Manual to get familiar with Cashmaster and all components.
- Reference user manual to complete the following:
 - Machine setup
 - Insert the hod (Page 3 of the User Manual)
 - Set to US Dollars (from UK Pounds)
 - Set Float to ON (Set to \$200, or current established daily till amount)
 - Set Auto-add to ON
 - Set Auto-scroll to ON
 - Calibrate the till cup (test each coin denomination – pennies, nickels, dimes and quarters – 3 tests per tests per denomination)
 - (NOTE: We do not use the provided scoop, just the till cups. When calibrating, the screen display still references “scoop.” That is ok, but you need to calibrate a till cup, not the scoop.)
 - Place till cups in all registers (4 per register)
 - Calibrate the loose bills (test each denomination – \$1, \$5, \$10, \$20 – 3 tests per denomination)
 - Get familiar with toggling between Bills and Coins
- Put the User Manual in a designated easy-to-access location in the Cash Office
- Use the Cashmaster to count drawers in the current Cash Office process.



Operation

- Till cups are to be placed in all registers to make counting quicker and more efficient.



- The hod is designed to hold till cups, bagged coins, loose bills and packaged bills. Follow the picture and make sure it is snapped securely into the body of the machine.



- Setup - Getting Started – Reference to User Manual p. 8

- You can count

- Loose/bundle/clipped bills.

- Rolled/Scoop or other container coins.

Counting loose
or strapped bills

Counting loose coins

Counting rolled coins



- NOTE: With the Cashmaster you will only be counting loose coins (in their till cups) and loose bills.
- For switching and setting instructions please refer to User Manual p.8-12
 - Set the Float to \$200. The standard till amount is \$200. For the holidays this is set to \$300 for a designated period of time.
 - Be sure the Auto-Add is set to Off (**no + sign showing in the top of the display**).
 - Be sure the Auto-scroll feature is On (an upward arrow icon shows in the top row of the display). This makes counting faster because the machine automatically goes to the next denomination (low to high) after you remove the last denomination from the hod. If you make a mistake you can always go back to the previous denomination using the down Arrow.
 - When testing the machine for bills, ensure proper counting of your bills. Ensure the machine is set to USD (US Dollars), not GBP (UK currency).

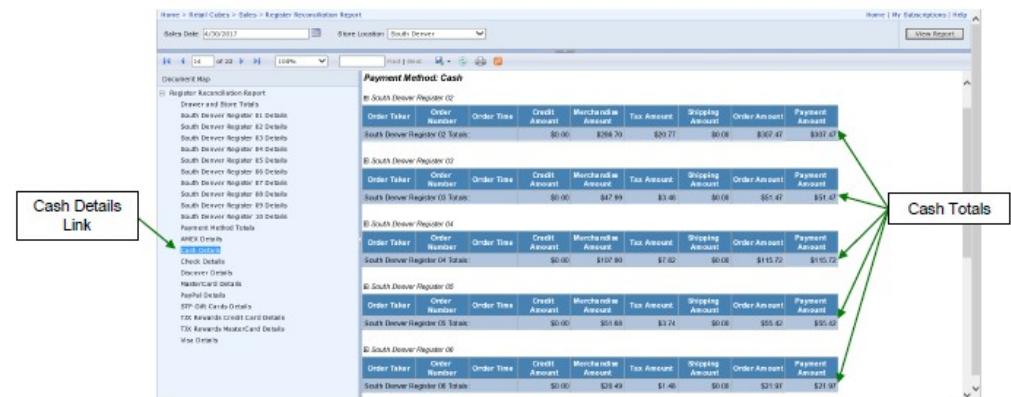
NOTE: For more information please refer to the Cashmaster sigma 170 User Manual.

2.3 Cash Office Procedures

Register Reconciliation Report

- Manager/Coordinator opens the safe and removes the cash drawers.
- In MySTPchoose Management Reporting Services.
- Go to Retail Cubes>Sales>Register Reconciliation Report. Select the appropriate day's date, your store location, and then click View Report.
- You will obtain each register's Cash Totals and Check Totals and enter them on the Daily Register Count spreadsheet.

Register Reconciliation Report -Cash Details Page

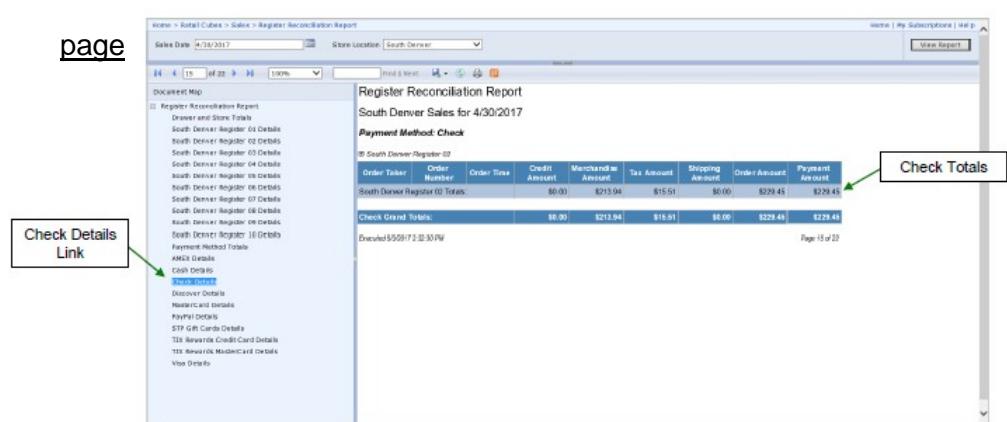


Order Number	Order Date	Credit Amount	Merchandise Amount	Tax Amount	Shipping Amount	Order Amount	Payment Amount
R1 Total		\$0.00	\$204.20	\$20.77	\$0.00	\$224.97	\$224.97
R2 Total		\$0.00	\$47.89	\$3.46	\$0.00	\$51.47	\$51.47
R3 Total		\$0.00	\$107.80	\$7.02	\$0.00	\$115.72	\$115.72
R4 Total		\$0.00	\$51.68	\$3.74	\$0.00	\$55.42	\$55.42
R5 Total		\$0.00	\$29.49	\$1.40	\$0.00	\$31.91	\$31.91

- Click on the Check Details link to see if there are any

checks. Register Reconciliation Report –Check Details

page



Order Number	Order Date	Credit Amount	Merchandise Amount	Tax Amount	Shipping Amount	Order Amount	Payment Amount
R2 Total		\$0.00	\$213.94	\$15.51	\$0.00	\$229.45	\$229.45
Check Grand Total:		\$0.00	\$213.94	\$15.51	\$0.00	\$229.45	\$229.45

Daily Deposit File

- The “Daily Deposit –Registers” file needs to be opened. It’s on the G drive at:
 - G>Retail>Retail Deposits>Daily>Store specific folder.
- Open the file and do a “Save As” to create a new file each day, with the day’s date in the file name.
- On the REGISTERS tab, enter the appropriate Date, Store, Manager and Bag #.
- Then, from the Register Reconciliation Report, enter each register’s Cash Totals and Check Totals.

Daily Register Count / Deposit												Enter data in green shaded cells.							
Date	Store	Manager	Bag #	Enter data in green shaded cells.												DEPOSIT	CMS	Var.	
				REG 1	REG 2	REG 3	REG 4	REG 5	REG 6	REG 7	REG 8	REG 9	REG 10	REG 11	REG 12	TOTAL			
Register Reconciliation Report																			
Credits				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00				\$2,514.21	\$2,514.21	\$0.00	
Traveler's Checks																	\$0.00	\$0.00	\$0.00
Cash				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00				\$2,514.21	\$2,514.21	\$0.00	
Petty Cash																	\$0.00	\$0.00	\$0.00
TOTAL				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00	\$0.00	\$0.00	\$0.00	\$2,514.21	\$2,514.21	\$0.00	
Till Contents																			
Cash																	\$0.00	\$0.00	\$0.00
Traveler's Checks																	\$0.00	\$0.00	\$0.00
Cash				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00				\$2,514.21	\$2,514.21	\$0.00	
Petty Cash																	\$0.00	\$0.00	\$0.00
TOTAL				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00	\$0.00	\$0.00	\$0.00	\$2,514.21	\$2,514.21	\$0.00	
Till Contents																			
Cash																	\$0.00	\$0.00	\$0.00
Traveler's Checks																	\$0.00	\$0.00	\$0.00
Cash				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00				\$2,514.21	\$2,514.21	\$0.00	
Petty Cash																	\$0.00	\$0.00	\$0.00
TOTAL				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00	\$0.00	\$0.00	\$0.00	\$2,514.21	\$2,514.21	\$0.00	
Total Deposit																			
Cash				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00				\$2,514.21	\$2,514.21	\$0.00	
Traveler's Checks																	\$0.00	\$0.00	\$0.00
Total Deposit				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00	\$0.00	\$0.00	\$0.00	\$2,514.21	\$2,514.21	\$0.00	

Entering Till Amounts

- After you’ve entered data from the Register Reconciliation report you must enter the actual amounts from the tills, starting with any checks or traveler’s checks.

Daily Register Count / Deposit												Enter data in green shaded cells.					DEPOSIT	CMS	Var.
Date	Store	Manager	Bag #	Enter data in green shaded cells.												\$2,514.21		\$0.00	
				REG 1	REG 2	REG 3	REG 4	REG 5	REG 6	REG 7	REG 8	REG 9	REG 10	REG 11	REG 12	TOTAL			
Register Reconciliation Report																			
Credits				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00				\$0.00	\$0.00	\$0.00	
Traveler's Checks																	\$0.00	\$0.00	\$0.00
Cash				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00				\$2,514.21	\$2,514.21	\$0.00	
Petty Cash																	\$0.00	\$0.00	\$0.00
TOTAL				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00	\$0.00	\$0.00	\$0.00	\$2,514.21	\$2,514.21	\$0.00	
Till Contents																			
Cash																	\$0.00	\$0.00	\$0.00
Traveler's Checks																	\$0.00	\$0.00	\$0.00
Cash				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00				\$2,514.21	\$2,514.21	\$0.00	
Petty Cash																	\$0.00	\$0.00	\$0.00
TOTAL				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00	\$0.00	\$0.00	\$0.00	\$2,514.21	\$2,514.21	\$0.00	
Total Deposit																			
Cash				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00				\$2,514.21	\$2,514.21	\$0.00	
Traveler's Checks																	\$0.00	\$0.00	\$0.00
Total Deposit				\$495.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.31	\$229.49	\$0.00	\$0.00	\$0.00	\$0.00	\$2,514.21	\$2,514.21	\$0.00	

Counting Tills

- Next you must count the cash in each register's till and enter that amount into the spreadsheet.
- When counting your register till, first take out the deposit amount from the register till and set aside. Take out the amount found on the Register Reconciliation report that you entered into the spreadsheet.
- Using the Cashmaster machine (see the Cashmaster SOP if necessary), begin counting the register till starting with pennies. When you place the pennies on the HOD, it will tell you how much currency you have. Enter this into a calculator with printing capabilities.(I.e., If you have 25 pennies the Cashmaster will tell you 0.25, which you will type into your calculator).
- Continue onto nickels, dimes and quarters, ensuring that you type the amount of currency into the calculator each time.
- When you get to rolls, you can place each roll onto the HOD, one at a time until they are all on the HOD. After you place a roll onto the HOD make sure you type into the calculator how much each roll was worth. When all rolls are on the HOD, you can take them all off. The Cashmaster will next default to bills.
- Starting with singles, weigh each currency and type the amount they totaled into the calculator. When you are all done with bills, the Cashmaster will have a long beep when you reach your bank float amount, starting till amount is \$200.
- As you count each till enter cash amount for each till in the row titled Cash.

Daily Register Count & Deposit														
Dept	Store	Manager	Bag #	Enter data in green shaded cells.								DEPOSIT	DIMS	Var
Register Reconciliation Report														
Checks		REG 1	REG 2	REG 3	REG 4	REG 5	REG 6	REG 7	REG 8	REG 9	REG 10	REG 11	REG 12	TOTAL
Traveler's Checks														\$0.00
Cash		\$455.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.41	\$239.49	\$0.00				\$2,514.21
Petty Cash														\$0.00
TOTAL		\$455.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.41	\$239.49	\$0.00	\$0.00	\$0.00	\$0.00	\$2,514.21
Till Contents														
Checks and Traveler's Checks (list individual amounts)		REG 1	REG 2	REG 3	REG 4	REG 5	REG 6	REG 7	REG 8	REG 9	REG 10	REG 11	REG 12	TOTAL
002912														\$0.00
Total Checks		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Cash		\$455.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.41	\$239.49	\$0.00				\$2,514.35
Credit/Short		\$0.00	\$0.00	\$0.00	\$0.00	\$0.04	\$0.00	\$0.10	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.24
Total Deposit		\$455.02	\$774.24	\$342.64	\$0.00	\$233.51	\$0.00	\$469.41	\$239.49	\$0.00	\$0.00	\$0.00	\$0.00	\$2,514.35

- If your calculator says you are at the starting till amount (\$200 in this case) hit the star button to print the slip. Make sure you sign and date the slip. The slip is then placed into the till next to the \$20's.

Counting Tills (cont.)

- If the Cashmaster total is below the float amount, then you have a shortage. Make sure that you took out the right amount for the deposit and that you did not forget to count any currency. If unable to find the shortage, you will need to take money from your deposit to make your register your starting amount (i.e. if missing \$1.50 then remove \$1.50 from your deposit.) You need to add this amount into your calculator slip. It will be your last line and it should now read the starting till amount.) Hit the star button on the calculator to print the slip. Make sure you sign and date the slip. The slip is then placed into the till next to the \$20's.
- If the Cashmaster total is above the float amount (the word "Bank" changes to "Total") and displays a positive amount, then you have an overage. Ensure that you took the right amount out for the deposit. If you did then you need to remove whatever is over and add it to your deposit pile (i.e. if showing an overage of \$1.50 then take \$1.50 from the register till and add it to the deposit pile.) Whatever you take out make sure that you subtract it on the calculator as well (type 1.50 and hit the red "- "button in this case). You should now be at your starting till amount. Hit the star button on the calculator to print the slip. Make sure you sign and date the slip. The slip is then placed into the till next to the \$20's.

Rebalancing Tills

Ensure that the tills are rebalanced and changed out correctly – i.e., if there are too many 20's and not enough rolled coins or lower denomination bills.

Below are recommended denominations to ensure the tills are ready for the next day.

- \$20: 1
- \$10: 5
- \$5: 15
- \$1: 20-25
- At least one roll of each for coins
- And the rest of the loose change balances back to \$200

Deposit Preparation

DEPOSIT PREPARATION

- Collect deposit amounts from each till and place in deposit bag. DO NOT SEAL the bag.



- Fill out a deposit slip. Place the slip in the bag. Place the bag in the safe for the Verifying Manager.
 - A second “Verifying Manager” completes the deposit.

On the TOTAL DEPOSIT tab enter the quantity of each denomination that will be placed in the deposit bag in the appropriate cells. Also enter any check amounts.

Print this tab and attach it to the Deposit Bag.

		Sierra Trading Post	
Date		Total Daily Deposit	
Store		1/0/1900	-
Enter data in green shaded cells.			
100	\$100 bills	9	\$900.00
50	\$50 bills	8	\$400.00
20	\$20 bills	58	\$1,160.00
10	\$10 bills	5	\$50.00
5	\$5 bills	0	\$0.00
1	\$1 bills	4	\$4.00
0.25	\$0.25	1	\$0.25
0.1	\$0.10	1	\$0.10
0.05	\$0.05		\$0.00
0.01	\$0.01		\$0.00
Checks/Tnfr Checks		List Out Individually	
Total Checks/Tnfr Checks		\$0.00	
TOTAL		\$2,514.35	

Verifying and Completing Deposit

A second manager must verify the deposit. The Verifying Manager must check the contents of the Deposit Bag against the printed Total Daily Deposit worksheet.

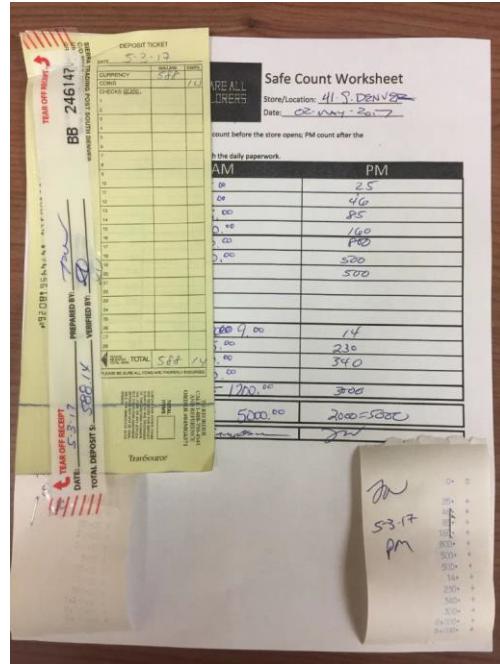
Sierra Trading Post Total Daily Deposit			
Date		Store	-
Enter data in green shaded cells.			
100	\$100 bills	9	\$900.00
50	\$50 bills	8	\$400.00
20	\$20 bills	58	\$1,160.00
10	\$10 bills	5	\$50.00
5	\$5 bills	0	\$0.00
1	\$1 bills	4	\$4.00
0.25	\$0.25	1	\$0.25
0.1	\$0.10	1	\$0.10
0.05	\$0.05		\$0.00
0.01	\$0.01		\$0.00
Checks/Tvr Checks		List Out Individually	
Total Checks/Tvr Checks			\$0.00
TOTAL			\$2,514.35

- Verifying Manager enters the necessary information for each day on the store's Deposits file on the G drive.
 - G>Retail>Retail Deposits>Store Specific (for example: South Denver Deposits)
- Enter all of the information for that day into the Deposits File and save.

Store Name						
Sales Date	Retail Deposit	Over/ Short	Change Order	Bag Number	Verified by	
3/4/2018						
3/5/2018						
3/6/2018						
3/7/2018						
3/8/2018						
3/9/2018						
3/10/2018						
3/11/2018						
3/12/2018						
3/13/2018						
3/14/2018						
3/15/2018						
3/16/2018						
3/17/2018						
3/18/2018						
3/19/2018						
3/20/2018						
3/21/2018						
3/22/2018						
3/23/2018						
3/24/2018						
3/25/2018						
3/26/2018						
3/27/2018						
	Q1 Feb.	Q1 March	Q1 April	Q2 May	Q2 June	Q2 July
				Q3 Aug.	Q3 Sept.	Q3 Oct.
					Q4 Nov.	Q4 Dec.
						Q4 Jan.

Verifying and Completing Deposit (cont.)

- The yellow copy of the deposit slip and the deposit bag receipt are stapled to the daily safe count and filed in the filing cabinet.



- After verification, the bank deposit log is filled out with all the appropriate information, the deposit bag is sealed and the bag is secured in the safe.

Customer Consignment Log: Received by GardaWorld

From STP Location # 41

concerning the following packages to be delivered to the respective consignees herein stated, it is agreed that these packages are to be distinctly and securely sealed by the consignor and that GardaWorld shall in no event be liable for any shortage by the consignor claimed in any such package delivered to it; it is not so distinctly and securely sealed; also that in the case of the loss of any package GardaWorld shall not be liable for more than the value as herein stated of such package; and in no event for any amount in excess of the liability assumed in the service contract.

LINE	DATE MANUFACTURED	NUMBER OF BAGS AND THE TIME	SEALED PACKAGES SAID TO CONTAIN	BAG #	DESTINATION	RELEASED BY	SIGNATURE OF CUSTODIAN	ROUTE #	P/U TIME	P/U DATE MONTH/YR
1	4/26/17	1	\$ 6,757.73	246155	U.S. BANK			1	: 00 AM	/ /
2	4/27/17	1	\$ 4,371.18	246154	U.S. BANK			2	: 00 AM	4/28
3	4/27/17	1	\$ 10,303.18	246153	U.S. BANK		Checklist	6	: 00 AM	4/29/17
4	4/29/17	1	\$ 11,431.72	246152	U.S. BANK		Checklist	7	: 00 AM	5/1
5	4/29/17	1	\$ 8,954.92	246151	U.S. BANK			40	: 00 AM	/ /
6	5/1/17	1	\$ 13,010.00	246150	U.S. BANK			17	: 00 AM	5/3
7	5/1/17	1	\$ 8,419.29	246149	U.S. BANK		(3)		: 00 AM	/ /
8	5/2/17	1	\$ 28,797.29	246148	U.S. BANK				: 00 AM	5/3
9	5/3/17	1	\$ 581.14	246147	U.S. BANK				: 00 AM	/ /
10	/ /	1							: 00 AM	/ /
11	/ /	1							: 00 AM	/ /
12	/ /	1							: 00 AM	/ /
13	/ /	1							: 00 AM	/ /
14	/ /	1							: 00 AM	/ /
15	/ /	1							: 00 AM	/ /
16	/ /	1							: 00 AM	/ /
17	/ /	1							: 00 AM	/ /
18	/ /	1							: 00 AM	/ /
19	/ /	1							: 00 AM	/ /
20	/ /	1							: 00 AM	/ /

GARDAWORLD

Verifying and Completing Deposit (cont.)

- Verifying Manager then completes the safe count and enters safe totals into the safe count sheet.

SIERRA TRADING POST WE ARE ALL EXPLORERS

Safe Count Worksheet

Store/Location: 41-S-DENVER
Date: 02 MAY 2017

Instruction: A Safe count is required twice daily: AM count before the store opens; PM count after the store closes.
Enter dollar amounts in the spaces provided. File with the daily paperwork.

	AM	PM
Rolled Coin	\$0.01 \$0.05 \$0.10 \$0.25	25 40 85 160
Bundled Bills	\$1 \$5 \$10 \$20 \$50 \$100	300 500 500 500
Loose Till	\$1 \$5 \$10 \$20	14 220 340 246
Safe Count Total	4120546 + 1200.00	3000
Drawer Change Fund Total: # of Drawers: 10 \$100	4200 - 5000.00	2000 - 5000
Counted by:	JW	

AM
5/3/17
JL

JW
5/3/17
PM

Closing Process

- Register tills are pulled and brought to the Cash Office every night after the store is closed and customer free. Tills are to be brought by a Manager or an approved Coordinator.
- If tills are brought back before this time then an escort MUST be used.
- Receipts for TJX Rewards Card Applications are to be kept separate from the other receipts, collected in an envelope and sent via U.S. Mail to TJX corporate office weekly.
- No one other than members of management and approved Coordinators are allowed access to the Cash Office.
- Before placing tills in the safe, balance each till back to \$200 using the Cashmaster machine. Include a calculator receipt in each till with date verified along with initials of person doing the verification of that till. The tills are put in the safe and a nightly safe count is performed and recorded on the appropriate safe count form.
- The register receipts are to be bundled together, placed in a manila envelope (6x9), labeled with the current date, and placed in chronological order in a storage box.
- The safe is then shut and locked for the evening.

**General
Processes**

- Overages/shortages need to be entered into the G drive in the daily deposit file.
- Any overage or shortage over \$10 needs to be emailed to the Loss Prevention Department on the same day.
- Safe counts are filed in the filing cabinet by month and at the end of each month, these are placed in a labeled manila envelope (9x12) and stored with the receipts for that month.
- Receipts and safe counts are boxed together by month and kept for 6 months, when they are shredded and disposed of.
- To re-order deposit slips and bags, notify Accounting Department.
- Petty Cash Transactions need to be logged on the Daily register reconciliation.
- Petty Cash receipts need to be filed within the daily paperwork on the day they were complete.

Change orders need to be entered into the Daily Deposit file on the G drive once completed.

Cashmaster
sigma

170

User Manual



 Cashmaster®
Counting your success

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INTRODUCTION

The Cashmaster Sigma 170 is an electronic weighing device which calculates the value of coins and bills. The Cashmaster Sigma 170 supports your domestic currency: bills and coins. The intuitive user friendly interface guides you through the cash counting process. The Cashmaster Sigma 170 is programmed to count the contents of a typical cash register:

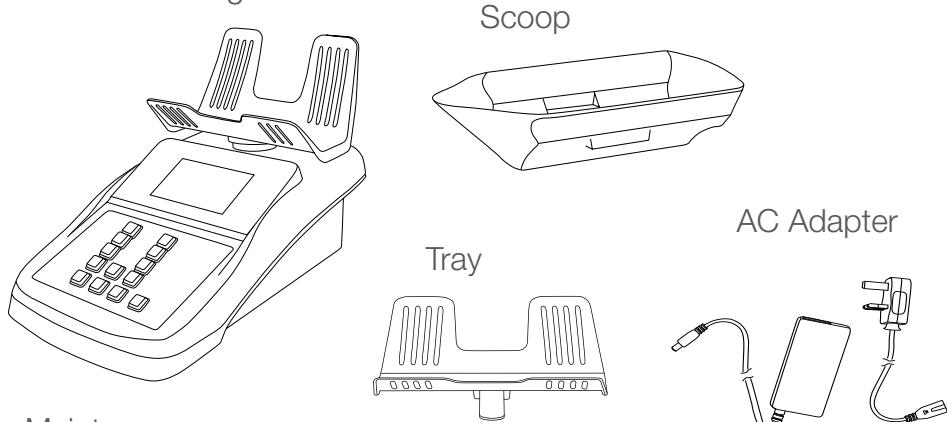
- Bills (loose, bundled, clips)
- Coins (rolled, loose)

Using the Cashmaster you will notice some changes in the way you work:

- Reduced paperwork
- Streamlined working methods making the business more competitive
- More time to concentrate on key tasks

BOX ITEMS & GUIDELINES

Cashmaster Sigma 170



Maintenance

Ensure power is switched off during cleaning.

Clean machine with dry cloth only. Do not use cleaning products or damp material.

Do not spill any liquids on device. If liquid is spilled on device, disconnect the power cable and contact your supplier.

Do not leave any objects on the Cashmaster or tray when not in use.

Charging

Charging takes approximately 3 hours.

Only use the device with the factory supplied power adapter.

When the LED is red this indicates that the battery is fast-charging.

When the LED is green the battery is fully charged.

When the LED is flashing the battery is very low and the unit is on slow charge.

If the LED continues to flash for more than 3 hours the battery may have a fault.

Warning

Do not use a damaged or wet power adapter.

Do not connect power adapter with wet hands.

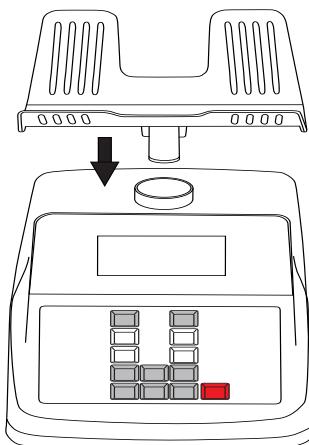
Do not place weights over 1.5kg on the device.

Do not disassemble the device, sensitive elements in the scale may be affected and this will affect your warranty.

**If any of the above are missing please contact Customer Support on
+877 227 4627.**

UNPACKING

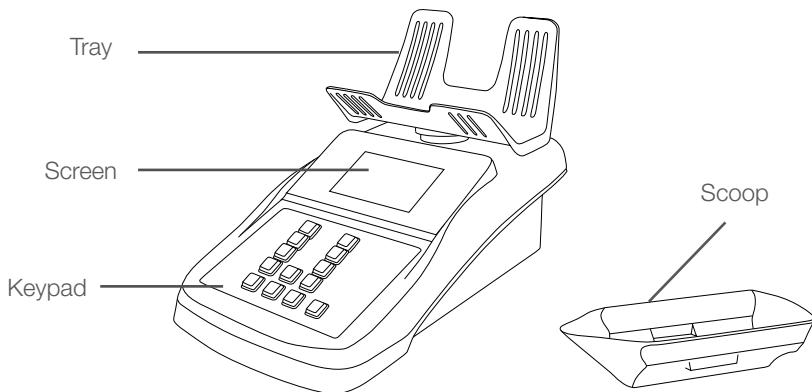
1. Unpack your Cashmaster machine and check that you have a Cashmaster scale, a tray, a scoop and a power adapter.
2. Fit the tray into the top of the Cashmaster scale. Push down **very firmly** until it clicks into place.
(To remove the tray, hold the Cashmaster machine firmly and twist the tray until it clicks, then lift the tray from the base).
3. Place the Cashmaster scale on a firm even surface.
4. Ensure the tray is empty (the coin scoop/till cup should NOT be placed on the tray before switching on).
5. Plug the power adapter into the power source.



Push down **VERY FIRMLY** until
you hear a click

KEYS AND DISPLAY

Cashmaster Sigma 170



The Cashmaster Sigma 170 shown above is the device you are going to use. There are four main component parts:

- the keypad
- the screen
- the tray
- the scoop

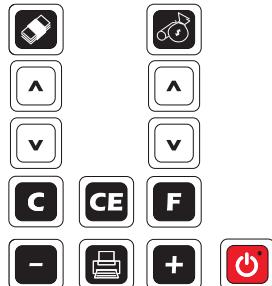
The Cashmaster is robust, and will stand up to all normal cash office activities. Treat it with sensible care.

KEYS AND DISPLAY

The keypad

To keep counting as easy as possible, the number and layout of the keys on the keypad has been kept simple.

They have their functions printed on them. They are designed to resist spills and increase durability.



The screen

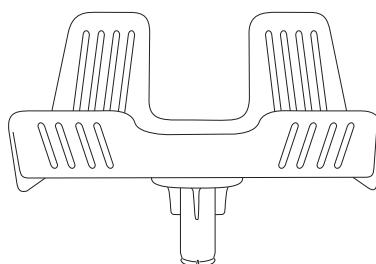
This is where you will see:

- display of values and quantities counted
- messages related to Cashmaster functions

[C]	08.02.2016	11.10
1c	Scoop	
Coins		
USD	0.00	
Total	0.00	

The tray

The tray is designed to hold scoops, cups, rolled coins, loose bills and strapped bills. Place the tray on the Cashmaster and push down very firmly, until it is clicked in.



KEY IDENTIFICATION



The **ON/OFF** key. Press once to switch machine on. Press and hold down to switch machine off.



The **STRAPPED BILLS** key. Press to select strapped bills and to toggle between loose/bundled/clipped bills.



The **ROLLED COINS** key. Press to select rolled coins.



UP and **DOWN** arrow keys. There are two sets of these keys, one set to toggle between bill denominations and another set to toggle between coin denominations.



The **PLUS** key. Used to add amounts to the total.



The **MINUS** key. Used to subtract the last value added from the total.



The **PRINT** key. Press once for a print out of the totals.



The **FUNCTION** key. In combination with other keys is used to control various settings. (See page 9.)



The **CE (CLEAR ENTRY)** key. Press once to clear sub totals.



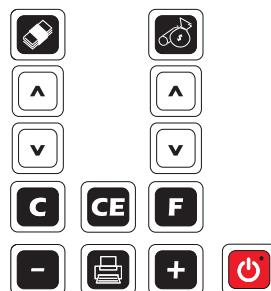
The **C (CLEAR)** key. Press and hold, wait momentarily and press again to clear the total.

FAST KEY SETTING FUNCTIONS

Fast key functions are controls that allow you to quickly access settings within the Cashmaster. To perform the fast key functions press both keys simultaneously.

Bank value setting

Press the “F” and the “Bill Up” keys. Then press any arrow key to select a bank. Use the “+” key to select the digit to be adjusted. Then use any arrow key to decrease or increase the amount. Press “F” key to save. To exit, press the “Strapped Bills” key.



Bank selection

Press the “F” and the “Coin Up” keys. Use any of the arrow keys to select bank. Press “+” key to accept.



Contrast

Press and hold the “F” and “C” keys, and press either “Up” key (to increase) or “Down” key (to decrease) the contrast.



Auto-add

Press the “F” and the “+” keys. “+” will be displayed on screen if auto-add is activated.



Auto-scroll

Press the “F” and the “-” key. “↑” will be displayed on the screen when auto-scroll is activated.



Set time/date

Press the ‘F’ and the ‘Coin down’ keys simultaneously. This will enter the time/date setting. Use the coin up/down keys to toggle and use the “PLUS (+)” and “MINUS (-)” keys to increase and decrease.



Switch currency

Press the “F” and the “Rolled Coins” keys to toggle between the different currencies.



Calibrate scoop/cup

Press the “F” key and the ‘ON/OFF’ keys then follow on screen instructions.



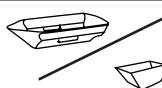
GETTING STARTED

What you can count

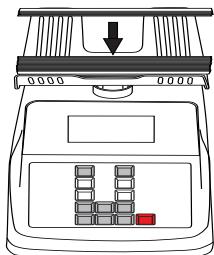
Bills

	Loose - Loose bills are counted by placing a slice of up to 30 bills at any one time. Continue to add bills of the same denomination, until all bills from the selected denomination have been counted.
	Bundle - counting strapped bills that have been packaged in a bundle.
	Clipped - counting strapped bills that have been packed in a clip.

Coins

	Rolls - for counting and checking rolls of coins.
	Scoop or other container - for counting loose coins that are on a scoop or other calibrated container.

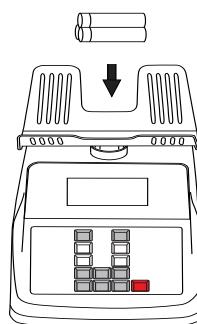
Counting loose
or strapped bills



Counting loose coins



Counting rolled coins



GETTING STARTED

Switching on

Ensure that the tray is empty, then press .

When the Sigma 170 is initially switched on, the display will show the following “**Place Empty Scoop On Scale**”.

You must now place the scoop/cup on top of the tray. This container is now ready to use with the machine. (Please note the scoop/cup must only be used for counting coins).

Place Empty
Scoop On Scale

Setting date and time

The clock facility on the Sigma 170 must be set as follows when you receive the machine. From count screen:

1. Press the  key and press the coin  key.



2. Use the arrow keys   to toggle between date and time.
3. Press the  key.
4. Use the arrow keys to select the hour/minute or the day/month/year.
5. Use the  and  keys to increase/decrease the value.
6. Press the strapped bill key  to save.
7. Press the strapped bill key again to exit.

GETTING STARTED

Setting the bank

This function allows you to set the bank value on the Cashmaster. (This can be changed at any time).

Press the  and the bill  keys to enter bank setting.

Use the arrow keys to select bank. Use the  key to switch on/off.

To edit press the  key.

Use  or  to select value position, and use  or  to enter the bank value.

Press  when finished to set bank.

Switching bank mode on/off

Once you have stored your default bank amount in memory, you can switch the bank mode on/off as required.

Press the  key and then the coin  keys to toggle between banks.

The display will show the current bank amount stored.

Use the arrow keys to select bank. Use the  key to switch the selected bank on.

Bank selections:	USD
0.00	
100.00	
None	

GETTING STARTED

Switching auto-add on/off

Auto-add is a feature that allows the Cashmaster to automatically add the value of any bill/coin values (that is placed on the tray) to the grand total.

If auto-add is off, the value displayed will not be automatically added to the totals, you must press  while the value is being displayed and the cash still on the tray, to add the value to the total.

Your device may already have auto-add set to on/off as default. See below:

Indicates auto-add is on



+	08.02.2016	11.10
1C		
Coins		
USD	0	
Total	0	

Indicates auto-add is off



	08.02.2016	11.10
1C		
Coins		
USD	0	
Total	0	

To switch auto-add on/off press  and  simultaneously.

GETTING STARTED

Switching scroll on/off

Auto-scroll feature allows the Cashmaster to automatically scroll up to the next denomination when the cash is removed from the tray.

If auto-scroll is off, the denomination displayed will not automatically advance, you must manually select the next denomination required using the   keys.

Your device may already have auto-scroll set to on/off as default. See below:

Indicates auto-scroll is on



↑	08.02.2016	11.10
1c		
Coins		
USD	0	
Total	0	

Indicates auto-scroll is off



↑	08.02.2016	11.10
1c		
Coins		
USD	0	
Total	0	

To switch auto-scroll on/off press  and  simultaneously.

GETTING STARTED

Learning - bills only

Press the bill  key to select bill mode.

All Cashmaster machines are calibrated at the factory to the average bill weights of all US currency. As bill weights vary slightly depending on age and usage, the following should be completed on receipt of your new machine.

(Please ensure auto-add/scroll has been switched off before beginning “Learning”. See page 11 and 12.)

1. Press bill  or  until you reach the bill denomination required.
2. Place 8-10 bills of the chosen denomination on the tray.
3. When the Cashmaster beeps add more bills.
4. Remove all bills from the tray.
5. Repeat steps 2 - 4 several times, each time increasing the number you apply in one slice. After repeating a few times you will be able to apply 25 - 30 bills in one go.

If the display shows:



Too many
Remove Some

Remove a few until you see a valid reading, then continue to add bills.

COUNTING

Counting loose coins

Press the coin  key until the following is displayed.

■ ▲ +		08.02.2016	11.10
1C		Scoop	
Coins			
USD		0.00	
Total		0.00	

Use the coin   keys to select the correct denomination for counting.

Place the scoop/cup of the selected coins on the tray; the Sigma 170 will beep and the display will show the value and the quantity of coins in the scoop/cup:

■ ▲ +		08.02.2016	11.10
1C		x40	
Coins			
USD		0.40	
Total		0.40	

If **auto-add is on**, The Cashmaster will automatically update the totals, and beep to confirm the add. Remove the cup from the tray and advance to the next denomination in the sequence.

If **auto-add is off**, leave cup on the tray and press  to add to the total, the Cashmaster will beep to confirm that the value has been added to totals. Remove the cup from the tray and advance to the next denomination in the sequence.

Note: If bank mode is on, the decreasing bank amount will be displayed at the bottom of the screen; once the bank amount has been reached, your Cashmaster will signal with a double beep, the screen will show the total for banking; the bank has already been taken into account.

COUNTING

Counting packaged coins

Press the  key until the following is displayed.



Place a roll of coins on the tray. If the roll is full, the Cashmaster will recognise the denomination, together with the value.

For certain denominations of rolls the display will show:

(2) Possible
Results

You are required to select the denomination of the roll which is on the Cashmaster, using the coin  or  key. Press the  key to accept the value.

If the machine does not recognise the weight as a "full roll" the following will be displayed.



Using the coin  and  keys, select the actual coin denomination.

The machine will then display the value together with the number of coins in the roll.

Press the  key to accept the value and add to the grand total.

COUNTING

Counting loose bills

Press the bill  key until the following is displayed.

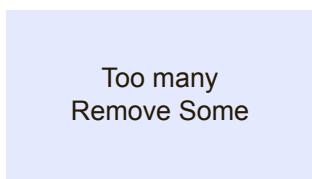
08.02.2016 11.10	
\$5	
Bills	
USD	0.00
Total	0.00

Use the bill   keys to select the correct denomination for counting.

Place bills of the selected denomination on the tray.

08.02.2016 11.10	
\$5	x10
Bills	
USD	50.00
Total	50.00

Bills should be applied in slices of up to 30 bills at a time. The device is constantly learning, if too many bills are applied this message will be displayed.



Simply remove a few bills until the message disappears, then continue adding bills to those already on the tray.

Repeat above steps for each denomination of bill. To skip a denomination, press

bill  or  key.

COUNTING

Counting strapped bills

The Cashmaster will count strapped bills, including bundles and clips.

Press  key to select strapped bills.

  		08.02.2016	11.10
\$5	Bundles		
USD		0.00	
Total		0.00	

Use the bill   keys to select the correct denomination for counting.

Place the strapped of bills on the tray. The Cashmaster accepts bundles of \$1, \$2, \$5, \$10, \$20, \$50 and \$100.

If the packaged bills are “good”, its value is displayed.

  		08.02.2016	11.10
\$5		x100	
Bundles			
USD		500.00	
Total		500.00	

Repeat above steps for all strapped bills. To return to loose bill counting, press the  key until the word ‘bills’ appears under denomination.

If a strapped bundle is suspect, the display will show:



You must open the strapped bundle and count the bills in loose bill mode.

TROUBLESHOOTING

Mode	Message	Description
Coins		
Loose/rolled	Too much weight on scale	This means there is too much weight on scale, simply remove some. The Cashmaster will weigh up to a maximum of 1.5kg.
Roll	* Suspect *	Roll applied is suspect. You may leave roll on tray and select the correct denomination for the actual roll amount.
Bills		
Loose	PRESS ZERO KEY	Cashmaster has drifted from zero (usually due to draught or vibration). Ensure the tray is empty, then press on/off key.
Loose	Please remove scoop/cup from scale	You have selected a bill denomination while the cup was still on the tray. Remove the scoop/cup.
Loose	Too many Remove some	Bills should be applied in amounts of up to 30 at a time. Simply remove a few bills until the message disappears then continue counting.
Strapped	* Suspect *	Bundle applied is suspect. You should split bundle and count in loose bill mode.
Misc		
	High vibration lockout	Check that the Cashmaster is placed on a level surface and away from draughts (e.g. air conditioning or fan).
	Battery low	Plug machine into power supply to recharge battery.
	Print timeout	Ensure that printer is switched on and properly connected to the scale before retrying.
	Scale is below minimum weight!	Indicates that the tray has not been placed correctly. Ensure tray is pushed firmly into the Cashmaster.

FAQ

How do I clear sub-totals?

Select the desired denomination and press  key once.

How do I clear grand totals for one register?

From the count screen hold down the  key until the confirmation is displayed.

Press the  key again to confirm and clear.

How do I switch currencies?

Press both   keys simultaneously to scroll through multicurrency options, stopping at the desired currency.

What is the maximum weight the machine can weigh?

1.5kg.

What do I do if my printer does not work?

1. Ensure printer is connected to machine
2. Ensure printer has power
3. Ensure printer is loaded with paper
4. Ensure paper grip lever is in downward position

**For all other problems or issues contact our Customer Support team on:
+1 877 227 46 27.**

TECHNICAL SPECIFICATIONS

Weight	1.2kg
Dimension	162mm (W) x 188mm (H) x 282mm (D)
Load capacity	1.5kg
Power supply	Mains adapter 12V 2.5A
Power indication LED red:	Powered from mains, battery charging
LED green:	Powered from mains, battery fully charged
LED flashing red/green:	Powered from mains, trickle charge or faulty battery
LED off:	Power from battery only
Battery type	LiPo 7.4V 1250mAh

GLOBAL SUPPORT

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e: germany@cashmaster.com

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UK and all other customers

t: +44 (0) 1383 410 121
e: support@cashmaster.com

cashmaster.com



cashmaster.com

Coin Order Form



Date: _____

Store/Location: _____

Instructions: Use this form for all coin orders. File completed form with the daily paperwork.

Denomination	Quantity
Fifties:	
Twenties:	
Tens:	
Fives:	
Ones:	
Quarters:	
Dimes:	
Nickels:	
Pennies:	
Total:	

Complete when order is called in:

Date:	
Name of Associate Placing Coin Order:	
Total Amount:	
Confirmation Number:	
Delivery Date:	

Complete when the order is received:

Verified By:	
Receipt Date:	



Safe Count Worksheet

Store/Location: _____ Location/# _____

Date: _____

Instructions: Count the safe twice daily: AM count before the store opens; PM count after the store closes.

Enter dollar amounts in the spaces provided. File with the daily paperwork.

Coin and Currency Count		AM	PM
Rolled Coins	\$0.01		
	\$0.05		
	\$0.10		
	\$0.25		
Bundled Bills	\$1		
	\$5		
	\$10		
	\$20		
Loose Bills	\$1		
	\$5		
	\$10		
	\$20		
	\$50*		
	\$100*		
SAFE COUNT TOTAL			
COIN ORDER			
CASH DRAWERS # drawers x \$200 each			

GRAND TOTAL		
--------------------	--	--

Counted By:		
--------------------	--	--

**Ideally, all \$50 and \$100 bills are deposited and NOT left in this drawer!*

Bottled Beverage Receipts

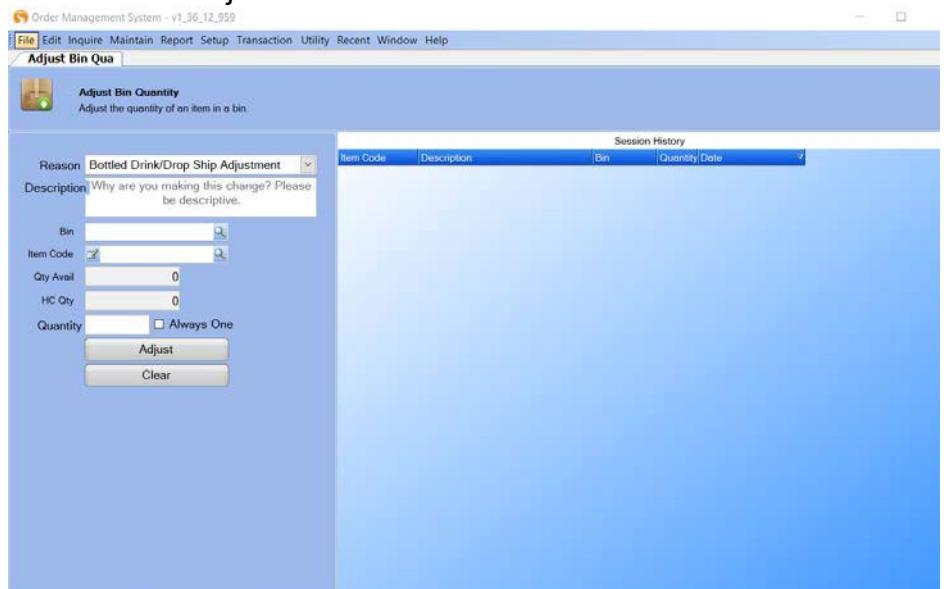
Summary

Follow the below steps when receiving bottled beverage inventory as soon as the items are received. After receiving the inventory in OMS, ensure invoice is sent as noted below. Failure to do so will result in inaccurate inventory and unpaid accounts.

OMS Inventory Adjustments

To receive bottled beverage merchandise in OMS follow the below steps:

1. **OMS > Transactions > Inventory > Adjust Bin Quantity**
From the Adjust Bin Quantity screen:
2. Change the reason to **Bottled Drink / Drop Ship Adjustments**
3. Enter the Bin needed to add inventory to, ex.) RTL*#### (4-digit store number)
4. Scan or enter in the item code of the drink needed to add example: Coke-01, etc.
5. Under quantity, type the number of units needed to be added, ex.) 24, **the quantity entered should always match the invoice**
6. Click the Adjust button



Bottled Beverage Payments / Invoice

Once the vendor drops off the bottled beverages, they will provide the store with a receipt. Stores will need to e-mail a PDF copy of the receipts to STPIvoices@tjx.com so that payment can be processed. This e-mail invoice must be sent as soon as possible. In the subject line of the e-mail please include: **Coke Invoice, store number, and date.**

Drop Shipments

The above process can be used for a drop shipment of other merchandise; however, Store Operations will communicate when this happens. Therefore, this adjustment should only be used for Bottled Drink orders, unless directed by Store Operations.



Store Direct Shipment Seal And Verification Processes

Table of Contents

Receiving Store Direct to Store Seal Process	2
Emergency Seal Process	6
Store Direct Shipment Seal Test Process.....	7
Notice of seal test failure.....	9
Store Direct Shipment Seal Log.....	10

Receiving Store Direct to Store Seal Process

Purpose

This document details a receiving stores role in the Store Direct Shipment Seal Process through a step-by-step instruction.

Key Points

- All seal and trailer verification is a two Associate verification process
 - The two Associate verification process is in place as a form of checks and balances to ensure the upmost security of our product. A member of management or key holder **must** make up one of the two Associates for the verification process.
- Authorized Associates for seal verification **AND** trailer unload are as follows:
 - Member of management
 - Key Carrier
 - Back Room Coordinator (BRC)

Responsibilities/Instructions

Verify the Load/Trailer/Seal

- Carrier makes contact with authorized Associate (see key points above) to let them know they are arriving.
- Using the two Associate verification process, verify the correct trailer is at your location (circled in green on figure A). Check the seal for tampering. If the seal has been tampered with, immediately call Sierra DC/FC Loss Prevention 307-772-4829 OR 307-214-4335, DLPM and DM
- Match the unique number printed on the seal to the Bill of Lading. It will be titled “seal on arrival” (circled in red on figure A). If the numbers do not match, immediately contact Sierra DC/FC Loss Prevention 307-772-4829 OR 307-214-4335, DPLM and DM
- Enter the number of the seal on the trailer into the “Store Shipment Seal Log”
- Once the seal is verified and logged, using bolt cutters, remove the seal.
- Have the driver tie back and secure the trailer doors and verify the trailer is properly backed up and secure to the dock and dock seal.
- Instruct and ensure the driver has disconnected his cab from the trailer and attached the pin lock to the fifth wheel before entering the trailer and commencing the unloading process.
- Store copies of BOL's should be kept in Manager's office and retained for 2 years

Store Direct Shipment Seal Process

Sierra Loss Prevention Department

Figure A

Unload

- Retrieve the envelope inside of the trailer with the additional green bolt seals for other store direct stops and sets it aside. (see figure B)

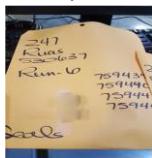


figure B

- Verify the pallets to be unloaded by matching the pallet number from the BOL (circled in black figure A) to the Pallet number sticker on the physical pallet. All pallets will have a pallet sticker and a store sheet for verification (See pictures on next page)

Ship to Store (STS) Pallets

- All Ship to Store pallets will have a yellow STS sticker on them as well as store sticker and pallet sheet (see pictures on next page)
 - Follow Ship to Store procedures after initial trailer unload.

Pallet Sticker



Store Sheet



Ship to Store Pallet



After Unloading

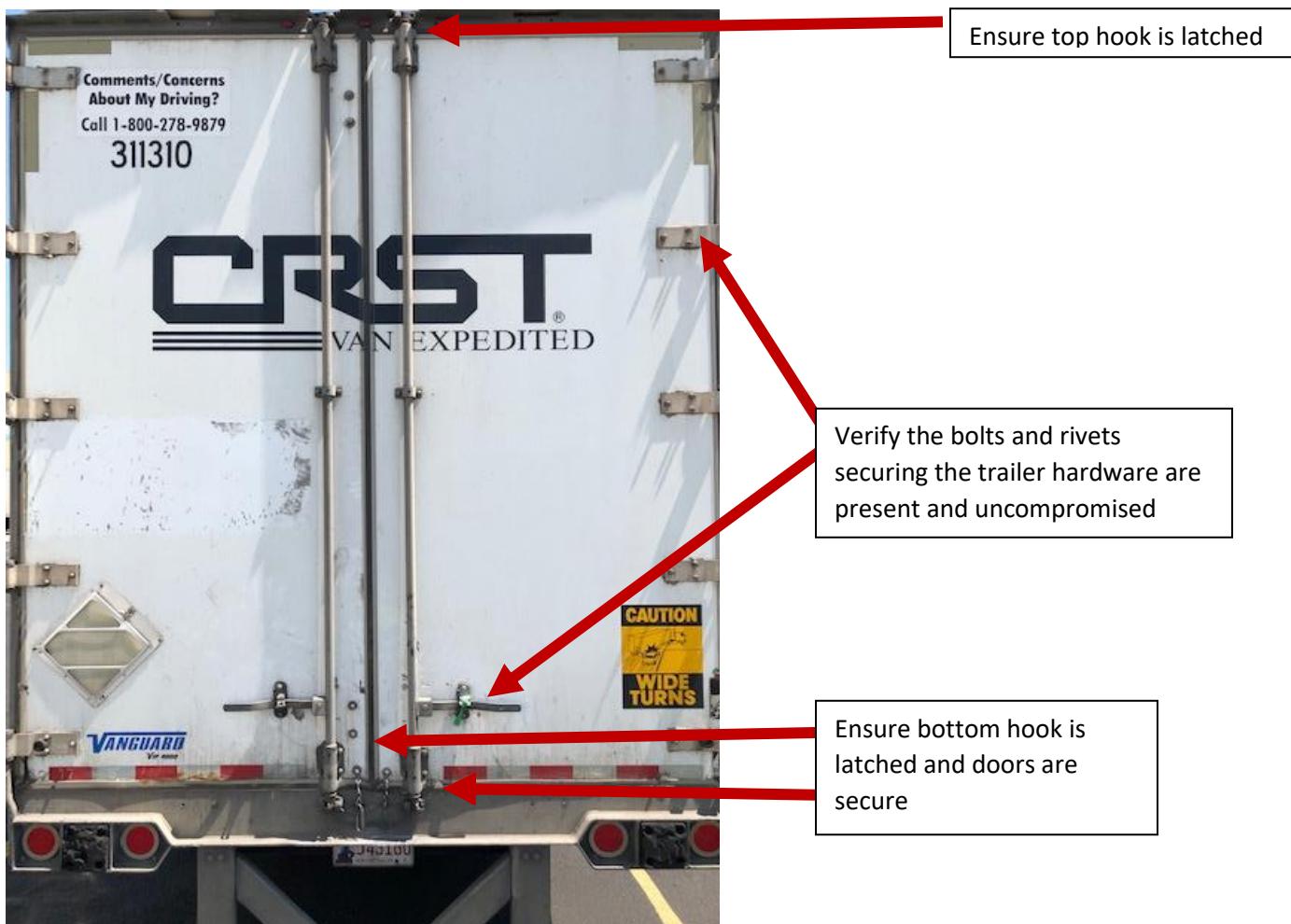
- If your store is the last one on the run, ensure that all pallets have been removed and that the trailer is empty.
- If your store is not the last store on the run, please follow the below instructions.
- Close the dock overhead door and padlock it.

Mis-Ships

- If there are 6 cartons or less that were mis-shipped to a store, please scan by carton and put to store inventory
- If more than 6 cartons were mis-shipped, please call 307-772-4829 OR 307-214-4335 and ask for a transportation coordinator. There will be a brief hold and then a transfer. Once transferred, the transportation coordinator will work with you to correct the issue.
- Mis-shipped STS orders should re-directed to the correct store via FedEx. Contact Sierra DC/FC Transportation at 307-772-4829 OR 307-214-4335 for shipping instructions on large mis-shipped STS items such as Kayaks, Furniture etc.

Trailers headed to other stores

- Driver will pull the trailer away from the dock.
- Retrieve the seal packet (figure B) and identify the next seal on the Store Direct Shipment route (identified on the BOL listed as “Seal on Departure”, circled in blue on figure A, on your stores stop).
- Once seal is identified, place seal packet (figure B) in the back of the trailer.
- Using the two Associate verification process, verify trailer doors are properly secured. Attach the next stores seal by inserting the bolt pin through the locking hole of trailer door.
- Place the cylinder under the bolt pin and snap together. A distinct clicking sound indicates the seal is correctly locked.
- Ensure the bolt seal is locked by pulling on the cylinder.
- Verify trailer door/hinge hardware is not tampered with. (see pictures below below)



Emergency Seal Process

Purpose

This document details the Emergency Red Bolt Seal Process through a step-by-step instruction.

Overview

- The Emergency Red Bolt Seal process is in place to mitigate product loss through shipment and mis-shipped inventory. An Emergency Red Bolt Seal will be placed on any outgoing direct to store shipment with a seal anomaly.

Process

- Store Associate places an Emergency Red Bolt Seal on their store direct shipment after unloading their product when:
 - The store is unable to find the next store seal in the seal packet
 - There is no seal packet
 - When the store direct delivery arrives at a store out of order from the BOL
 - Seal to next store is damaged
 - Store Direct Shipment arrived with incorrect seal on trailer
- Any time an Emergency Red Bolt Seal is placed on a trailer, the store must notify that they have used an emergency seal and why. Please call Sierra DC/FC Loss Prevention 307-772-4829 OR 307-214-4335 and DLPM
- The store should then contact the next store enroute to notify that trailer will be arriving with red emergency seal
- Servicing DC/FC LP will document the use of the Emergency Red Bolt Seal
- Servicing DC/FC LP will send out another Emergency Red Bolt Seal on the next shipment to the store.
- Member of management will e-mail the servicing DC/FC that they have received the seal upon arrival.
- Servicing DC/FC LP will note that the seal arrived at the store.
- Any unused green bolt seals **must** be destroyed by cutting in half with bolt cutters.

New Store Process

- New stores will receive their Emergency Red Bolt Seals with their first Store Direct Shipment
- Member of management places new emergency seal in the cash office/manage office safe



Emergency Red Bolt Seal

Store Direct Shipment Seal Test Process**Purpose**

This document details the Store Direct Shipment Seal Test Process through a step-by-step instruction.

Store Seal Testing:

Scheduling of a seal test will be done at each DC and Service Center location:

Frequency

- Each store within the service area will be tested quarterly.
- Stores that fail a seal test will be tested once per month for the following three (3) months.

Methodology

- Seals will be assigned to each BOL by range of seals. (E.g. three store runs will have three seals assigned. Seal numbers 123456-123458.)
- Seal test will be completed by utilizing a generic seal number on the BOL (Manipulating at least 2 (two) random numbers of the seal assigned in any order).
- Please call Sierra DC/FC Loss Prevention **307-772-4829 OR 307-214-4335** to report seal discrepancy.
- All Stores that have been seal tested and do not call DC/SC before opening the trailer will be considered a failed test and will be notified the next day by the servicing DC/SC.
- Store incident reports / APIS must be completed when a store fails to report a seal test. (Store Incident Report)
- The caller will receive a confirmation number to document their call when reporting a seal discrepancy.

Reporting

- The following protocol must be utilized for Seal Test reporting for all stores:
- Loss Prevention must contact the Store Manager(s) of the Store(s) that fail seal tests within the next business day after seal test was conducted.
- Loss Prevention must notify the DLPM of stores that fail within the next business day with a phone call.
- Failures must be reported to DMs, DLPMs, and Regional LP Assistants through the seal test letter notification after telephone notification by the DC LP Supervisor. Seal Test Notification Letter (see below)

TO: Regional Loss Prevention Manager

FROM: Loss Prevention Supervisor

DATE:

SUBJECT: **NOTICE OF SEAL TEST FAILURE**

On (Date), Store (#) failed a Seal test. The store failed to recognize and call in the incorrect seal number to the Loss Prevention Department.

Warehouse shipment was loaded on (Date) Trailer (#), for delivery to Store (#) (District #).

Seal # affixed to the trailer:

Test Seal range printed on BOL:

Trailer was received by:

Loss Prevention spoke with:

Additional Comments:

Cc: Mgr. of DC/SC LP Services,

District Manager,

District LP Manager,

Regional LP Admin,

Store Direct Shipment Seal Log



Label here

Fast Flow Validation
(print & post most current validation form on a clipboard)

[Fast Flow Validation.pdf](#)

Label here

EAS Tagging Options
[EAS Tagging Options.pdf](#)

Label here

Equipment Job Aid
[Backroom Equipment Job Aids.pdf](#)

Label here

EAS Standards
(print & post store specifics)
[Merchandise Protection](#)

Label here

Working SMART Principles
[Working Smart Principles.pdf](#)

BACKROOM OPERATIONS & PRODUCTIVITY

[Backroom Board Title Page.pdf](#)

Flowing Tracker

(print & post on clipboard for Associates to fill out)
[Flowing Tracker.pdf](#)

CPH GOAL
(Cartons Per Hours)
7.0+
[CPH Goal Title Page.pdf](#)

Label here

Backroom Coordinator Job Aid
[BRC Job Aid.pdf](#)

Label here

Pace Setter Job Aid
[Backroom Position Job Aids.pdf](#)

Label here

Basics Sorter Job Aid
[Backroom Position Job Aids.pdf](#)

Label here

Apparel Processor Job Aid
[Backroom Position Job Aids.pdf](#)

Label here

Bulk Sorter Job Aid
[Backroom Position Job Aids.pdf](#)



Backroom Coordinator (BRC)

As the BRC, you are the leader of the backroom. It is your responsibility to identify bottlenecks before they happen by helping each position as needed, restocking supplies/equipment, and creating a sense of urgency.

Focus Areas

- Tour the backroom with the Operations Manager or Merchandise Coordinator to ensure readiness for efficient backroom processing (i.e. cleanliness, equipment readiness, backstock)
- Assign required roles to the associates in accordance with Fast Flow processing
- Adjust and flex associates as the workflow dictates
- Identify areas of cross-training opportunities and implement associate training plans accordingly
- Keep associates focused on their specific tasks – restock supplies/equipment to keep process moving
- Ensure z-racks are sorted by area
- Ensure pallets are checked in

Team Organization

- Have a quick huddle with team each morning to review previous results and goal set
- Assign roles/responsibilities to your associates
- Partner with the Operations Manager or Merchandise Coordinator in the event the actual carton count varies significantly from the estimated carton count (when variances occur, create a plan to adjust labor to complete the truck on time)
- Ensure that associates who are new to tasks feel comfortable asking questions. Periodically check on them to ensure they are following Fast Flow procedures.

Tracking/Coaching

- Review the progress of the truck and the team on a frequent basis to ensure CPH goal of 7.0+ is met
- Identify areas that need attention during the truck such as trash build-up, lack of available equipment, or goods not being placed into the staging area appropriately
- Work closely with the MOD to identify pressing equipment or space issues so they can adjust the flow of merchandise to the floor accordingly
- Complete the backroom Backroom Productivity tracker and Fast Flow Calculator and use the results to facilitate coaching the team on their performance daily
- Review the productivity results with the Operations Manager
- As a coach, ensure that you are celebrating associate successes in productivity
- If associates are falling short of the productivity goal, ensure that the Working Smart principles are reviewed

BACKROOM OPERATIONS

&

PRODUCTIVITY

CPH GOAL

(CARTONS PER HOUR)

7.0+

Fast Flow Validation

Equipment Job Aid

EAS Tagging Options

EAS Standards

Working SMART

Backroom Coordinator

Pace Setter

Bulk Sorter

Basics Sorter

Apparel Processor

Working Smart Principles

1. Have all tools, equipment and adequate supplies set up and within easy reach before starting task.
2. Work toward dominant hand (left to right for most people).
3. Eliminate unnecessary motions and steps.
4. Do not turn, twist, or bend unless necessary.
5. Eliminate double handling.
6. Batch work.
7. Be consistent.
8. Keep the amount of work in process low.



Backroom Coordinator (BRC)

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- Review the progress of the truck and the team on a frequent basis to ensure CPH goal of 7.0+ is met
- Identify areas that need attention during the truck such as trash build-up, lack of available equipment, or goods not being placed into the staging area appropriately
- Work closely with the MOD to identify pressing equipment or space issues so they can adjust the flow of merchandise to the floor accordingly
- Complete the backroom Backroom Productivity tracker and Fast Flow Calculator and use the results to facilitate coaching the team on their performance daily
- Review the productivity results with the Operations Manager
- As a coach, ensure that you are celebrating associate successes in productivity
- If associates are falling short of the productivity goal, ensure that the Working Smart principles are reviewed

Proper Use of Merchandise Handling Equipment

DO!



Tank DO's

- ✓ **DO** Use for large and fragile items, such as, but not limited to:
 - ✓ Gear
 - ✓ Home
 - ✓ Candles
- ✓ **DO** Leave in protective packaging
- ✓ **DO** Keep seeded tickets with products

Don't!



Tank DON'Ts

- ✗ **DON'T** Remove packaging in backroom
- ✗ **DON'T** Place large items that can tip the tank
- ✗ **DON'T** Overfill
- ✗ **DON'T** Leave on sales floor
- ✗ **DON'T** Use for apparel

Proper Use of Merchandise Handling Equipment

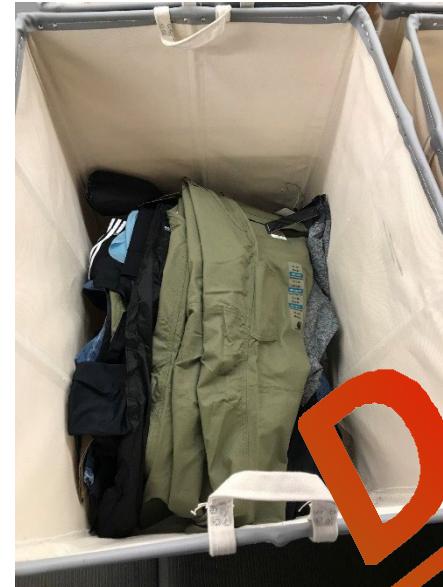
DO!



Laundry Cart DO's

- ✓ **DO** Use Laundry Carts for lightweight/bulky items such as, but not limited to:
 - ✓ Backpacks
 - ✓ Yoga mats
 - ✓ Pet beds
 - ✓ Camping equipment

Don't!



Laundry Cart DON'Ts

- ✗ **DON'T** Use for apparel
- ✗ **DON'T** Use for fragile items
- ✗ **DON'T** Leave on sales floor
- ✗ **DON'T** Overfill the Carts

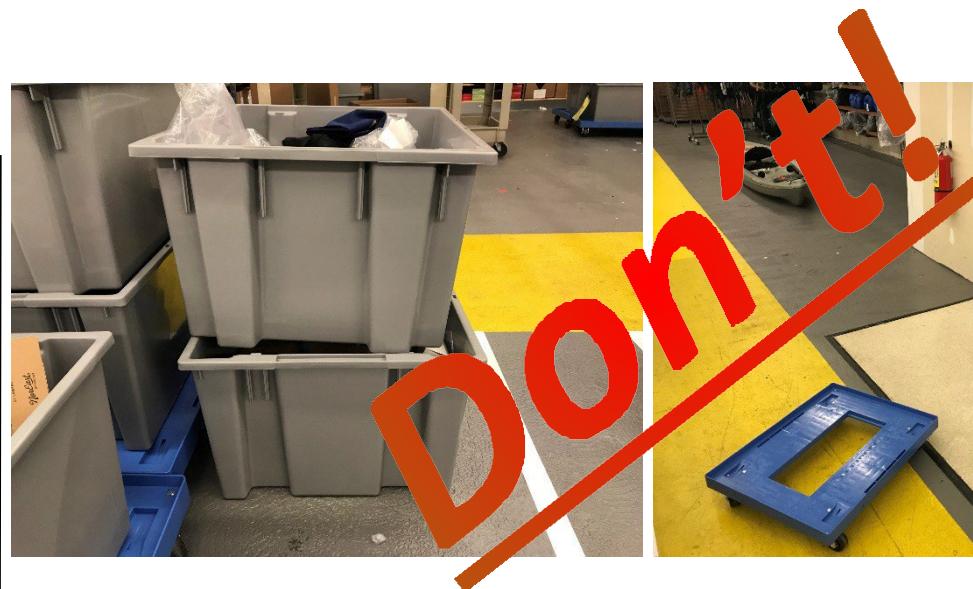
Proper Use of Merchandise Handling Equipment

DO!



Totes and Dollies DO's

- ✓ **DO** Set up in designated area on dollies
- ✓ **DO** Label totes by department/category
- ✓ **DO** Stack no more than 3 totes high
- ✓ **DO** Set up totes under Nestaflex for small quantity items
- ✓ **DO** Set up totes behind associate for large quantity items



Totes and Dollies DON'Ts

- ✗ **DON'T** Overfill totes
- ✗ **DON'T** Over stack totes
- ✗ **DON'T** Use totes without dollies
- ✗ **DON'T** Leave dollies unattended

Proper Use of Merchandise Handling Equipment

DO!



Hopper Tote DO's

- ✓ **DO** Use for queue line
- ✓ **DO** Stack 4 hopper totes high max
- ✓ **DO** Stack on dollies
- ✓ **DO** Use labels to separate categories in queue



Hopper Tote DON'Ts

- ✗ **DON'T** Leave on/or block sales floor
- ✗ **DON'T** Overfill/over stack

Don't!



Totes and dollies



Hopper totes



Laundry cart



Tank

Pace Setter: 1st Position

- ✓ Cut shrink wrap from the top-down
- ✓ Safely place cartons onto nestaflex
- ✓ Cut open cartons away from body
(sides first, then lift middle and cut)
- ✓ Identify and separate hardlines items for EAS tagging, as needed



- ✓ Quickly open all flaps and send carton to next position
- ✓ Flatten cartons as emptied
- ✓ Share responsibilities with Bulk Sorter



Working Smart Tips:

- ✓ Always cut away from yourself
- ✓ Have all necessary tools within arm's reach
(box cutter, trash)

Bulk Sorter: 2nd Position

- ✓ Neatly stage bulk merchandise onto appropriate equipment (tanks or laundry bins)
- ✓ Share responsibilities with Position 1 – Pace Setter
- ✓ Help Position 3 – Basics Sorter as necessary
- ✓ Apply / sort EAS tagging as necessary
- ✓ Turn carton when there is only apparel left in box
- ✓ Flatten cartons as emptied

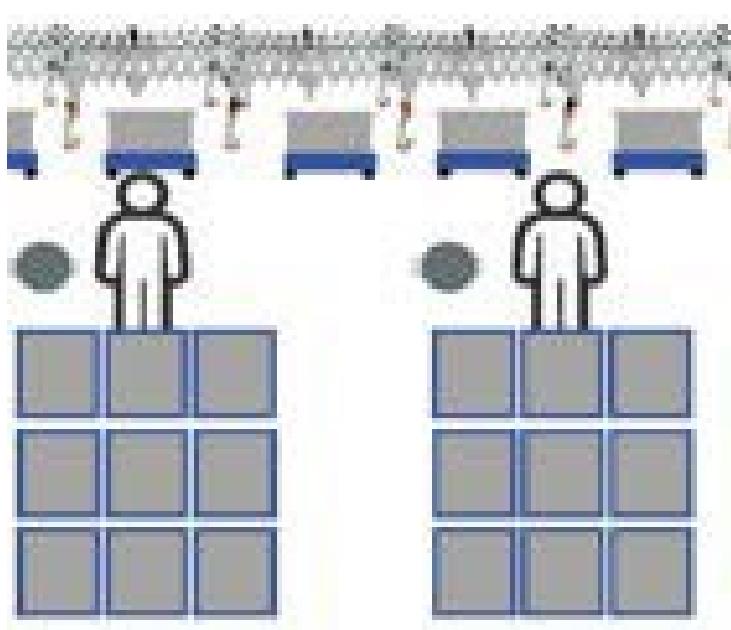


Working Smart Tips:

- ✓ Have all necessary tools within arm's reach (box cutter, trash)

Basics Sorter: 3rd Position

- ✓ Pull non-apparel merchandise and sort directly into designated totes by category
- ✓ Apply / sort EAS tagging as necessary
- ✓ Stay in same position – work one box at a time and remove all basics
- ✓ Turn carton when there is only apparel left in box
- ✓ Do not consolidate apparel into boxes unless necessary
- ✓ Assist positions other positions as necessary
- ✓ Flatten cartons as emptied



Working Smart Tips:

- ✓ Have all necessary tools within arm's reach (box cutter, trash)

Apparel Processor: 4th Position

- ✓ Working one garment at a time, complete the following steps:
 1. Apply EAS tag, if applicable
 2. Insert appropriate hanger
 - Top hangers – slide through neck and shoulder of garment
 - Bottom hangers – flat hang women's, fold hang men's
 3. Apply size ID
 4. Fold the garment towards you
 5. Repeat steps above for each garment in a batch (usually 5-6 items)
 6. Pick-up the batch by the hangers and place on z-rack sorting by Men's, Women's, and Kid's
- ✓ Do NOT sort apparel by size onto z-rack

Working Smart Tips:

- ✓ Batching 5-6 items at a time will increase efficiency
- ✓ One apparel processor can hang 2-3 z-racks per hour (200-300 units)

EAS Tagging – All Items Sensored in the Backroom

Overview:

To streamline processing and ensure EAS tagging accuracy among each category of merchandise, all necessary items must be sensed in the backroom. As merchandise is flowed to the sales floor, Associates must double-check for tagging accuracy.

EAS tagging of items other than apparel and shoes will be completed by the bulk / basic sorter. This allows the truck process to continue, without changing the speed of the pacesetter or apparel processor(s). EAS tags must be placed in arms-reach of the bulk and basic sorter, to eliminate steps (if processing on the line).

Review the EAS tagging setup options and determine which fits best for your processing area. *It is recommended that stores with smaller backrooms EAS tag items other than apparel off the line, as shown in option 2*

Option 1: EAS tagging happens on the processing line for ALL items



As pictured on the left; the bulk / basic sorter identifies and sensors hardlines items. This can be done on the line if space allows, or by placing an EAS caddy on the merchandise vehicle. The pictures represent both options.

Ensure that your store's current EAS standards are posted in a visible location for this processing position.

Processing Steps:

1. As items other than shoes and apparel are removed from boxes, the basic and bulk sorter review for EAS tagging. Apparel will be sent down the line to the apparel processor for EAS tagging, and shoes will be processed at the footwear station, off the line.
2. The bulk and basic sorter EAS sensor identified items, prior to placing them in sorted bins.
3. The bulk and basic sorter place items in / on the correct merchandise vehicle, tagged and ready to be flowed to the sales floor.
4. As Associates flow merchandise to the sales floor, they are double checking that items are tagged to standard.

Option 2: EAS tagging happens off the processing line for all hardlines items

(Apparel is sent down to the apparel processors, and all hardlines items needing EAS tags are separated into bins to be tagged at a station before going to the sales floor.)



Processing Steps:

1. As items other than shoes and apparel are removed from the boxes, the bulk sorter and basic sorter review and separate items for EAS tagging. Apparel will be sent down the Nestaflex to the apparel processor for EAS tagging. The shoes will be processed at the footwear station off the line. Any hardlines items for EAS tagging will be sorted into bins and EAS tagged off the processing line.
2. The bulk and basic sorters will sort the EAS items into the labeled hopper bins or laundry bin, depending on the size of the items to be sensed.
3. As associates flow the merchandise to the floor, they will stop at the EAS sensoring station (unitizing the footwear-processing table) correctly sensor all items according to the EAS standards. The Associate will then push the items to the sales floor once all items have been sensed properly.



Driving efficiency, productivity, and consistency

Processing and Flowing Merchandise Standard Operating Procedure

Updated: August 2022



Introduction

Fast Flow is the Sierra term for processing and flowing merchandise from start to finish. The process is broken down into two main parts: processing merchandise in the backroom and flowing merchandise to the sales floor. The following document describes both parts in detail. All stores are expected to process trucks and flow merchandise to this standard.

Processing and flowing merchandise must be accompanied with the proper plan to execute, through staffing and scheduling. To complete the process efficiently, four Associates, including the Backroom Coordinator should be scheduled at a minimum of four hours, ideally 7am-11am, and taking a break prior to store opening. Additional Associates may be needed to continue flowing merchandise, after the truck has been processed. Truck processing should take place the day after the truck has arrived. For example, if trucks arrive on Mondays, Wednesday, and Fridays, the processing team should be scheduled Tuesdays, Thursdays, and Saturdays.

The goal is to process and flow merchandise to the sales floor within 24 hours. To flow merchandise to the sales floor efficiently, productivity should be tracked to ensure the process stays on target. While processing, the **cartons per hour goal is 7.0** and should be achieved through proper setup of the backroom. While flowing merchandise to the sales floor, each vehicle that holds merchandise has a standard time to complete, e.g., a z-rack should be flowed to the department in approximately 20 minutes. It is important that Associates are aware of the productivity standards and are coached and trained accordingly. Each Associate should keep track of their processing time.

Job aids for equipment use, processing positions, and EAS standards should be placed in visible locations in the backroom.

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Backroom Layout

Proper backroom layout is essential to operating and maintaining efficient processing. An example of a standard backroom layout is depicted below.

The layout and organization of the backroom may need to be adjusted based on backroom size and shape. The overall layout should work from the truck door, toward the sales floor. This path from door to floor will ensure a consistent and productive flow for merchandise to travel.

Nestaflex setup

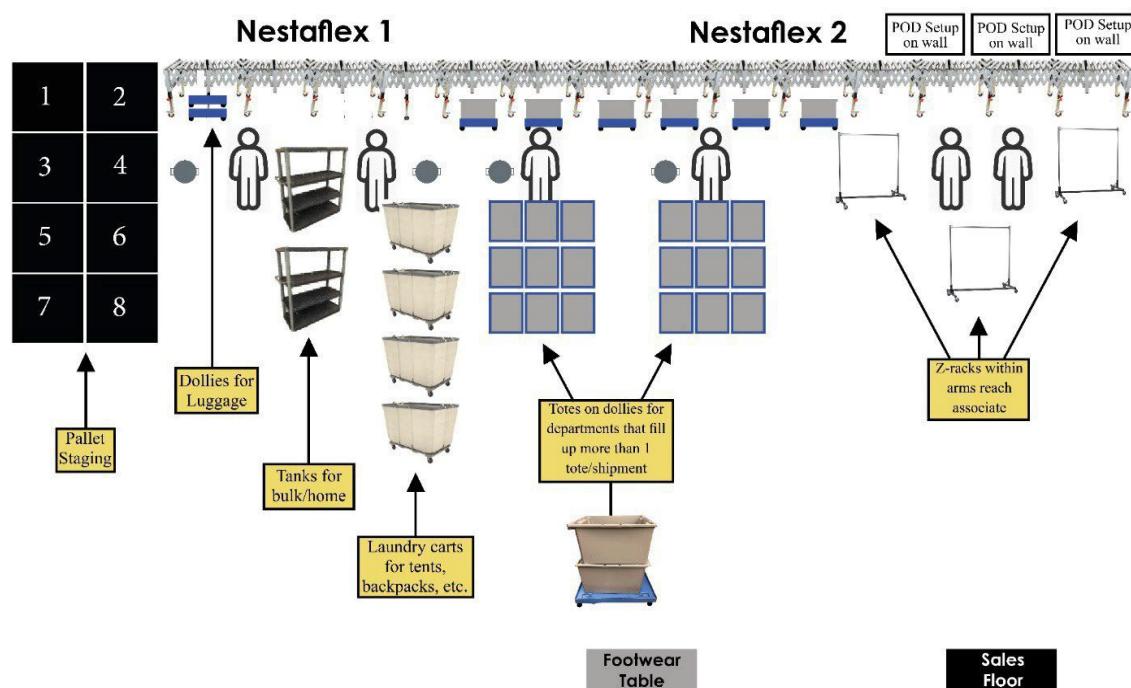
You should have 2 Nestaflex conveyors. These should be positioned on the wall furthest from the sales floor, if possible.

The first Nestaflex should be extended to a full 25' in a straight-line. The second Nestaflex should be partially condensed such that it can be pulled towards each pallet.



POD Setup

There is a Standard of 6 POD sections on a wall. Some smaller backrooms may have 5 sections.



Equipment & Use

Tanks

- Used for large and fragile items such as:
 - D58-59 – Camping & Outdoor Gear
 - D60-62 – Bedding, Bath, Floor Décor
 - D80-84, 86 – Tabletop, Stationary, Kitchen / Dining, Seasonal Dec., Decorative Accessories, Home Furnishings
- Tanks should be organized by department, when possible. Keep like items together for easy flowing. It is important to keep heavy items at the bottom



Laundry Carts / Bins

- Best used for bulky, non-fragile items
- The following departments should serve as a guide for laundry cart use:
D54, 56, 57, 58, 59 – Gear (tents, sleeping bags, backpacks, chairs), D74(larger travel items, except luggage), D 67 - Pet beds



Totes & Dollies

Grey totes on dollies are used to quickly sort and flow non-apparel basic merchandise. Tote setup should be pre-determined before each delivery and should only change seasonally.

Totes should be positioned into two areas:

Underneath Nestaflex: totes on dollies should be placed under the Nestaflex for sorting merchandise categories in which smaller quantities are anticipated.

Behind Basics Sorter: sets of totes on dollies in a 3x3 layout, when possible:



- Totes should be organized such that more fragile categories are nearest to the sorter and less fragile categories are further away
- Totes should have department / category labels for ease of reference. Some departments that are a good use of totes: Accessories, Food, Seasonal Décor, Hosiery, Small Camping and Gear items, etc.

Equipment & Use

Hopper Totes

Hopper totes on a dolly should be placed in the basics sorting area of your backroom:

- Should be used for queue line merchandise only
- Stack up to 4 high
- Use removable labels on hopper totes to separate categories
(the categories for queue line items will change seasonally)



EAS Tags

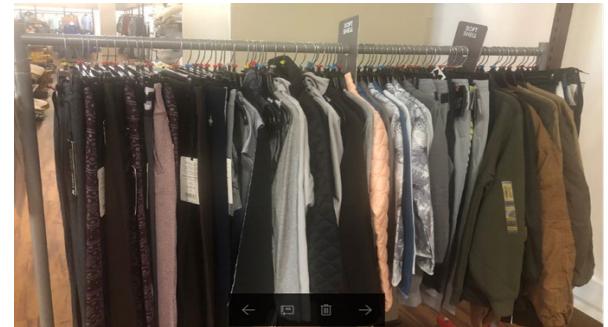
- Use a small utility tote for EAS tags
- Place utility tote within arm's reach
 - The EAS tote should be closest to the Associate's dominant hand for efficient and easiest access
- Use a grey tote under the apparel processing to store extra EAS tags



Z-racks

Z-racks are used to hang processed apparel. They should be positioned next to the Apparel Processor, if space is limited, behind the Associate.

- Z-rack should be within arm's reach of Associate to minimize twisting and footsteps
- Ideally, each apparel processor will have three z-racks around them, one for Men's, Women's, and Kid's
- Z-racks with multiple genders should be separated with category paddles for easy identification (any category paddle can be utilized)



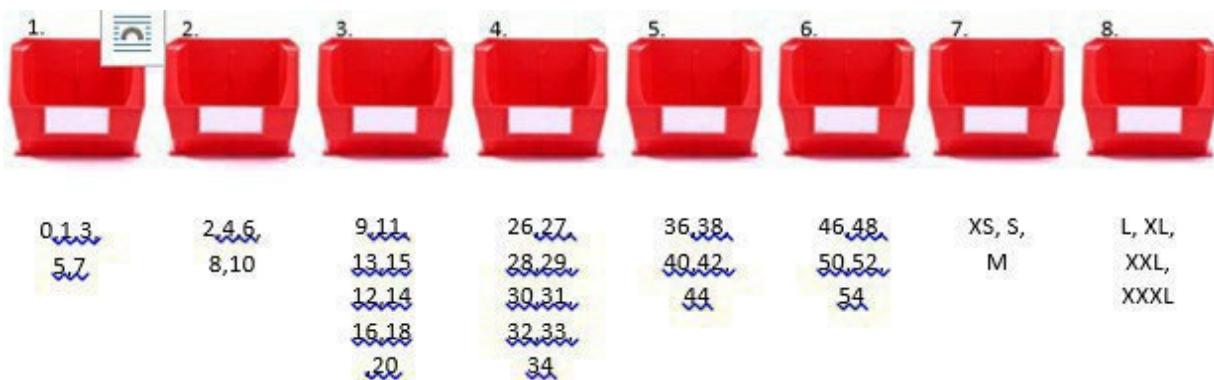
Apparel Processing Setup

Refer to the following visual for proper apparel processing setup. Standard size cartons or grey totes may be used to process apparel.



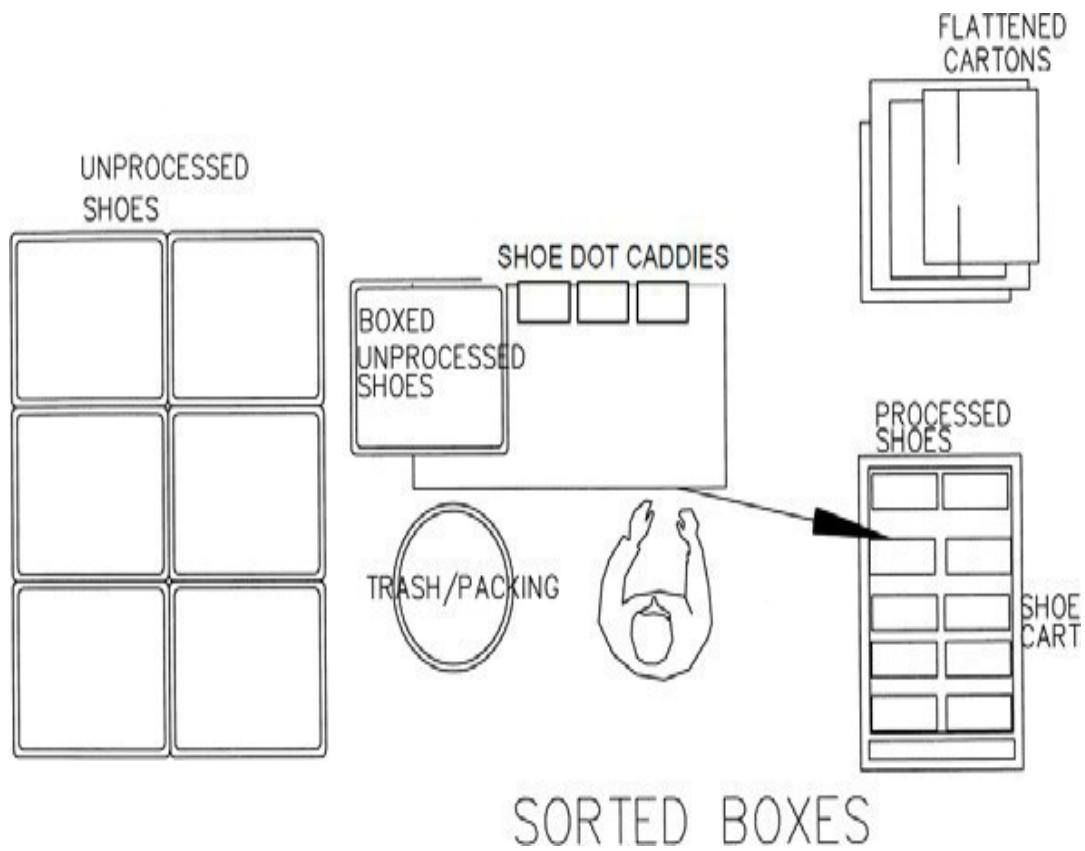
Hangers and Size IDs:

1. Hangers should be sorted by type only, tops / bottoms
 - a. Replace a whole bar of hangers at once
 - b. Top bar has top hangers and bottom bar has bottom hangers
2. Hanger bar can be adjusted up or down
 - a. Top bar should be a reasonable arm reach for the processor
 - b. Bottom bar should not be too low that it limits visibility of the Lin bins
3. Size IDs should be setup us pictured below:



Footwear Processing Setup

Refer to the following diagram for proper layout and positioning of footwear processing in the backroom.



Footwear Processing Setup:

1. Ensure the shoe size stickers are full and setup in a location that is easy to reach.
2. Tanks will be dedicated to footwear processing. Designate one tank per gender of footwear, when possible. Processed footwear will be separated by size and gender once it gets to the tank.
3. Ensure that cartons are placed on the tank with identifying size labels, as shown in the picture on the right.



Roles & Responsibilities

The following roles describe each position within the fast flow process. The process begins with the Pacesetter and ends with the Apparel Processors. Once the truck has been broken down and sorted, Associates can break away to process footwear, Ship-to-Store orders, and begin flowing merchandise. Each position is designed to be able to aid the next when time allows. Typically, the process is completed with four Associates, including the backroom coordinator. Ship-to-Store packages and footwear will be uncovered during the process. These items should be put aside to be processed after pallets are broken down.

Work SMART Principles

The following principles must be applied throughout the entire process:

- Have all tools, equipment, and supplies setup, and within easy reach
- Work toward your dominant hand
- Eliminate unnecessary motions and steps. Do not turn, twist, or bend unless necessary
- Eliminate double handling. Work multiple items before moving (batch work) when possible, and be consistent
- Keep the volume of merchandise in process low (heart zone)

Backroom Coordinator (Team Leader)

The BRC will be the pacesetter, beginning the process with a group huddle, and will be able to break away as needed to assist other positions. The BRC can break away from leading the line when the Nestaflex is full, this will happen very quickly.

The Backroom Coordinator should perform the following:

- Communicate effectively about goals and expectations, beginning with a huddle
- Identify, communicate, and correct bottlenecks / safety issues
- Keep Associates focused on their task
- Oversee and lead all backroom activities
- Ensure ALL merchandise is received, processed, and placed on the sales floor with a 7.0+ CPH goal in mind
- Ensure Associates utilize Working Smart Principles and maintain safety awareness
- Maintain proper setup, organization, supplies and use of equipment including EAS tags
- Ensure damages are handled according to company standards

- Support recycling programs where applicable
- Maintain back stock standards
- Maintain backroom signs
- Ensure fixture storage is clean and organized

Position 1 – Pacesetter

The pacesetter should be able to breakdown one pallet every ~9 minutes

- Cut shrink wrap from pallet using box cutter (top-down)
- Cut all cartons away from the body (sides first, then lift middle and cut)
- Open all flaps quickly and then push carton down the Nestaflex
- Turn carton when only apparel is left in the box, flatten cartons as emptied
- Share responsibilities with position 2 (when applicable)

Position 2 – Bulk Sorter

Bulky / large merchandise should be immediately removed from Nestaflex and moved / worked into its' respective processing areas using dollies when possible. Any items that need to be built will come last in the process.

- Neatly stage merchandise on appropriate merchandise handling equipment by department
- Do NOT remove protective packaging from merchandise
- Seeded tickets should be placed next to merchandise for easier flow. Ticket item on the spot if it does not require unpackaging. For example: luggage and larger items should be ticketed, but smaller items such as wellness can be ticketed on the salesfloor.
- Turn carton when there is only apparel left in box
- Flatten cartons as emptied
- Share responsibilities with pacesetter and basic sorter as needed
- Assist in clean-up and dispose of trash once truck unloading is complete
- Assist with EAS tagging / sorting, if applicable (see EAS tagging options)

Positions 3 – Basics Sorter

- Pull non-apparel merchandise and sort directly into designated totes on dollies by department
- Do NOT consolidate apparel into boxes unless necessary
 - Eliminates double touching
 - Eliminates mixing similar items across cartons
- Stay in position and work only your departments / categories
- Flatten cartons as emptied and place into trash bin
- Assist bulk sorter and apparel processor as needed
- Assist in clean-up and dispose of trash after truck unload is complete
- Assist with EAS tagging / sorting, if applicable (see EAS tagging options)

Position 4 – Apparel Processor(s)

Note: It may take a bit of time in the unloading process for apparel to come down the line. Assist other positions until apparel is ready to be processed. Once there are a few cartons of apparel, the processor should begin. As the truck continues to be broken down, an additional Associate will be able to assist in apparel processing.

Ensure you have proper equipment before hanging apparel. You will need to have empty z-racks, hangers, size ID's, EAS tags, and a trash bin.

Working on 1 garment at a time, perform the following steps:

1. De-trash
2. Apply EAS tag, if applicable
3. Insert appropriate hanger (Top hangers – slide through neck and shoulder of garment. Bottom hangers – Flat hang Women's and Kid's, Fold hang Men's)
4. Apply Size ID
5. Hang the garment on the tote in front of you, separate by gender only. Repeat steps above to each garment in a batch (usually 5-6 items prior to moving to rack)
6. Pick-up the batch by the hangers and place on z-racks sorting by Men's, Women's, Kid's

TIP: Batching 5-6 items at a time will increase efficiency. An apparel processor should be able to complete between 2-3 z-racks per hour, depending on the season (Outerwear will fill up a z-rack much sooner than bathing suits).

Footwear Processing

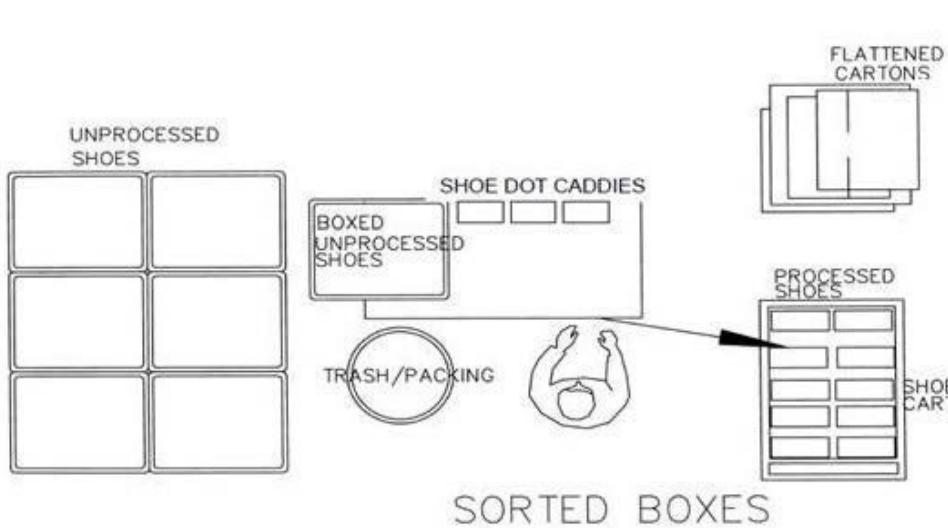
Footwear processing happens when the truck break down has been completed and there are no cartons left to open or push down the line.

A processing station is designated in the backroom for footwear

- The table should be large enough to hold 10 boxes of shoes and still leave room for processing
- Ensure shoe size dot caddies are setup for efficiency

Shoe Processing Steps:

1. Obtain trash box for cardboard, and trash can for other packaging
2. Remove all shoe boxes from wave box and discard empty shoe boxes into wave box, as shoes are processed
3. Place batches of shoes on the processing table
4. Remove any packing material from each pair of shoes and discard
5. Using a batching method, do the following:
 - a. Verify the shoe price
 - b. Apply EAS tag to all right shoes according to tagging guidelines (Do NOT apply EAS tags if it will cause damage to the shoe)
 - c. Check the size and apply size dots to both shoes, when necessary
6. Place both shoes in the appropriate size box on the tank
 - a. Separate Men's/ Women's/ Kid's footwear onto respective tank
7. A flowing Associate should take the merchandise to the sales floor immediately and place on appropriate shelves, by size
8. Associate should bring excess merchandise to the backroom and place in designated backstock area by gender and size



Processing Ship-to-Store Packages

STS packages should be processed as soon as possible so customers know their order has arrived. Typically, the BRC or another Associate who is available after the pallets / cartons have been broken down can move on to process the STS packages.

Ship-to-Store Processing Steps

To process STS packages, you will need to complete the following steps, working with one package at a time:

1. Write the customers first initial and full last name on the package (as it appears on the label), along with the date that it was received in store.
Example: If a package labeled with the name “Alan Smith”, was received on 1/21, then the package would be labeled: **A. Smith 1/21**
2. Using the handheld scanner, scan the package and ensure it is received into OMS (you will see a message displayed on the screen), if you cannot scan the package in, you can type it into Retail Transfer Receiving screen.
3. Place the package on a tank until all packages are received and labeled with name and date.
4. Transfer to STS storage area, in alphabetical order. Faceout customer names for easy identification. If a customer has multiple packages, ensure that they are kept together.
5. Communicate STS issues to MOD, as necessary.
6. Once STS orders are processed and put away, return to help process any leftover apparel, footwear, or begin flowing merchandise to the floor.

EAS Tagging

All EAS tagging should be completed while processing merchandise in the backroom. Each Associate involved in the process is responsible for ensuring merchandise they are processing is tagged to EAS standard. For example: The Apparel Processor is responsible for EAS tagging the apparel appropriately, just as the Footwear Processor is responsible for EAS tagging footwear. The EAS tags must remain organized in totes and caddies, for easy use.

Ensure your store specific EAS standards are posted visibly at each processing station in the backroom.

Ensure all Associates tag merchandise in a way that will not damage the item. Do not apply an EAS tag to an item if it will cause damage. Associates flowing merchandise to the sales floor are responsible for ensuring all merchandise is tagged to standard.

Refer to The Summit [here](#) for store specific grouped EAS Standards and a full review of EAS tagging placement for specific categories / items.

EAS Tagging – All Items Sensored in the Backroom

Overview:

To streamline processing and ensure EAS tagging accuracy among each category of merchandise, all necessary items must be sensed in the backroom. As merchandise is flowed to the sales floor, Associates must double-check for tagging accuracy.

EAS tagging of items other than apparel and shoes will be completed by the bulk / basic sorter. This allows the truck process to continue, without changing the speed of the pacesetter or apparel processor(s). EAS tags must be placed in arms-reach of the bulk and basic sorter, to eliminate steps (if processing on the line).

Review the EAS tagging setup options and determine which fits best for your processing area. *It is recommended that stores with smaller backrooms EAS tag items other than apparel off the line, as shown in option 2*

Option 1: EAS tagging happens on the processing line for ALL items



As pictured on the left; the bulk / basic sorter identifies and sensors hardlines items. This can be done on the line if space allows, or by placing an EAS caddy on the merchandise vehicle. The pictures represent both options.

Ensure that your store's current EAS standards are posted in a visible location for this processing position.

Processing Steps:

1. As items other than shoes and apparel are removed from boxes, the basic and bulk sorter review for EAS tagging. Apparel will be sent down the line to the apparel processor for EAS tagging, and shoes will be processed at the footwear station, off the line.
2. The bulk and basic sorter EAS sensor identified items, prior to placing them in sorted bins.
3. The bulk and basic sorter place items in / on the correct merchandise vehicle, tagged and ready to be flowed to the sales floor.
4. As Associates flow merchandise to the sales floor, they are double checking that items are tagged to standard.

Option 2: EAS tagging happens off the processing line for all hardlines items

(Apparel is sent down to the apparel processors, and all hardlines items needing EAS tags are separated into bins to be tagged at a station before going to the sales floor.)



Processing Steps:

1. As items other than shoes and apparel are removed from the boxes, the bulk sorter and basic sorter review and separate items for EAS tagging. Apparel will be sent down the Nestaflex to the apparel processor for EAS tagging. The shoes will be processed at the footwear station off the line. Any hardlines items for EAS tagging will be sorted into bins and EAS tagged off the processing line.
2. The bulk and basic sorters will sort the EAS items into the labeled hopper bins or laundry bin, depending on the size of the items to be sensed.
3. As associates flow the merchandise to the floor, they will stop at the EAS sensoring station (unitizing the footwear-processing table) correctly sensor all items according to the EAS standards. The Associate will then push the items to the sales floor once all items have been sensed properly.

Flowing Merchandise

Introduction

Flowing goods to the sales floor in the most efficient manner is key to driving profitable sales. Guidelines are included for each area of the store. Flowing Guidelines will support your team's consistency and effectiveness.

Tracking tools should be used to measure success, improve efficiency, and validate the program overall.

Roles & Responsibilities

Manager on Duty:

- Walk the sales floor and identify areas of opportunity (features and endcaps) that should be focused on during merchandise flow.
- Check in with BRC / Merchandise Coordinator and partner with respective Coordinator on opportunities that have been identified on the sales floor, creating an action plan.
- Once a z-rack is full, assign an Associate to the z-rack. The z-rack should be flagged by the Associate / Coordinator as product that will be used to create features or will be hashed into the runs.
 - Typically, flowing merchandise should stop or be reduced around noon, due to higher traffic flow. Each store should evaluate traffic flow and pause / continue merchandise flow accordingly.
- Ideally (1) z-rack per Associate should be worked on the sales floor at a time. Ensure flowing goods to the floor does not disrupt the customers shopping experience.
- Frequently check in with the backroom team to ensure goods are moving from the back room to the sales floor in a timely manner.

Coordinators:

- Assess features, gondolas, and walls, while controlling flow from the backroom.
- Give direction to merchandise Associates on where to begin
- Support merchandise Associates flowing goods and provide coaching on merchandising standards
- Track productivity to maximize efficiency
- Follow Merchandise Presentation and EAS Standards

Associates:

- Begin flowing merchandise as soon possible, to area directed
- Flow merchandise in order of priority
- Track productivity and communicate to Coordinator / MOD for breaks
- Ensure merchandise flowed is tagged to EAS standard
- Recover the sales floor while flowing merchandise
- Check for signage needs, refresh wall and features in partnership with MOD / Coordinator
- Promptly return empty equipment to the backroom

Best Practices for Flowing Merchandise

Hardlines & Apparel Overview:

Prior to flowing merchandise to the sales floor, it is important that the Merchandise ASM and / or Coordinators walk the floor and assess the following:

- *Is the sales floor balanced, are there areas that need to be flexed to make room for merchandise in a specific area?*
- *Are the focal walls impactful?*
- *Do the FOS features and features throughout the store / walls need to be changed or filled in?*

Making a quick assessment of the sales floor will give you a snapshot of areas that you will need to prioritize when flowing goods. It will also help guide you in making decisions on how many features for the sales floor and walls you may need to build. Flexing and balancing areas will need to be reviewed while flowing goods.

Building the Best Features for the Sales Floor, Endcaps & Walls:

There are many ways to build a great feature. Often, seasonality will come into play, based on ownership. Other important factors include fashion, vendor, value and special trophy or niche merchandise.

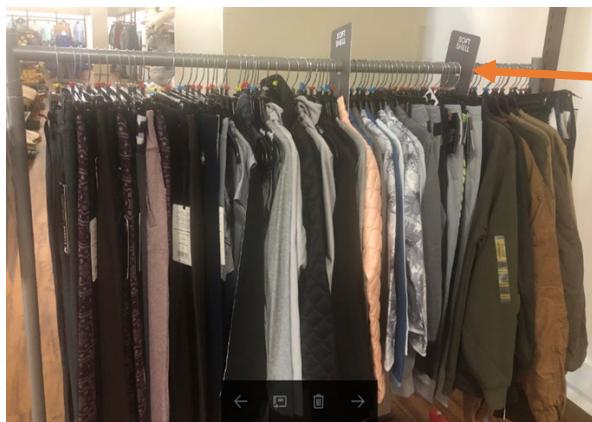
- Some stores may want to designate an area for the merchandise that has been identified as feature merchandise, especially if a larger floor move is required.
- You may use small z-racks, walls or h-racks that are available in the stockroom. This may help to support the step for feature building on the sales floor.
- If space is not available to designate feature merchandise, make sure that feature merchandise is identified and separated out while flowing goods.
- The Coordinators or an Associate should review the merchandise that will be pushed to the floor to build features.
- Use the monthly feature information from the Trailblazer as a guide.
- Review features daily, if they haven't sold down after a few days or a weekend, that is a clear sign to replace with other / new merchandise.

Best Practices for Flowing Apparel

Guidelines for Setting up Z-racks and Flowing Merchandise to the Sales Floor

While processing apparel, separate the merchandise by gender on the z-rack:

- Ideally, each z-rack will be full of a single gender.
- If apparel coming off the truck is light, the processing team may want to combine z-racks together, including more than one gender on a z-rack. If combining racks is necessary, position a category paddle to separate genders, as seen below.



Category paddle is used to separate Men's, Women's, and Kid's apparel on a single rack

Once a Z-rack is Full:

- Build features with the merchandise that has been identified.
- Hash the remaining apparel into appropriate departments and categories. Review the walls as well, to ensure they are full and impactful.
- Flowing a z-rack should take no more than 20 minutes.
- While in the department you are working the z-rack in, take the opportunity to recover the h-rack or features you are adjacent to
- Recovery should include the review of missing signage, size ids and category paddles.

Best Practices for Flowing Footwear

Assess priorities and merchandising needs prior to flowing footwear. This will make flowing goods easier and more efficient. Prioritize what shoes to flow first based on what has been processed, gaps within the department and sale trends.

Best Practices for filling in Footwear:

- Identify holes within the department and fill in runs.
- Straighten shoes and make room for new product
- Change / fill end caps
- Identify seasonally relevant merchandise for endcaps
- Fill and change merchandise to highlight good, better, best, value and BFPQ
- Identify and fill in shoes featured in other departments / shops, if applicable.
- After filing in shoe runs flex / balance the department as needed.
- When flexing the department, always flex towards clearance.
- Check and change signage as needed.

Footwear Tank Setup for Flowing:

Large apparel boxes (regular cardboard cartons) are used to organize, and house processed footwear. These boxes allow for more footwear to fit within a box.

- Footwear tanks are separated by gender and boxes are sized accordingly
- Save apparel boxes to use for footwear overstock and to use for flowing
- Labels may need to be created to represent sizes, as shown below



Best Practices for Flowing Gear

Totes should be used to flow gear to the sales floor. This will be a simple way to expedite merchandise to the sales floor in an organized manner.

Gear merchandise should be designated in grey totes. Open-front totes work well for small gear & queue items. Stack 3 high, on dollies, for easy flow.

Label some totes by major category with a plain sheet of laminated paper that is affixed to the front of the tote. Examples include but are not limited to the following: Water Bottles, Camping Accessories, Fishing, Winter Sports / Ski, etc.

A few things to remember when flowing gear merchandise:

- Gear totes for the queue should be set up separately
- While Gear is being restocked, make sure the gondola or wall being worked is balanced and full
- Empty peg hooks should be brought to the backroom
- Make sure merchandise is displayed evenly on peg hooks within a category
- If needed, expand the category when merchandise allows, each category should not be less than 4'. If a category is less than 4', it should be combined with an adjacent category
- Review the area for recovery
- Check for complete and accurate signage, change if necessary

Best Practices for Flowing Women's & Men's Accessories

Women's & Men's Accessories should be housed separately in totes or laundry bins to be brought to the sales floor.

Separating the goods during the truck receipt process into totes by major category of business will help to support an organized and efficient process to flow goods to the floor.

When flowing Accessories to the floor conduct a quick review for the following:

- Merchandise is separated full price from clearance.
- Handbags are colorized, grouped by type of handbag.
- Reviewed for proper EAS tagging.



Women's Accessories:

Separate all D19 handbags and wallets from D74 Travel and Accessories, Backpacks, Totes. Some Handbags can look like D19 merchandise, make sure the D19 merchandise flows to the designated fixtures and wall within the Women's pad.

- Jewelry and other small accessories should be prioritized to a Queue fixture, facing the main racetrack.

Men's Basics:

- D16 Men's underwear, socks and belts should be separated into totes. Socks may need separate totes based on inventory levels / time of year.

Best Practices for Flowing Home, Pet, and Wellness

A tank should be set up in the backroom when the truck is received. The tank keeps Home inventory sorted by department and protects from damages better than using totes.

When inventory levels are lower, totes can be used. Laundry bins are good merchandise flow vehicles as they can flow non-fragile items including pet toys & beds and some larger items to the sales floor. It is very important to look for seeded tickets on cartons or containers when processing Home merchandise.

A few things to remember when flowing Home, Pet, and Wellness Merchandise:

- Process Wellness / Personal Care merchandise directly onto the tank if possible.
- This tank should be used for fragile and small items from the Home departments including Décor, Kitchen, Candles and Food (non-queue) product.
- Designate shelving for Wellness and Pet and the remaining shelves for Home product.
- Separate Food from all other merchandise. Display sweet / salty food in the queue.
- Separate Pet merchandise from all other merchandise. Group toys, and smaller pet items in totes or bins. Pet Beds can be separated in Laundry bins.
- When flowing goods to the floor, take some time to review damaged merchandise on shelves that may need to be marked down or marked out of stock.

Below is an example of a well-organized tank, used for wellness:



Best Practices for Flowing Queue Line Merchandise:

The queue area is where driving sales and adding more items to the customers' basket should be a key priority. To support this focus, special merchandise feature suggestions will be provided seasonally, via the Trailblazer.

Some merchandise is considered "programmed" and will be maintained in the queue. These are sales driving, fast selling items that customers look for, or are considered impulse buys. These items include Tech Accessories, Salty / Savory Snacks, Candy, Water Bottles, Gear, Wellness / Personal Care, Pet Products, Toys, Travel Accessories (when inventory allows) & Jewelry. If space allows, the store can choose another department to feature in the queue.

How to prep for Queue line merchandise flowing:

- In the backroom, set up hopper totes on dollies. This will help to organize and expedite the everyday / programmed single queue items and prevents damages.
- Place like items in totes on the same dolly for easy replenishment
- For easy identification and replenishment, label the totes accordingly based on the programmed items, listed above.

Remember that certain items have a specific placement within the queue. Tech, and Wellness should always be positioned on the outside of the queue facing the main racetrack. Seasonal items should be placed in the first two or three positions within the queue, so they are most visible and will sell relatively quickly.

Key Components of the Queue

Key elements to the success of the queue, starts with strategic scheduling. Associates should be scheduled accordingly to ensure merchandise is prioritized in the queue line. The Coordinator should communicate to the MOD if / when backup is needed to continue queue line merchandising. The Coordinator or front-end Associate should communicate their merchandising plan to the team. Ensure totes of queue line merchandise are not left out in the aisle.

Tracking Tools

Tracking the efficiency and continued progress of processing goods is a critical component of running a successful store.

Units and cartons processed per hour is a tool that can help to identify areas of opportunity within the backroom. Some opportunities may include training / coaching of Associates, providing direction on merchandising, and prioritizing certain goods to the sales floor depending on space.

CPH Calculation (Input on the Summit through Retail Trackers)

Cartons per hour (CPH) can be calculated based on the number of pallets that were processed, how many total hours were spent processing, and the standard of 25 cartons per pallet. For example, if 8 pallets were processed in 16 hours total time (4 Associates processing for 4 hours each), the cartons per hour (CPH) would be 12.5. Time is contributed from each hourly Associate, actively processing. To get an accurate CPH, make sure Associates subtract time spent on breaks.

Fast Flow Calculator (Saved to shared store folder / backroom computer desktop)

The Fast Flow Calculator is a store facing tool used to track flowing and CPH. The calculator should be saved to a shared store folder or desktop on the backroom computer. This excel document can be found on the Summit within the Fast Flow Folder.

Directions:

1. Save the calculator to your computer, or a shared folder that your store leaders can access
2. Navigate to the tab for the current week
3. *Backroom Processing*
 - a. Enter the # of **Pallets** being processed on the specific day, along with the **Schedule Processing Hours**, total # of **Scheduled Associates** to work those hours, as well as the **Actual Processing Hours** used
 - b. At the end of the week, enter any unprocessed **Pallets Carrying Over** into the next week. These will be automatically added to the following Sunday, but can be allocated to another day as appropriate by store
 - c. The **Actual CPH** metric will calculate, and this will be added to the Tracker on the Summit
 - d. Store leaders can also use this calculator to understand if the actual time it took to process the pallets was more/less than what was scheduled for future use
4. *Flow to Floor*
 - a. Enter the total # of **Scheduled Hours** per day to flow merchandise to the floor, as well as the total # of **Scheduled Associates** to work those hours. There is space to enter **Estimated Actual Flow Hours** as well.
 - b. Based on hours scheduled, the **Estimated Flow Qty**s area will populate to visualize the

amount of flowing that is possible in the time scheduled, on average, assuming the team is using Z-Racks, Totes, Tanks & Laundry Bins to flow the merchandise.

5. Notes

- a. Space is available for Store Leaders to enter notes on specific weeks should there be something to remember that affected the CPH – such as training new Associates, the BRC being out, or something positive that drove CPH up for the week!

Fast Flow Weekly Calculator

Backroom Processing

	Pallets	Scheduled Processing Hours	# Scheduled Associates	Actual Processing Hours	Total Cartons	CPH
Sunday	0				0	
Monday	0				0	
Tuesday	2	9.50	3	9.00	50	5.56
Wednesday	0				0	
Thursday	3	12.00	4	11.00	75	6.82
Friday	0				0	
Saturday	0				0	
Total	5	21.50	7	20.00	125	6.25

Pallets Carrying Over: 1 **Sched Vs Actual Hours:** -1.50

*Pallets carrying over to next week are carried over to Sunday of the following week

Flow to Floor

	Scheduled Hours Flow	# Scheduled Associates	Estimated Actual Flow Hours	Estimated Flow Qtyps			
				Based on Scheduled Hours & Est Flow Times			
	Z-Racks (Est Flow 20 min)	Totes (Est Flow 20 min)	Tanks (Est Flow 50 min)	Laundry Bins (Est Flow 30 mins)			
Sunday				0	0	0	0
Monday				0	0	0	0
Tuesday	24	4	22	18	36	4	5
Wednesday				0	0	0	0
Thursday	10	2	11	8	15	2	2
Friday				0	0	0	0
Saturday				0	0	0	0
Total	34	6	33	26	51	6	7

Sched Vs Est Actual Hours: -1.00

Notes:

Flow Time Standards & Tracking

Utilize the **Flow Time Standards** to ensure Associates stay on track for time that each merchandise vehicle should typically take to flow to the sales floor. A general guideline is:

Z-rack: 20 minutes

Tote: 20 minutes

Tank: 50 minutes

Laundry bin: 30 minutes

The **flowing merch tracker** updated by each Associate flowing merchandise, accordingly. The tracker should be utilized by each Associate, one line per shift, to capture totals of merchandise flowed and time spent flowing.

Fast Flow Productivity Tracking (Flowing Merch)

Date	Associate Name	Estimated Actual Flow Hours (consider breaks and time spent on register)	Flow Quantity			
			Z-Racks (Est Flow 20 min)	Totes (Est Flow 20 min)	Tanks (Est Flow 50 min)	Laundry Bins (Est Flow 30 mins)
8/22	John Smith	3hrs 15 mins	3	5	1	1

Program Validation and “Making it Stick”

Coaching and observing will be a key component in making sure the process is executed correctly. “Making it stick” after implementing a change is imperative to the success of the ongoing process. The Fast Flow process can be validated by utilizing the tools on the following pages. Once the process can be validated to completion, it should be routinely validated, to ensure everything stays on track and efficiency is maximized.

How will you make sure the program sticks?

- Train all Associates utilizing best practices
- Observe and coach in the moment, to guide and recognize Associate performance
- Use the tracking tools to monitor processing and flowing of goods, as needed
- Celebrate improvements and recognize Associates with S.O.A.R cards
- Make it fun! Create contests for the best CPH, flowing goods to the floor, or the best feature. Having fun and keeping your Associates engaged will drive great results

Validation Instructions:

To ensure store teams are set for success in the backroom, it is necessary to validate the Fast Flow process from start to finish. It is important that each area is assessed and only validated to completion. If an area cannot yet be validated, it should be addressed and fixed immediately.

Fast Flow Validation should be conducted first as a store self-assessment, with the Operations ASM and Store Manager, and after successful self-validation, the Store Manager must validate the process in partnership with their District Manager. The Fast Flow SOP should be used to aid the validation process to ensure setup and flow are set to standard / reset as needed.

Print the following validation pages and utilize the space between each validation point to make note of areas to recognize or improve. Do not check off a validation point until it is to standard. Completed validation pages should be retained for 6 months in the filing cabinet by the backroom computer.

Areas to validate:

- Backroom Layout and Equipment
- Truck Team – roles and responsibilities
- Leadership Team – roles and responsibilities
- Receiving and Productivity Tracking
- Flowing Merchandise

1. Backroom Layout & Equipment

- Backroom layout flows from pallet processing toward the sales floor
- Pallets are staged in the most efficient area, furthest from sales floor
- Operations board layout is correct and up to date
- Size IDs, hangers, and EAS tags, are full and set to SOP
- Trash cans are properly staged near Associates, without having to take too many steps (ARRC recycling stores will need an additional bag or trash can for plastic)
- Dollies, totes, and category signs are being utilized appropriately (totes with merchandise should have dollies underneath for easy movement)
- Tanks are being used for bulk hardlines merchandise
- Laundry bins are being utilized for lightweight gear, travel, home, and pet
- Totes that are used most frequently are closest to the Associate
- Z-racks are within arms-reach of the apparel processor
- Backroom starts and ends clean, organized, and ready for the next truck

2. Truck Team

- Associates are scheduled appropriately (ideally, at 7am with team of 4, with Associates also scheduled to flow merchandise)
- The Pace Setter removes cartons from the pallet, quickly opens all flaps and sends them down the line to the bulk sorter, at a steady pace
- The Bulk Sorter places bulk items onto the correct equipment, breaks down cardboard when empty, and supports the next Associate as needed
- The Basic Sorter pulls out non-apparel items and places them into totes, and breaks down cardboard boxes when emptied
- The Apparel Processor, processes one garment at a time with appropriate hanger, size ID, and EAS tag, and batch hangs 5-6 pieces onto z-rack, sorted by gender
- The team understands and demonstrates proper EAS tagging of merchandise
- The team understands and demonstrates the role of each processing position (job aids posted to help Associates)
- Associates communicate breaks to team (prior to leaving station)
- Associates demonstrate an understanding of tracking their own processing times (communicating to BRC prior to end of shift)
- Team knows the Cartons Per Hour goal of 7.0 or higher
- Team displays a sense of urgency to process merchandise quickly and efficiently

3. Leadership Team

- The BRC creates a sense of urgency among the team
- The BRC understands and demonstrates when Associates should be flexed in the process (prevents bottlenecks)
- The BRC ensures supplies is restocked and communicates needs to MOD
- The BRC communicates when product is ready to flow to the sales floor
- The BRC takes ownership of the overall process, and is an easy to identify leader
- The BRC understands tracking efficiencies and fills out trackers appropriately and accurately
- The BRC / MOD spot check for proper EAS tagging
- The BRC / MOD course corrects with Associates as needed (for example, coaches an Associate promptly if they are utilizing the wrong hanger, taking too many steps, etc.)
- The MOD makes several passes through the backroom during the process
- The MOD communicates to the floor team when product is ready to flow
- The Management Team ensures that enough Associates are crossed-trained on Fast Flow in case of callouts
- The Management Team ensures / plans to have all coordinators trained to be able to lead the truck process, in absence of the BRC

4. Receiving STS Orders & Productivity Tracking

- STS packages are individually scanned, labeled with Customer name and date received, and put away in alphabetical order in STS area
- The BRC / MOD know when to communicate if there are any issues with STS packages
- The BRC understands why productivity is tracked and can demonstrate how to track CPH correctly (without the aid of the tracker)
- BRC / MOD utilize the Daily Store Delivery Log on The Summit and input information upon receipt of truck
- BRC / MOD utilize the weekly productivity trackers located on The Summit to input CPH (used in conjunction with the store facing CPH calculator)
- BRC / MOD can demonstrate how Associates utilize the merchandise flowing tracker
- BRC / MOD can speak to Direct to Store SOP (seal verification process) and understand what to do with discrepancies

5. Flowing Merchandise (Follow the Flow Time Standards and Utilize Flowing Tracker)

Apparel and Accessories

- Z-racks are pushed when full and are separated by gender using a category paddle
- Z-racks are flowed to completion in 20 minutes or less
- Z-racks are promptly brought to the backroom when emptied
- Features and walls are prioritized, full and refreshed, keeping BFQP (brand, fashion, quality, price) top of mind

Hardlines

- Totes, tanks, and laundry bins are brought to the sales floor, accompanied by an Associate, when full
- End caps are prioritized and are filled and refreshed

Footwear

- Footwear tank is full, organized by gender and size
- End caps are prioritized, filled, and changed
- Size runs are filled in, flexed towards clearance

Queue Line

- Hopper totes are utilized for merchandise, separated by category
- Queue line merchandising plan is passed along to morning cashier who can fill and flex throughout their shift
- Merchandise is filled starting from the beginning of the Queue to the end, including POP (point of purchase) fixtures

Total Sales Floor

- One z-rack, stack of totes, tank, or laundry bin per Associate (for example: if two associates are flowing apparel, there can be two z-racks on the salesfloor)
- Associates are checking for proper EAS tagging prior to placing merchandise
- Signage is changed, as needed
- When open for business, fixtures / merchandise is mindfully placed, excess has been removed from the sales floor
- When open for business, customer service is top priority

Store Location:

Weekly CPH Tracking Worksheet

Week End Date:

Weekly CPH Tracking Worksheet



Completing the Worksheet:

- One worksheet should be printed for each week (*Sunday – Saturday*)
- The worksheet should be completed daily, even if your store does not receive a delivery or process merchandise in the Backroom
- Opening Leader on Duty begins the day by completing:
 - Carried Over Pallets (*Unprocessed Pallets outstanding from prior day*)
 - New Pallets Delivered (*Expected # of Pallets to be delivered today*)
 - Total (*Carried Over + New*)
- Throughout the day, Associates capture their name and processing hours
 - Processing hours include time worked sorting, tagging and processing merchandise in the backroom (All merchandise including apparel, footwear, hardlines, etc)
 - Associates of all levels (including mgmt.) should capture their hours
- At the end of each day, the closing LOD will complete:
 - Total Assoc Processing Hours
 - Unprocessed Pallets (*Remaining Unprocessed Pallets*)
 - Total Pallets Processed (*Total – Remaining*)
- At the end of each week, Store Leaders will capture:
 - Total Weekly Processing Hours (*Sum of week's Hours*)
 - Final Unprocessed Pallets (*Unprocessed Pallets from final day*)
 - Total Processed Pallets (*Sum of week's Total Processed Pallets*)
 - Calculate the store's CPH
- Report End of Week metrics in the Unprocessed Pallets Report in ThinkTime
 - Unprocessed Pallets, Total Processing Hours, Total Processed Pallets, and CPH

Notes and Best Practices:

- Account for all pallets on the day they are received in “New Pallets Delivered”
- Pallets should be rounded to the nearest half (0.5) pallet
- Kayaks and other stand-alone items should be counted as 1 pallet
- Any cartons/pallets that are not entirely processed should be considered as “Unprocessed” or remaining pallets
 - All merchandise that is not “floor ready” should be considered unprocessed
- Hours should be rounded to the nearest 15 minutes (0.25 hours)
- This worksheet can be compared against UKG Pro (Dimensions) to validate Associate transfers to Backroom

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- The BRC / MOD course corrects with Associates as needed (for example, coaches an Associate promptly if they are utilizing the wrong hanger, taking too many steps, etc.)
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- Z-racks are flowed to completion in 20 minutes or less
- Z-racks are promptly brought to the backroom when emptied
- Features and walls are prioritized, full and refreshed, keeping BFQP (brand, fashion, quality, price) top of mind

Hardlines

- Totes, tanks, and laundry bins are brought to the sales floor, accompanied by an Associate, when full
- End caps are prioritized and are filled and refreshed

Footwear

- Footwear tank is full, organized by gender and size
- End caps are prioritized, filled, and changed
- Size runs are filled in, flexed towards clearance

Queue Line

- Hopper totes are utilized for merchandise, separated by category
- Queue line merchandising plan is passed along to morning cashier who can fill and flex throughout their shift
- Merchandise is filled starting from the beginning of the Queue to the end, including POP (point of purchase) fixtures

Total Sales Floor

- One z-rack, stack of totes, tank, or laundry bin per Associate (for example: if two associates are flowing apparel, there can be two z-racks on the salesfloor)
- Associates are checking for proper EAS tagging prior to placing merchandise
- Signage is changed, as needed
- When open for business, fixtures / merchandise is mindfully placed, excess has been removed from the sales floor
- When open for business, customer service is top priority



DAMAGE CENTER PLANOGRAM - BACKROOM (4' GRIDWALL SECTION IN RECEIVING AREA)		SETUP NOTES	SUPPLY ORDERING	SIGNAGE
SALVAGE BIN (x1)		SALVAGE BIN (x1) OR DAMAGED TEXTILES BIN (x1)* (*Massachusetts locations only)	PLASTIC STORAGE BINS - 54 QUART	1) DAMAGE CENTER 1) SALVAGE 2) SALVAGE or TEXTILES Staples
		SHOE MISMATE WEEK 1 (4' SLANTED SHOE SHELF - PRISM)	4' SUPPLY SHELF	Existing Fixture 1) MISMATES (SHOES)
		SHOE MISMATE WEEK 2 (4' SLANTED SHOE SHELF - PRISM)	THREE SLOTS BETWEEN EACH SHELF	Existing Fixture Stock MISMATES WEEK 1
		SHOE MISMATE WEEK 3 (4' SLANTED SHOE SHELF - PRISM)	THREE SLOTS BETWEEN EACH SHELF	Existing Fixture Stock MISMATES WEEK 2
		DAMAGES SUPPLY/PREP DAMAGE TAGS PENS/PENCILS/RUBBER BANDS	FLUSH AGAINST BOTTOM SHELF	Existing Fixture Stock MISMATES WEEK 3
REPACK SUPPLY/PREP POLY BAGS		FASTENING SUPPLIES SWIFTACK/J-HOOK/SOCK HANGERS	4' SUPPLY SHELF	Existing Fixture 1+2) DAMAGES/REPACK
		REPACK BAGS	PLASTIC SHELF BINS BAG SUPPLIES Item #: 33B-300	1) DAMAGES SUPPLY 2) REPACK SUPPLY Bunzl
DAMAGE BINS (x2)* (*Massachusetts locations must separate damaged textiles to be sent to Salvage)		RETURN-TO-FLOOR BIN (x1) (SGM'd Merchandise Returning to Floor - MOD responsible for emptying daily) MISMATE BIN (NON-SHOE) (x1)	4' SUPPLY SHELF	Existing Fixture
		PLASTIC STORAGE BINS - 54 QUART GROUND LEVEL	Staples	1) DAMAGED (x2) 2) RETURN-TO-FLOOR 3) MISMATES (NON-SHOE)



Setup Notes:

This planogram is based on a standard backroom 4-foot gridwall section. Exact placement is to be determined by each SM and/or DM, based on receiving area design.

The *Damage Center* must be placed in an easily accessible wall section of the receiving area/backroom and may not block egress.

Stores can place a garbage can adjacent to *Damage Center* for disposal of appropriate MOOS'd merchandise.



DAMAGE CENTER PLANOGRAM - FRONT END (SINGLE CUBICLE SECTION OF REAR STORAGE CABINETS)		SETUP NOTES	SUPPLY ORDERING	SIGNAGE
DAMAGES SUPPLY/PREP DAMAGE TAGS PENS/PENCILS/RUBBER BANDS	REPACK SUPPLY/PREP POLY BAGS FASTENING SUPPLIES SWIFTACK/J-HOOK/SOCK HANGERS	PLASTIC SHELF BINS STD CABINET SHELF	Bunzl Item #: 33B-300 Existing Fixture	DAMAGES SUPPLY REPACK SUPPLY MERCHANDISE HOLDS
MERCHANDISE HOLDS (x1)		LARGE FRONT-LOADING AKRO-BIN	Existing Fixture	
DAMAGE BIN/S (x1 or x2)		LARGE FRONT-LOADING AKRO-BIN	Existing Fixture	STACKED DAMAGED
MISMATES BIN (NON-SHOE) (x1)		LARGE FRONT-LOADING AKRO-BIN	Existing Fixture	STACKED MISMATES (NON-SHOE)
WHEELED PLATFORM		BLUE DOLLY	Existing Fixture	



DAMAGED

DESTROY



ALL MERCHANDISE THAT IS UNSALABLE AND NON-SALVAGABLE. **ALL
DAMAGED ITEMS MUST HAVE A DAMAGE TAG ATTACHED BEFORE
BEING PLACED IN THIS BIN.** THIS BIN MUST BE PROCESSED WEEKLY,
AT MINIMUM.

TEXTILES*

SEND TO SALVAGE



***MASSACHUSETTS LOCATIONS ONLY.** ALL TEXTILE MERCHANDISE THAT IS UNSALABLE MUST BE MOOS'D AND SENT TO THE SALVAGE COMPANY. DAMAGED TEXTILES MUST NEVER BE PLACED INTO THE REGULAR WASTE STREAM.

TEXTILE IS DEFINED AS ANY CLOTH-BASED MERCHANDISE, INCLUDING BUT NOT LIMITED TO APPAREL, SOFT HOME, PLUSH PET AND CLOTH-UPPER FOOTWEAR.

SALVAGE



ALL MERCHANDISE THAT HAS A RESALE VALUE, INCLUDING SLIGHTLY WORN MERCHANDISE THAT CANNOT BE MARKED DOWN AND UNSALABLE MIS-MATES, MUST BE SENT TO THE SALVAGE COMPANY.

SALVAGES MUST BE PROCESSED BY THE END OF EACH MONTH.

MISMATES

NON-SHOE



ALL MULTI-PIECE MERCHANDISE THAT IS MISSING ONE OR MULTIPLE CORRESPONDING PIECES. SALABLE NON-SHOE MIS-MATES ARE TO BE SOLD UNDER A SGM.

ALL MISMATES IN THIS BIN MUST BE PROCESSED WEEKLY, AT MINIMUM.

MISMATES

SHOES ONLY



UN-MATCHED SINGLE SHOES MUST BE MARKED OUT OF STOCK AND SENT TO THE SALVAGE COMPANY. SHOE MIS-MATES ARE TO BE KEPT FOR NO LESS THAN 3 FULL WEEKS FROM TIME OF DISCOVERY FOR POTENTIAL MATCHING.

ALL MISMATES IN THIS BIN MUST BE PROCESSED WEEKLY, AT MINIMUM.

RETURN TO FLOOR



ONLY PLACE MERCHANDISE IN THIS BIN THAT HAS ALREADY BEEN
SGM'd AND/OR IS READY TO RETURN TO FLOOR.
THE M.O.D. IS RESPONSIBLE FOR HAVING THIS BIN EMPTIED DAILY.

MERCHANDISE HOLDS

ALL CUSTOMER MERCHANDISE HOLDS MUST HAVE A HOLD TAG ATTACHED. ALL UNSOLD MERCHANDISE MUST BE RETURNED TO THE SALES FLOOR AT THE END OF EVERY DAY.

DAMAGED

ALL MERCHANDISE THAT CANNOT BE SOLD UNDER A STORE-GENERATED MARKDOWN AND IS UNSALABLE AND NON-SALVAGABLE. ENSURE THAT ALL DAMAGES HAVE A DAMAGE TAG ATTACHED BEFORE PLACING IN BIN.

MISMATES (NON-SHOE)

ALL MULTI-PIECE MERCHANDISE THAT HAS BEEN SEPARATED FROM ONE OR MULTIPLE CORRESPONDING PIECES. SALABLE NON-SHOE MISMATES ARE TO BE SOLD UNDER A STORE-GENERATED MARKDOWN.

SALVAGE

ALL MERCHANDISE THAT HAS A RESALE VALUE, INCLUDING SLIGHTLY WORN MERCHANDISE THAT CANNOT BE MARKED DOWN AND UNSALABLE MIS-MATES, WILL BE SENT TO THE SALVAGE COMPANY.
SALVAGES MUST BE PROCESSED BY THE END OF EACH MONTH.

TEXTILES (Massachusetts locations only)

ALL TEXTILE MERCHANDISE THAT CANNOT BE SOLD UNDER A STORE-GENERATED MARKDOWN AND IS UNSALABLE MUST BE MOOS'D AND SENT TO SALVAGE. DAMAGED TEXTILES MUST NOT BE PLACED INTO THE REGULAR WASTE STREAM.

RETURN-TO-FLOOR

ONLY PLACE MERCHANDISE THAT HAS ALREADY BEEN SGM'd AND/OR IS READY TO RETURN TO FLOOR.
THE M.O.D. IS RESPONSIBLE FOR HAVING THIS BIN EMPTIED DAILY.

DAMAGE CENTER



MIS-MATES WEEK 1

MIS-MATES WEEK 2

MIS-MATES WEEK 3

DAMAGE SUPPLY

REPACK SUPPLY

DAMAGE SUPPLY

REPACK SUPPLY

MERCHANDISE DAMAGE PLANNING

1) Create & Maintain the Damage Center

- a) Identify a visible and accessible location within both your front-end and backroom for damaged merchandise to be collected, prior to processing. Follow the *Damage Center Planogram & Signage* guide for all setup instructions.
- b) Ensure that both Damage Centers are clearly signed and remain clean, neat and organized. These spaces must never block safety paths or points of egress.

2) Set Expectations

- a) Based on your damages volume, set processing workload expectations with all store leaders. All damaged merchandise categories must be fully processed on a weekly basis, at a minimum. All processing should be completed within no less than 3 weekdays from the end of each fiscal month.
- b) Ensure that only trained Managers or Coordinators are completing **Store Generated Markdowns** and **Mark out of Stock (MOOS)** functions.
- c) Ensure that all associates are trained and adhering to merchandise damage standards, including knowing the location of both Damage Centers and how to complete a Damage Tag.

3) Follow Standards

- a) Management discretion will often be used to support the proper disposition of damaged or unsellable merchandise. Merchandise may be processed in one of four categories:
 - 1) **Mark out of Stock:** An item is unsalable in current condition, cannot be made salable, or is unsafe to sell and must be removed from sales floor, marked out of stock and destroyed
 - 2) **Store Generated Markdown:** An item is salable in current condition and requires a discounted price to ensure optimal sell-off
 - 3) **Merchandise Salvage:** An item that has resale value and is in safe, salable condition but deemed unsalable by TJX and is sent to a salvage company
 - 4) **Merchandise Mis-mate:** An item sold as a multi-piece unit that is found to be missing one or multiple pieces and is salable, requiring a discounted price to ensure optimal sell-off
- b) Dispose of damaged, unsalable merchandise in accordance with TJX hazardous/regulated waste guidelines, local recycling laws, and as guided in the Merchandise Damage Program SOP, under the *Mark out of Stock* section.

COMPLIANCE & PREVENTION EXPECTATIONS

Stores' adherence to merchandise damage processes will be monitored and assessed by their DM and/or DLPM during both regularly scheduled and unannounced visitation. Store management is responsible for ensuring that proper staffing and workload planning considerations are made to meet or exceed the process standards outlined in the Merchandise Damage Program SOP.

Damage Prevention is a key element in driving profitable sales. All Associates play a role in processing, stocking, handling and recovering all merchandise with care and safety per Company guidelines. Store Management should partner with their DM to provide early reporting and clear documentation of any in-transit or vendor-based damage trends.



Damage Execution Planner

MERCHANDISE DAMAGE SGM GUIDE

Use this guide to determine appropriate price adjustments for damaged merchandise while following all standards of the **Store Generated Markdown** (SGM) process. Remember that all SGM items will have a price ending in '.00' and are subject to subsequent markdowns. Only use red markdown labels and be sure to write 'AS-IS' on the front of the markdown price tag. **SGM's are not to exceed a 50% reduction.**

ALL MERCHANDISE MUST CONSISTENTLY MEET COMPANY QUALITY AND SAFETY STANDARDS

Damage Level	Department & Category	Store Generated Markdown Price Adjustment Guidance																
Minor	Apparel & Accessories - missing button/s	Markdown \$1.00 for each missing button. <i>No more than a total of \$5.00 unless buttons are unique and cannot be replaced individually.</i>																
Minor	Apparel & Accessories - missing belt or removable strap	Take a 10% markdown																
Minor	Footwear - missing laces or minor cosmetic damage	Take a 10% markdown																
Minor	Gear & Toys - <i>minor</i> cosmetic damage	Take a 10% markdown on any gear, toys, and luggage items (includes trophy items) <i>(e.g. out-of-box/missing vendor package, shopwear, small scratch/dent/mark, minor use)</i>																
Minor	Pet - <i>minor</i> cosmetic damage	Take a 10% markdown on any non-food pet items; includes toys, leashes, and pet beds <i>(e.g. out-of-box/missing vendor package, shopwear, minor use, washable stain)</i>																
Minor to Moderate	Apparel & Accessories - soiled garment, fabric, or shell	If garment, fabric, or shell is machine washable and the stain is small or minor, explain that item may be returned if the stain does not come out. If customer is not satisfied or if garment is dry clean only, allow for the approximate laundering costs by taking the following markdown: <table border="1"><tr><td>SHIRTS/TOPS</td><td>\$2.00</td><td>DRESSES</td><td>\$6.00</td><td>SNOWSPORT</td><td>\$8.00</td><td>ACCESSORIES</td><td>\$6.00</td></tr><tr><td>PANTS/BOTTOMS</td><td>\$4.00</td><td>OUTERWEAR</td><td>\$8.00</td><td>SILKS/SUEDES</td><td>\$8.00</td><td>SWIMWEAR</td><td>\$4.00</td></tr></table>	SHIRTS/TOPS	\$2.00	DRESSES	\$6.00	SNOWSPORT	\$8.00	ACCESSORIES	\$6.00	PANTS/BOTTOMS	\$4.00	OUTERWEAR	\$8.00	SILKS/SUEDES	\$8.00	SWIMWEAR	\$4.00
SHIRTS/TOPS	\$2.00	DRESSES	\$6.00	SNOWSPORT	\$8.00	ACCESSORIES	\$6.00											
PANTS/BOTTOMS	\$4.00	OUTERWEAR	\$8.00	SILKS/SUEDES	\$8.00	SWIMWEAR	\$4.00											
Minor to Moderate	All Departments - mis-mates	Multi-piece merchandise with one or more pieces of its set missing or having mismatched sizes must be marked down between 10-40% off current retail, dependent upon the number of pieces missing from the set, in relation to the total pieces. Merchandise must still be able to perform its intended function and be safe to sell as-is. (e.g. single sock, glove or shoe cannot be sold)																
Minor to Major	Total Home & Giftware - cosmetic damage that does not impact function or safety	Take a 10% markdown for <i>minor</i> cosmetic damage; small scratch/dent/tear or discoloration Take a 20% markdown for <i>moderate</i> cosmetic damage; noticeable scratch/dent/tear or some non-critical hardware is missing Take a 50% markdown for <i>major</i> cosmetic damage or unmatched mis-mate; very pronounced scratch/dent/mark or significant/all non-critical hardware is missing																
Moderate	Apparel & Accessories - broken zipper	Take a 20% markdown if garment or accessory can still perform its intended function <i>(e.g. jacket can still fully zip to protect from cold, handbag can still fully zip closed for security)</i>																
Moderate	Apparel & Accessories - torn seam or hem	Take a 20% markdown if garment or accessory has a seam or hem that can be repaired by customer under reasonable considerations																
Moderate	Apparel & Accessories - tear or hole in fabric or shell	Take a 30% markdown if garment or accessory can still perform its intended function <i>(e.g. waterproofing, sun protection, safety features)</i>																
Moderate	Foods - torn or shopworn packaging	Take a 20% markdown on any food or pet food items that are NOT expired, unsealed or tampered-with; have minor wear or are missing vendor packaging																
Moderate	Footwear - <i>moderate</i> cosmetic damage	Take a 20-30% markdown in consideration of customer repair costs, as long as shoe can still perform its intended function. (e.g. waterproofing, broken straps/eyelets/zippers, safety features)																
Moderate	Gear & Toys - <i>moderate</i> cosmetic damage	Take a 20-30% markdown if gear or toy can still perform its intended function <i>(e.g. scratched sunglass/goggle lens, operational electronic or mechanical components)</i>																
Moderate	Wellness - torn or shopworn packaging	Take a 20% markdown on any beauty and wellness items that are NOT expired, unsealed or tampered-with; have minor wear or are missing vendor packaging																



Damage Execution Planner

MERCHANDISE DAMAGE SGM PRICE MATRIX

Original Price	MD Price 10%	MD Price 20%
\$2.99	\$2.50	\$2.00
\$3.99	\$3.50	\$3.00
\$4.99	\$4.50	\$4.00
\$5.99	\$5.00	\$4.00
\$6.99	\$6.00	\$5.00
\$7.99	\$7.00	\$6.00
\$8.99	\$8.00	\$7.00
\$9.99	\$9.00	\$8.00
\$10.99	\$10.00	\$9.00
\$11.99	\$11.00	\$9.00
\$12.99	\$12.00	\$9.00
\$13.99	\$13.00	\$10.00
\$14.99	\$13.00	\$11.00
\$15.99	\$14.00	\$12.00
\$16.99	\$15.00	\$12.00
\$17.99	\$16.00	\$13.00
\$18.99	\$17.00	\$14.00
\$19.99	\$18.00	\$14.00
\$20.99	\$19.00	\$15.00
\$21.99	\$20.00	\$16.00
\$22.99	\$21.00	\$17.00
\$23.99	\$22.00	\$17.00

Original Price	MD Price 10%	MD Price 20%
\$24.99	\$22.00	\$18.00
\$25.99	\$23.00	\$19.00
\$26.99	\$24.00	\$19.00
\$27.99	\$25.00	\$20.00
\$28.99	\$26.00	\$21.00
\$29.99	\$27.00	\$22.00
\$30.99	\$28.00	\$22.00
\$31.99	\$29.00	\$23.00
\$32.99	\$30.00	\$24.00
\$33.99	\$31.00	\$24.00
\$34.99	\$31.00	\$25.00
\$35.99	\$32.00	\$26.00
\$36.99	\$33.00	\$27.00
\$37.99	\$34.00	\$27.00
\$38.99	\$35.00	\$28.00
\$39.99	\$36.00	\$29.00
\$44.99	\$40.00	\$32.00
\$49.99	\$45.00	\$36.00
\$54.99	\$49.00	\$40.00
\$59.99	\$54.00	\$43.00
\$64.99	\$58.00	\$47.00
\$69.99	\$63.00	\$50.00

Original Price	MD Price 10%	MD Price 20%
\$74.99	\$67.00	\$54.00
\$79.99	\$72.00	\$58.00
\$84.99	\$76.00	\$61.00
\$89.99	\$81.00	\$65.00
\$94.99	\$85.00	\$68.00
\$99.99	\$90.00	\$80.00
\$104.99	\$94.00	\$76.00
\$109.99	\$99.00	\$79.00
\$119.99	\$108.00	\$86.00
\$129.99	\$117.00	\$94.00
\$139.99	\$126.00	\$101.00
\$149.99	\$135.00	\$108.00
\$159.99	\$144.00	\$115.00
\$169.99	\$153.00	\$122.00
\$179.99	\$162.00	\$130.00
\$189.99	\$171.00	\$137.00
\$199.99	\$180.00	\$160.00
\$209.99	\$189.00	\$151.00
\$219.99	\$198.00	\$158.00
\$229.99	\$207.00	\$166.00
\$239.99	\$216.00	\$173.00
\$249.99	\$225.00	\$180.00

MERCHANDISE DAMAGE SGM CODING

When completing a Store Generated Markdown, you must select the appropriate damage *origin* code and *reason* code from the selection menu in the *Print Retail Tags* function of OMS, as detailed below.

Origin Codes	Reason Codes
OFF TRUCK	truck/transit based damage
CUSTOMER	customer return damage
IN-STORE	in-store based damage
	DAMAGED SALEABLE saleable item with damage, discounted
	CORP DIRECTED Home Office directed price change
	MISMATE saleable item missing piece/s, discounted
	MISSED MARKDOWN Saleable seasonal/aged item, discounted
	MGR DISCRETION Customer Satisfaction or other reason



Damage Execution Planner

MERCHANDISE DAMAGE MOOS GUIDE

Use this guide to determine when to MOOS damaged merchandise instead of completing a Store Generated Markdown. All merchandise must be marked out of stock following the process standards outlined in the Merchandise Damage Program SOP.

Disposition	Department & Category	Mark Out Of Stock Guidance
MOOS - DESTROY	Apparel & Accessories - safety	Any apparel and accessories merchandise that is deemed unsafe to sell must be destroyed and placed in the appropriate waste stream.* Any apparel and accessories merchandise that has become contaminated as hazardous waste must be placed in the appropriate hazardous waste bin. <i>*not applicable to stores located in MA for any merchandise primarily made from textiles/fabric</i>
MOOS - DESTROY	Foods - safety	ALL food and pet food merchandise that has exceeded the printed expiration date, is seven calendar days away from expiry, has been visibly tampered-with or has a broken/opened seal; ALL merchandise that has been returned by the customer, regardless of return reason.
MOOS - DESTROY	Footwear - safety	Any footwear and footwear accessories merchandise that is deemed unsafe to sell due to significant functional damage must be destroyed and placed in the appropriate waste stream.* <i>*not applicable to stores located in MA for any merchandise primarily made from textiles/fabric</i>
MOOS - DESTROY	Pet - safety	Any pet toys, leashes, beds, garments and any other pet merchandise that is deemed unsafe to sell must be destroyed and placed in the appropriate waste stream.* <i>*not applicable to stores located in MA for any pet merchandise primarily made from textiles/fabric</i>
MOOS - DESTROY	Total Home & Luggage - safety	Any home and luggage merchandise that is deemed unsafe to sell due to significant functional damage (broken glass, missing legs, large cracks, missing more than 50% of accompanying pieces, large rips, stains or tears in upholstery/carpeting that cannot be repaired).* <i>*not applicable to stores located in MA for any home merchandise primarily made from textiles/fabric</i>
MOOS - DESTROY	Wellness - safety	ALL wellness and beauty merchandise that has major cosmetic damage, exceeds the printed expiration date, is seven calendar days away from expiry, has been visibly tampered-with or has a broken/opened seal; ALL merchandise that has been returned by the customer unsealed .
MOOS - DESTROY	Vermont Locations - non-saleable food recycling	Stores located in the state of Vermont must separate food scraps from the trash. Any damaged or expired food (including pet food) found on the sales floor must be MOOS'd, unpackaged, and added to the Toter. Do not place any non-food waste trash inside the Toter. Remove all packaging from food before placing it in the Toter. The store Toter will be serviced weekly. When full, bring the Toter outside next to the trash bin on collection day.
MOOS - SALVAGE	Apparel & Accessories - Mismate and non-saleable damage	1) one or more pieces of an apparel or accessory set are missing and cannot be found after reasonable pairing efforts have been made. If the mis-mated merchandise can no longer perform its intended function or is unsafe to sell as-is, it must be MOOS'd as Salvage. (e.g. a single sock or glove) 2) Any apparel or accessories merchandise that no longer meets presentation standards or customer quality expectations, including major cosmetic or functional damage. All HO-directed pulls due to reputational risk.
MOOS - SALVAGE	End-of-Season Merchandise	Any 'yellow ticket' seasonal clearance merchandise, including both hardlines and apparel, that has been selected to be purged (as directed by Home Office) must be MOOS'd as Salvage.
MOOS - SALVAGE	Footwear - Mismate and non-saleable damage	1) One shoe of corresponding style, color and size is missing its pair. After waiting no less than 3 full weeks for potential re-pairing, the mis-mated shoe must be MOOS'd as Salvage. 2) Any footwear or footwear accessories merchandise that no longer meets presentation standards or customer quality expectations, including major cosmetic or functional damage.
MOOS - SALVAGE	Gear & Toys	Any gear and toys merchandise that no longer meets presentation standards or customer quality expectations, including major cosmetic or functional damage; many or all parts missing.
MOOS - SALVAGE	Jewelry	Any jewelry merchandise with major cosmetic damage or can no longer meet quality, hygiene, or safety expectations; ALL earring mis-mates.
MOOS - SALVAGE	Pet - non-saleable damage	Pet toys, leashes, beds, garments and any other pet merchandise that no longer meets presentation standards or customer quality expectations, including major cosmetic or functional damage.
MOOS - SALVAGE	Total Home & Luggage - Mismate and non-saleable damage	1) One or more pieces of any home or giftware merchandise set are missing and cannot be found after reasonable paring efforts have been made. If the mis-mated merchandise can no longer perform its intended function or is unsafe to sell as-is, it must be MOOS'd as Salvage. 2) Any home and luggage merchandise that no longer meets presentation standards or customer quality expectations, including major cosmetic or functional damage.
MOOS - SALVAGE	Massachusetts Locations - non-saleable textiles/fabric	Stores located in the Commonwealth of Massachusetts must salvage all merchandise that is manufactured as textiles or fabric. This includes all apparel and footwear, soft home, pet and accessories merchandise that is primarily made of a textile material. These items may not enter the general waste stream.* <i>*the only exception is textiles deemed as hazardous waste</i>

Damage prevention and the proper handling of damaged merchandise are key elements in driving profitable sales. All Associates play a role in processing, stocking, handling, and recovering merchandise with care.

Program Resources

The **Standard Operating Procedure (SOP)** provides stores with detailed instruction on how to plan and execute all merchandise damage processes, including Mark out of Stock (MOOS), Store Generated Markdowns (SGM), Merchandise Salvage, and Merchandise Mis-mates.

The **Damage Execution Planner** supports stores planning, compliance, and completion of each damage process, providing at-a-glance critical knowledge for fast decision making by the entire store team.

The **Damage Center Planogram & Signage** kit provides stores with the necessary setup instruction and signage templates to create and maintain standardized Damage Centers in both the backroom and front-end of the store.

The **Mark out of Stock Detail** and **Store Generated Markdowns Detail** reports equip leaders to review and analyze store MOOS and SGM performance within any chosen timeline and for any store, district, or region at the location, department, and item level.

Validation

Store, district, and region leaders have an important responsibility to ensure that the Merchandise Damage Program is properly managed, assessed and enforced by their teams. Regular observation and discussion of the program is critical to maintain high standards. The Merchandise Damage Program has been included as a part of the Pulse Check and LP Validation store walks in ThinkTime.

Observe the following:

- Visit the Store Damage Centers; are the spaces properly setup and maintained?
- Review merchandising and recovery standards throughout the store. Do Associates know how they support damage reduction?
- Walk clearance areas to ensure items are in salable, unexpired condition and not stacked on top of each other
- Review current MOOS/SGM reporting

Ask the following:

- What are the top 3 damage generating departments in your store?
- When/how often are you processing damages and salvages?
- How does your team know when to SGM versus MOOS?
- How are you preventing in-store merchandise damage from occurring?
- What is your current damage performance? (destroy/salvage)

1. PURPOSE

The purpose of this Standard Operating Procedure is to provide stores with the necessary information and detailed instruction on how to plan and execute merchandise damage processes. The successful completion of these processes is critical to drive profit, support customer loyalty, maintain proper merchandise presentation, and keep an accurate inventory.

2. GENERAL INFORMATION

Merchandise damages can come from multiple sources and can cost the company millions of dollars each year. They influence total store profit, shortage and the customer experience. There are many causes of damage, including but not limited to:

- **Warehouse & Transit** originated damage due to handling and movement between distribution centers and stores
- **Vendor** originated damage concealed within merchandise packaging
- **Store** originated damage due to mishandling or salesfloor accidents
- **Customer** originated damage from purchases and returns

When merchandise becomes damaged or otherwise unsellable in current condition, a decision must be made to process this merchandise in the best manner to serve our business and/or customer. There are four processing categories: **Mark out of Stock** (MOOS), commonly referred to as ‘Destroy’, **Store Generated Markdowns** (SGM), **Merchandise Salvage**, and **Merchandise Mis-mates**. Once a process is chosen, based on the merchandise condition, stores must follow the specific process steps outlined in this document and validate final placement. Management is solely responsible for executing all damages processes and ensuring that all processes are being enforced correctly.

3. SYSTEMS

All damage functions are completed using the *Order Management System* (OMS) application, accessible on all back-office PC's. Each member of management who will process damages must be set up in OMS *User Management* with the appropriate access level. Management will logon to the application with their Associate Identification Number (AIN). This section will cover all specific damages equipment and application information.

Equipment

The equipment that may be required to complete merchandise damage processes includes an OMS-enabled computer with attached barcode scanner and a mobile or desktop tag printer with corresponding merchandise tags.

Printers

Damaged merchandise may require a re-printed or new price tag to be processed. The current Sierra *mobile tag* printer is the Zebra ZQ-series model. This device can print all merchandise sticky tags, often referred to as 'gum tags'. The current Sierra *hang tag* printer is the Zebra ZT-series model, located at both the front-end register area and the back-end receiving area. This device can print all merchandise hang tags, often referred to as 'hard tags'.

Labels

The labels used for pricing store merchandise are color-coordinated and specifically designed for merchandise pricing only. As previously indicated, these labels are often referred to as gum tags. All label stock is searchable and orderable through the existing stores supply ordering process. Store Management is responsible for ordering the proper models and quantities of labels.

The gum tags used for merchandise pricing have the following color standards:

- **RED** – standard markdown ‘clearance’ price changes
- **YELLOW** – end-of-season markdown ‘clearance’ price changes
- **WHITE** – regular-price merchandise that cannot support a hangtag

Application

To access the OMS application, Associates must logon to OMS from any compatible store computer using their Associate Identification Number (AIN). Follow these steps in OMS to successfully access the appropriate damages functions.

OMS Print Retail Tags (printing of regular & clearance tags, conducting Store Generated Markdowns)

Upon successful OMS logon, Managers will navigate to the *Print Retail Tags* function following these steps:

- 1) At the OMS main screen, select the *Transaction* menu, then select *Sales Order Processing*, then select *Print Retail Tags*.

- 2) Once in the Print Retail Tags function, follow the steps listed in the Store Generated Markdown section of this document.

OMS Retail Damages (Mark out of Stock & Merchandise Salvage)

Upon successful OMS logon, Managers will navigate to the *Retail Damages* function following these steps:

- 1) At the OMS main screen, select the *Transaction* menu, then select *Inventory*, then select *Retail Damages*.
- 2) Once in the *Retail Damages* function, follow the steps listed in the Mark Out of Stock or Merchandise Salvage section of this document.

4. DAMAGE PLANNING

To ensure optimal sales, merchandise flow, inventory accuracy and timeliness, stores are provided with several resources to properly plan their damages processes.

Planning Process

Store Management is responsible for creating the plan to conduct **weekly** processing of damages. The following steps are key to the successful planning and completion of damages:

1) Create & Maintain the Space – Damage Center

- a) Identify an easily accessible 4' wall location in the backroom and setup a 'damage center' for damaged merchandise to be collected and processed. Use the Damage Center Planogram as the setup standard for this location.
- b) Identify an easily accessible and customer-concealed location at the front-end and setup an additional damages collection area for Associates to securely place found and received damaged merchandise. The majority use of this area will be for customer returns. Again, use the Damage Center Planogram as the setup standard for this location.
- c) Ensure that both damages locations are clearly signed and kept clear of all obstructions or non-damaged merchandise. These spaces should be a permanent home for all damaged merchandise processing. The Damage Center signage kit must be used to support consistent signing.

2) Set Expectations

- a) Based on your volume of damages, set processing expectations with all or selected store leaders and ensure that all damaged merchandise is fully processed *at least* on a **weekly** basis.
- b) Ensure that only Managers or Coordinators are completing Store Generated Markdowns and Mark out of Stock functions.
- c) Ensure that all Associates are trained and well-versed on the appropriate damages processes, selling guidelines and location/s in which to place damaged or unsellable merchandise.

3) Follow Standards

- a) Discretion will often be used to support the proper processing of damaged or unsellable merchandise. Ensure consistent application of all guidelines listed below for each of the four merchandise processing categories.
- b) Dispose of damaged unsellable merchandise in accordance with TJX hazardous/Regulated Waste Guidelines AND as guided in the *Mark Out of Stock* section below.

Planning Resources

Damage Center Planogram & Signage – A design plan that provides direct guidance for the setup standards and branded signing of the store damage processing areas. The planogram is located [here](#) and can be found on *The Summit*, under Operations>Merchandise Damage Program.

Damage Execution Planner – A damage reference tool that stores can use to reference damages, MOOS and Salvage guidelines and review damage execution standards. The planner is located [here](#) and can be found on *The Summit*, under Operations>Merchandise Damage Program.

Leaders Guide - A damage reference tool that Store & District Management can use to validate key success measures of the Merchandise Damage Program, including several suggested in-store observations and validation questions. The planner is located [here](#) and can be found on *The Summit*, under Operations>Merchandise Damage Program.\

5. DAMAGE PROCEDURES

As damaged or unsalable merchandise is found, it must be removed from the salesfloor immediately and placed in the damage center for future processing OR assessed and

processed in-the-moment. All damaged or mis-mate merchandise must be assessed as being in one of two different selling categories:

- **SALABLE** – merchandise is safe, presentable, and operationally intact (can still be of use as-is); can be purchased by customers, sold at full-price or sold at a discount.
- **UNSELLABLE** – merchandise is unsafe, unsanitary, or no longer meets the quality, image or BFPQ standards of the company; must be marked out of stock and either sent to salvage or destroyed.

Based on the assessed condition and selling category, store management is responsible for processing all damaged merchandise in a timely manner, based on one of the four processing categories highlighted in this document.

Damaged Merchandise Collection and Tagging

Collection – Damage Center

There must be clearly designated areas in the store for a *Damage Center*, both at the front-end and in the backroom. The Damage Center is meant to temporarily store merchandise that has been deemed damaged or mis-mated by any Associate or Manager. Please refer to the *Damage Center Planogram* for more information.

The **front-end** Damage Center provides a front-of-store storage space for both damaged and mis-mate merchandise. This center is predominantly meant to collect damages and mis-mates from customer purchases and returns, as well as any damages found near the front-end. It is the responsibility of management to ensure that this Damage Center is cleared **daily** (or more frequently, as needed), with all damages and mis-mates transferred to the backroom Damage Center for future processing.

The **backroom** Damage Center provides a centralized storage and processing space for both damaged and mis-mate merchandise. The center is meant to collect ALL store damages and mis-mates from all areas of the salesfloor, processing areas and transfers from the front-end Damage Center. It is the responsibility of management to ensure that this Damage Center is processed and cleared **weekly**, at a minimum (or more frequently, as needed).

Tagging

All merchandise that is identified as damaged **must have a corresponding Merchandise Damage Tag filled-out and attached.** The Merchandise Damage Tag template can be found on *The Summit*, under Store Operations>Merchandise Damage Program. Merchandise Damage Tags are to be printed and made available, in appropriate quantities, at both store Damage Centers. There are three main sections of the Damage Tag:

- 1) **Damage Details** – complete this section (one-side) if the merchandise is identified as being damaged, be it salable or unsalable. Tag fields include date of damage, description of damage, and origin of damage. All broken-glass or hazardous damages should immediately be brought to the attention of a manager and processed accordingly.
- 2) **Salvage Status** – check the ‘Salvage Item’ yes/no box if the merchandise is damaged and deemed as salvageable.
- 3) **Mis-Mate Details** – complete this section (one-side) if the merchandise is identified as a mis-mate and place the item/s in the mis-mate bin. Tag fields include date mis-mate was found, description of missing piece/s, and origin of mis-mate.

All Merchandise Damage Tag fields must be filled-in legibly, using a pen or pencil and must be securely attached to each item of merchandise that is damaged. Use of tape, rubber bands, or price tag fasteners are recommended for attaching Merchandise Damage Tags.

5a. STORE GENERATED MARKDOWNS

All damaged merchandise that is deemed to be in **salable** condition but requires a discounted price (markdown) for optimal sell-off must receive a **Store Generated Markdown**, or SGM. Only store management is entrusted with the responsibility and authority to make manual markdown decisions within stated guidelines.

Assessing Damage for Appropriate Markdown

The five categories below provide further detail to assist in making markdown decisions.

1. **Repairable (no markdown)** – minimal cosmetic scratches, dings, loose parts. If these types of damages can be repaired and restored to ‘like new’ condition, they should not be marked down and can be sold at full/current price.

2. **Minor** – All minor damage, like cosmetic wear or small chips/nicks/scratches should be marked down to 10% off the current price
3. **Moderate** – Moderate cosmetic wear or damage, dents, washable stains, and missing hardware should be marked down to 20% off the current price
4. **Major** – Very noticeable cosmetic damage or most hardware missing (with it still being safe to sell) should be marked down to 50% off the current retail. Please use discretion when assessing major damage to ensure it is still salable.
5. **Un-salable** – Merchandise that is severely damaged, distressed, or considered unsafe and does not fit into any of the first four damage categories should be deemed unsalable and unsuitable for presentation to the customers and should be marked out of stock and salvaged or destroyed at store level.

Due to the various types of merchandise in the stores, it is impossible to establish markdown guidelines to cover all situations. However, in addition to the guidance above, the **Damages Execution Planner** provides detailed markdown guidance by department, as well as a price matrix to easily determine ‘was/is’ pricing on any item.

Origin & Reason of SGM

As previously stated, merchandise damage can come from multiple sources, be it from the receiving process, within the store or from our customers. In addition to assessing the current condition and salability of an item, store management is responsible for capturing the known origin and reason for the damage. This step is complete as part of the SGM ticket creation, as detailed below. The reasons for damage are referred to as *damage codes* and are listed as follows:

Origin Codes		Reason Codes	
OFF TRUCK	truck/transit damage	DAMAGED SALABLE	salable item with damage, discounted
CUSTOMER	customer return damage	CORP DIRECTED	Home Office directed price change
IN-STORE	in-store based damage	MISMATE	salable item missing piece/s, discounted
		MISSED MARKDOWN	Salable seasonal/aged item, discounted
		MGR DISCRETION	Customer Satisfaction or other reason

Management is to use their best judgement in selecting both the damage origin and damage reason. Both fields are **required** to be selected prior to a markdown being created/printed.

Processing SGM's

To process a Store Generated Markdown, Managers will use the *Print Retail Tags* function in OMS. Follow these steps to access and utilize this function:

- 1) At the OMS main screen, select the *Transaction* menu, then select *Sales Order Processing*, then select *Print Retail Tags*.
- 2) Once in the Print Retail Tags function, scan the Sierra tag of the selected merchandise or select the magnifying glass icon to search merchandise. Product information will populate on the screen, including description and current pricing.
- 3) From the *Price Type* menu, Select *Store Generated Markdown*
- 4) Select the appropriate store Tag Printer
- 5) Enter the new markdown price in the *Current Price* box.
 - a. All SGM items will have a price ending in ‘.00’
 - b. Use the markdown guidance box to easily calculate 10%, 20% or 50% off the current price
- 6) Select both the correct **Origin Code** and **Reason Code** from the drop-down menu
- 7) Enter the desired quantity of tags to be printed (default value is 1 tag)

As a reminder, SGM's must be printed on red markdown labels, even when replacing a hang tag, and the tag must be hand-marked with “AS-IS” to denote to the Customer that the item has already been discounted due to current selling condition/s. **All SGM items are automatically designated as a markdown and will be included in future subsequent ('sub') markdown cycles.** Ensure all subsequent markdowns are applied and the new markdown tag is again marked with “AS-IS”. No SGM may exceed a 50% reduction from the current price, as outlined in the SGM section of the **Damage Execution Planner**.

SGM's at Point-of-Sale

In certain circumstances, Associates or Customers may identify damage to merchandise as a transaction is about to be rung or is already in-progress. In all situations where an item is deemed damaged and salable and has not yet been marked down, a Store Generated Markdown must be taken **prior to the item being rung** within

the pending or current sales transaction. A Manager must follow the SGM processing steps above, prior to ringing the item. **Transaction line-item discounts and/or price overrides must NOT be made to any damaged items.** Completing a SGM for each damaged item ensures that the proper profit and loss is captured correctly in the store financial ledger.

5b. MARK OUT OF STOCK (MOOS)

All damaged merchandise that is deemed to be in **unsalable** condition must be **Marked Out of Stock (MOOS)**. Only store management is entrusted with the responsibility and authority to make MOOS decisions within stated guidelines.

As identified in the *Damage Center Planogram*, there must be designated area in the Damage Center, both at the front-end and in the backroom, to store damaged merchandise that is awaiting to be marked out of stock. A member of management must regularly review and process all accumulated damages in the backroom Damages Center **weekly**, at a minimum, or more frequently based on damages volume.

Assessing Damage

Unsalable merchandise is defined as any item that no longer meets minimum brand presentation standards or customer quality expectations, including major cosmetic or functional damage or defects in merchandise features that do not allow the item to perform as it's intended. This includes, but is not limited to, the following examples:

- Apparel, accessories, and footwear that has tears or rips, broken features such as zippers, snaps, toggles and Velcro/fasteners, or missing straps or eyelets.
- Any merchandise that has a strong, unwanted odor or a general hygienic issue
- Apparel or footwear that was returned worn, is permanently stained, or discolored (refer to Salvage process)
- Gear and all other hardlines merchandise that has all or most of its corresponding parts missing (more than 50%) or is deemed otherwise unsafe to use or operate
- All beauty, personal care and wellness merchandise that has visible tampering has been returned by the customer unsealed, regardless of physical condition.

- All unsealed or opened/tampered food merchandise that has been returned by the customer or found on the selling floor. All food items that have expired.
- Any expired, opened, damaged or imperfect gourmet food / pet food must be marked out of stock and taken off the sales floor immediately.
- Home Office directed merchandise pulled from the sales floor due to Product Safety or Trademark Recalls or other quality, brand image or vendor agreement concerns.

Due to the various types of merchandise in the stores, it is impossible to establish MOOS guidelines to cover all situations. However, in addition to the guidance above, the ***Damages Execution Planner*** provides detailed destruction guidance by department.

Origin & Reason of Damage

As previously stated, merchandise damage can come from multiple sources, be it from the receiving process, within the store or from our customers. Once merchandise is deemed unsalable, store management is responsible for capturing the known origin and reason for the damage. This step is complete as the first part of the MOOS process, as detailed below. The reasons for damage are referred to as *damage codes* and are listed as follows:

Origin Codes		Reason Codes	
OFF TRUCK	truck/transit damage	DAMAGED UNSALABLE	Item/s with damage that deems it unsalable
CUSTOMER	customer return damage	SALVAGE UNSALABLE	Salvage-eligible, unsalable item/s
IN-STORE	in-store based damage	SALVAGE MISMATE	Salvage-eligible, unsalable item/s with missing piece/s
		HO DIRECTED	Home Office directed salvage or destroy (recall/safety, reputation, end-of-season)

Processing MOOS Merchandise

To process a MOOS, management will use the *Retail Damages* function in OMS. Follow these steps to access and utilize this function:

- 1) At the OMS main screen, select the *Transaction* menu, then select *Inventory*, then select *Retail Damages*.
- 2) From the Destination drop-down menu, select **MOOS Destroy**

- 3) Select both the correct **Origin Code** and **Reason Code** from the drop-down menu.
- 4) Scan the Sierra tag of the selected merchandise in the Item Code box. Merchandise being marked out of stock MUST have a scannable Sierra tag to be processed successfully.
- 5) After an item has been successfully scanned, a confirmation window will appear, prompting the manager to verify the item being marked out of stock is accurate and true. The item will be marked out of stock and removed from inventory upon confirmation.
- 6) If any scanned item has a current on-hand system quantity of zero or less (negative inventory), the item's on-hand quantity will continue to be reduced accurately as negative inventory.
- 7) Upon completing all MOOS destroy scanning, price tags and vendor ticketing must be removed from all items before destruction and trashing.

All damaged items marked out of stock are to be immediately destroyed* in-store and place in the appropriate trash stream (dumpster/trash receptacle, hazardous waste container, recycling toter). Be sure to follow all local, state, and/or federal recycling and waste disposal guidelines that may apply to your store location. As well, always dispose of hazardous items in accordance with TJX Hazardous/Regulated Waste Guidelines and ensure they are not placed in regular store trash or recycling bins.

*Destroyed is defined as the purposeful destruction or defacing of damaged merchandise so that it is no longer in salable or usable condition. Please follow all company safety practices when destroying merchandise.

5c. MERCHANTISE SALVAGE

The Salvage program, previous known as ‘Retail Donations’, consists of shipping specific damaged and defective merchandise that is no longer salable to a salvage company.

Only certain merchandise, that has a resale value, may be sent to the Salvage Company instead of being destroyed. **All salvage merchandise must be marked out-of-stock.** It is Management’s responsibility to ensure that any merchandise that meets the salvage criteria is sent to a salvage company, as outlined.

As identified in the *Damage Center Planogram*, there must be designated area in the Damage Center to store merchandise that will be sent to the salvage company. Store management must regularly review all accumulated damages and their corresponding Damage Tags. All merchandise matching the salvage criteria below should be marked out of stock and placed in the corresponding salvage bin/s for future shipment.

Salvage Criteria

The following items are permitted to be salvaged:

- Apparel and footwear that has been returned worn or unsalable
- Apparel that is permanently stained or discolored
- All un-matched shoe mis-mates that have been held for no less than three full weeks from time of discovery.
- Purged seasonal and/or ‘yellow ticket’ merchandise, as directed by Home Office
- Any **unopened** food items that are near expiration (within one week of expiry)
- Any giftware or glassware items that are unsalable due to chip, dent, etc., so long as it is determined that further damage will not occur while in transit; can become a safety hazard
- Merchandise that is pulled from the salesfloor due to a ‘MOOS & Destroy’ directive or a Home Office directed ‘Hold Off Salesfloor’ order

The following items are **NOT** permitted to be salvaged:

- Nike Merchandise; all Nike merchandise marked out of stock MUST be destroyed in-store.
- Watches, Sterling Silver, fine gold, costume/fashion jewelry
- Any **opened or expired** food items
- Damp, wet, mildew or hazardous merchandise – to be destroyed in-store or placed in proper hazardous waste collection area, in accordance with TJX Hazardous/Regulated Waste Guidelines
- Merchandise that is pulled from the salesfloor due to Product Safety Recalls, Legal Recalls or Return-to-DC directives.
- All other categories of damaged merchandise as described in the *Mark Out of Stock* and *Merchandise Mis-Mate* sections of this document.

In addition to the guidance above, the **Damage Execution Planner** provides detailed salvage guidance, by department.

Processing Salvage

To process salvage merchandise, Managers will use the *Retail Damages* function in OMS. Follow these steps to access and utilize this function:

- 1) At the OMS main screen, select the *Transaction* menu, then select *Inventory*, then select *Retail Damage*.
- 2) From the Destination drop-down menu, select **MOOS Salvage**
- 3) Select both the correct **Origin Code** and **Reason Code** from the drop-down menu.
- 4) Scan the Sierra tag of the selected merchandise in the Item Code box.
Merchandise being marked out of stock MUST have a scan-able Sierra tag to be processed successfully.
- 5) After an item has been successfully scanned, a confirmation window will appear, prompting the manager to verify the item being marked out of stock is accurate and true. The item will be marked out of stock and removed from inventory upon confirmation.
- 6) If any scanned item has a current on-hand system quantity of zero or less (negative inventory), the item's on-hand quantity will continue to be reduced accurately as negative inventory.
- 7) Upon completing all MOOS Salvage scanning, all Sierra hangtags must be removed from the merchandise before being boxed for shipment. **If the product has a Sierra sticky tag, please cross out the UPC with a black permanent marker.**
- 8) Vendor ticketing must remain intact on all items before being boxed for shipment. Do **NOT** remove/slice/cut any brand name labels or sewn labeling on apparel items.
- 9) Follow the shipping guidelines below to complete the salvage shipment.

Shipments of salvaged merchandise must be made **at the end of each month** or anytime between the 15th and 30th of each month, based on your salvage volume. Only use empty truck cartons to ship salvages, due to carton strength and consistency. Only full cartons may be shipped to the salvage company. Hold partial cartons and fill for the next shipment. Salvage cartons may contain a mix of apparel and hardlines items.

Write your store number on the prepaid salvage company barcoded shipping label (in this format: Sierra 0###) and affix one label to each salvage carton. For carton pick-up, call FedEx at 1-800-463-3339. Use the prompts that will connect you to a representative and provide your address for pickup.

Stores should order all replacement labels through **Bunzl**, item code: **517527-00** (titled 'MERCH SALVAGE RETURN LABELS THE JAY GROUP').

5d. MERCHANDISE MIS-MATE

Many items across the store are intentionally merchandised and sold as a pair or a multi-piece set. A Mis-mate is any multi-piece merchandise with one or more pieces of a set are missing or have mismatched sizes. (e.g. A 2-piece swimwear set is missing the bottom or top.)

As identified in the *Damage Center Planogram*, there must be designated area in the Damage Center, both at the front-end and the backroom, to house mis-mate merchandise to be processed. Store management must regularly review and process all accumulated mis-mates. All mis-mate merchandise that is deemed unsalable, based on the guidelines in the *Mark Out of Stock* section of this document, should be moved to the damages bin for future MOOS processing.

Mis-mate Merchandise Discovery & Hold

When apparel, hardlines, and footwear mis-mates are found on the sale floor or off the truck, associates and management should immediately check the following areas for the missing items:

- **Shipment Cartons** – if the mis-mate is found during the processing of a store shipment, hold the item/s in the mis-mate holding area until the total shipment has been processed.
- **Fitting Rooms** – check open Fitting Rooms and the Fitting Room Recovery ('Go-Back') Rack for any corresponding pieces
- **Sales Floor** – check the parent department to look for corresponding pieces or a matching pair. As well, check clearance fixtures to see if the missing item had been previously found and marked down.
- **Mis-mate holding area (Damage Center)** – check to see if the item found is part of a previously identified mis-mate.

After all areas have been checked and the missing piece/s cannot be found, the following steps are to be immediately taken to hold the merchandise for potential matching:

Footwear: Each mis-mate shoe must have a Merchandise Damage Tag attached, with the *Mis-Mate* section filled-out. This includes the *date* that the mis-mate was found (discovery), a *description* of all missing piece/s, and the *origin* of the mis-mate (customer, in-store, truck). Once complete, all footwear is to be held on the designated shelves of the Damage Center for a period not to exceed **three (3) weeks from the**

date of discovery. Newly discovered footwear is to be placed on the shelf labeled ‘*Mis-mates Week 1*’. This will begin a weekly rotation process. Store management is then responsible for ensuring that all shoe mis-mates are rotated and processed each week on a **consistent, store-designated day (Sunday-Thursday)**. On that day, all mis-mated shoes will rotate to the next week or be processed as follows:

- 1)** All mis-mated and un-matched shoes currently located on the ‘*Mis-mates Week 1*’ shelf, regardless of how recently they were added, will then be moved to the ‘*Mis-mates Week 2*’ shelf.
- 2)** All mis-mated and un-matched shoes currently located on the ‘*Mis-mates Week 2*’ shelf will then move to the ‘*Mis-mates Week 3*’ shelf
- 3)** Lastly, all mis-mated and un-matched shoes currently on the ‘*Mis-mates Week 3*’ shelf are to be removed and Marked Out Of Stock as salvage merchandise. Follow all processing guidelines listed in the *Merchandise Salvage* section of this document.

Apparel & Hardlines: Each mis-mate item must have a Merchandise Damage Tag attached, with the *Mis-Mate* section filled-out. This includes the *date* that the mis-mate was found (discovery), a *description* of all missing piece/s, and the *origin* of the mis-mate (customer, in-store, truck). Once complete, all items are to be held in the mis-mates holding bin located in the Damages Center not to exceed **seven (7) calendar days from the date of discovery**. After an item(s) has been in the holding bin for 7 days without a successful match, store management is responsible for removing the item(s) from the bin, removing the Damage Tag, and processing the mis-mate for a Store Generated Markdown using the steps below.

Processing Mis-mate SGM's

To process salable, non-footwear mis-mate merchandise, Managers will use the *Print Retail Tags* function in OMS. Follow these steps to access and utilize this function:

- 1) At the OMS main screen, select the *Transaction* menu, then select *Sales Order Processing*, then select *Print Retail Tags*.
- 2) Once in the Print Retail Tags function, scan the Sierra tag of the selected merchandise or select the magnifying glass icon to search merchandise. Product information will populate on the screen, including description and current pricing.
- 3) From the Price Type menu, Select *Store Generated Markdown*
- 4) Select the appropriate Tag Printer
- 5) Enter the new markdown price in the *Current Price* box. Follow pricing guidelines in the ***Damage Execution Planner***.

- 6) Select the correct **Origin Code** and select the '**Mismate**' Reason Code from the drop-down menus.
- 7) Print and apply the markdown price tag on the mis-mate merchandise.
- 8) Remove and destroy any multi-piece garment tags, as necessary.
- 9) Place the merchandise in the appropriate clearance area within the correct department.

All SGM's must be printed on red markdown labels, even when replacing a hang tag, and the tag must be hand-marked with 'AS-IS' to denote to the customer that the item has already been discounted due to its mis-mate condition. SGM items will have a price ending in '.00' and are subject to subsequent markdowns. No SGM may exceed a 50% reduction from the current price, as outlined in the SGM section of the ***Damage Execution Planner***.

Mis-Mate Merchandise Disposition

- If mis-mate merchandise can no longer perform its intended function or is unsafe to sell as-is, it must be MOOS'd as Salvage. (e.g. a single sock or glove)
- If a missing piece is found that belongs to an item that was previously marked down as a mis-mate, ensure that the corresponding marked-down merchandise is still available by searching the appropriate clearance area/s. If the corresponding piece is found, combine the merchandise and re-ticket the mated merchandise to its current (non-SGM) price. Place the merchandise back on the sales floor, in the appropriate department.
- Mis-mate merchandise cannot be donated to local charities or cause campaigns.
- MOOS'd mis-mate merchandise cannot be purchased by a customer or associate or be placed in the possession of a store associate (e.g. taken home or used in-store).

5e. RE-WRAPs

On occasion, merchandise may incur cosmetic damage ('shop-wear') to its packaging or have missing/opened packaging that can negatively impact its salability. Commonly affected merchandise category examples include bedding and textiles, undergarments, and footwear accessories. When re-packaging is required, this process is called a **re-wrap**. Ideally, re-wraps should be done on the selling floor, as soon as they are found, utilizing the original packaging/vendor inserts whenever possible. If the original vendor packaging cannot be used, the guidelines below will provide further instruction. **All**

unpackaged merchandise should be addressed in-the-moment. It is management's responsibility to ensure that re-wraps are completed in a timely manner.

As identified in the *Damage Center Planogram*, there must be designated area in the Damage Center to store re-wrap supplies and provide a processing area to complete re-wraps. A member of management must regularly review this area to ensure supply levels are adequate and the processing area is well maintained.

Re-wrap Guidelines

Please follow the guidelines below for merchandise that is in salable condition with no missing items:

- If the vendor-package is opened or torn but otherwise intact, it should be carefully repackaged using shrink-wrap, scotch tape or contained within an appropriately sized re-wrap bag. Do not use excessive amounts of tape on torn packaging. A store-generated markdown should **NOT** be taken in these circumstances. As always, check for proper ticketing, size labeling and markdown status prior to placing the merchandise back on the salesfloor.
- If the vendor packaging is opened or torn beyond repair and cannot be utilized, remove all merchandise from the package and use the appropriately sized re-wrap bag to repackage the merchandise with the best possible presentation. A Store Generated Markdown may be taken on this merchandise, following the SGM guidelines provided in this document.

For merchandise with an item/s missing or NOT in salable condition:

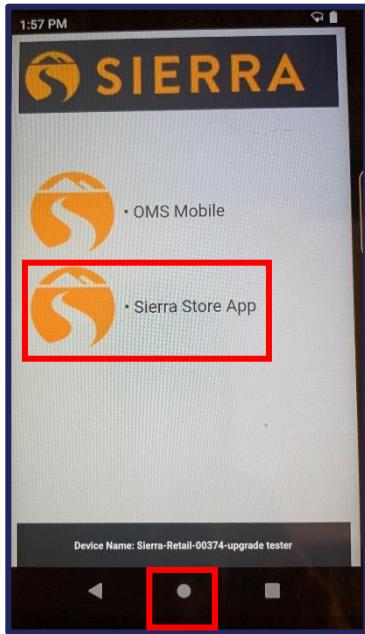
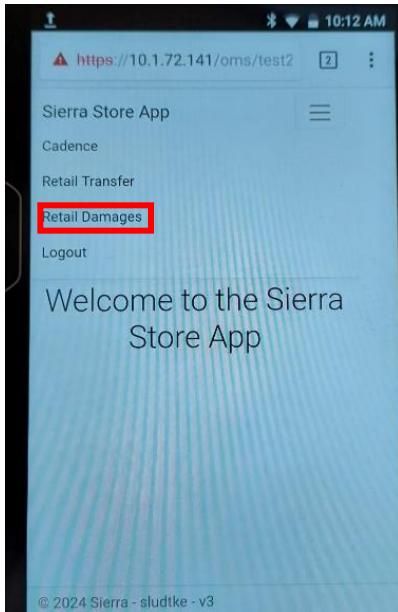
- If one or more pieces of a merchandise set is missing from the original vendor package, this is considered a mis-mate and must be processed and marked down based on the guidelines described in the *Merchandise Mis-mate* section of this document. Maintain all remaining item/s in the vendor packaging or re-wrap in the appropriate-size re-wrap bag.
- All merchandise that is in shopworn packaging or is missing original vendor packaging and is NOT in salable condition should be marked out of stock based on the guidelines described in the *Mark Out of Stock* section of this document.

Stores should order all re-wrap bags through **Bunzl**.

The Mobile Retail Damages screen in the Sierra Store App is the primary method to execute the merchandise damage process. Please follow the Merchandise Damage SOP for detailed instructions on how to plan and execute merchandise damage processes.

Follow the steps below to logon to the Sierra Store App, navigate to the Retail Damages section, and begin processing.

Executing Merchandise Damages via the Mobile Scanner

STEP	ACTION	EXAMPLE
1.	Sierra Store App If the app does not open automatically, launch the Sierra Store App from the mobile scanner by pressing the circle navigation button located at the bottom of the screen.	
2.	Opening Retail Damages <ul style="list-style-type: none">a. If not already displayed, tap the three lines on the top left of the screen to open the menu.b. Select the Retail Damages option.	

Mobile Retail Damages



3.

Login

Enter your AIN to login to the app.



4.

Select a Destination

When you get to the screen on the left, you will need to select a destination by tapping the drop-down menu and selecting:

- MOOS DESTROY
- MOOS SALVAGE

Sierra Store App
Retail Damages

Destination: Please Select Destination

Origin Code: Please Select Origin

Reason Code: Please Select Reason

Item Code: [Input Field]

Transfer

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Sierra Store App
Retail Damages

Destination: Please Select Destination

MOOS DESTROY

MOOS SALVAGE

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Mobile Retail Damages



5.

Select an Origin

When you get to the screen on the left, you will need to select an origin by tapping the drop-down menu and selecting:

- OFF TRUCK
- CUSTOMER RET/PURCH
- IN-STORE

Sierra Store App

Retail Damages

Destination: Please Select Destination

Origin Code: Please Select Origin

Reason Code: Please Select Reason

Item Code: []

Transfer

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Sierra Store App

Retail Damages

Please Select Origin

OFF TRUCK

CUSTOMER RET/PURCH

IN-STORE

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6.

Select a Reason

When you get to the screen on the left, you will need to select a reason by tapping the drop-down menu and selecting:

- DAMAGED UNSALABLE
- SALVAGE UNSALABLE
- SALVAGE MISMATE
- HO DIRECTED

Sierra Store App

Retail Damages

Destination: Please Select Destination

Origin Code: Please Select Origin

Reason Code: Please Select Reason

Item Code: []

Transfer

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Sierra Store App

Retail Damages

Please Select Reason

DAMAGED UNSALABLE

SALVAGE UNSALABLE

SALVAGE MISMATE

HO DIRECTED

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Mobile Retail Damages

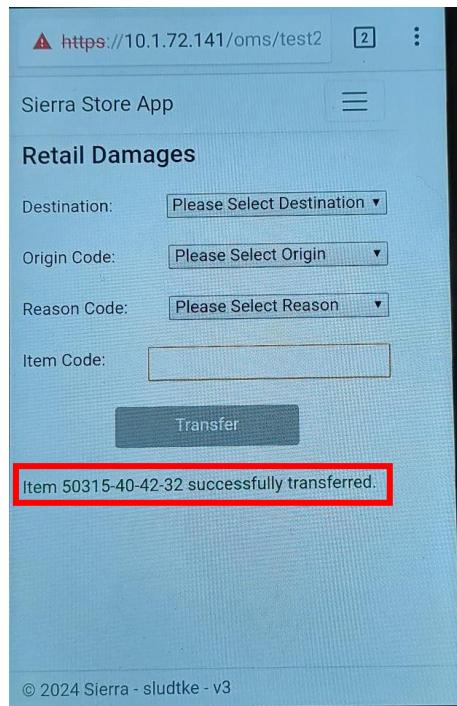


7.

Scan Item

Scan the item that you wish to process as a damage.

This screen showcases how the scanner will look after an item has been successfully scanned.





DAMAGE TAG		DAMAGE TAG		DAMAGE TAG		DAMAGE TAG	
DATE OF DAMAGE							
DESCRIPTION OF DAMAGE		DESCRIPTION OF DAMAGE		DESCRIPTION OF DAMAGE		DESCRIPTION OF DAMAGE	
SALVAGE YES <input type="checkbox"/> NO <input type="checkbox"/>							
ORIGIN OF DAMAGE (circle correct option)		ORIGIN OF DAMAGE (circle correct option)		ORIGIN OF DAMAGE (circle correct option)		ORIGIN OF DAMAGE (circle correct option)	
OFF TRUCK	CUSTOMER	IN-STORE	OFF TRUCK	CUSTOMER	IN-STORE	OFF TRUCK	CUSTOMER
OFF TRUCK	CUSTOMER	IN-STORE	OFF TRUCK	CUSTOMER	IN-STORE	OFF TRUCK	CUSTOMER
ORIGIN OF MISMATE (circle correct option)		ORIGIN OF MISMATE (circle correct option)		ORIGIN OF MISMATE (circle correct option)		ORIGIN OF MISMATE (circle correct option)	
OFF TRUCK	CUSTOMER	IN-STORE	OFF TRUCK	CUSTOMER	IN-STORE	OFF TRUCK	CUSTOMER
MIS-MATE		MIS-MATE		MIS-MATE		MIS-MATE	
DATE MIS-MATE FOUND		DATE MIS-MATE FOUND		DATE MIS-MATE FOUND		DATE MIS-MATE FOUND	
MISSING PIECE/S		MISSING PIECE/S		MISSING PIECE/S		MISSING PIECE/S	

FOLD AT CENTER LINE BETWEEN DAMAGE TAG & MIS-MATE TAG

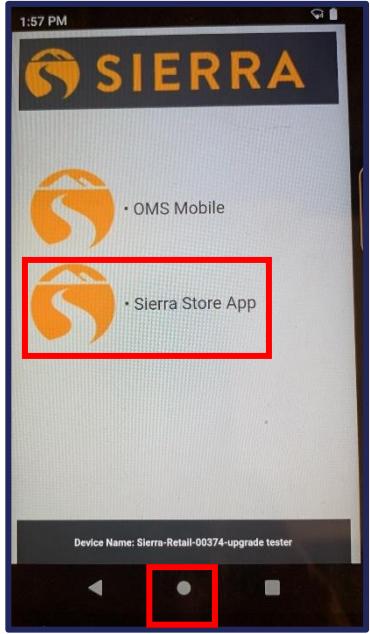
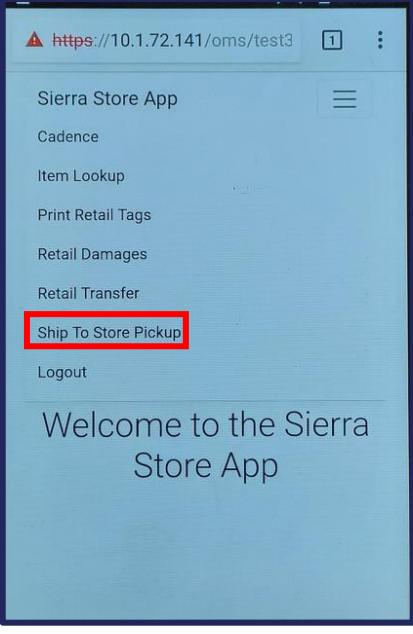
Mobile STS Pickup



The Mobile Ship to Store Pickup screen in the Sierra Store App is the primary method to process customer STS pickups. Please follow the Ship to Store SOP for detailed instructions on how to plan and execute the STS pickup process.

Follow the steps below to logon to the Sierra Store App, navigate to the Ship to Store Pickup section, and begin customer pickup.

Executing STS Pickup via the Mobile Scanner

STEP	ACTION	EXAMPLE
1.	Sierra Store App If the app does not open automatically, launch the Sierra Store App from the mobile scanner by pressing the circle navigation button located at the bottom of the screen.	
2.	Opening Ship to Store Pickup a. If not already displayed, tap the three lines on the top of the screen to open the menu. b. Select the Ship to Store Pickup option.	

Mobile STS Pickup



3.

Login

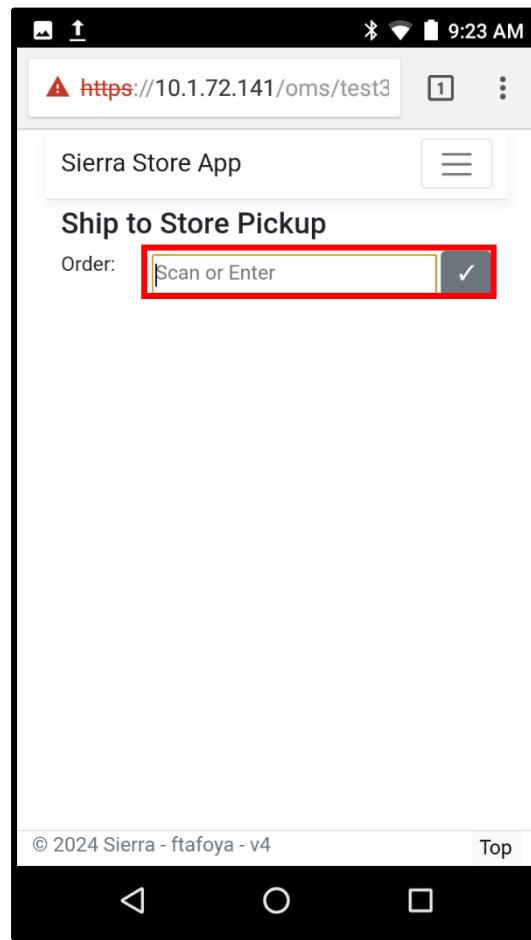
Enter your AIN to login to the app.



4.

Enter STS Order Number

When you get to the next screen, you will need to scan or enter the customer's order number.



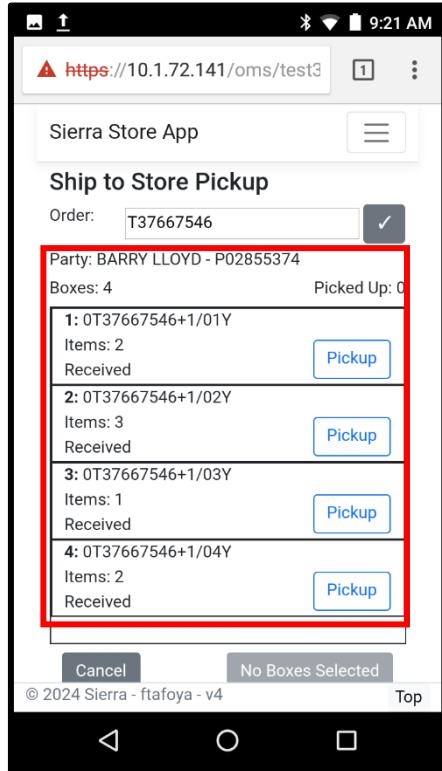
Mobile STS Pickup



5.

STS Boxes Available for Pickup

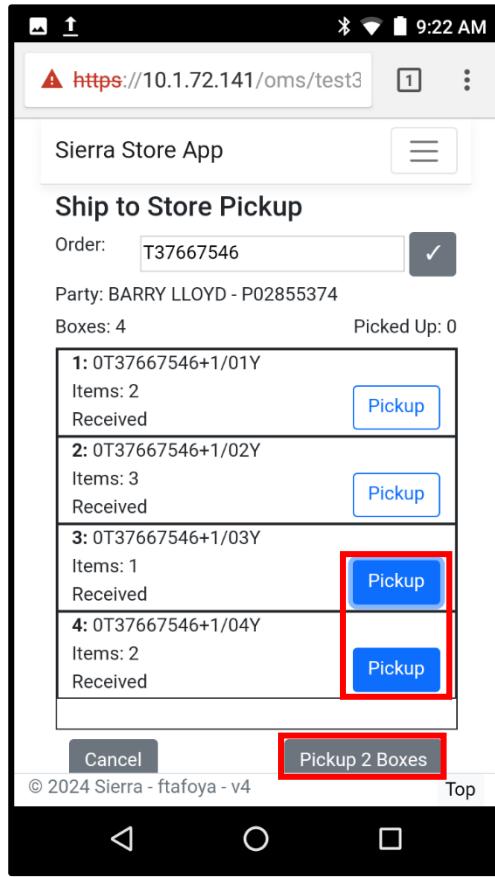
When you get to the pickup screen, you will need to select all boxes that the customer is picking up.



6.

Select STS Boxes

As you select boxes for pickup, they will fill blue to indicate they are selected. In the example on the right, boxes 3 and 4 are selected for pickup and boxes 1 and 2 are not. When you have selected all the appropriate boxes, click the pickup button at the bottom right.



Mobile STS Pickup



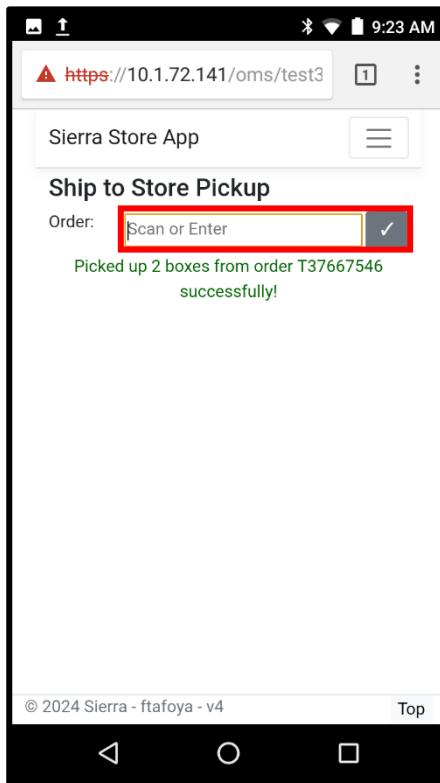
7.

Successful STS Pickup

If the pickup was successful, this screen will display, and the customer can depart with their boxes.

NOTE

Customers no longer need to sign Ship to Store pickup receipts.



PURPOSE

The purpose of this Standard Operating Procedure is to provide stores with the necessary information and detailed instruction on how to process Ship-to-Store orders. The successful completion of these orders is critical to ensure our customers have the best possible experience utilizing this service.

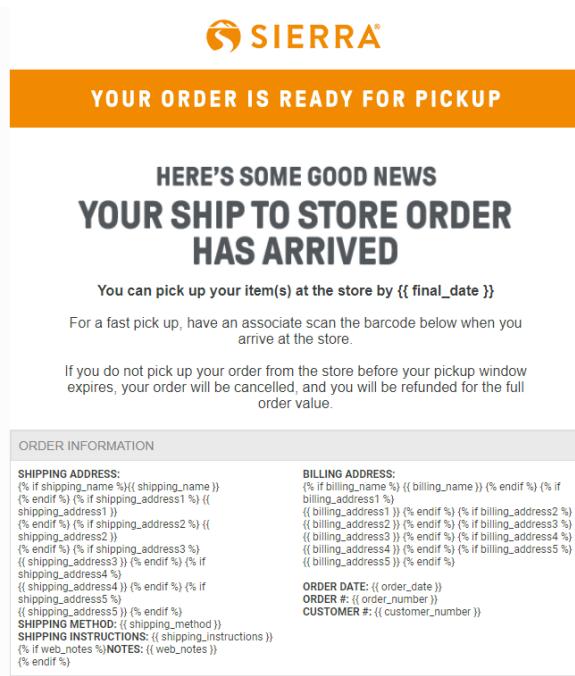
INTRODUCTION

The Ship-to-Store program, commonly referred to as ‘STS’ or ‘BOPIS’ (Buy Online, Pickup in Store), offers a convenient service to our customers who wish to take advantage of easy in-store pickup and free shipping for their web orders of \$30 or more. The customer will select *Ship-to-Store* as a shipping option during checkout, then select their preferred store pick-up location. Once a Ship-to-Store order has left the Fulfillment Center (FCDC), it should arrive at its designated store within 7-15 days. Read more about the program [here](#).

CUSTOMER NOTIFICATIONS

An automated email system sends STS order notifications to our customers with the following cadence:

1. **Order Confirmation** – sent to the customer as soon as their web-order has been successfully charged and all merchandise within the order is confirmed available for processing.
2. **Order Arrival** – sent to the customer once their order is ready for pickup in their selected store location. This is triggered immediately after the STS order is scanned-in from the merchandise truck delivery.



3. **Pickup Reminder** – sent to customers who have not yet picked-up their STS order after 7 days from the date of order arrival. This notification includes a ‘pick-up by’ date and a reminder that an unclaimed order will be returned, and the customer’s account will be credited for the order value.



YOUR SHIP TO STORE ORDER IS READY

**PICK UP YOUR ORDER AT THE STORE
BELOW BY {{ final_date }}**

For a fast pick up, have an associate scan the barcode below when you arrive at the store.

If you do not pick up your order from the store before your pickup window expires, your order will be cancelled, and you will be refunded for the full order value.

ORDER INFORMATION	
SHIPPING ADDRESS: {{ if shipping_name }}{{ shipping_name }} {{ endif }}{{ if shipping_address1 }}{{ shipping_address1 }} {{ endif }}{{ if shipping_address2 }}{{ shipping_address2 }} {{ endif }}{{ if shipping_address3 }}{{ shipping_address3 }} {{ if shipping_address3 }}{{ endif }}{{ if shipping_address4 }}{{ shipping_address4 }} {{ if shipping_address4 }}{{ endif }}{{ if shipping_address5 }}{{ shipping_address5 }} {{ if shipping_address5 }}{{ endif }} SHIPPING METHOD: {{ shipping_method }} SHIPPING INSTRUCTIONS: {{ shipping_instructions }} {{ if web_notes }} NOTES: {{ web_notes }} {{ endif }}	BILLING ADDRESS: {{ if billing_name }}{{ billing_name }}{{ endif }}{{ if billing_address1 }}{{ billing_address1 }}{{ endif }}{{ if billing_address2 }}{{ billing_address2 }}{{ endif }}{{ if billing_address3 }}{{ billing_address3 }}{{ endif }}{{ if billing_address4 }}{{ billing_address4 }}{{ endif }}{{ if billing_address5 }}{{ billing_address5 }}{{ endif }} ORDER DATE: {{ order_date }} ORDER #: {{ order_number }} CUSTOMER #: {{ customer_number }}

 A REMINDER OF YOUR FANTASTIC SHOPPING SKILLS

STS PROCESSING

STS orders are fulfilled by the FCDC and assigned to a designated STS pallet by each store location. All STS pallets are shipped regularly, attached to standard store freight deliveries. Stores must prioritize accepting STS pallets as soon as they are received in-store, following the process below.

STEP	ACTION	PROCESS
1.	Accepting STS Orders <p>NOTE Packages must never be placed on top of the Front-End counter or in any location that is in public view or easily accessible by the customer.</p>	<ol style="list-style-type: none"> 1. Each STS order package is to be scanned and received in OMS via the Retail Transfer Receiving screen. 2. After having been scanned and received, each order package must be labeled via permanent marker with the following: <ol style="list-style-type: none"> a. Customer Name: write the first initial and last name of the customer in large, uppercase letters. (e.g. 'J. SMITH') b. Date: write the date received in the MM/DD format. (e.g. '11/04') <ol style="list-style-type: none"> i. Recording the date received allows stores to track packages for the "Aging Orders" process described in this document. c. Associate Initials: write receiving associate's initials in First-Last name or First-Middle-Last name format. (e.g. 'ABC') 3. Once every order package is labeled, they must be transported, organized, and stored within the designated Front End cabinets. Organize packages in alphabetical order, by customer last name.
2.	Customer Pickup	<ol style="list-style-type: none"> 1. Customers must enter the queue line to pick-up their STS order. When a customer arrives in-store to pick up an order: <ol style="list-style-type: none"> a. Ask them to present the Order Arrival email, digital or printed, to verify the spelling of the customer's name and to determine number of packages. b. Ask them to present a valid, government-issued photo ID to verify the name listed on the ID matches the name on the STS order email. <ol style="list-style-type: none"> i. STS orders may be picked up by the customer that placed the order or any person of the customer's choosing that can provide you with the customer's last

name, order number, and a printed or digital copy of the arrival email.

- c. Access the STS order storage area and search for the customer's order. If stored in an STS room, page an associate over the radio to ask them to search and bring the order to the front-end.
2. Once the package(s) have been located
 - a. The arrival email will have a barcode that can either be scanned from a physical copy or from the customer's smartphone.
 - b. Scan the package barcode in OMS under "Customer Order Pick Up."
 - c. Check the box that says, "Pick Up" and accept the package.
 - d. A receipt prints out that the customer then signs to acknowledge that the package has been picked up. Those receipts are retained at the Front End.
3. If the package(s) are not located
 - a. Look up the transaction number by looking up their account, either by email address or last name and zip code, and when the order was placed (in Maintain Parties).
 - b. Copy the transaction number over into the customer pick up screen and see if it has arrived.
 - c. If the order has not arrived determine when the order was placed. Has there been enough time with the truck arrivals for the package to even be in the store? If not, let them know when the next truck is arriving and to look for an email from us confirming the delivery.
 - d. Standard delivery for Online orders is 7-15 business days so the customer understands the time frame for deliveries.

3.	<p>Aging Orders</p> <p>This process must only be completed by store coordinators and above.</p>	<ol style="list-style-type: none"> 1. The <i>Ship to Store Orders Not Picked Up Report</i> should be generated once per week by a member of store management to check for STS orders that have not been picked up by the customer within <u>14 days</u> of being received (known as 'aging orders'). 2. To access the report, navigate to The Summit, then select Reports Manager > Management Cubes > Daily Cubes > <i>Ship to Store Orders Not Picked Up</i>. Select your store from the drop-down menu and press 'View Report'. 3. Once generated, review all orders by the 'Store Received Date' column print the report. 4. Physically check to see if all listed order(s) are still in the building. Please note: some orders may not appear in the report, therefore it's important to check <u>all</u> packages within the date range of the report. 5. If an aged order is found: <ol style="list-style-type: none"> a. Look up the order in <i>Enter Orders</i> to see if the order is still active (not canceled, returned, or has special instructions). <ol style="list-style-type: none"> i. If the order was not canceled, returned, or has special instructions, the order must be returned to the original tender. <u>If the return is over \$100, then two leaders are required to be present at time of return.</u> Complete the return using the POS Return screen and select: <ol style="list-style-type: none"> 1. Credit/Debit card <ol style="list-style-type: none"> a. Process a return to original tender as normal. b. Merchandise must be tagged and returned to floor. 2. Gift card <ol style="list-style-type: none"> a. Process a return to a gift card tender. b. Store must mark the store copy receipt with "IN-STORE" and print your name on the receipt. c. Place customer's gift card and return receipt in a FedEx envelope. d. Address the package to the billing address of the STS order. e. FedEx package to address.
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		<p>f. Email your DM or DLPM with the following information.</p> <ul style="list-style-type: none">i. Customer nameii. FedEx trackingiii. Gift card number <p>ii. If the order was canceled or returned.</p> <ul style="list-style-type: none">1. Tag the item(s) and return them to the floor.
--	--	--

NOTE

- Returns over \$100 require two members of store management (coordinator and above) to be present when the return takes place.
 - Gift cards originating from a returned STS order must never be stored on-premises and/or in-safe. They must be shipped to the customer immediately.
6. If an aged order is on the *Ship to Store Orders Not Picked Up Report* but is not found in-store
- a. Look to see if there is a return under the customer's account for that transaction.
 - b. If the order was not returned, accept order as picked up.
7. Make notes on the printed file of what the outcome was for each order. This will make a useful reference guide when doing the following week's report.

MARKDOWN PLANNING

1) Create the Plan

- a) Identify markdown dates and cycle/s by utilizing the **Store Markdown Calendar**.
- b) At least one week in advance of the next markdown file, prepare and assign the markdown scanning 'flow' based on the cycle/s to be scanned and the current merchandise presentation flow. **Always plan to scan the store front-to-back.** Stores cannot scan their markdowns based on high-to-low unit ownership by department, random selection, or personal management preference.
- c) **All markdown scanning must begin on the date that's indicated on the Store Markdown Calendar, no exceptions.** Please refer to this calendar for the most up-to-date scan-start direction. Sub files are always scanned the day prior to an initial file and must be completed within the same day. **All initial file scanning should be planned to be completed within no more than 5 weekdays from the date the file begins.**
- d) Ensure that all markdown equipment is in good working order, fully charged and accessible to use. Ensure appropriate supplies are available for all scanning associates.

2) Staff the Plan

- a) Based on upcoming markdown dates and cycle/s, create a labor plan and **schedule** associates and management accordingly to support efficient markdown execution. In UKG Pro, use the *Shift Transfer* function to identify specific associate shifts for markdown scanning execution.
- b) Markdowns are to be performed by a dedicated team of no fewer than two associates. Leaders should schedule with the goal of utilizing all mobile scanners.
- c) Plan to spread markdown execution across an appropriate number of days to meet and exceed compliance expectations, based on number of departments to be scanned, markdown file size and anticipated customer traffic/sales. Avoid high-traffic periods of the day or busy weekends. **Stores should not plan any markdown scanning activity on weekend days, unless being conducted prior to store opening.**
- d) Markdown shifts should always be planned to begin prior to store opening. Maintain a focus on balancing markdown workload with other store workload needs. **Stores with competing workload priorities must ensure that markdowns remain a consistent priority in tandem with truck processing and sales floor merchandising.**

3) Communicate the Plan

- a) Store Management must communicate the markdown plan to all other members of management as soon as planning has completed. MOD's will communicate the markdown strategy to the scheduled markdown team during each day of scanning.
- b) As scanning is completed and validated across departments and categories, the MOD will update the **Markdown Tracker** with all areas that have been scanned and the completion rate for each department.



Markdown Execution Planner

COMPLIANCE EXPECTATIONS

Stores are measured on their markdown scanning results and performance by day, otherwise known as markdown compliance. When planning markdowns, stores are to ensure that proper staffing, equipment, and workload considerations are made to meet or exceed the following compliance expectations:

SUB MARKDOWNS	DAY 1 COMPLETION
All Sub Files	100%

INITIAL MARKDOWNS	DAY 1 COMPLETION	DAY 2 COMPLETION	DAY 3 COMPLETION	DAY 4 COMPLETION	DAY 5 COMPLETION
Cycle 1/2 Initial Files	33% of store	66% of store	100% of store		
'Cycle All' Initial Files	20% of store (Start w/ Cycle 1)	40% of store	60% of store (100% of Cycle 1)	80% of store	100% of store (100% of Cycle 2)

PAYROLL FUNDING

Cycle 1/2 Initial Files	FISCAL WEEK 1	100% FUNDED
	FISCAL WEEK 2	0% FUNDED
'Cycle All' Initial Files	FISCAL WEEK 1	60% FUNDED
	FISCAL WEEK 2	40% FUNDED

All stores are expected to achieve a minimum of a **70%** markdown compliance rate. The markdown compliance rate is measured as the total number of markdown-eligible items in an active cycle divided by the number of actual marked items (items that have been scanned and tagged as a markdown), multiplied by 100.

SCANNING PROCESS STEPS

- 1) **Pre-Scanning Recovery** - Plan and conduct a detailed recovery (sizing and reticketing) the day before the markdown cycle.
- 2) **Returns & Holds** - Returned merchandise or released holds must be scanned for markdowns before returning to the floor.
- 3) **Department/Scan Prioritization** - Always start scanning by following the merchandise presentation flow to match the cycle/ s being scanned, **front-of-store to back-of-store, left-to-right, outer pads to inner pads, from wall to floor to feature**. If scanning all cycles in the same file, always start with apparel and end with hardlines. Scan each department to completion as a team, ensuring not to forget features, display shelves with live merchandise, and mannequins or busts.
- 4) **Label Placement** - As each markdown label prints, immediately align & affix the label to either completely cover an existing regular-price or clearance gum tag or cover the lowest section of a hang tag without concealing the regular price.
- 5) **Merchandise Movement** - After scanning is completed in a department and before moving on to the next, complete the movement and re-merchandising of all newly marked down merchandise to the appropriate clearance selling areas.
- 6) **Tagging Issues & Damage** - Collect and hold all merchandise that is damaged or missing a tag until the scan of the department is complete. Upon completion, ensure tags are made or merchandise is moved to the damage center.
- 7) **Recovery** - Maintain a continual focus on total store recovery standards throughout the markdown scanning process.
- 8) **Unfound Item Reconciliation** - After the store has been fully scanned, review the *Store Ops Price Change Report* to analyze any outstanding items and attempt to scan any items that may have been missed.



Markdown Execution Planner

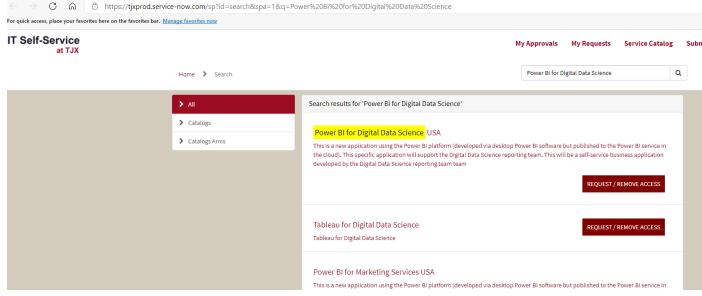
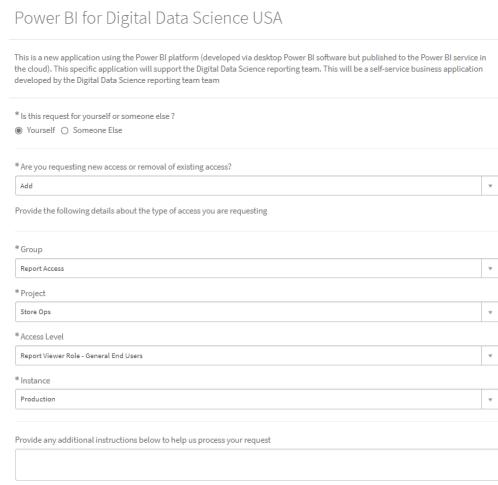
MARKDOWN TRACKER

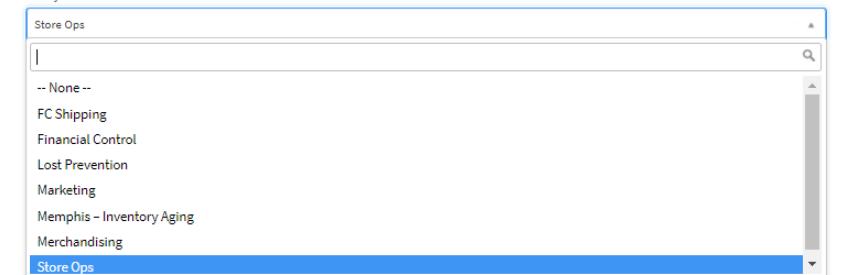
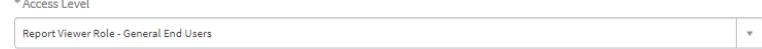
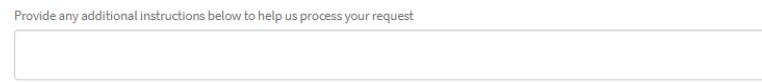
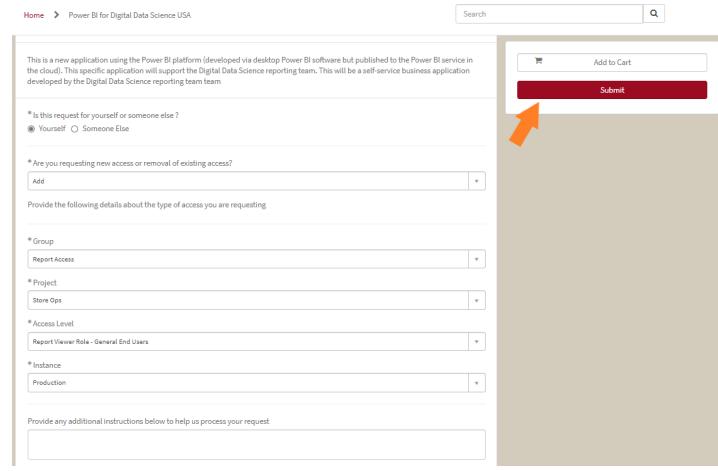
During each cycle, the MOD must initial each department/area that has been fully scanned and enter the scan completion percentage.

DEPARTMENTS								
CYCLE 1	MOD INITIALS	COMPLETION PERCENT	WOMENS APPAREL	MOD INITIALS	COMPLETION PERCENT	MENS APPAREL	MOD INITIALS	COMPLETION PERCENT
			15 WOMENS SWIM			22 MENS SWIM		
			17 WOMENS ACTIVEWEAR			64 MENS ACTIVEWEAR		
			3/36 WOMENS CASUAL & PERFORMANCE			21/23 MENS CASUAL & PERFORMANCE		
			35 WOMENS OUTERWEAR			26 MENS OUTERWEAR		
			50 WOMENS UNDERWEAR/SLEEP			20 MENS UNDERWEAR/SLEEP		
MIXED			QUEUE LINE			FRONT-OF-SHOP		
DEPARTMENTS								
CYCLE 2	MOD INITIALS	COMPLETION PERCENT	TOTAL GEAR	MOD INITIALS	COMPLETION PERCENT	TOTAL HOME	MOD INITIALS	COMPLETION PERCENT
			57 HUNT & FISH			85 TOTAL FOOD		
			56 CYCLING			81 WELLNESS		
			59 ALL OUTDOOR GEAR			83 SEASONAL DÉCOR		
			74 TRAVEL & LUGGAGE			82 KITCHEN & CLEANING		
			54/59 SNOWSPORT & WATERSPORT			60/84 SOFT HOME/DÉCOR & FURN.		
			58 CAMPING			62/86 FLOOR DÉCOR & FURNITURE		
			59 FITNESS & SPORTING GOODS			83 CANDLES		
			58 DAYPACKS/SLEEPING BAG WALL			67 TOTAL PET		

Power BI for Markdown Capture Rate Dashboard – ARMS Request Process Instructions:

Store Leaders: Please follow the steps detailed below to request access to the Markdown Capture Rate Dashboard on Power BI. Requests can be done for yourself or you can request access for others.

Step	Procedure	Screen shot
1	Launch your browser, go to Service-Now and search for “Power BI for Digital Data Science”	
2	From the list click on “REQUEST/REMOVE ACCESS” button for the Power BI Digital Data Science USA	
3	ARMS form will be displayed – you will need to fill out the form Please see the following steps for more detail	
4	In the Are you requesting new access... Select either “Add” – for adding new users “Remove” to remove access for someone (who has left the company or changed responsibilities and no longer needs access)	

Step	Procedure	Screen shot
5	Group: Select “Report”	
6	Project: Select your AD Group.	
7	Access Level: Is auto populated, no action is needed here.	
8	Instance: Is auto populated, no action is needed here.	
9	Additional Info: Free form text box, please provide any additional info as needed which will assist in the completion of your request	
0	Once you have submitted all the needed access request information, click on the Submit button	

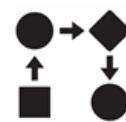
Processing Markdowns

Overview	<p>Having fresh and new merchandise is part of our ‘Treasure Hunt’ experience. Markdowns are conducted routinely to ensure a continual rotation of merchandise. This guide will teach you about the markdown process and merchandising Clearance areas.</p>
Impact	<p>Associate Responsibilities: Being assigned to markdowns involves several responsibilities. Please ensure the following responsibilities are met as you go through the markdown process:</p> <ul style="list-style-type: none">• Ensure markdown equipment remains with you and is never left unattended• Keep customer service top of mind• Communicate with Associate team and MOD on scanning and remerchandising progress <p>Leader Responsibilities: Store management is responsible for creating the markdown plan for each file, staffing the plan to ensure proper coverage for timely completion, and communicating the plan to all assigned Associates. In addition, MOD's should play an active role in markdown completion, checking-in with Associates on scanning progress throughout the day and ensuring that all appropriate fixtures and units are being scanned. Scanning participation may be required of an MOD, based on staffing and business needs.</p>
Equipment	<p>Device Logon & Use</p> <p>Scanner</p> <ol style="list-style-type: none">1. Logon to the scanner using the passcode: 50252. Tap the OMS Mobile icon and enter/scan your AIN, then tap Login3. Select your printer from the printer listing4. Tap the Item Code box to ensure the merchandise you scan will be captured Printer <p>Printer</p> <ol style="list-style-type: none">1. Load printer with the proper color labels (red = regular markdown, yellow = seasonal markdown)2. Power on on the printer <p>Note: if you experience issues with labels not printing, try to reboot the scan gun and printer, then pair the devices again (selecting the correct printer number on your scan gun) utilizing the steps above</p> 

Processing Markdowns



1. Open the barcode scanning application on your device.
2. Scan the Sierra barcode on the merchandise and ensure it is captured in the Item Code box on the scanner. Remember to tap the item code box prior to your first scan.
3. If a markdown is needed on the item, the scanner will notify you on the screen and a clearance label will print.
4. Place the clearance label over the previous bar code, while still showcasing the original ticket price to the customer.
5. Remove all labeled clearance merchandise from the fixture/shelf and place it on your markdown carriage/rack/tank. These items must be re-merchandised into designated clearance areas. Remember to never keep clearance merchandise in with regular-priced items.
6. If an item is missing a tag, you cannot scan an item or you find a damaged item, remove it from the fixture/shelf and place it in a damages/re-tagging area. Remember to designate a space on your carriage/rack/tank for these items as you scan through the department.
7. Always scan for markdowns first from the wall, then scan all racks/gondolas, then scan all features, by category, to ensure completion of each department before moving on to the next. Remember to never move on to a new fixture or shelf if the previous is not 100% complete.
8. Ensure store merchandise recovery and customer service standards are maintained during all markdowns. Always ask for assistance, when needed, and partner with your MOD for re-merchandising techniques.
9. Communicate your scanning progress to your MOD before taking any breaks and prior to the end of your shift. Remember to return all markdown equipment to the Manager's office and place scanners back onto their docking station.



Reporting Guide - Markdowns

As markdowns are being scanned, it is the responsibility of Store Management to review the progress of the markdown file to ensure all intended merchandise and departments are being scanned and productivity goals are being met. Once scanning is completed for each markdown file, store management should share final markdown capture rates with their team, otherwise known as *markdown compliance*. This is a percentage of the total number of available markdown items ('units') by store divided by the total completed (scanned) units at time of completion.

There are two primary reports to assist with measuring markdown compliance and productivity: the *Store Ops Price Change* report and the *Markdown Scans Productivity* report.



Markdown Compliance – *Store Ops Price Change*

1.1 Store Ops Price Change Report View (Example)													
PRICE MARKDOWN CHANGES													
Department	Image	Item	Brand	Color Name	Size	Description	Inv Qty	Prev Price	Current Price	Printed	New Compare At	Remain Scans	Rough Capture Rate
Price Markdown Total							4,662					3,386	27.37 %
Bath	Dept Total						20					17	15.00 %
		28AJF					1					1	0.00 %
		28AJF-01	Peacock Alley	BLUE		100% TURKISH COTTON PRIYA TOWEL SET - 6-PIECE - 700 GSM - BLUE	1	\$15.00	\$10.00	No		1	0.00 %

The *Store Ops Price Change* report, as previewed in image 1.1, is the primary report for store Managers to access up-to-date markdown file statistics and scanning progress. This report can be found in the Sierra Reports Manager, under **Retail Cubes>Inventory Control>Store Ops Price Change Report**. Store management should run this report at the end of each day, during a markdown file, to review markdown scanning progress and know how many pieces of merchandise remain to be marked down, by department.

Follow these steps to access and run the Store Ops Price Change report:

Step 1: Logon to Windows and Open *The Summit*

Store Management will logon to their Windows account from any back-office PC, using their existing Windows username and password. Once logged on, Managers will access via the Reports Manager link on the homepage of The Summit (click [here](#) to access).

Step 2: Open/Logon to Reports Manager and Select Report

Once the Reports Manager Homepage loads, scroll and select the 'Retail Cubes' link, then select 'Inventory Control', then select the 'Store Ops Price Change Report. The report page will load.

Step 3: Select Report Parameters and Run Report

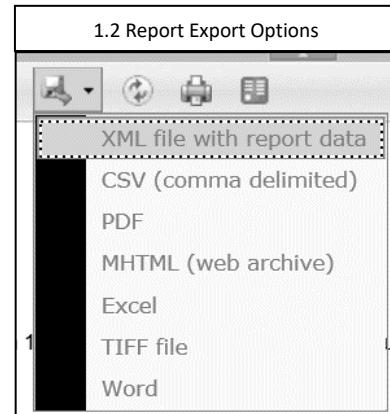
From the report page, Managers will have several required search fields ('parameters') to complete before the report can run successfully. Each field will have drop-down options from which to select. Managers will enter the information and select the options that correspond to their specific markdown file. Once all information and options are entered, click the 'View Report' button to run the report. Please note that, depending on each store's network connection, the report run process could take up to 5 minutes to complete before the report will load.

The following parameters must be completed:

- **Start Date and End Date** - select the start and end dates that match the range of your markdown file/s. These dates can be verified using the Sierra Stores Markdown Calendar. Please refer to Section 4 for more information.
- **Store Location** – select the appropriate store location
- **Department** – unless seeking to view only one specific department, Managers should select 'ALL' from the drop-down menu
- **Price Change Type** – unless seeking to view only price corrections or 'compare at' price changes, Managers should select 'ALL' from the drop-down menu
- **Printed** – this field allows Managers to select 'ALL' or 'No' from the drop-down menu. Selecting 'No' will only show units that remain unscanned within the markdown file, otherwise known as 'outstanding scans'. Selecting 'ALL' will show all units within the markdown file, including merchandise that is both scanned and unscanned. To see an accurate store markdown capture rate, Managers should select 'ALL' from the drop-down menu.

Step 4: View and Interpret Report Results

Once all report parameters are selected and the Store Ops Price Change Report loads, Managers will be able to view, filter and interpret the content within the report. Please note that the information within the Store Ops Price Change Report does **NOT** reflect live results of an active store scan. All results are shown with a 24-hour delay. For example, if a manager runs this report in the afternoon of Wednesday, while markdown scanning is happening, the results shown will only reflect the scanning activity up to the prior Tuesday afternoon (24-hours ago). The Store Ops Price Change Report can be saved and downloaded into several different formats for easier viewing, editing, and archiving. The save function can be accessed by selecting the disk icon from the top navigation menu then selecting the export file type of your choice. For best results, it is recommended to export and save the report as an 'XML file with report data'. Please refer to image 1.2.





Markdown Productivity – *Markdowns Scan Productivity*

2.1 Markdown Scans Productivity Report View (Example)										
Markdowns Scan Productivity Detail										
Selection Criteria:										
Store	0073 Nashua									
Start Date	7/31/2022									
End Date	9/3/2022									
Department	More than 5 Depts...									
District	Store	Associate Name	Date	Dept.	Actual Scans	Markdown Capture Qty	Scan Time (Hour)	Productivity: Actual Scans / Scan Time		
ia 1 East	0073 Nashua	(B) alinsley rippenwals	Total		3645	776	7.77		469.11	
		(B) Alyssa Brancheau	Total		4719	666	8.16		578.31	
		(B) Amber Lincott	Total		1761	1115	3.55		496.06	
		(B) Ashley Vallieres	Total		7204	1201	11.66		617.84	
		(B) Cameron Tiller	Total		6599	1516	16.71		394.91	
		(B) Colby Bouvier	Total		2030	299	4.17		486.81	
		(B) Eli Johnson	Total		12976	2924	21.57		601.58	
		(B) Emily MurilloMandoza	Total		1121	499	1.91		586.91	
		(B) Heidi Bellmore	Total		2135	218	3.49		611.75	
		(B) Katherine Hisey	Total		2026	569	7.23		280.22	
		(B) Matthew Gendron	Total		6495	1406	18.12		358.44	
		(B) michael bauer	Total		16	0	0.38		42.11	
		(B) Nihal Megaly	Total		4729	413	8.49		557.01	
		(B) Serena Johnson	Total		1805	70	3.30		546.97	
			Total		57261	11672	116.51		491.47	
	Total				57,261	11,672	116.51		491.47	
Retail Cubes>Inventory Control>Markdown Scans Productivity, Markdown Scans Productivity Detail.										

The *Markdown Scans Productivity* and *Markdown Scans Productivity Detail* reports, as referred to in image 2.1, are two reports for store Managers to review daily markdown file scanning productivity statistics. These reports can be found in the Sierra Reports Manager, under **Retail Cubes>Inventory Control>Markdown Scans Productivity, Markdown Scans Productivity Detail**.

The *Markdowns Scan Productivity* report provides scan productivity statistics at the District/Store/Associate level and is adjustable to any timeframe (Daily, WTD/MTD/YTD). It reports scans by Associate, by date and captures **Actual Scans** (all scans) vs. **Scan Time** (by hour) to create a measure of productive **Scans Per Hour (SPH)**.

Similarly, the *Markdowns Scan Productivity Detail* report provides scan productivity statistics at greater detail, at the District/Store/Associate level, and is adjustable to any timeframe (Daily, WTD/MTD/YTD). It reports scans by Associate, by date, **by department** and captures **Actual Scans** (all scans) vs. **Markdown capture quantity** (actual markdowns) vs. **Scan Time** (by hour) to create a measure of productive **Scans Per Hour (SPH)**.

Store management should run this report at the end of each day's markdown scanning execution and/or at the completion of each markdown file to review their associates' individual markdown scanning productivity and total store productivity. This report should be used to support meaningful, results-based coaching, to both redirect associates with more productive scanning methods and recognize associates with strong productivity results.

Note: SPH measures the total scan time spent doing markdowns. This is otherwise defined as: "All markdown activity completed by an Associate within all combined scanning sessions of that Associate, per each day."

Follow these steps to access and run the Markdown Scans Productivity Report:

Step 1: Logon to Windows and Open *The Summit*

Store Management will logon to their Windows account from any back-office PC, using their existing Windows username and password. Once logged on, Managers will access via the Reports Manager link on the homepage of The Summit (click [here](#) to access).

Step 2: Open/Logon to Reports Manager and Select Report

Once the Reports Manager Homepage loads, scroll and select the 'Retail Cubes' link, then select 'Inventory Control', then select the 'Markdown Scans Productivity Detail Report. The report page will load.

Step 3: Select Report Parameters and Run Report

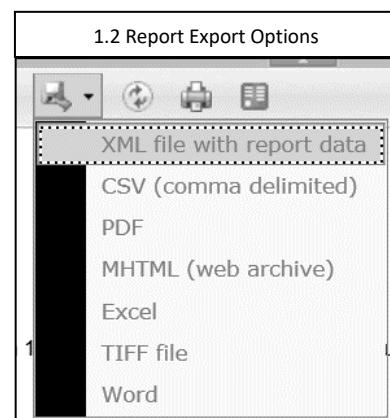
From the report page, Managers will have several required search fields ('parameters') to complete before the report can run successfully. Each field will have drop-down options from which to select. Managers will enter the information and select the options that correspond to their specific markdown file. Once all information and options are entered, click the 'View Report' button to run the report. Please note that, depending on each store's network connection, the report run process could take up to 5 minutes to complete before the report will load.

The following parameters must be completed:

- **Start Date and End Date** - select the start and end dates that match the range of your markdown file/s. These dates can be verified using the Sierra Stores Markdown Calendar. Please refer to Section 4 for more information.
- **Store** – select the appropriate store location
- **Dept** – unless seeking to view only one specific department, Managers should select 'ALL' from the drop-down menu

Step 4: View and Interpret Report Results

Once all report parameters are selected and the report loads, Managers will be able to view, filter and interpret the content within the report. Please note that the information within the report does **NOT** reflect live results of an active store scan. All results are shown with a 24-hour delay. For example, if a manager runs this report in the afternoon of Wednesday, while markdown scanning is happening, the results shown will only reflect the scanning activity up to the prior Tuesday afternoon (24-hours ago). The Markdown Scans Productivity Detail report can be saved and downloaded into several different formats for easier viewing, editing, and archiving. The save function can be accessed by selecting the disk icon from the top navigation menu then selecting the export file type of your choice. For best results, it is recommended to export and save the report as an 'XML file with report data'. Please refer to image 1.2.



Markdown Ring Scanners are a finger-worn, wireless scanning technology that allows for faster, more efficient scanning of markdowns. The scanner is designed to be easily paired to any TC5x markdown scanner. Each Sierra store is assigned one ring scanner per each markdown scanner (maximum four (4) per store).

Follow the steps below to successfully setup, pair and utilize your markdown ring scanners.

Initial Unboxing & Setup

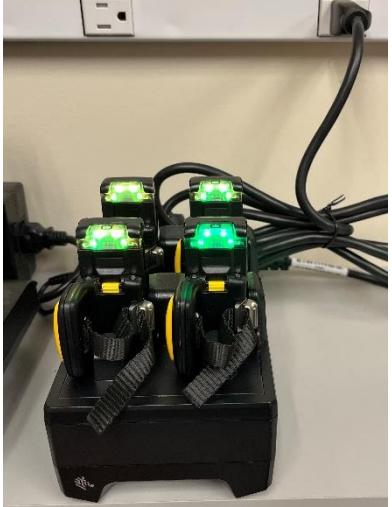
STEP	ACTION	EXAMPLE
1.	<p>FY24 Q3 Self-Installation</p> <p>As ring scanners are deployed to stores, they require self-installation by a member of store management. Upon receiving your ring scanner delivery, please open the package and inspect all contents to ensure all equipment is included.</p> <p>The ring scanner package should include the following items:</p> <ol style="list-style-type: none">1) Four (4) boxed Zebra RS5100 Ring Scanners2) One (1) boxed RS5100 Quad Charger3) One (1) Quad Charger power supply (not pictured) <p>If you are missing any items, please immediately contact sierra_store_technology@tjx.com</p>	

Markdown Ring Scanners

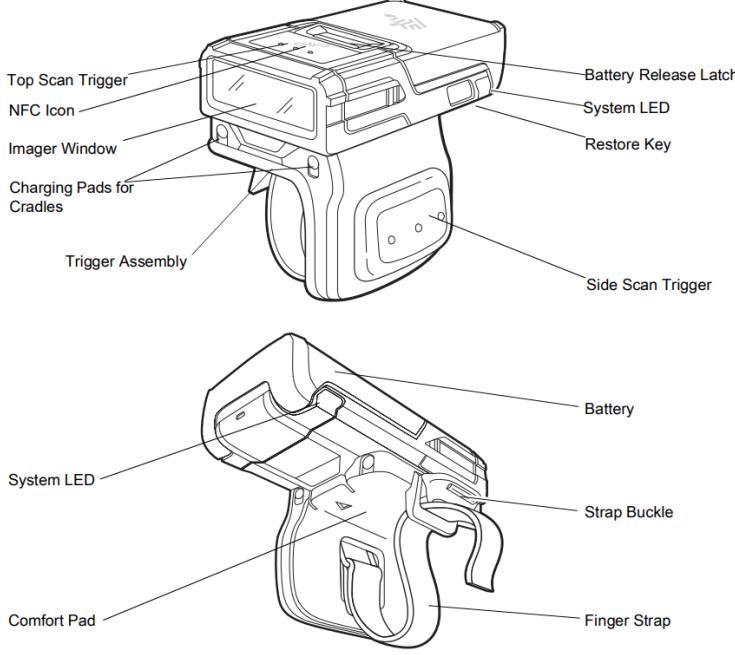


2.	<p>Charger Prep</p> <ol style="list-style-type: none">Open and unbox the Ring Scanner Quad Charger. All packaging and documentation can be discarded.Unbag the Quad Charger Power Supply, remove cable ties and connect both pieces of the cable together.Insert the round connector of the Power Supply to the corresponding power connection on the rear of the Quad Charger and place the assembled charger aside. 
3.	<p>Ring Scanner Prep</p> <p>Open and unbox each Ring Scanner, one at a time. All packaging and documentation can be discarded. In addition, the security screw inside of the pink bag can be discarded.</p>  
4.	<p>Battery Assembly</p> <p>Align each Ring Scanner and Ring Scanner Battery, as pictured. Place the battery pack flush against the bed of the scanner and carefully slide the battery into place until the metal battery attachment clip fully clicks into place.</p> 

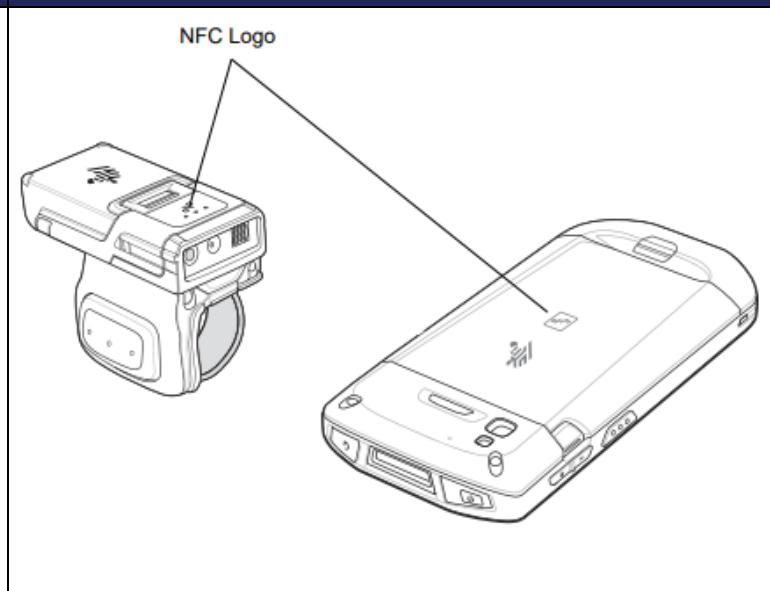
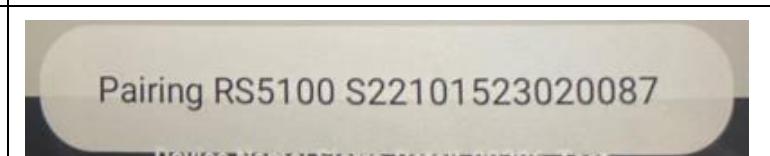
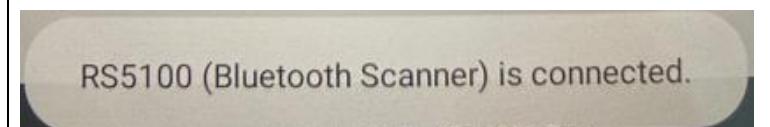
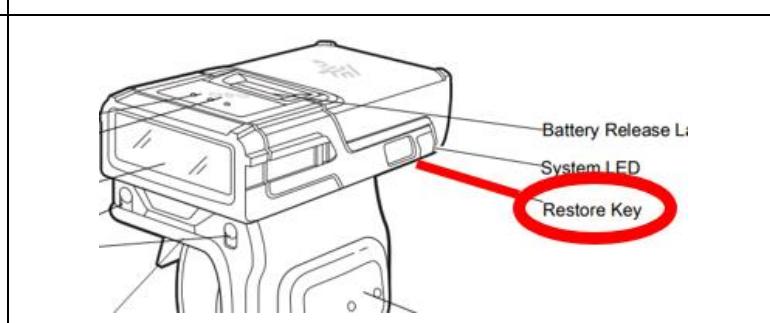
Markdown Ring Scanners

	<p>Note: Ring Scanner batteries will ship without being pre-charged.</p>	
5.	<p>Ring Scanner Charging</p> <p>Once all Ring Scanners are fully assembled, please insert each scanner into the Quad Charger</p> <ol style="list-style-type: none">Ensure that the front of the Quad Charger is facing you.Face the Ring Scanner so the bottom of the scanner is facing you and the yellow trigger button is to the left.Carefully lower each scanner into an open charging bay and press down until the scanner clicks into place. Be sure to reposition the scanner finger strap around the bay opening, as needed.	 
6.	<p>Powering On</p> <ol style="list-style-type: none">After inserting all four Ring Scanners into the Quad Charger, move the charger and attached power supply to the ASM Office and set the charger next to the other markdown equipment*.Plug the charger into an available power outlet.After several seconds, all four Ring Scanners will sound a power-on tone and emit a light green status light.	
7.	<p>Ring Scanner Charging Cycle</p> <p>A full charge for the Ring Scanner is 2-3 hours. Please fully charge all scanners before first use.</p>	

General Device Information

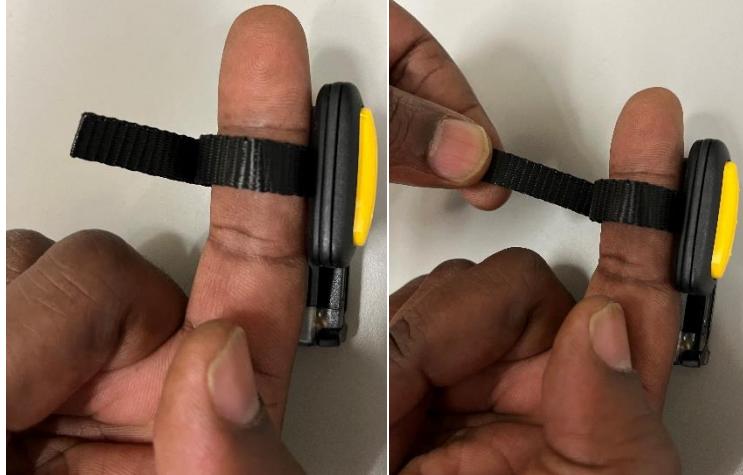
STEP	ACTION	EXAMPLE
1.	<p>General Information</p> <p>The Zebra RS5100 Ring Scanner is designed with the following key features:</p> <ol style="list-style-type: none"> 1) Battery Release Latch – when lifted, allows the battery to be removed from the ring scanner body 2) Side Scan Trigger – primary scanning button 3) Finger Strap – used to fasten the scanner to the middle or ring finger 4) Strap Buckle – when lifted while the scanner is being worn, the buckle adjusts the tension of the finger strap 	
2.	<p>Scanner Status Lights</p> <p>The Ring Scanner will emit certain status lights during normal operation.</p> <ol style="list-style-type: none"> a. A steady light green light means the scanner battery is charging. b. A steady dark green light means the scanner battery is fully charged. c. A steady red light means the scanner battery is low. 	

Pairing & Wearing Instructions

STEP	ACTION	EXAMPLE
1.	<p>Pairing the Ring Scanner</p> <p>The ring scanner is meant to be wirelessly pair to a TC5x markdown scanner during <u>each</u> separate scanning session.</p> <ul style="list-style-type: none"> a. Make sure both scanners are powered on. b. Sign into the Retail Cadence app and select a mobile markdown printer. c. Hold the top of the ring scanner against the back of the TC5x. Line up the NFC logo on each device. 	
2.	<p>Completing Pairing</p> <ul style="list-style-type: none"> a. Once you join the two devices, you will hear a beep and the bottom of the TC5x will display “Pairing RS5100” along with the ring scanner serial number. b. Wait 5-10 seconds; there will be a second beep and the ring scanner will beep and show that the scanner is now connected. c. The ring scanner is now ready for use. Keep the scanner within 20-30 feet of the TC5x while scanning. For example, leave it on a markdown cart with the printer. 	 
3.	<p>Troubleshooting</p> <p>If you cannot get the devices to pair, try restarting each of them. To restart the Ring Scanner, pressing and holding the Restore Key until you hear a beep, then release. Once powered back on, try pairing again.</p>	

Markdown Ring Scanners

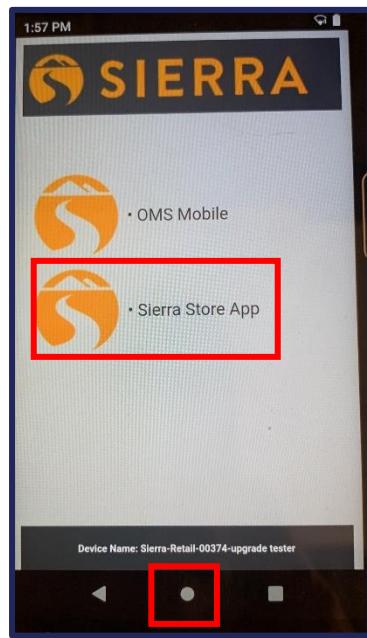
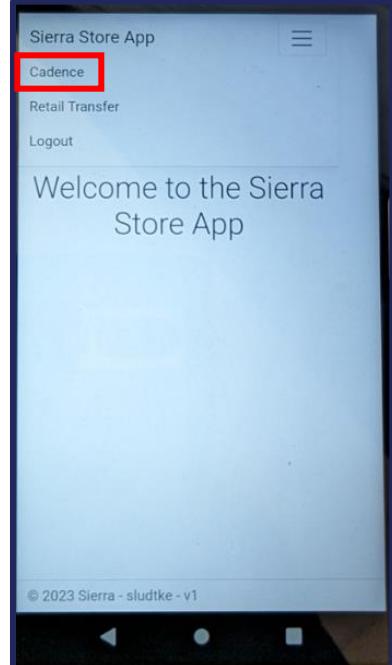


<p>4.</p> <h3>Finger Strap Adjustment</h3> <p>The Zebra RS5100 Ring Scanner is designed for easy use and a comfortable fit.</p> <ol style="list-style-type: none">Insert your ring or middle finger from your dominant hand into the center of the finger strap area and ensure the strap is fully surrounding your finger.As best practice, position the finger strap in the center of your finger. Adjust the height of the strap/scanner, at your preference.Gently pull the strap edge while keeping your finger still. The strap will begin to tighten. Adjust the strap to your preferred fit.To release your finger from the scanner, lift the strap buckle and apply pressure to the strap to loosen. <p>Note: Ring Scanner finger straps are treated with an antimicrobial material. Do not attempt to clean the strap with liquid cleaners or spray disinfectant directly onto the strap or device.</p>	 
<p>5.</p> <h3>Scanning Operation</h3> <p>Once the Ring Scanner is fitted to your finger, simply press the yellow trigger button on the side of the scanner to conduct a scan. When pressed, a red light will emit from the front of the scanner and a tone will sound once a barcode is scanned. Tones will differ based on scan type. Always follow the prompts on the Retail Cadence screen to validate that a markdown scan has been accepted.</p>	

Retail Cadence is used when scanning items for markdowns, printing tags, or checking the price of an item.

Follow the steps below to logon to the Sierra Store App, navigate to the Retail Cadence section, and begin scanning.

Scanning Items via the Mobile Scanner

STEP	ACTION	EXAMPLE
1.	Sierra Store App If the app does not open automatically, launch the Sierra Store App from the mobile scanner by pressing the circle navigation button located at the bottom of the screen.	
2.	Opening Retail Cadence <ol style="list-style-type: none">If not already displayed, tap the three lines on the top left of the screen to open the menu.Select the Retail Cadence option.	

Mobile Retail Cadence



3.

Login

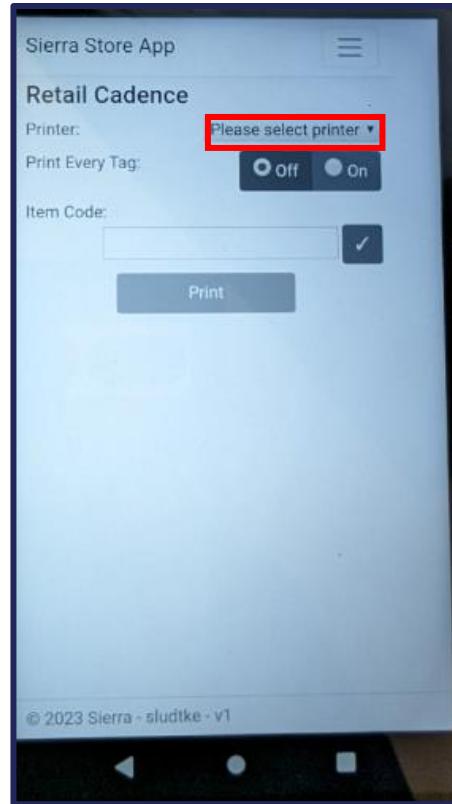
Enter your AIN to login to the app.

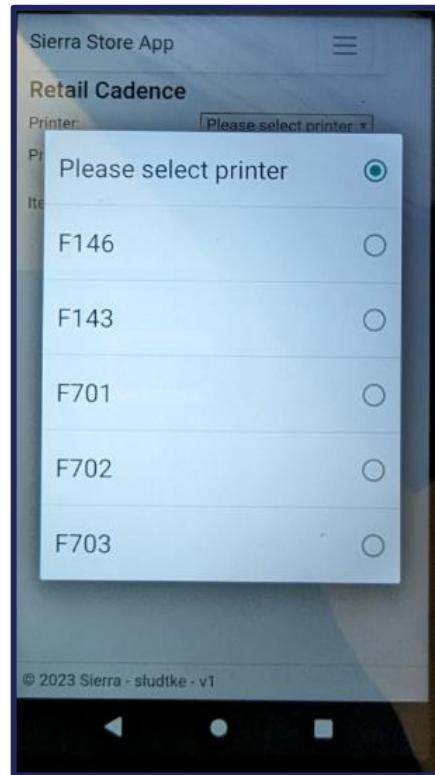


4.

Select a Printer

When you get to this screen, you will need to select a printer by tapping the drop-down menu and selecting an available printer from the list.





5.

Print Every Tag

You will need to choose if you want the mobile scanner to print every tag that is scanned.

NOTE

When printing markdowns or re-tags, you will want Print Every Tag toggled On.



Mobile Retail Cadence



6.

Ready to Scan

When you get to this screen, you are ready to scan your item. You may select the Print Every Tag option to print each tag you scan.

NOTE

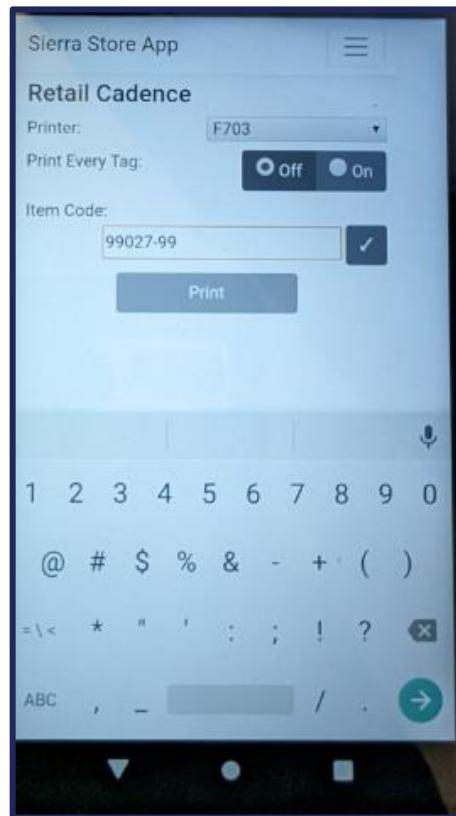
If you receive a double "quack" beep the scan failed, and you should try again.



7.

Item Scanned

This screen showcases how the scanner will look after an item has been successfully scanned.



Mobile Retail Cadence



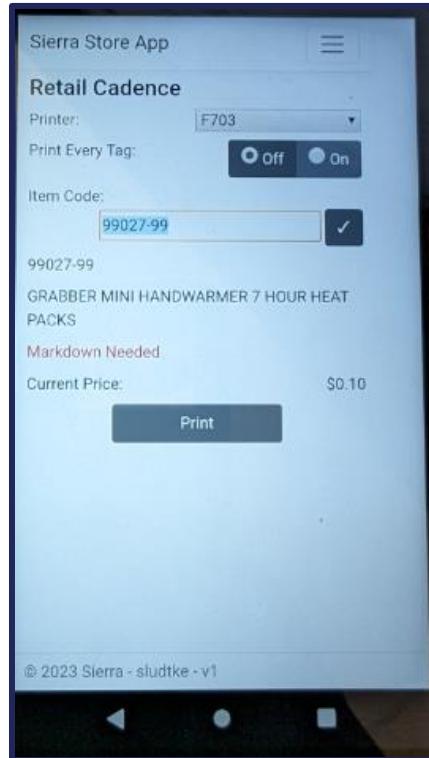
8.

Markdown Needed

If you are scanning markdowns, the screen will look like this when you scan and item that needs to be marked down.

NOTE

If a markdown is needed, the scanner will emit a markdown beep tone.



PURPOSE

This Standard Operating Procedure provides the Sierra stores organization with the necessary information and detailed instructions on how to plan and execute the Store Markdowns process. Successfully completing store markdowns is critical to driving sales, customer service and loyalty, merchandise presentation, inventory accuracy, and store profit.

GENERAL INFORMATION

The Sierra buying team works with merchandise planning and digital finance to select merchandise that will receive a selling price reduction, otherwise known as a markdown. All merchandise selected for a markdown is known as ‘clearance merchandise’. Markdowns are planned at the department and unit (‘style-code’) level and are selected on several factors, including:

- **Turnover/Age** – Primary reason; merchandise that has not sold at regular price after an acceptable period will be reduced to accelerate selloff.
- **End of Season** – Secondary reason; merchandise bought for a particular season or holiday that has exceeded its seasonality and is no longer on-trend or relevant to the customer’s expectations.
- **Low Quantities** – Merchandise that has low remaining on-hand quantities across the chain and is selected to clear the remaining stock
- **Market Competition** – As market trends and pricing fluctuate, some merchandise may be selected for price reduction to stimulate selloff and offer the customer a more competitive value.

The selected style-codes are bundled into a *Markdown File*, which is then downloaded to stores on a scheduled basis. The *Store Markdown Calendar* provides stores with a monthly schedule of all markdown file dates within each season. Occasionally, markdown files may be added to the schedule or paused/canceled to support sales trends or inventory levels.

Once a markdown file is downloaded to the store, it is ready for the store team to begin scanning. This involves physically scanning and marking merchandise with special price tags that advertise a reduced price. Store management is responsible for ensuring that these markdown files are started and completed on time and that all departments and merchandise included in the markdown file have been scanned.

STORE MARKDOWNS APPLICATION & EQUIPMENT

Store Associates must use specific markdown applications and equipment to complete markdowns. This section will cover all information on markdown systems.

Equipment

The equipment required to complete a markdown file includes a mobile scanning device ('mobile scanner'), mobile tag printing device ('mobile printer'), ring scanner, and merchandise labels ('gum tags').

While not in use, all markdown equipment, including mobile scanners, mobile printers (and batteries), and ring scanners, are to be stored on their designated docking stations for proper charging and should be kept in a secured, back-office location. When associates aren't actively using this equipment, they must always log out of their mobile scanners and power down their mobile printers. Equipment cannot be left unattended on the sales floor while the store is open and must be moved to one of the following secure locations when called to a register, walking away to support a customer, or taking a rest period:

- Secured back-office docking station
- Behind the front-end area, out of customer reach
- Backroom/processing area

Mobile Scanner

The current model mobile scanner is the Zebra TC52 series. This device provides access to the OMS *Sierra Store App*, which hosts all in-store mobile applications. Information on how to access and navigate the mobile scanner is listed in the *Application* section below.

Mobile Printer

The current model mobile printer is the Zebra ZQ620 series. This device allows for the loading and printing of merchandise price labels, often called 'tags'. These printers utilize a removable power pack ('battery').

Ring Scanner

The current model ring scanner is the Zebra RS5100 series. This device is meant to be paired with a scanner for convenient, hands-free, finger-mounted scanning of merchandise tags. The *Ring Scanner SOP* documents information on how to pair and operate the ring scanner.

Merchandise Labels

The adhesive price labels ('gum tags') used for markdowns are designed to be placed on every type of merchandise and have the following color coordination:

- **RED** – *Clearance*; standard initial and subsequent markdown
- **YELLOW** – *Final Clearance*; end-of-season initial or subsequent markdown
- **WHITE** – *Regular Price*; all merchandise that cannot be tagged with a hangtag

Tag stock is manufactured in rolls, with 200 labels per roll. All tag stock can be ordered through the existing store supply ordering process. Store Management is responsible for ordering the proper quantities of each tag. Like markdown equipment, tag stock is to be kept in a designated, secured storage location when not in use and cannot be left unattended on the sales floor.

Application

Markdown scanning is completed using the Order Management System (OMS) mobile application, known as the **Sierra Store App**. All associates scanning markdowns must first be set up in OMS *User Management* with the appropriate access level. Once set up, follow the steps below to successfully log on to the mobile scanner, access the *Sierra Store App*, log on to the *Retail Cadence* app, select a printer, and pair a ring scanner.

Step 1: Mobile Scanner Device Logon

When the scanner is powered on and lifted from the charging dock or when the power button is pressed to exit sleep mode, a password will be required to unlock the device.

- 1) Tap and hold the lock icon on the bottom of the device screen while swiping up to access the password entry screen.
- 2) Once on the entry screen, enter password **5025** (for all store locations) and tap the checkmark button.

Step 2: Sierra Store App Logon and Navigation

Upon successful device login, associates must select the *Sierra Store App* from the launch menu and navigate to the proper store application.

- 1) After selecting the *Sierra Store App*, tap the three lines in the top left corner of the screen to open the application menu and select the *Retail Cadence* option.

- 2) On the logon screen, enter your AIN and tap *Login*.
- 3) Tap the *Please select printer* drop-down menu and select the mobile printer that matches the printer ID label on the front of the printer.
- 4) On the *Retail Cadence* screen, ensure that the *Print Every Tag* option is turned off, then tap the *Item Code* box to ensure the cursor is active inside the box before beginning to scan.
- 5) Prior to scanning, be sure pair a ring scanner with the mobile scanner by placing and holding the top of a fully charged, powered-on ring scanner against the back of the mobile scanner. Hold the ring scanner in place until the ‘RS5100 (Bluetooth Scanner) is connected.’ message temporarily appears on the Retail Cadence screen.

Mobile Scanner, Ring Scanner & Mobile Printer Troubleshooting

If you are experiencing a technical issue with a mobile scanner, mobile printer, or ring scanner, a device restart may solve the issue. Pressing and holding the device power button on the mobile scanner will prompt you to select “Restart” from the on-screen menu. Pressing and holding the device power button on the mobile printer and ring scanner will shut the device down. Press the power button once more to power it back on. If a device issue continues, open a new technology incident via ServiceNow.

STORE MARKDOWNS REPORTING

As markdowns are being scanned, Store Management must continually review the progress of the markdown file to ensure all intended merchandise and markdown departments are being scanned. Each markdown file is monitored for scanning progress by the merchant, store operations, and field leadership teams. Once scanning is completed for each markdown file, field leadership will review the final markdown capture rate, otherwise known as *markdown compliance*. This is measured as a percentage of the total number of available markdown units in the file, by store, divided by the total number of scanned markdown units at the time of completion.

The **Store Ops Price Change Report** is the primary report for store management to access up-to-date markdown file statistics and scanning progress. Store Managers and/or the Manager-on-Duty (MOD) should run this report at the end of each day’s markdown scanning execution to gauge progress and know how many pieces of merchandise remain outstanding, by department.

Follow these steps to access and run the Store Ops Price Change Report.

Step 1: Log in to Windows and open *The Summit*

Store Management will log in to their Windows account from any back-office PC, using their existing Windows username and password. Once logged on, Managers will access via the *Reports Manager* link on the homepage of *The Summit*.

Step 2: Open/Log in to Reports Manager and Select Report

Once the Reports Manager Homepage loads, scroll and select the ‘Retail Cubes’ link, then select ‘Inventory Control’, then select the ‘Store Ops Price Change Report’. The report page will load.

Step 3: Select Report Parameters and Run Report

From the report page, managers will have several required search fields (‘parameters’) to complete before the report can run successfully. Each field will have drop-down options from which to select. Managers will enter the information and select the options that correspond to their specific markdown file. Once all information and options are entered, click the ‘View Report’ button to run the report. Please note that, depending on each store’s network connection, the report run process could take up to 5 minutes to complete before the report will load. The following parameters must be completed:

Start Date and End Date - select the start and end dates that match the range of your markdown file/s. The Sierra Stores Markdown Calendar provides these dates. Please refer to Section 4 for more information.

- **Store Location** – select the appropriate store location

- **Department** – unless seeking to view only one specific department, Managers should select ‘ALL’ from the drop-down menu

- **Price Change Type** – unless seeking to view only price corrections or ‘compare at’ price changes, managers should select ‘ALL’ from the drop-down menu

- **Printed** – this field allows managers to select ‘ALL’ or ‘No’ from the drop-down menu. Selecting ‘No’ will only show units that remain unscanned within the markdown file, otherwise known as ‘outstanding scans’. Selecting ‘ALL’ will show all units within the markdown file, including merchandise that is both scanned and unscanned. To see an accurate store markdown capture rate, Managers should select ‘ALL’ from the drop-down menu.

Step 4: View and Interpret Report Results

Once all report parameters are selected and the Store Ops Price Change Report loads, managers can view, filter and interpret the content within the report. Please note that the information within the Store Ops Price Change Report does NOT reflect live results of an active store scan. **All results are shown with a 24-hour delay.** For example, if a manager runs this report on a Thursday afternoon during an active markdown file, the results will only reflect the scanning activity up to Wednesday afternoon. This report can be saved and downloaded into several different formats for easier viewing, editing, and archiving. The save function can be accessed by selecting the disk icon from the top navigation menu and then selecting the export file type of your choice. For best results, export and save the report as an '*XML file with report data*'.

STORE MARKDOWNS PLANNING

Store management is responsible for planning each markdown file in advance of the scanning start date to ensure optimal sales, merchandise flow, and markdown accuracy. To support the planning process, several resources and process steps are listed below. Before creating a plan, keep in mind the following markdown file standards.

- The size of each store's markdown file will vary based on the time of year, current store inventory levels, future orders, and department and style selling performance.
- there are two file types that separate markdowns by the status of the merchandise being marked down:
 - **Initial** - Often referred to as 'initials', this file type includes all merchandise currently being sold at regular price (any price ending in '.99')
 - **Sub** - Short for subsequent and often referred to as 'subs', this file type includes all merchandise currently being sold at an existing clearance price (any price ending in '.00')
- In tandem with file types, markdown files are separated into three processing categories, otherwise known as 'cycles'. These cycles balance the load of merchandise, departments, and categories to be marked down against the date, day, and week of their execution. The following cycles are created for Sierra Stores:
 - **Cycle All, Initial, and/or Sub** – This cycle includes all merchandise categories and departments within the store. It may be planned as separate files (initials only, subs only) or combined files (all initials and subs).
 - **Cycle 1, Initial and/or Sub** - This cycle includes all soft-line merchandise categories and departments within the store and may be planned as separate files (initials only,

subs only) or combined files (all initials and subs). It includes, but is not limited to, women's apparel and accessories, men's apparel and accessories, and kids' apparel and accessories.

- Cycle 2, Initial and/or Sub - This cycle includes all hardline merchandise categories and departments within the store. It may be planned as separate files (initials only, subs only) or combined files (all initials and subs). This includes but is not limited to, gear, footwear, home, wellness, pet, and queue-line.

Planning Resources

Stores are provided with the following resources to plan and execute each markdown file successfully:

Store Markdown Calendar – This calendar is created by the central Merchant and Planning teams, in coordination with Store Operations. The calendar is posted to the Sierra SharePoint site, otherwise known as 'The Summit'. The purpose of this calendar is to provide store Management with a clear understanding of all planned markdown files for each fiscal season, listed by start day/s, fiscal weeks, and fiscal months. The calendar also provides a view of all markdown start date changes versus the original operating plan (OP), last year's markdown dates (LY) and the markdown date of the year prior (LLY).

Store Ops Price Change Report – As previously stated, this report is the primary source for store Leaders to access up-to-date markdown file statistics and scanning progress. Store management should run this report at the end of each day's markdown scanning execution to gauge progress and know how many pieces of merchandise remain to be marked down by department.

Markdown Execution Planner – A reference tool that stores can use to refer to critical markdown planning and execution guidelines and track scanning progress by department. The planner can be found on *The Summit*, under Operations>Store Markdowns Program.

Leaders Guide - A reference tool that Store & District Management can use to validate key success measures of the Stoer Markdowns Program, including several suggested in-store observations and validation questions. The leaders guide can be found on *The Summit*, under Operations> Store Markdowns Program.

Planning Process

Store Management is responsible for creating the markdown scanning plan one week prior to the beginning of a new file. The markdown plan should be created with the guidance of the planning resources listed above and through the following steps:

1) Create the Plan

- a) Identify markdown dates and cycle/s by utilizing the Store Markdown Calendar. Note that this calendar is subject to change and Store Operations will communicate all changes. Please ensure you are viewing the most up-to-date version.
- b) Prepare and assign the markdown scanning ‘flow’ based on the cycle/s to be scanned and the current merchandise presentation flow. **Always plan to scan the store front-to-back.** Stores must never scan their markdowns based on high-to-low unit ownership by department, random selection, or personal management preference.
- c) **All markdown scanning must begin on the date that's indicated on the Store Markdown Calendar, no exceptions.** Sub files are always scanned the day prior to an initial file and must be completed within the same day. All initial file scanning should be planned to be completed within no more than 5 weekdays from the date the file begins.
- d) Ensure that all markdown equipment is in good working order, fully charged, and accessible. Ensure appropriate supplies are available for all scanning associates.

2) Staff the Plan

- a) Markdowns are to be performed by a dedicated markdown team and leaders should schedule staff to utilize all mobile scanners. If stores cannot schedule four associates at a time, they must plan to schedule **no fewer than two associates to complete markdowns together.**
- b) In UKG Pro, use the *Shift Transfer* function to identify specific associate shifts for markdown scanning execution. If an associate’s primary job location is the Front End, a shift transfer to the Backroom should be completed when they are scheduled to process a truck. This update will appropriately bucket that shift’s payroll to the Backroom and reflect on the associate’s schedule.

- c) Plan to spread markdown execution across an appropriate number of days to meet and exceed compliance expectations, based on the number of departments to be scanned, markdown file size, and anticipated customer traffic/sales. Avoid high-traffic periods of the day or busy weekends. **Stores should not plan any markdown scanning activity on weekend days unless it is conducted prior to store opening.**
- d) Markdown shifts should always be planned to begin before store opening. Maintain a focus on balancing markdown workload with other store work efforts. **Stores with competing workload priorities must ensure that markdowns remain a consistent priority in tandem with truck processing and sales floor merchandising.**
- e) Additional associates should be scheduled (with staggered start times) to support added clearance re-merchandising and floor recovery needs created by scanning markdowns.

3) Communicate the Plan & Provide Updates

- a) The operations ASM or Manager On Duty (MOD) will communicate the markdown plan to all members of management as soon as planning has been completed.
- b) The MOD will communicate the markdown plan to the scheduled markdown team (associates and coordinators) on each scanning day.
- c) As scanning is completed and validated across departments and fixtures, the MOD will update the *Markdown Tracker* in the Markdown Execution Planner, noting all areas and/or departments that have been fully scanned.

Compliance

Stores are measured on their markdown scanning results and performance otherwise known as markdown compliance. When planning markdowns, stores are to ensure that proper staffing, equipment, and workload considerations are made to meet or exceed the following compliance expectations:

Daily Completion Guidelines

SUB MARKDOWNS	DAY 1 COMPLETION	INITIAL MARKDOWNS	DAY 1 COMPLETION	DAY 2 COMPLETION	DAY 3 COMPLETION	DAY 4 COMPLETION	DAY 5 COMPLETION
All Sub Files	100%	Cycle 1/2 Initial Files	33% of store	66% of store	100% of store		
		'Cycle All' Initial Files	20% of store (Start w/ Cycle 1)	40% of store	60% of store (100% of Cycle 1)	80% of store	100% of store (100% of Cycle 2)
PAYROLL FUNDING		Cycle 1/2 Initial Files	FISCAL WEEK 1 FISCAL WEEK 2	100% FUNDED 0% FUNDED			
		'Cycle All' Initial Files	FISCAL WEEK 1 FISCAL WEEK 2	60% FUNDED 40% FUNDED			

All stores are expected to achieve a minimum **70%** markdown compliance rate. The markdown compliance rate is measured as the total number of markdown-eligible items in an active cycle divided by the number of actual marked items (items scanned and tagged as a markdown), multiplied by 100. (e.g. 2500 markdowns to be scanned against 1855 markdown items scanned yields a 74.2% markdown compliance rate)

STORE MARKDOWNS PROCEDURE

As store Management completes the markdown planning process, the next step is to begin scanning merchandise on the markdown file start date. The goal is to efficiently scan all items once and minimize time spent on researching and revisiting missed and/or incomplete departments or categories. Throughout markdown execution, store management must ensure that sales and the customer experience remain a top priority. The following guidelines, both during and after the completion of markdown scanning, must be met thoroughly and consistently to ensure an optimal impact on store sales, merchandise presentation, profitability, and loss prevention.

Markdown Scanning Process

Scanning is to begin in a timely manner and in coordination with the markdown plan and schedule. Follow these execution steps to complete the markdown scanning process:

- 1) **Pre-Scanning Recovery:** For those departments scheduled to begin markdown scanning, ensure a detailed recovery (sizing and reticketing) occurs the day before. Use the Markdown Execution Planner to manage this.
- 2) **Returns & Holds:** By the end of each business day, all merchandise returned by our customer or released from an expired merchandise hold must first be scanned by a front-end associate to check markdown status before being returned to the sales floor.

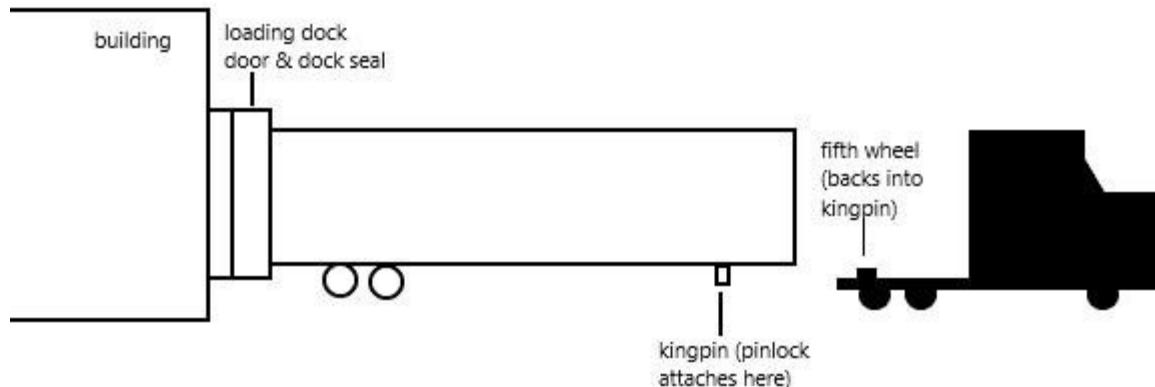
- 3) **Department/Scan Prioritization:** If there is no direction from the Home Office, always start the markdown scan with the existing store merchandise presentation flow to match the cycle/s being scanned, **front-of-store to back-of-store, left-to-right, outer pads to inner pads, from wall to floor to feature.** If scanning all cycles in the same file, always start with apparel and end with hardlines.
 - a. *Example:* Women's apparel is in the front, lefthand side of the store. Associates would begin with this department, scanning the department front-to-back, scanning each category in that order, first scanning the wall, then moving to each rack, then to the feature at the end of each rack before moving on to the next category. Upon completing the scan of the entire Women's apparel department, associates would move to the next apparel department behind Women's and continue the same scan flow.
 - b. Scan each department to completion as a team, ensuring not to forget features, display shelves with live merchandise, and mannequins or busts.
 - c. Do not start Initial cycles in seasonal departments or categories that have just arrived in store without first reviewing the Store Ops Price Change Report to understand current markdown quantities (e.g. do not scan for markdowns in swimwear if it has just arrived to store and the Store Ops Price Change Report shows no markdown units).
- 4) **Scanning & Label Placement:** As merchandise is scanned, the mobile scanner will notify the associate both on screen and via audible alert if a markdown is needed. If so, the paired printer will automatically print the corresponding clearance label. As each label prints, associates should immediately align and affix the label to either completely cover the existing regular-price or clearance gum tag or cover the lowest section of a hang tag without concealing the regular price. On a hang tag, it is important to keep both the regular price and clearance price visible to showcase value and savings to our customers.
- 5) **Merchandise Movement:** As Associates scan and mark down merchandise, those items must be removed from their full-price fixtures and placed on a designated markdown processing fixture, such as a Z-Rack or Tank, depending on the merchandise type and/or department.
 - a. After scanning all merchandise in each department, associates must pause before moving on to the next department and first complete the re-merchandising of all newly marked-down merchandise to the appropriate clearance selling area/s and/or fixture/s. **Clearance remerchandising is a critical step and should be continually completed throughout the markdown scanning process.**

- b. Associates must communicate to management the last fixture they've completed prior to completing their shift or beginning a break or meal. Associates should not start a fixture if they cannot complete it in their scheduled shift.
 - c. If an associate must end scanning while in the middle of scanning a fixture, wall, or rack, they should mark their last unit scanned as an indicator of where they left-off. (e.g. use a specially marked h-rack paddle or size donut)
- 6) Tagging Issues & Damage:** As associates scan the markdown file, they may find merchandise with a tagging issue, such as a missing Sierra price tag or a damaged/unreadable barcode. These items must immediately be removed from their fixture and placed in a separate area of the associate's markdown rack, cart or tank for research and processing. Each associate scanning markdowns should collect and hold this merchandise until their scan of the department is complete. Upon scan completion, associates can utilize the *Print Tags* and *Inquire Product Item* functions in Retail OMS to conduct the necessary research and reticketing. All reticketed merchandise must then be returned to the selling floor and placed in the appropriate selling area.
- Associates may also find damaged merchandise during markdown scanning. If an item is deemed damaged or unsalable it must be removed from its fixture and placed in a separate area of the associate's markdown rack, cart, or tank for processing. Each associate scanning markdowns should collect and hold this merchandise until their scan of the department is complete. Upon scan completion, associates will complete a damage tag for each item and place the damaged merchandise in their store's front-end or backroom Damage Center.
- a. While scanning gourmet food and pet food, Associates are to pull any food items that are shop-worn or within 7 days of expiration to be marked out of stock.
 - b. When replenishing food items, a "first in, first out" approach should be followed to prioritize backstock being flowed to the sales floor before new food items to allow more opportunity for sale before expiration.

- 7) **Recovery:** Associates scanning for markdowns must continually focus on store merchandise recovery standards as they actively scan each department. Store management must ensure that recovery standards are being met throughout the markdown scanning process and after the completion of scanning by the department. It is recommended that the MOD follow up with all associates to provide recovery feedback and actions, as necessary, to ensure the store's merchandise presentation is meeting and exceeding expectations.
- 8) **Unfound Item Reconciliation:** After all departments have been 100% scanned, store management must run the Store Ops Price Change report to view their *Rough Capture Rate*. To support achieving and exceeding scan capture goals, stores should review all remaining markdown items to be scanned to determine which and how many items are outstanding. This process is called reconciliation. The MOD should then assign a department-filtered report to one associate per department to have those associates search for any unfound items. Any items found during this search must then be scanned for markdowns.
 - a. This activity should be assigned and executed before store opening or, if not before opening, during morning business hours. This will ensure optimal staff attention to service and recovery as customer traffic increases throughout the afternoon and evening.
 - b. Remember, before running the report, select 'No' from the *Printed* field to show only those units that have not been scanned. Once the report loads, Managers can export it to Excel to enable editing. Once loaded in Excel, the report can be filtered and separated by department.

Drop Trailer Delivery

Overview	<ul style="list-style-type: none"> Drop Trailers are trailers dropped by a driver to the store. Drop trailers may be dropped overnight or during the day. Upon delivery, the driver attaches a pinlock to the trailer kingpin to prevent theft of the trailer. Drop trailers should arrive with a bolt seal, and a padlock should be placed on the roll-down trailer door when the trailer is unattended. Most dropped trailers will be equipped with a roll-up door. Swing door trailers will be shipped only to a small pre-approved store list.
Expectations	<ul style="list-style-type: none"> Trailer should be secured with a padlock when it is unattended with merchandise inside. Once merchandise has been removed from the trailer, the padlock must be removed prior to pick-up. Trailer must be empty before the next scheduled delivery. If an emergency arises, a request to change a delivery must come from the District Manager 24 hours prior to the scheduled time.
Equipment	<p>Pinlock- attaches to the kingpin of the trailer preventing an unauthorized trailer cab from attaching to the trailer and hauling it away. When a store is taking drop shipments, the store should have one pinlock. A backup pinlock will not be supplied to every store. Pinlocks come with two keys. One key is place on the BRC's key ring and the other stored in the key box.</p>  <p>Loop Alarm- a burglar alarm system component that is wrapped around the trailer handle and plugged into the loop alarm holder inside the store, or itself (dependent on model). The alarm sounds when the loop alarm is broken.</p> 



Driver Responsibilities	<ul style="list-style-type: none"> The driver is responsible for attaching the pinlock to the kingpin immediately upon delivery to prevent stolen trailers. <ul style="list-style-type: none"> Obtain the pinlock from the exterior pinlock box and secure over the kingpin. If no pinlock box, knock on the door to retrieve from Store team. During store hours, hand paperwork to store team. If an overnight delivery, tuck paperwork into rear door handle prior to bumping to door. Roll-door trailers must be bumped snug to the dock seal. Report missing pinlocks to their dispatchers before leaving the trailer unattended. <ul style="list-style-type: none"> Dispatcher must immediately notify their Transportation partner.
Store Responsibilities	<ul style="list-style-type: none"> Store Management is responsible for validating that the pinlock has been attached by the driver on each dropped trailer. All exceptions must be communicated to the DM / DLPM. The store should ensure the driver has bumped the trailer snug against the dock seal. A member of management must always remain at the dock, while the trailer door is open. Drivers are prohibited from entering the stockroom unescorted. Trailers with remaining merchandise must be padlocked when unattended. Once merchandise is off the trailer, remove the padlock from the trailer. Remove all trash and debris from trailer. Prior to the next scheduled delivery, Store Management must confirm the trailer is completely empty, remove pinlock and place in pinlock storage box (if available), and remove the padlock. If available, utilize a loop alarm on the trailer. For overnight dropped trailers, store management must test/verify the pinlock can be closed from the open position without a key.
Trailer Arrives	<ul style="list-style-type: none"> Paperwork is handed to the store or tucked into the rear door handle. A member of management with a second associate verifies the seal against the truck paperwork and if it matches, removes the seal

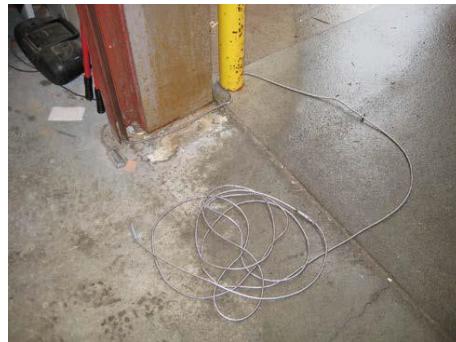
	<ul style="list-style-type: none"> Seal discrepancies must be called into the servicing DC before cutting the seal.
Unloading & Receiving Pallets (For all drop trailer deliveries)	<ul style="list-style-type: none"> All Pallets must be written down and received in OMS Retail Transfer Receiving as soon as the delivery arrives Ship to Store packages must be scanned individually, prior to acknowledgment of total pallet Inventory notes: If receiving a drop trailer 10 days or less from inventory, the store team will want to partner with DM/DLPM with any concern with processing freight in its' entirety prior to physical inventory. A pallet should not be received in OMS Retail Transfer Receiving unless it is able to be fully processed prior to inventory <ul style="list-style-type: none"> Any unacknowledged GIDs must be recorded and shared with the DM / DLPM
Prep Drop Trailer for Return	<ul style="list-style-type: none"> The trailer must be empty of merchandise before the next scheduled delivery Remove the pinlock from the kingpin using the supplied key. Pinlock should be returned to the pinlock box or storage area in the backroom. If store is utilizing a loop alarm, the store needs to ensure the loop alarm is disconnected prior to the trailer being picked up.
How to Use a Pinlock	<ul style="list-style-type: none"> Pinlocks are attached by the delivery driver to the kingpin. Prior to the next scheduled delivery and when all merchandise has been removed from the trailer, the store team must unlock the pinlock and return to its storage location (exterior pinlock storage box or inside pedestrian entrance of backroom). Pinlocks should be kept in an exterior pinlock box when one is installed. When no pinlock box is available, the pinlock should be kept in the backroom by the pedestrian entrance. Pinlocks should be stored in the pinlock box or handed to driver in an OPEN position. This will allow the driver to place onto the kingpin and close the pinlock. If the pinlock is not in an open unlocked position, the driver cannot put it on the trailer.

	<p>Open Position:</p> 	<p>Closed Position:</p> 
	<ul style="list-style-type: none"> For overnight dropped trailers, store managers must test/verify the pinlock can be closed from the open position without a key. Below, see the difference between the vertical position (incorrect) and the horizontal position (correct). 	
<p>Correct horizontal position:</p> 		<p>Incorrect vertical position:</p> 
Replacement Pinlocks	Replacement pinlocks need to be requested through The DM or DLPM	

Loop Alarm Procedures

- Stores equipped with loop alarms should use them to secure a drop trailer that has merchandise inside. Before the next scheduled delivery, ensure the loop alarm has been removed from the trailer.

1. Take loose end of the drop trailer loop alarm cable and lace through the drop trailer door handle.
2. Continue lacing it through the closed shackle of the padlock and through the latch of the dropped trailer.



3. Pull cable tight
4. Place pin of dropped trailer loop alarm into holder. If a **yellow loop alarm**, connect the two black plug-ins together.



5. Close and lock overhead door and set the alarm.
6. To disconnect the loop alarm prior to a trailer being picked up, disconnect cable from the trailer and loop/store next to overhead door.

Roll-up Door Drop Trailer Procedures

STEP	ACTION	PROCESS
1.	Prior to Receipt	<ol style="list-style-type: none"> Verify trailer is empty of all merchandise/trash and ready to be switched out. If applicable, place empty pallets and ARRC returns on trailer Detach the loop alarm (if applicable) Remove pinlock from empty trailer and place it the pinlock storage location in an open position. Remove padlock from trailer door. Close and latch the trailer door and padlock the overhead door.
2.	Verify Trailer Delivery (Seal & Pinlock)	<ol style="list-style-type: none"> Verify the trailer is properly backed up and secure to the dock and dock seal. If trailer is not secure or not backed up properly, call your Transportation Manager to have the trailer repositioned. Verify the driver has attached the pinlock to the fifth wheel before entering the trailer and commencing the unloading process. If not attached, attach the pinlock and notify your DLPM. Check for seal tampering. If it has been tampered with, call DC's Loss Prevention Department. Match the unique number on the seal to the Bill of Lading. If the numbers do not match, check the BOL to see if there is an Authorized Seal Correction Stamp. If the seal number matches what is on the stamp, process the trailer as normal. If the seal numbers do not match and there is no Authorized Seal Correction Stamp on the BOL, contact the DLPM and a member of Loss Prevention at the appropriate DC immediately. Staple the seal slip to the Bill of Lading. Record on the Bill of Lading if a seal test was conducted. Once the seal is verified, using bolt cutters, remove the seal with a second associate.
3.	Unload	<ol style="list-style-type: none"> Verify that the shipping labels on all pallets are for your store before beginning the offload process.
4.	After Unload	<ol style="list-style-type: none"> If cartons remain on the trailer, close trailer roll up door and padlock the door closed. Attach loop alarm if applicable. Close the overhead door and padlock it.

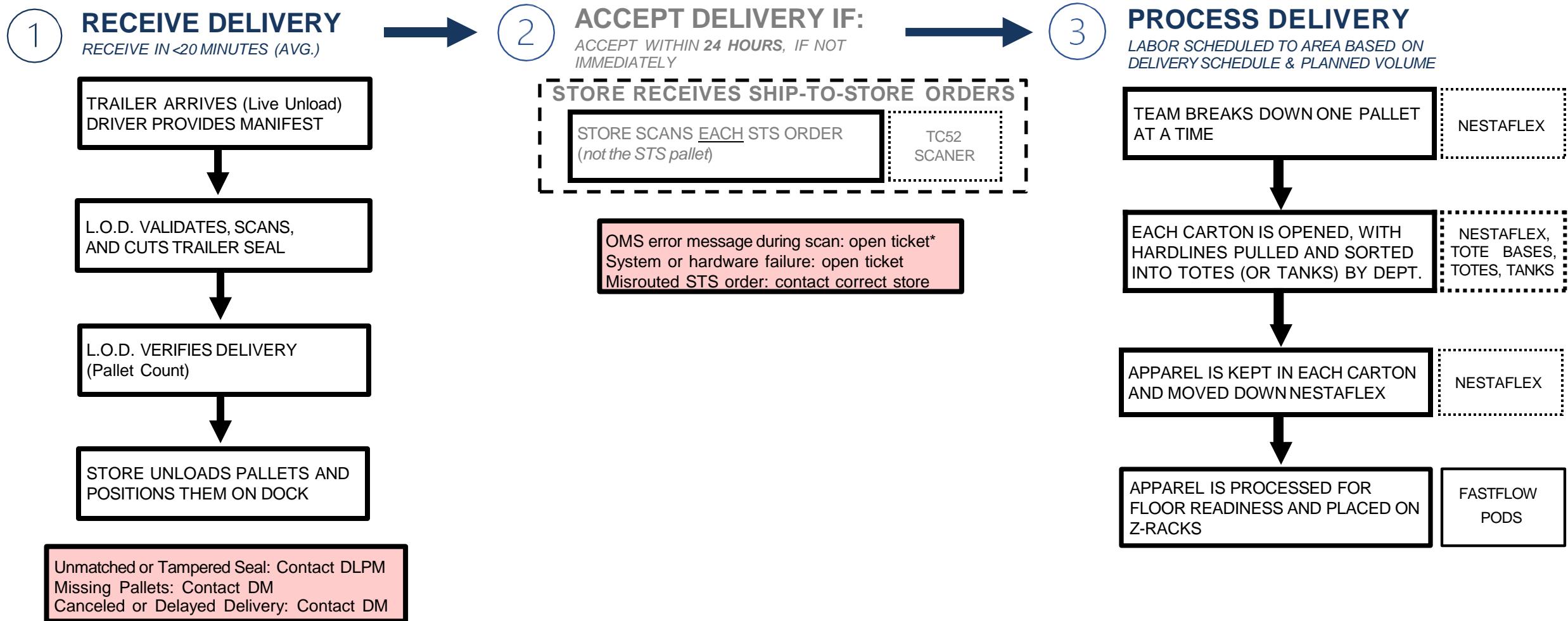
Swing Door Drop Trailer Procedures (if applicable)

STEP	ACTION	PROCESS
1.	Prior to Receipt	<ol style="list-style-type: none"> Verify trailer is empty of all merchandise/trash and ready to be switched out. Detach the loop alarm (if applicable) and remove pinlock from empty trailer and place it the pinlock storage location in an open position. If applicable, place empty pallets and ARRC returns on trailer Close and padlock the overhead door.
2.	Verify Trailer Delivery (Seal & Pinlock)	<ol style="list-style-type: none"> Prior to the trailer being backed up to the dock, check the seal for tampering. If it has been tampered with, call DLPM. Match the unique number on the seal to the Bill of Lading. If the numbers do not match, check the BOL to see if there is an Authorized Seal Correction Stamp. If the seal number matches what is on the stamp, process the trailer as normal. If the seal numbers do not match and there is no Authorized Seal Correction Stamp on the BOL, contact the DLPM and a member of Loss Prevention at the appropriate DC immediately.

		<ol style="list-style-type: none"> 3. Staple the seal slip to the Bill of Lading. Record on the Bill of Lading if a seal test was conducted. 4. Once the seal is verified, using bolt cutters, remove the seal. 5. Have the driver tie back and secure the trailer doors and verify the trailer is properly backed up and secure to the dock and dock seal. 6. Instruct and ensure the driver has disconnected his cab from the trailer and attached the pinlock to the fifth wheel before entering the trailer and commencing the unloading process.
3.	Unload	<ol style="list-style-type: none"> 1. Verify that the shipping labels on all cartons are for your store before beginning the offload process.
4.	After Unload	<ol style="list-style-type: none"> 1. Close the overhead door and padlock it. 2. If the cartons appear to have been tampered with overnight or are missing, notify your DM / DLPM immediately.

Sierra Stores Receiving Process Map

IMPLIED BILLING PROCESS



*If the store receives an error message during STS scanning, note the specific order(s) and error message(s) and continue scanning all other orders.

GENERAL INFORMATION

To ensure a streamlined and consistent process for the handling of misdirected and damaged freight across the Service Center (SC) network, all Service Centers will track and manage cartons received that are designated for another location, have no identifiable destination, or are significantly damaged in-route. Once tracked, the Service Centers are responsible for the disposition of all affected freight.

Misdirected Freight

During the shipping process, cartons are sometimes loaded to the incorrect location or have an unreadable or missing Carton ID (CID) label. Once these cartons (*misdirects*) arrive at a Service Center, an accurate count will be made, and all affected cartons will be placed in a designated SC staging area for further review.

Damaged Freight

During the shipping and handling process, cartons can sometimes become damaged. This is defined as any visible damage to a carton that prevents the safe movement of the carton or its contents to its intended destination. (e.g. a carton is water damaged due to a trailer leak) Once these cartons (*damages*) are identified in a Service Center, they will be placed in a designated SC staging area for further review.

Dump Stores

Each Service Center must have a designated *Dump Store*. A Dump Store is a retail store location that is responsible for receiving certain misdirected and damaged freight on behalf of the Service Center and manages the final disposition of that freight. The location of each Dump Store is decided upon by the Store Operations team.

MISDIRECT & DAMAGE ROUTING

All misdirected cartons, whether loaded to the incorrect location or having an unreadable/missing CID, are logged on an SC *Misdirect Form*, which captures the trailer information and originating Distribution Center (Origin DC). Service Centers are then responsible for deciding where to send misdirected and damaged freight, using the criteria described below.

Returning Misdirects to Origin DC

Each Service Center will partner with Transportation Management for approval to send certain misdirects back to the Origin DC, based on the following thresholds, **per trailer**:

- 30 or more misdirected cartons (across different stores)
- 2 or more misdirected wave boxes (across different stores)
- 1 misdirected wave box AND 15 or more cartons (across different stores)
- 15 or more misdirected cartons for the same store

Upon receipt, the Origin DC will then redirect this freight to the correct SC in a timely manner.

Sending Misdirects to a Dump Store

Each Service Center will send certain misdirects to their designated Dump Store, based on the following thresholds, **per trailer**:

- Less than 30 misdirected cartons (across different stores)
- 1 misdirected wave box (across different stores)
- Less than 15 misdirected cartons for the same store

Upon receipt, the Dump Store will then accept this freight as their own, following all standard receiving steps and processing all merchandise to the sales floor. *Dump Store Management will not be notified when misdirects are included in their deliveries.*

Sending Damages to a Dump Store

Each Service Center will log all damaged cartons and send them to their designated Dump Store on a regular basis.

Upon Receipt, the Dump Store will then accept this freight as their own, following all standard receiving steps, processing all salable merchandise to the sales floor, and processing all damages in accordance with the guidelines listed in this SOP. *Dump Store Management will not be notified when damages are included in their deliveries.*

DAMAGE PROCESSING

All damaged freight must be assessed by the Dump Store to validate the safety and salability of the merchandise within. All salable merchandise should be processed to the sales floor. As damaged merchandise is found, it must be placed in the Damage Center for future processing OR processed in-the-moment, following all procedures outlined in the *Merchandise Damage Program SOP*.

As a reminder, all damaged items must be Marked Out Of Stock (MOOS) and placed in the appropriate trash stream (trash receptacle, hazardous waste container, recycling toter, or salvage carton). Be sure to follow all local, state, and/or federal recycling and waste disposal guidelines that may apply to your store location. As well, always dispose of hazardous items in accordance with TJX Hazardous/Regulated Waste Guidelines and ensure they are not placed in regular store trash or recycling bins.

DUMP STORE LOCATIONS

The locations listed below have been designated as a Dump Store, per each Service Center. Please contact your District Manager with any further questions related to the Dump Store selection process.

Service Center	SC Format	Designated Dump Store
New England	Floor-Loaded	0109 South Portland, ME
Chicago	Floor-Loaded	0053 Wheaton, IL
Minneapolis	Floor-Loaded	0101 St. Cloud, MN
Pennsylvania	Floor-Loaded	0074 Moorestown, NJ
Denver	Pallet-Loaded	0041 South Denver, CO
Seattle	Pallet-Loaded	0055 Bellingham, WA

as of 09/2024

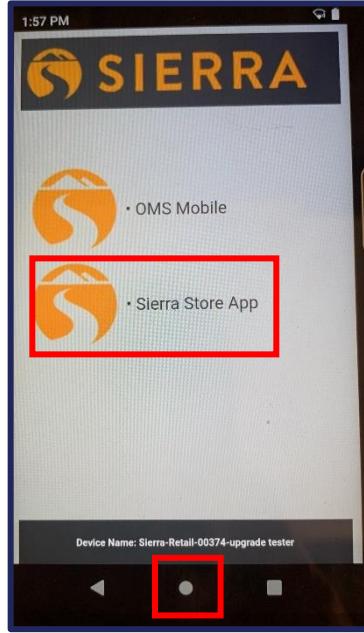
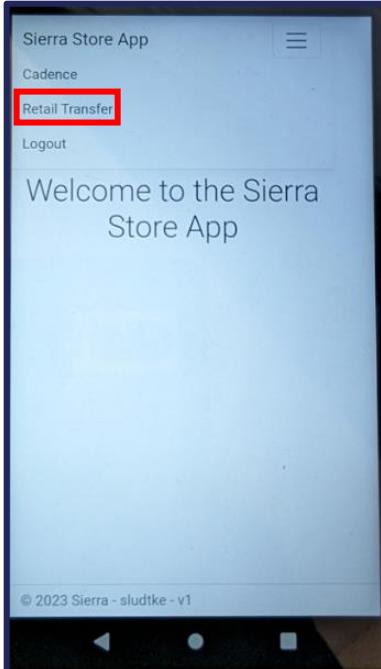
Mobile Retail Transfer Receiving



To improve efficiency and make it easier to receive cartons or pallets in OMS, receiving ability has been added to the store's mobile scanners.

Follow the steps below to logon to the Sierra Store App, navigate to the Retail Transfer section, and scan received cartons or pallets into OMS.

Receiving Cartons or Pallets via Mobile Scanner

STEP	ACTION	EXAMPLE
1.	Sierra Store App If the app does not open automatically, launch the Sierra Store App from the mobile scanner by pressing the circle navigation button located at the bottom of the screen.	
2.	Opening Retail Transfer a. If not already displayed, tap the three lines on the top left of the screen to open the menu. b. Select the Retail Transfer option.	

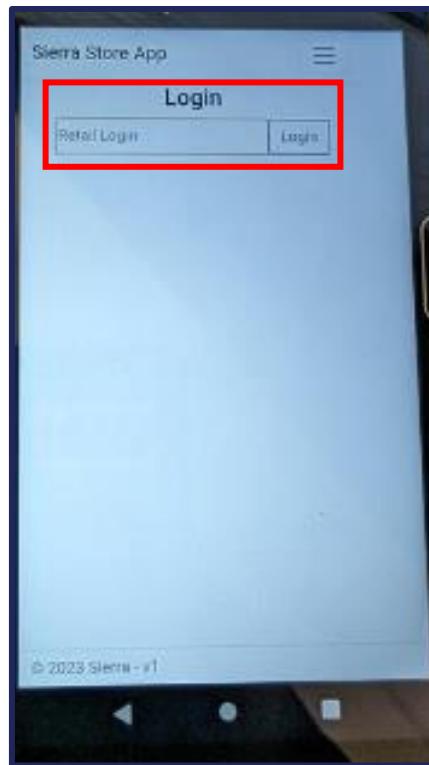
Mobile Retail Transfer Receiving



3.

Login

Enter your AIN to login to the app.



4.

Scan Cartons or Pallet

When you get to this screen, you may begin scanning in your cartons or pallets you are receiving.



Mobile Retail Transfer Receiving



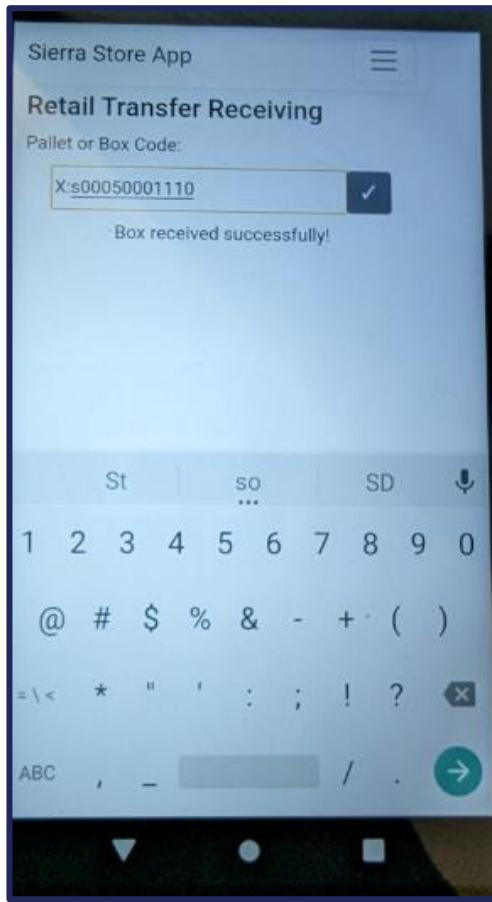
5.

Successful Scanned Carton or Pallet

When you get to this screen, the carton or pallet was received successfully. The scanner will also emit a success beep when successfully scanned. You may continue scanning additional cartons or pallets.

NOTE

If you receive an error message on first scan of a carton or pallet, please attempt scanning again. If you receive the same error again, please try to receive the carton or pallet via OMS on the backroom desktop computer.

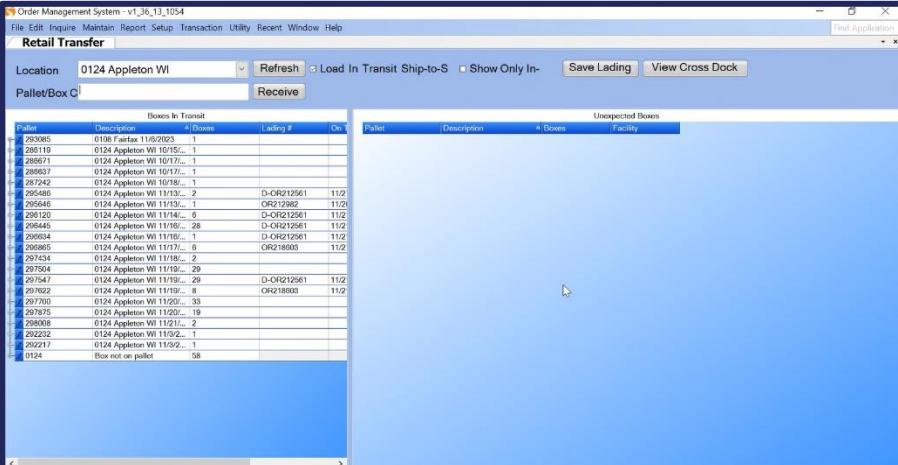


Retail Redirected Freight Receiving SIERRA®

When approved by the Region VP or Home Office, stores may be asked to receive freight that was originally allocated to another store.

Follow the steps below to receive redirected freight into your store inventory. Please note, this must only be completed via OMS from a back-office PC. The Zebra mobile scanner will not be able to receive this type of freight.

Receiving Redirected Freight via OMS from back-office PC

STEP	ACTION	EXAMPLE
1.	Retail Transfer Receiving Open OMS and navigate to the standard Retail Transfer Receiving menu.	

Retail Redirected Freight Receiving



2a.

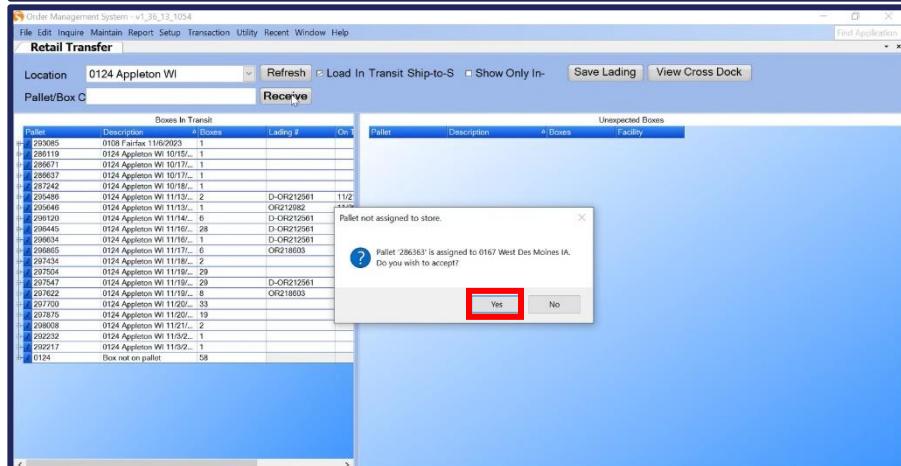
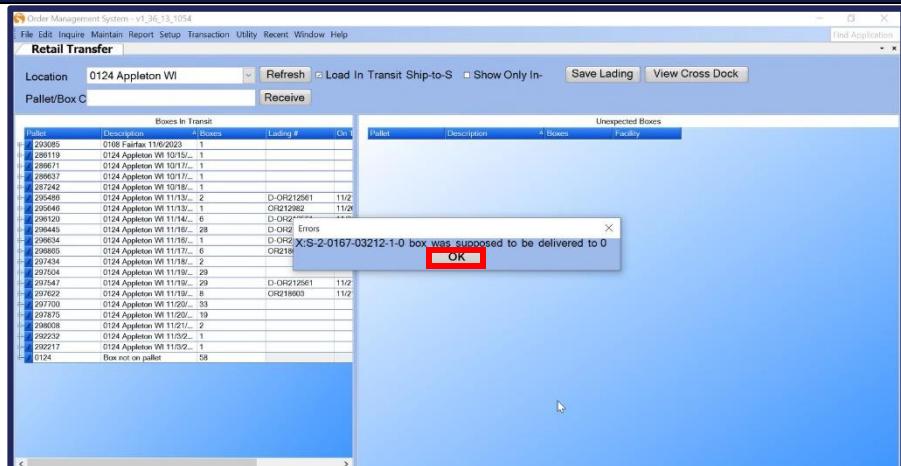
Receiving GIDs

If you are receiving a complete pallet with a Group ID (GID) label, enter or scan the GID as you normally would and click "OK" on the pop-up message.

When the next (error) pop-up message displays on the screen, click "Yes".

NOTE

This is an approved exception in ignoring an OMS error message. If you receive an error during any other activity, please contact the Service Desk.



2b.

Receiving CIDs

If you are receiving a complete pallet *without* a GID label or individual cartons, scan or enter the Carton ID (CID) as you normally would and ignore all error messages or beeps.

NOTE

This is an approved exception in ignoring an OMS error message. If you receive an error during any other activity, please contact the Service Desk.

Health and Safety

Overview

MASSACHUSETTS has separate procedures and follow steps on pages 2-4. All other states:

Procedure

1. Submit a work order in SFM

- From this the proper vendor will be assigned for dispatch
- See the drop down options for SFM for reference

Area
WASTE

Problem Type
Hazardous Waste

Equipment
Hydraulic Fluid Leak Clean Up

Problem Code
Please choose a problem code

All Other States - any amount

Massachusetts & California Only - Over 10 Gallons

Massachusetts & California Only - Under 10 Gallons



Health and Safety

Overview

MASS. ONLY

All spills of oil or hazardous material greater than 10 gallons must be reported to the Massachusetts Department of Environmental Protection (MassDEP) within two hours of being made aware of the spill.

Procedure

When being made aware of a hazardous material spill (e.g., hydraulic fluid from a compactor or baler or hazardous chemicals) the Manager on Duty should be notified immediately.

The Manager on Duty should immediately notify the District Manager (DM) and District Loss Prevention Manager (DLPM). **If either of these individuals cannot be contacted, do not wait for them to return your call. Continue with this procedure as directed.**

The Manager on Duty should assess the spill and confer with the DM and/or DLPM. It is critical to estimate the quantity of spilled material immediately.

If the Spill is More than 10 Gallons

1. Immediately contact:

- Local fire department on the non-emergency line
- If the leak is coming from a compactor or baler and it is after hours, contact the compactor/baler vendor (PTR) so they can stop the leak. See Call List for phone number.
- Contact the Massachusetts Department of Environmental Protection (MassDEP) at 1-888-304-1133 **within two hours** of discovering a spill.
- Submit a work order in SFM

Area	WASTE
Problem Type	Hazardous Waste
Equipment	Hydraulic Fluid Leak Clean Up
Problem Code	Massachusetts & California Only - Over 10 Gallons

2. Complete the “Discharge Notification Form”.

- The “Discharge Notification Form” must be completed by the Store Manager and reviewed by the District Manager.
- The form should be filed in the OSHA / Safety folder and kept for one year in the Store Manager’s Office.
- If MassDEP issues a “Notification of Release” form or other documentation, the form should be given to the Store Manager and District Manager, who will partner with Store Operations, Facilities and the Legal Department on next steps and the company’s response.

If the Spill is Less than 10 Gallons

1. Immediately contact:
 - If the leak is coming from a compactor or baler and it is after hours, call PTR so they can stop the leak.
 - If the spill is able to be contained, it does not need to be reported to the MassDEP. TJX Facilities will instruct on next steps.
 - If instructed by Facilities to begin clean up, neutralize the source of the spill as necessary unless such action requires putting an Associate in an unsafe situation. Personal protective equipment (gloves, goggles, etc. should always be used).
 - The type of chemical spilled should be known and the Safety Data

Area	WASTE
Problem Type	Hazardous Waste
Equipment	Hydraulic Fluid Leak Clean Up
Problem Code	Massachusetts & California Only - Under 10 Gallons

2. Complete the “Discharge Notification Form”.
 - The Discharge Notification Form must be completed by the Store Manager and reviewed by the District Manager.
 - The form should be filed in the OSHA / Safety folder and kept for one year in the Store Manager’s Office.

Hazardous Material and Oil Spill

Health and Safety



Revised 09/2023

Hazardous Material and Oil Spill Discharge Notification Form (Massachusetts Stores Only)

Type of product:	Discharge date and time:
Estimated quantity released:	Discovery date and time:
Any product released to a body of water (Y/N/Unk.):	Discharge duration:
Location/Source:	
Actions taken to stop, remove, and mitigate impacts of the discharge:	
Affected media (e.g. soil, surface water, containment, etc.):	
Injuries, fatalities or evacuation required?	
What other individuals and/or organizations have been contacted?	
Notification person	Telephone contact:

Hazardous Waste

AEROSOLS & FLAMMABLE LIQUIDS

Store #: _____

Store Address: _____

Accumulation Start Date: _____

EPA ID#: _____

Physical State: Solids Liquid



THIS CONTAINER MUST REMAIN CLOSED EXCEPT WHEN IN USE.

AF

AEROSOLS AND FLAMMABLES (AF) EXAMPLES

- Aerosol Hairspray
- Air Freshener Spray
- Furniture Polish
- Bug Spray
- Cooking Spray
- Liquid Soaps & Cleaners
- Perfume & Cologne
- Matches
- Liquid Sunscreen
- Nail Polish & Nail Polish remover
- Diffusers

KEYWORDS

- Flammable / Combustible
- Harmful or fatal if swallowed

QUESTIONS?

Email TJX Waste Team
at TJXWaste@tjx.com

Batteries & Electronics

Store #: _____

Store Address: _____

Accumulation Start Date: _____

EPA ID#: _____

Physical State: Solids Liquid



THIS CONTAINER MUST REMAIN CLOSED EXCEPT WHEN IN USE.

UW

UNIVERSAL WASTE (UW)

EXAMPLE ELECTRONIC DEVICES

- Radios
- Remote Controls
- Battery Chargers
- Toys with an on/off switch (circuit board)
- Cell Phones
- Curling/Straightening Irons, Hair Dryers
- Computer Items
- Tech Gadgets
- ALL EAS/Security tags
- Electronic Devices

EXAMPLE BATTERY TYPES

- Alkaline Batteries
- Common household batteries
- Nickel Cadmium Batteries
- Rechargeable Batteries
- Cell Phone Batteries

QUESTIONS?

Email TJX Waste Team at
TJXWaste@tjx.com

HAZARDOUS WASTE

Corrosive Acids

Store #: _____

Store Address: _____

Accumulation Start Date: _____

EPA ID#: _____

Physical State: Solids Liquid



THIS CONTAINER MUST REMAIN CLOSED EXCEPT WHEN IN USE.

C-A

CORROSIVE ACIDS (C-A)

EXAMPLES

- Calcium/Rust/Lime Removers
- Metal Cleaners/Polishers
- Jewelry Cleaners/Polishers
- Dry Dishwashing Detergents

KEYWORDS

- Hydrochloric Acid
- Sulfuric Acid
- Nitric Acid
- Chromic Acid
- Hydrofluoric Acid
- Muriatic Acid
- Corrosively
- Toxic

QUESTIONS?

Email TJX Waste Team at
TJXWaste@tjx.com

HAZARDOUS WASTE

Corrosive Bases

Store #: _____

Store Address: _____

Accumulation Start Date: _____

EPA ID#: _____

Physical State: Solids Liquid



THIS CONTAINER MUST REMAIN CLOSED EXCEPT WHEN IN USE.

C-B

CORROSIVE BASES (C-B) EXAMPLES

- Oven Cleaner
- Tile Cleaners
- Grout Cleaners
- Liquid Dishwashing Detergent
- Floor Stripper
- Drain Opener
- Spot Remover

KEY WORDS

- Ammonia or Ammonium Hydroxide
- Potassium Hydroxide
- Sodium Hydroxide
- Lye
- Corrosive
- Toxic

QUESTIONS?
Email TJX Waste Team at
TJXWaste@tjx.com

HAZARDOUS WASTE

Oxidizers

Store #: _____

Store Address: _____

Accumulation Start Date: _____

EPA ID#: _____

Physical State: Solids Liquid



THIS CONTAINER MUST REMAIN CLOSED EXCEPT WHEN IN USE.

OX

OXIDIZERS (OX)

EXAMPLES

- Bleach
- Hair Bleach Products
- Hydrogen Peroxide
- Benzoyl Peroxide

KEY WORDS

- Causes Burns
- Avoid Contact with Skin or Eyes
- Reactive
- Oxidizer
- Harmful or fatal if swallowed
- Chlorine
- Bleach
- Sodium Hypochlorite

QUESTIONS?
Email TJX Waste Team at
TJXWaste@tjx.com

HAZARDOUS WASTE

Toxics

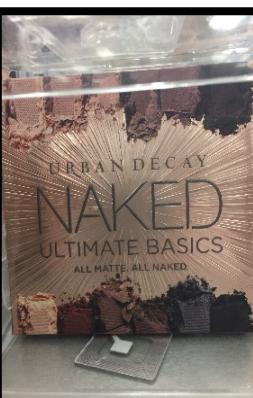
Store #: _____

Store Address: _____

EPA ID#: _____

Accumulation Start Date: _____

Physical State: Solids Liquid



THIS CONTAINER MUST REMAIN CLOSED EXCEPT WHEN IN USE.

TX

TOXICS (TX)

EXAMPLES

- ALL Makeup
- Lotions, Shampoos & Conditioners
- Broken Light Bulbs
- Disinfectants
- Ice Melt
- Pesticides
- Items Containing Mercury

KEY WORDS

- Toxic or Poison
- Harmful if swallowed
- Keep out of Reach of Children

QUESTIONS?

Email TJX Waste Team at
TJXWaste@tjx.com

Hazardous & Regulated Waste Disposal

Purpose	<p>Hazardous and regulated waste is defined as waste that poses substantial or potential threats to public health or the environment. It is illegal to dispose of any material deemed hazardous and regulated waste. TJX Management and Associates are strictly prohibited from improperly disposing of any item that falls under the hazardous and regulated waste category. Training will encompass a review of what items fall into the hazardous and regulated waste categories and how to properly handle and dispose of this waste.</p> <p>To promote the importance and execution of proper Hazardous Waste disposal procedures with all Associates, we have a new Hazardous Waste slogan – “Know It, Before You Throw It”. Use the slogan to help remind Associates that they should always ask how to dispose of all marked out of stock merchandise.</p> <div style="text-align: center;">  KNOW IT, BEFORE YOU THROW IT! </div>						
Impact	<p>Ensure Associates clearly understand their role in:</p> <ul style="list-style-type: none"> Identifying the different types of merchandise that are considered hazardous and regulated waste while recovering, taking markdowns and processing returns, etc. Removal of hazardous materials and separate from common waste according to government guidelines 						
Types of Hazardous & Regulated Waste	<p>Discuss the 6 categories of hazardous and regulated waste. (See examples below and on bin labels)</p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">1. Aerosols & Flammable Liquids</td> <td style="width: 50%;">4. Toxic</td> </tr> <tr> <td>2. Corrosive Acids</td> <td>5. Oxidizer</td> </tr> <tr> <td>3. Corrosive Bases</td> <td>6. Universal Waste</td> </tr> </table>	1. Aerosols & Flammable Liquids	4. Toxic	2. Corrosive Acids	5. Oxidizer	3. Corrosive Bases	6. Universal Waste
1. Aerosols & Flammable Liquids	4. Toxic						
2. Corrosive Acids	5. Oxidizer						
3. Corrosive Bases	6. Universal Waste						
Separating Hazardous & Regulated Waste	<p>Discuss segregating hazardous and regulated waste.</p> <p>Damaged or defective merchandise considered hazardous and regulated must be separated from the store's common waste and not disposed of in the store trash or recycling bins.</p> <ul style="list-style-type: none"> All hazardous and regulated waste must be segregated by category, processed and placed appropriately in the store's Hazardous and Regulated Waste Collection Area bins located in the backroom. Foyer and restroom trash receptacles must be lined with clear plastic bags and checked to ensure they are free from hazardous and regulated waste. Any hazardous and regulated waste must be removed before placing it with common trash. Use gloves and goggles when necessary. 						
Disposal into Hazardous & Regulated Waste Bins	<p>Only Coordinators, Key Carriers or Store Management can make the decision on which bin hazardous or regulated waste should be placed in after it is marked out of stock.</p> <p>Once an Associate marks an item out of stock and a Coordinator or above must be notified to determine if the item qualifies as regulated or hazardous waste. If the item does qualify, it must be immediately brought to the Hazardous/Regulated Waste sorting area and placed into the proper bin.</p>						

Hazardous & Regulated Waste Disposal Process	<p>Discuss how to process hazardous and regulated waste.</p> <p>As soon as damaged merchandise is marked out of stock and the coordinator and/or manager has identified the item as hazardous or regulated waste:</p> <ol style="list-style-type: none"> 1. Remove all batteries if it is an electronic device and bag separately 2. Write the name of the item on the plastic zip lock bag with permanent black marker 4. Place the item in a plastic bag and securely close the bag <ul style="list-style-type: none"> ▪ Multiple like items can be placed in the same bag if they are not leaking 5. Place bag into the appropriate hazardous and regulated waste bin 6. Securely close the bin lid (don't overfill; lid must <u>always</u> be able to be closed completely) • Goggles and rubber gloves are available and should be worn when necessary for proper handling <p>Discuss how to process oversized or leaking hazardous and regulated waste items:</p> <ul style="list-style-type: none"> • Place leaking items in a separate bag along with sufficient absorbent and securely close the bag (depending the volume of liquid place 40%-60% of absorbent in bag) • Keep oversized items that are too large to fit into a plastic bag in the original packaging or place in a cardboard box, label and seal shut with packing tape • Place oversized leaking items in a cardboard box with enough absorbent to control the leak, label and seal shut with packing tape • Place the oversized secured item in the bin, if it will not fit, place it next to the appropriate hazardous or regulated waste bins in the collection area
Focus Areas For Associates	<p>Ask Associates how they may encounter hazardous and regulated waste in the following locations:</p> <ul style="list-style-type: none"> • Front End –When a customer returns an item that has been opened and it is non-saleable and needs to be marked out of stock. • Backroom – When items arrive damaged off of the truck or during processing. • Sales Floor / Markdowns – During recovery or taking markdowns, finding open or damaged or tampered product that needs to be marked out of stock. <ul style="list-style-type: none"> ○ Beauty – During recovery finding items with missing actuators, damaged or open packages. ○ Other notable categories including electronics, cleaning products, etc. (see list below) • In store cleaning products – When cleaning products or solutions are empty. <p>When in doubt – ask the Manager on Duty.</p>
Knowledge Check	<p>Ask Associates:</p> <ul style="list-style-type: none"> • “What do you do when you mark an item out of stock?” • “What special handling is required for leaking hazardous and regulated waste items?” • “How do you identify which items could be considered hazardous or regulated waste?” • “What is the new Hazardous Waste slogan?”

HAZARDOUS & REGULATED WASTE, *continued*



Use proper supplies when handling / disposing of
Hazardous and Regulated Waste



Goggles
#31064

Rubber
Gloves
#31S-418

Spill
Absorbent
#71213-5

Zip Lock Bags
9 x 12 Size - #71213-3
13 x 18 Size - #71213-4

Remember! Never stack the bins, always securely close the bin after use, and Corrosive Acids are not to be placed next to Corrosive Bases.

UW Universal Waste <i>(Electronic Waste & Batteries)</i>	Electronic Waste <i>Examples include but not limited to:</i> <ul style="list-style-type: none"> • Radios / Walkie Talkies • Remote Controlled Toys • Batteries & Battery Chargers • Cell Phones • Toys with an On/Off Switch • Curling & Straightening Irons • Computer Items • Any and all EAS tags to be disposed of 	Batteries <i>Examples include but not limited to:</i> <ul style="list-style-type: none"> • Alkaline Batteries • Common household batteries • Nickel Cadmium • Cell Phone Batteries • Most rechargeable batteries
AF Aerosols & Flammable Liquids	Aerosols <i>Examples include but not limited to:</i> <ul style="list-style-type: none"> • Any Aerosol • Any Aerosols without actuators • Aerosol Hairspray • Air Freshener Spray • Furniture Polish • Bug Spray • Spray Sunscreen • Baseboard Stripper • Gum Freezer • Candles 	Flammable Liquids <i>Examples include but not limited to:</i> <ul style="list-style-type: none"> • Perfume & Cologne • Nail Polish & Nail Polish Remover • Non-Aerosol Hairspray • Diffusers • Furniture Polish & Wax • Liquid Sunscreen • Liquid Soaps & Cleaners (CA Only)
C-A Corrosive Acids	Corrosive Acids <i>Examples include but not limited to:</i> <ul style="list-style-type: none"> • Calcium / Lime / Rust Removers • Metal & Jewelry Cleaners / Polish • Dry Dishwashing Detergents • Toilet Bowl Cleaner 	Keywords on Corrosive Acids <i>Examples include but not limited to:</i> <ul style="list-style-type: none"> • Corrosive • Causes burns • Poison • Reactive • Harmful or fatal if swallowed • Sulfuric Acid • Hydrochloric Acid • Hydrofluoric Acid • Nitric • Chromic • Acetic • Muriatic

C-B Corrosive Bases	Corrosive Bases <i>Examples include but not limited to:</i> <ul style="list-style-type: none">• Oven Cleaners• Tile & Grout Cleaners• Liquid Dishwashing Detergents• Floor Strippers• Drain Opener• Spot Remover• Ammonia	Keywords on Corrosive Bases <i>Examples include but not limited to:</i> <ul style="list-style-type: none">• Corrosive• Causes burns• Harmful or fatal if swallowed• Avoid contact with skin or eyes• Ammonia or Ammonium Hydroxide• Potassium Hydroxide (Caustic Soda)• Lye
TX Toxic	Toxic Waste <i>Examples include but not limited to:</i> <ul style="list-style-type: none">• Broken Lightbulbs (bagged for containment)• Disinfectants• Items containing mercury• Pesticides• Ice Melt• Shampoo / Conditioners / Health & Beauty	Keywords on Toxic Items <i>Examples include but not limited to:</i> <ul style="list-style-type: none">• Toxic or poison• Harmful if swallowed• Keep out of reach of children
OX Oxidizer	Oxidizers <i>Examples include but not limited to:</i> <ul style="list-style-type: none">• Bleach• Hydrogen Peroxide• Hair Bleach Products• Benzoyl Peroxide	Keywords for Oxidizers <i>Examples include but not limited to:</i> <ul style="list-style-type: none">• Causes burns• Avoid contact with skin or eyes• Harmful or fatal if swallowed• Reactive• Oxidizer• Chlorine• Bleach• Sodium Hypochlorite

Health and Safety

Hazardous and Regulated Waste

TJX policy requires that any hazardous and regulated wastes, including, but not limited to, certain batteries and electronics (such as devices containing printed circuit boards), compact fluorescent bulbs, aerosol spray cans, fragrance, flammable liquids, cleaners, polishes and any other items meeting the definition of hazardous/regulated waste when disposed, are segregated properly and not thrown into store trash or recycling bins.

Guidelines

Hazardous/regulated waste must be bagged and separated out from “common” waste and segregated by category into bins located in a Hazardous/Regulated Waste Collection Area located in the Backroom. The six major categories are:

Universal Waste Bin – UW (Electronic Waste & Batteries)

Examples include but not limited to:

Electronic Waste

- Radios/Walkie Talkies
- Remote Controlled Toys
- Battery Chargers
- Cell Phones
- Toys With An On/Off Switch
- Curling/Straightening Irons
- Computer Items
- Any and all EAS security tags to be disposed of

Batteries

Batteries must be wrapped in electrical tape before being placed into the bin.

- Alkaline Batteries
- Common household batteries
- Nickel Cadmium
- Cell Phone Batteries
- Most rechargeable batteries

Aerosols and Flammable Liquids Bin – AF

Examples include but not limited to:

Flammable Liquids

- Perfume & Cologne
- Nail Polish & Nail Polish Remover
- Non-Aerosol Hairspray
- Diffusers
- Furniture Polish & Wax
- Liquid Sunscreen
- Liquid Soaps & Cleaners (CA only)

Aerosols

- Aerosol Hairspray
- Air Freshener Spray
- Furniture Polish
- Bug Spray
- Spray Sunscreen
- Baseboard Stripper
- Gum Freezer
- Any Aerosol without an actuator cap

Health and Safety

Matches

- Fireplace Matches
- Candle Matches

Corrosive Acids Bin – C-A

Examples include but not limited to:

- Calcium/Lime/Rust Removers
- Metal and Jewelry Cleaners/Polish

- Dry Dishwashing Detergents
- Toilet Bowl Cleaner

Keywords on Corrosive Acids:

- Corrosive
- Causes burns
- Poison
- Reactive
- Harmful or fatal if swallowed
- Sulfuric Acid

- Hydrochloric Acid
- Hydrofluoric Acid
- Nitric
- Chromic
- Acetic
- Muriatic

Corrosive Bases Bin – C-B

Examples include but not limited to:

- Oven Cleaners
- Tile and Grout Cleaners
- Liquid Dishwashing Detergents
- Floor Strippers

- Drain Opener
- Spot Remover
- Ammonia

Keywords on Corrosive Bases:

- Corrosive
- Causes Burns
- Harmful or fatal if swallowed
- Avoid contact with skin or eyes
- Ammonia or Ammonium Hydroxide

- Potassium Hydroxide (Caustic Potash)
- Sodium Hydroxide (Caustic Soda)
- Lye

Toxic Bin- TX

Examples include but not limited to:

- All Makeup, Health & Beauty
- Broken Lightbulbs (bagged for containment)
- Disinfectants
- Items containing mercury

- Pesticides
- Ice melt
- Lotions, Shampoos & Conditioners
- Liquid cosmetics

Keywords for Toxins:

- Toxic or poison
- Harmful if swallowed
- Keep out of reach of children

Health and Safety

Oxidizer Bin – OX

Examples include but not limited to:

- Cleaning products
- Bleach
- Hydrogen Peroxide
- Hair Bleach products
- Benzoyl Peroxide

Keywords for Oxidizers:

- Causes burns
- Avoid contact with skin or eyes
- Harmful or fatal if swallowed
- Reactive
- Oxidizer
- Chlorine
- Bleach
- Sodium Hypochlorite

Should you have any questions about what bin an item should be sorted into, contact the Waste Team at TJXWaste@tjx.com.

Materials that are supplied by TJX cleaning vendors should be removed from the stores by the cleaners. In the case where these products are disposed of in the stores, please ensure that they are placed in the proper disposal bins.

- Contact Home Office Facilities Management to report if cleaning supplies are being disposed of onsite.

The bins will be picked up every 180 days by a designated vendor, or as needed.

- Stores may put in requests via SFM directly for extra pickups, as necessary, between their regularly scheduled six-month pickups. Stores should not wait for all bins to be filled - a pickup should be scheduled for when two to three bins are full.

Non-Hazardous/Regulated Waste should continue to be disposed of in accordance with your store's waste program.

- Please continue with the current fluorescent light bulb recycling program as outlined on the Summit.

Hazardous/Regulated Waste Processing and Sorting



Revised 09/2023

Health and Safety

Hazardous and Regulated Waste

TJX policy requires that any regulated and hazardous wastes, including, but not limited to, certain batteries and electronics (such as devices containing printed circuit boards), compact fluorescent bulbs, aerosol spray cans, fragrance, flammable liquids, cleaners, polishes and any other items meeting the definition of hazardous/regulated waste when disposed, are segregated properly and not thrown into store trash or recycling bins. There are several circumstances in which stores may need to segregate these types of items for safe disposal:

- Customer return of damaged merchandise
- Damaged merchandise in transit or in the Backroom
- Damaged merchandise on the sales floor
- Home Office directive to MOOS
- Cleaning supplies

In all instances strict adherence to procedure is required.

Processing Hazardous/ Regulated Waste

Only Coordinators, Key Carriers or Store Management can make the decision on which bin hazardous or regulated waste should be placed in after it is marked out of stock.

Once an Associate marks an item that qualifies as regulated or hazardous waste out of stock, a Coordinator or above must immediately bring the item to the Hazardous/Regulated Waste Sorting Area and ensure that the merchandise is placed into the appropriate bin.

Bagging Items

- When damaged merchandise is identified as hazardous/regulated waste it must be placed in a plastic zip lock bag.
 - When bagging items please use gloves and goggles when necessary for proper handling.
 - Eye Wash Stations are located in the Custodial Closet should they be needed in case of an emergency.
- Write the name of the item on the bag using a permanent black marker (Bunzl Item #TJO-7010).
 - Multiple like items may be placed in the same bag as long as there is no leaking of any contents.
 - Example- Multiple MOOS nail polish that needs to be destroyed per Home Office directive may be put in the same bag and placed in the **Aerosols and Flammable Liquids** bin.
 - Leaking items must be put in a bag individually along with absorbent.
 - The absorbent needs to be able to solidify all loose liquid in the bag. Depending on the volume of loose liquid it typically needs to be about 40%-60% of the

Hazardous/Regulated Waste Processing and Sorting



Revised 09/2023

Health and Safety

- Example- A broken nozzle on a hairspray container must be in a bag by itself with enough absorbent to soak up any leaking aerosol and then placed in the **Aerosols and Flammable Liquids** bin.
- Items that are too big to fit into a plastic bag may be kept in their original packaging and then placed in the appropriate bin.
 - Example- A MOOS on an electronic device which is too big to fit in a bag may be sorted into the **Universal Waste** bin in its original packaging.
- Damaged items that may be exposed or leaking and are too big to fit into a plastic bag must be put in a cardboard box, labeled and sealed shut with packing tape.
 - Example- A large iHome entertainment system arrives damaged off of the truck. Put the item in a box and seal with packing tape and place into the **Universal Waste** bin.
- Batteries must be removed from electronic devices, wrapped with electrical tape, bagged separately and sorted into the Universal Waste bin for disposal.
- Broken or damaged compact fluorescent light bulbs should be handled as hazardous/regulated waste and cleaned up and placed in a bag and sorted into the **Toxic** bin.

Sorting Items into Bins

After items are sealed in a plastic bag they must be sorted into the appropriate bin for disposal.

- Refer to Hazardous/Regulated Waste Guidelines in the Summit for bin categories and examples of items to be placed in what bin.

Hazardous/regulated waste items should only be sorted and collected in the Hazardous/Regulated Waste Collection Area located in the Backroom.

DO NOT allow bagged items to collect at the Front End, Dressing Room or any other areas of the store outside of the Hazardous/Regulated Waste Collection Area. A Coordinator or above must be called and the item must be brought back to the collection area **immediately**.

Sorting Items

- Sort each sealed bag into the proper bin.
 - Once a bag has been placed in a tote, you may not reopen and place additional items in that bag.
 - After item is placed in the proper bin, secure the lid.
 - All bins must be kept closed when not in use.
- Items that are too big to fit in a bin may be placed next to the collection area either in its original packaging or in a sealed box. A Hazardous/Regulated Waste Bin Label must be put on the box as well.

Hazardous/Regulated Waste Processing and Sorting



Revised 09/2023

Health and Safety

- If a bin is full, an “overflow bin” may be used and placed next to the existing bin.

Trash Cans

Should you have any questions about what bin an item should be sorted into, email TJXWaste@tjx.com.

All trash should continue to be bagged in clear trash bags.

A Manager or a BRC must **thoroughly** inspect all bags of trash to ensure that no hazardous/regulated waste is contained within the bag.

Pay careful attention to "customer accessible" trash containers (restrooms, foyer, etc.) where the opportunity for contamination may be greater.

Remove any hazardous/regulated waste from trash bags and dispose of properly in designated totes. Latex gloves (Item #123013-1) and goggles (Item #1064) may be ordered via Bunzl.

Hazardous/Regulated Waste Vendor Pick Up



Revised 09/2023

Health and Safety

Vendor Pick Up

Hazardous/Regulated Waste Collection Bins will be picked up every 180 days.

- Stores may submit a SFM work order in the portal, as necessary, between their regularly scheduled six-month pickups. Stores should not wait for all bins to be filled - a pickup should be called for when any two-three bins are full.
- The bins will be emptied and weighed by the vendor. The store will then be given three pieces of paperwork:
 1. Hazardous/Regulated Waste Manifest
 - To be signed by Management, BRC or Key Carrier.
 2. Land Disposal Restriction Notice
 3. Bill of Lading (BOL)
- Staple these three documents to each other and file them in the Hazardous/Regulated Waste folder in the Operations Drawer of the Managers Office file cabinet.
 - Retain these forms for three years.
- 35-45 days after your pick up you will receive a signed final copy of the manifest (see picture). Staple the final manifest to the original manifest and file with the original manifest.

Manifest Envelope
from Stericycle



Final Manifest

Hazardous/Regulated Waste Vendor Pick Up



Revised 09/2023

Health and Safety

Waste Code Reference

TJX Profile	Waste Code	Code Description	Product Example
Aerosol	D001	Ignitable	Hair Spray
Aerosol	D001	Ignitable	Spray paint
Aerosol	D001	Ignitable	Air fresheners
Aerosol	D001	Ignitable	Cleaning sprays
Aerosol	D001	Ignitable	Furniture polish
Flammable Liquids	D001	Ignitable	Nail Polish
Flammable Liquids	D001	Ignitable	Nail Polish Remover
Flammable Liquids	D001	Ignitable	Nail Polish Sunscreen
Corrosive Acidic Liquids	D002	Corrosive	Cleaners
Corrosive Basic Liquids	D002	Corrosive	Cleaners with bleach
Toxic Solids	D027	1,4-Dichlorobenzene	Pesticides, Moth balls
Flammable Liquids	D035	Methyl Ethyl Ketone	Paint Removers
Alkaline Batteries	none	Universal Waste	Alkaline Batteries
Lithium Batteries	none	Universal Waste	Lithium Batteries
NiCad Batteries	none	Universal Waste	NiCad Batteries
Universal Electronics	none	Universal Waste	Kids Toys
Universal Electronics	none	Universal Waste	Computer Items

Note: Universal Waste, including electronics and batteries, does not carry any EPA codes.

If you do not receive your final manifest within 35-45 days after your pick up please submit a work order for "Copy of Manifest Needed / Signed Transport Copy".

Upon pick up, please remove the label from each bin to give to the vendor.

Resetting the
“Accumulation
Start Date” on
Labels

- It is critical that each bin receive a new label filed out with all required information. Print new bin label from the Summit.
 - Note: The following states must also fill out a unique EPA ID# on the bin labels. Your store's EPA ID# can be found in the SFM portal (see last page)

California	Rhode Island
Louisiana	Vermont
Massachusetts	Washington DC
Minnesota	West Virginia
New Hampshire	Wisconsin

- The other 41 states EPA ID # is listed as CESQG
- The “Accumulation Start Date” is the date the first item is placed into that bin.
 - Each bin may have a different “Accumulation Start Date” depending on when the first item was placed in that specific bin.

Hazardous/Regulated Waste Vendor Pick Up



Revised 09/2023

Health and Safety

Step 1- on store SFM home page, locate the "hamburger menu" in the top left-hand corner as shown below, then click on "Location Notes" in the menu:

The screenshot shows the TJX US Location Dashboard. A red arrow points to the hamburger menu icon in the top-left corner. Another red arrow points to the 'Location Notes' link in the sidebar under the 'Priority & Status' heading. The main area displays a list of location notes with columns for Date, ID, Priority, Status, and Description.

Date	ID	Priority & Status	Description
WED JAN 31 2024	235220016	PROJECT/SCHEDULED IN PROGRESS	PLUMBING / Toilet / Investigate / Flush Valves / Per Julie Can your team please get a quote for the high flow toilets as recommended by the property manager. / Plumbing National Maintenance & Build Out Company
THU JUL 27 2023	243768654	4 HOURS - EMERGENCY IN PROGRESS	PLUMBING / Pipe / Landlord / Leaking -Emergency / PLUMBING / Toilet / Clogged / Women's Restroom / We are still experiencing issues with our toilets not flushing in the rest rooms. Our rest rooms have been closed to the public for several days. We have spoken with our property manager and he has spoken to our sub

Step 2 – Locate EPA id# as shown below:

The screenshot shows the 'Location Notes' QuickView page. A red box highlights the 'EPA ID' field, which contains the value 'NHD510221898'. Other fields visible include Landlord Fire System, TJX Roof, TJX Landscape/Parking Lot, TJX Snow Removal, Landlord Lighting, Landlord Passenger Elevator, Landlord Name, Landlord Phone Number, Waste Award Date, Pallet Program, Bale Program, TJX Roof Notes, TJX Landscape/Parking Lot Notes, TJX Snow Removal Notes, Landlord Escalator, Landlord Freight Elevator, Landlord Building, Landlord Email, Waste Hauler, ARRC Serviced, and Waste Review.

If EPA ID# is blank, please email TJXWaste@tjx.com for assistance.

A circular red sign with a white border. A diagonal red banner runs from the bottom-left towards the top-right, containing the text "Cardboard ONLY" in large white letters. Below this, in smaller white letters, is the text "NO TRASH in this container".

Cardboard ONLY
NO TRASH in this container



Small Bites – Keep the Trash Sort Green

Keeping TJX Green

Do you know that TJX Companies strive to be Green? We have processes to reduce waste and energy, and you can help. Non-recyclable trash ends up in landfills and recyclable trash like cardboard and plastics are processed into new uses. So keeping recyclable trash and toxic material out of landfills is important to us and the environment. When you do the right thing and sort trash, recyclables and toxic materials, placing each in the correct disposal bins, you are helping with our goal to be Green, compliant and financially responsible.

Impact

- Helping to meet our Green Goals
- Helping to meet our Financial Goals through expense management and revenue generation
- Supporting our goals of being a Neighbor of Choice, Employer of Choice, and Retailer of Choice
- Doing the right thing for the environment and all of us at TJX
- Keeping the company legally compliant

Discuss the fundamental sort process required at your store's location.

- **Comingled Compactor (Dry Waste)**
 - Trash and cardboard may be put in a Comingled Compactor.
 - All "non-cardboard" material MUST be bagged to avoid being charged a contamination fee.
 - Shoe boxes are considered cardboard and should not be bagged as trash in plastic bags.
 - Only clear trash bags should be used for "non-cardboard" material.
 - Poke holes in the trash bags to eliminate bursting and improve capacity.
 - Cardboard does not need to be bagged, but should be broken down.
- **Trash-Only Compactor**
 - Only trash may be put in this compactor.
 - All trash MUST be bagged, using only clear plastic bags.
 - Poke holes in the trash bags to eliminate bursting and improve capacity.
 - *Shoe boxes are considered cardboard and should not be put in the Trash-Only Compactor.*
- **Cardboard-Only Compactor**
 - Only cardboard may be put in a Cardboard-Only Compactor.
 - Cardboard should be broken down before being put in the compactor.
 - *Shoe boxes are considered cardboard and may be placed in the Cardboard-Only Compactor.*

Sorting Trash

Remember: All compactors should be cycled completely after each use.

Pallets, fixtures or large amounts of damaged merchandise should **NEVER** be disposed of in a compactor.

- **Trash-Only Dumpster**
 - Only trash may be put in this dumpster.
 - All trash put in this dumpster should be in clear plastic bags.
 - *No cardboard or shoe boxes*
 - **Cardboard-Only Dumpster**
 - Only cardboard may be put in this dumpster.
 - Cardboard should be broken down before being put in the dumpster.
- Shoe boxes are considered cardboard and should be put in this dumpster
- **ARRC Network Stores ONLY – Cardboard and Plastic Recycle**
 - Send all cardboard and clear plastic to the ARRC
 - Pack flattened cardboard boxes [including shoe boxes] into the white re-useable Gaylord box placed on a pallet if available. If white boxes are not available, it's OK to use any oversize box or cross dock boxes
 - Bag all plastic bags, GOH sheeting, stretch wrap film, into 46 gallon clear trash bags
 - Pile the plastic bags on top of the cardboard in the Gaylord (or use another white re-useable Gaylord or any box)



Ask Associates –

"Why is it important to bag trash?"

"Why do you poke holes in a full trash bag going into a compactor?"

"Why is it important to break down cardboard?"

**Staying the
Course with
Trash Hazardous
Waste and
Recyclables**

Discuss – Your store's plan to stay the course with trash, hazardous waste and recyclables?

- _____
- _____
- _____

3.1.1 Waste Management

Keeping TJX Green

Do you know that TJX Companies strive to be Green? We have processes to reduce waste and energy, and you can help. Non-recyclable trash ends up in landfills and recyclable trash like cardboard and plastics are processed into new uses. So keeping recyclable trash and toxic material out of landfills is important to us and the environment. When you do the right thing and sort trash, recyclables and toxic materials, placing each in the correct disposal bins, you are helping with our goal to be Green, compliant and financially responsible.

Impact

- Helping to meet our Green Goals
- Helping to meet our Financial Goals through expense management and revenue generation
- Supporting our goals of being a Neighbor of Choice, Employer of Choice, and Retailer of Choice
- Doing the right thing for the environment and all of us at TJX
- Keeping the company legally compliant

Sorting Trash

Discuss the fundamental sort process required at your store's location.

- Comingled Compactor (Dry Waste)
 - Trash and cardboard may be put in a Comingled Compactor.
 - All “non-cardboard” material MUST be bagged to avoid being charged a contamination fee.
 - Shoe boxes are considered cardboard and should not be bagged as trash in plastic bags.
 - Only clear trash bags should be used for “non-cardboard” material.
 - Poke holes in the trash bags to eliminate bursting and improve capacity.
 - Cardboard does not need to be bagged, but should be broken down.
 - Trash-Only Compactor
 - Only trash may be put in this compactor.
 - All trash MUST be bagged, using only clear plastic bags.
 - Poke holes in the trash bags to eliminate bursting and improve capacity.
 - Shoe boxes are considered cardboard and should not be put in the Trash-Only Compactor.
 - Cardboard-Only Compactor
 - Only cardboard may be put in a Cardboard-Only Compactor.
 - Cardboard should be broken down before being put in the compactor.

- Shoe boxes are considered cardboard and may be placed in the Cardboard-Only Compactor.

Remember: All compactors should be cycled completely after each use. Pallets, fixtures or large amounts of damaged merchandise should NEVER be disposed of in a compactor.

- Trash-Only Dumpster
 - Only trash may be put in this dumpster.
 - All trash put in this dumpster should be in clear plastic bags.
 - No cardboard or shoe boxes
- Cardboard-Only Dumpster
 - Only cardboard may be put in this dumpster.
 - Cardboard should be broken down before being put in the dumpster.
- Shoe boxes are considered cardboard and should be put in this dumpster
- ARRC Network Stores ONLY – Cardboard and Plastic Recycle
 - Send all cardboard and clear plastic to the ARRC
 - Pack flattened cardboard boxes [including shoe boxes] into the white re-useable Gaylord box placed on a pallet if available. If white boxes are not available, it's OK to use any oversize box or cross dock boxes
 - Bag all plastic bags, GOH sheeting, and stretch wrap film, into 46 gallon clear trash bags
 - Pile the plastic bags on top of the cardboard in the Gaylord (or use another white re-useable Gaylord or any box)
- Ask Associates –
 - "Why is it important to bag trash?"
 - "Why do you poke holes in a full trash bag going into a compactor?"
 - "Why is it important to break down cardboard?"

Staying the Course with Trash Hazardous Waste and Recyclables

- Stores to make plan to stay the course with trash, hazardous waste and recyclables.

3.12 Waste Removal

Trash Separation

Management is responsible for the proper handling of trash before it is disposed of. Management must inspect the content of boxes/bags for merchandise and ensure that all appropriate donation/trash procedures have been followed.

Note: If trash removal required backroom or dock door to be open, a Member of Management or Backroom Coordinator must remain at the door until all trash is disposed of and door is locked. The overhead door, man-door and compactor door should be locked and alarmed when not in use.

Compactors

Pallets, fixtures or large amounts of damaged merchandise should NEVER be disposed of in a compactor.

Compactors are broken into three unique and specific types:

- **Comingled Compactor (Dry Waste)**

- O Trash and cardboard may be put in a Comingled Compactor.
- O All “non-cardboard” material MUST be bagged to avoid being charged a contamination fee.
- O Only clear trash bags should be used for “non-cardboard” material.
- O Cardboard does not need to be bagged, but should be broken down.
- O Shoe boxes are considered cardboard and should not be bagged as trash.

- **Trash Only Compactor**

- O Only trash may be put in a Trash Only Compactor.
- O All trash MUST be bagged, using only clear plastic bags.
- O Shoe boxes are considered cardboard and should not be put in the Trash Only Compactor.

- **Cardboard Only Compactor**

- O Only cardboard may be put in a Cardboard Only Compactor.
- O Cardboard should be broken down before being put in the compactor.
- O Shoe boxes are considered cardboard and may be placed in the Cardboard Only Compactor.

All compactors should be cycled completely after each use. This will maximize the capacity of the compactor and ensure that your store's waste removal is as efficient as possible.

PSI Pressure Gauges

All compactors should be equipped with a PSI pressure gauge. The gauge should be located next to the opening to the compactor.

There are two types of PSI gauges:

- **3,000psi Capacity**

- When this pressure gauge is reading 2,400psi the compactor is 80% full and your local hauler should be called for pick up.

- **1,500psi Capacity**

- When this pressure gauge is reading 1,200psi the compactor is 80% full and your local hauler should be called for pick up.

Your vendor should pick up your compactor within 24-48 hours after placing your call.

Leaving your compactor at 80% capacity should accommodate for any additional usage during this period.

Dumpsters

Dumpsters fall in two specific categories:

- **Trash Only Dumpster**

- Only trash may be put in a Trash Only Dumpster.
 - No cardboard should be put in this dumpster.
 - Shoe boxes are considered cardboard and should not be put in a Trash Only Dumpster.
 - All items put in this dumpster should be in clear plastic bags.

- **Cardboard Only Dumpster**

- Only cardboard may be put in a Cardboard Only Dumpster.
 - No trash should be put in this dumpster.
 - Cardboard should be broken down before being put in the dumpster.
 - Shoe boxes are considered cardboard and should put in the Cardboard Only Dumpster.

Dumpster pickups are on scheduled days, there is no need to call your hauler.

Note: Any increase to service or sizes must be approved by Store Operations.

Balers

Balers are an excellent way to turn a store's cardboard waste into a commodity.

100% of monies generated from the recycling of cardboard bales through our approved vendors go back to the store.

- All bales should be kept in a designated area within a stores backroom.
- Bales **SHOULD NOT** be stored outside. Cardboard bales are considered a company asset and should be treated as such.
- Bale pickups are on a preset weekly or bi-weekly schedule based on a store's estimated units and bale production.

If you feel your store should have more frequent pickups, contact the Facilities Department to discuss. Do not contact your hauler directly for additional pickups.

ARRC Serviced Stores

If you are serviced by an ARRC, all of your identified recyclables (cardboard, backroom plastics, etc.) must be sent back to the ARRC on your daily merchandise truck.

- ARRC serviced stores with balers should be sending ALL cardboard bales back to the ARRC on the merchandise truck.
- Do not accumulate bales or recyclables in your back room. This is valuable space and should not be compromised.
- Refer to your ARRC "Backroom Poster" for all further information.
 - Should you not locate your "ARRC Backroom Poster" or need additional information, contact your local ARRC. (Backroom Poster is available on DDS #9421)

Store Responsibilities

Trash must be removed at least 2 times per day (morning and late afternoon). This will ensure store containers are full when waste haulers pick up. Break down and flatten boxes.

- Bag all loose trash including plastic, peanuts and paper. Poke holes in the bag if it's going in a compactor.
- Collect all bagged trash and organize ensuring emergency exits are clear.
- Place trash in the recycled waste container or the solid waste container as appropriate.
- If your dumpster has a lock please make sure it is locked to ensure only STP trash is placed in containers. *Contact Facilities Management if locks are missing.*

**Store
Responsibilities
(cont.)**

Make sure all trash in the Backroom is disposed of prior to the arrival of a truck. Failure to remove trash will delay the truck delivery process.

**Service Issue/
concerns**

Any **PERMANENT** changes to hauling contracts, number of pickups, container size or requests for "roll-off" containers, **MUST** be set up by the Facilities Department and approved by Store Operations.

DO NOT CONTACT YOUR LOCAL HAULERS.

ALL CALLS MUST BE PLACED TO YOUR NATIONAL WASTE HAULER FOR SERVICE

**NO CARDBOARD
OR OTHER RECYCLABLES**



Operations
Building Maintenance
In-House Floor Care Program
Effective 12/20

Overview	A store's appearance as well as the customer's experience can be affected by overall store cleanliness. The In-House Floor Care Program gives stores complete ownership and control over the cleanliness of their store. By consistently executing cleaning best practices, we ensure our stores are clean and customer ready each day.
Store Responsibilities	Store Associates are responsible for the daily cleaning of the store. The following is an overview of the tasks: <u>Pre-Opening Daily Tasks:</u> <ul style="list-style-type: none">• Sweep sales floor using dust mop.• Auto scrub front of store and main aisles daily. Cycle through all departments by the end of the week.• Spot mop areas of store not scheduled for cleaning that day, when needed.• Clean Restrooms• Clean Associate Lounge and Offices <u>Other Daily Tasks (complete as needed)</u> <ul style="list-style-type: none">• Sweep and spot mop sales floor.• Clean up spills• Check restrooms often, clean, restock supplies as needed.• Dust along valances, top of fixtures, signage, etc.• Clean front doors. <u>Closing:</u> <ul style="list-style-type: none">• Fully recover sales floor of dropped merchandise and trash• Sweep sales floor with dust mop.• Vacuum walk off mats and vestibule• Sanitize and restock restrooms• Empty trash.• Clean mirrors and spot clean front doors.• Sweep cart corral area. <u>Weekly Tasks:</u> <ul style="list-style-type: none">• Wash windows.• Use corn broom to clean corners and edges of store.• Inventory cleaning supplies; order via DDS as needed.

Associate Scheduling

Stores will be allocated a general fund of cleaning hours. Stores will be provided with the appropriate hours to ensure tasks of the program are able to be completed. These hours must be spent on Floor Care and Store Cleanliness.

- Reference Payroll for the cleaning hours allocated to your store. A daily 7am-10am shift that includes sweeping scrubbing in the applicable areas of the store as well as cleaning rest rooms will be scheduled (based on Associate availability and job assigned).
- Use balance of hours each day to manually schedule spot cleaning throughout the day as well as the closing cleaning tasks.
- Covid disinfecting/cleaning should be assigned during these hours. Use Sanitizer Plus and wipes as needed.

Floor Cleaning Chart

The floor care chart will assist in planning the weekly floor cleaning cycle:

- White areas (racetrack) are done daily.
 - Dressing Room: Sweep daily, mop when scheduled or when spot cleaning is necessary.
 - Restrooms: Sweep and mop.
 - Offices: Sweep and mop when scheduled or when spot mopping is requested.

Assign each section of the store a day of the week for cleaning (cycling through the entire sales floor weekly).

- Divide store into 4 or 5 sections.
- Fill in the applicable day of the week on the chart.
- Post completed floor care chart in the Custodial closet in a plastic sleeve.

Example of a Completed Floor Care Chart

Clean store in a consistent and natural flow.



Floor Care Chart

Offices <u>Saturday</u> Date of Work	Dressing Room <u>Everyday</u> Date of Work	Associate Lounge <u>Saturday</u> Date of Work
<u>Saturday</u> Date of Work	<u>Saturday</u> Date of Work	<u>Saturday</u> Date of Work
<u>Tuesday</u> Date of Work	<u>Monday</u> Date of Work	<u>Thursday</u> Date of Work
Queue Line <u>Everyday</u> Date of Work		
<u>Monday</u> Date of Work		
<u>Front of Store/Vestibule</u> <u>Everyday</u>		

Blank Floor Care Cleaning Chart

Blank Floor Care Chart

Date of Work

Front of Store/Vestibule

Date of Work

Floor Care Tasks

Sweeping

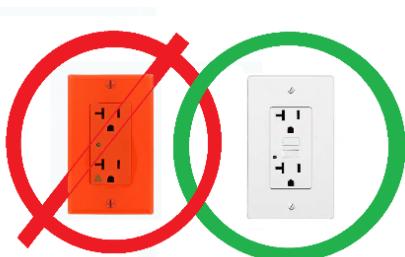
- Ensure dust mop heads are clean and ready for use.
- Use a clean dust mop, mop the entire sales floor.
 - Change dust mop heads often. Dirty dry mop heads grind dirt into the floor.

Auto-Scrubbing:

- **USE CAUTION SIGNS** during the auto-scrub process! Leave out until floors are dry.
 - Ensure a clean red pad is used.
 - Use one ounce of green Neutral Cleaner to each tank of clean water.
- Inspect red pad for wear (dirty, uneven thickness, frayed edge)
 - If one side is dirty – flip pad to clean side
 - If the pad is too thin - or frayed – replace pad
 - Uneven thickness will cause the Auto-scrubber to vibrate. Replace pad.
 - To prolong pad life, remove, rinse and let dry regularly (minimum of two times per week)
- Scrub the sales floor with an emphasis on the racetracks, front and scheduled scrub areas.
- Clean equipment after use to ensure it is ready for the next day:
 - Remove floor squeegee, pads and pad drivers and rinse with hot water.
 - Hang pad to dry (use faucet spout).
 - Drain the tanks after use and rinse thoroughly (failure to empty dirty water tank will cause a musty odor and clog the hoses).
 - Wipe down the outside of the unit.
 - Plug the charger in to prepare for the next day's use.

Caution: Never use an extension cord with the Auto-Scrubber plug the buffer in an orange outlet.

- ***Always plug in to a white outlet.***



Damp Mopping

USE CAUTION SIGNS during any damp mopping! Leave out until floors are dry

- Ensure mop sticks labeled (with a silver sharpee) "Sales Floor Only" are only used on the sales floor – DO NOT use a "Restroom" labeled mop on the sales floor.
- Ensure all damp mop heads are clean and ready for use. Grey, dirty mop heads that are losing pieces of the mop head should be replaced.
- Prep mop buckets:
 - Use one ounce of green Neutral Cleaner to each bucket of cold mop water.
 - Change out the dirty water often with fresh water and another ounce of the green Neutral Cleaner. FYI- in 2021 Neutral Cleaner will be rebranded as "Highlight."
 - Repeat process as necessary.
- Mop the areas that are dirty thoroughly with an emphasis on racetracks and the Front End. Change wet mop heads often – dirty mops make dirty floors.
- Mop the Associate Lounge or as necessary.
- Spot mop throughout the day as necessary.

Cleaning Restrooms- (Clean the restroom throughout the day as needed).

- **USE CAUTION SIGNS** in area when cleaning the Restrooms! Leave out until floors are dry.
- Wear protective equipment (eye protection goggles and gloves).
- Use orange ONE restroom cleaner for:
 - Counters
 - Sinks
 - Faucets
 - Urinals (seat, bowl and underneath)
 - Toilets (seat, bowl and underneath)
 - Partitions / Doors
 - Any wall attachments i.e. soap dispensers, baby changing stations, paper towel, hand dryers, etc.
- Wash the mirrors using blue Elements cleaner
- Refill any empty (or near empty):
 - Soap dispensers
 - Toilet paper
 - Air freshener
 - (Replace every 60-90 days)
 - Paper towels
 - Toilet seat covers
 - Wax bags
 - Baby changing towels
- Mop floors daily – use the wet mops labeled "Restroom Only"
 - Wash the floor using Safe Scrub, add one ounce to the mop bucket water
 - Change mop water, add one ounce of orange ONE Restroom Cleaner. Wash the floor.
 - Scrub floor: On Fridays, apply Safe Scrub to the floors and using the scrub brush, scour the floor and grout lines. Follow this with a washing using orange ONE Restroom Cleaner.
 - Use this process to clean any wall tiles, especially underneath hand dryers and soap dispensers
- Empty the trash and replace with a fresh trash bag.

Vacuuming Mats / Carpets

- Vacuum Walk Off mats and vestibule carpet in the evening.
- Remove Walk Off mats in PM after close to prepare for AM floor cleaning

Cleaning Cart Corral Area

- Remove carts and move to an area that is not scheduled to be cleaned the next day.
- Sweep cart corral area. Leave empty to allow scrubbing in the morning as needed.

Cleaning Mirrors / Windows / Door Glass

- Clean any accessible windows or mirrors both inside and outside of the store. This should be done as needed but at the very least once a month.
 - Use ½ ounce of the blue Elements glass cleaner in one side of the bucket. Fill both sides of the bucket half way with clean water
 - Squeegee & Scrubber are to be used with the duster kit pole
 - Scrub the windows with clean water using the scrubber attached to the duster pole
 - Scrub the windows with the mixed solution using the scrubber attached to the duster pole
 - Squeeze the windows dry using the squeegee attached to the duster pole
- For spray bottles, fill bottle with water add, ½ ounce of blue Elements and gently shake.
 - Clean mirrors using blue Elements cleaner in PM and when necessary throughout the day
 - Spot clean lobby / door glass using blue Elements cleaner in PM or before store opens in AM

Custodial Closet	Keep the Custodial Closet clean, organized and stocked with the appropriate supplies (search Custodial Closet). <ul style="list-style-type: none">• Door must be closed and unlocked at all times.• Yellow SDS binder should be in its rack and be immediately visible and accessible upon entering the closet.• Spray bottles must be labeled to match the chemical inside (Elements in Elements, ONE in ONE, etc.)• Maintain Eyewash Station:<ul style="list-style-type: none">○ Yellow eyewash tank every 90 days (emptying, rinsing and refilling with the Encon eyewash product).○ Plumbed in eyewash station, ensure the area is clean with the flaps down.• Check inventory weekly and reorder supplies as needed.• Always have two wet mops at the ready.<ul style="list-style-type: none">○ Ensure they are properly labeled using language on the broomsticks "Sales Floor Only" and "Restroom Only". Properly labeled mops eliminate cross-contamination on the floors.
------------------	--

Hazardous Waste Hazardous and Regulated Waste

Disposal Service Provider will leave any items in Custodial Closet for Store Associates to dispose of (for example):

- Restroom hand cleaner refill

- Baseboard Stripper
- Gum Freezer
- Tile and Grout Cleaners
- Empty bottles and containers

All Service Provider-supplied chemicals will be removed by Service Provider once the container is empty.

Other Tasks Completed by Contractor/Outside Vendor:

Emergency Services

- Day or night, contact your Floor Care Provider for emergency cleanup of water from minor flood damage, body fluid spills, sewage backup, etc.

Scrubs

- This service includes:
 - Entire sales floor
 - Lounge
 - Hallways
 - Dressing Rooms
 - Offices as made available. All equipment and soaps will be provided by the cleaning crew. Scrubs are expected quarterly.
- Scheduling
 - Your floor care provider must give at least 2 weeks advance notice on a schedule for your service.
 - Check for any fixture resets, special truck deliveries, staffing, construction plans, etc. before you accept a service date.
- Prior to overnight services, Store must:
 - Prepare the store (day of the service): adjust low hanging merchandise, low shelving, any place the equipment cannot get under and remove boxes and papers on the floor in the offices, etc.
 - Sweep entire sales floor.
- Check crew as they enter: IDs, the equipment, correct number of cleaning containers, etc.
 - ID Badges must be visible at all times. Photo ID badges must include the following: a photo of the cleaner, the name of the crewperson, the sub-contractors company's name and an identification number.

Supply List

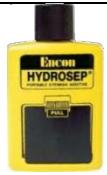
The following is a list of Floor Care items used to execute cleaning tasks.

Description	Item #	Picture
Caution Sign	0926	
Caution Cone Pop-up	7025	
Dust Mop	7409	
Red Auto Scrubber Pad	9162	
Neutral Cleaner (green), changing to Highlight in 2021	7418	
Wet Mop	0923	
Bucket with Ringer	0924	

Magic Monkey (absorbent)	7413	
Backpack Vacuum	2070	
Wand Extension for Backpack Vacuum	2070A	
Micro-Filter Bags for Backpack Vac	2070B	
Upright Vacuum	2043A	
Carpet Spotter	7404	
Elements Cleaner (blue)	7417	
Elements Sprayer (empty)	9418	
Scrubber (glass)	7422	
Squeegee	7421	

Bucket	7424	
Can Liners	7340	
Can Liners	7341	
Can Liners	7342	
Goggles	1064	
Latex Gloves	31S-418	
Rubber Gloves	123013-1	
One Restroom Cleaner (orange)	7414	
One Sprayer (empty bottle)	9412	
Brush	0930	
Air Freshener Holder	74359	

Air Freshener Canister	74360	
Safe Scrub	9200	
Scrub Brush	9201	
Toilet Paper	7350	
Paper Towel	7351A	
Gojo Soap	030212-3	
Wax Bags	7361	
Toilet Seat Covers 7337	7337	
Urinal Cakes	0925	
Baby Changing Liners	72313-2	
Putty Knife	0929	

Encon Eyewash Solution	0148	
Dust Pan Plastic	0928	
Microfiber Cleaning Cloth	7099	
Disinfecting Wipes	33701/33702	
Sanitizer Plus- Disinfectant Virucide	SANPLUS6	
Hand Sanitizer TJX 16.9 OZ - 12	7745	No photo available
Empty Spray Bottles	9418	
First Aid Kit (new stores)	31S-401	

Maintenance Issues: Refer to Summit for a contact list.

PRE-OPENING DAILY IN-HOUSE CLEANING

1. Sweep Main Aisle Using Dust Mop

- / Ensure the dust mop heads are clean and ready for use.
- / Sweep area scheduled for cleaning (see “Floor Care Chart”).
- / Sweep the Front End, raceways and any other areas in need of service.
- / Remove stickers, gum, etc. with putty knife.
- / Gather all swept debris and dispose of properly.

2. Wash Racetracks / Front End Using Auto Scrubber

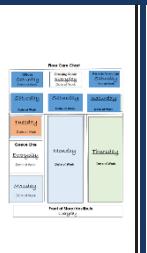
- / Put out caution signs (and leave until floors are dried).
- / Ensure clean red pad is on scrubber.
- / Ensure water / Neutral Cleaner is fresh (and change as needed while in use).
- / Scrub scheduled areas of Sales Floor (see “Floor Care Chart”).
- / Empty dirty water tank, rinse tank and clear filter.
- / Plug into charger when done using scrubber.

3. Spot Mop Areas of Floor Not Scheduled for Cleaning

- / Put out caution signs (and leave until floors are dried).
- / Use mop labeled “Sales Floor Only.”
- / SAFELY remove any broken glass before mopping, discard the mop head after use as it will not be good for regular mopping afterwards.
- / Ensure mop head is clean.
- / Prep mop buckets with proper cleaning chemicals and refresh as needed (1oz green Neutral Cleaner).
- / Mop areas, not scheduled for cleaning, that are dirty (see “Floor Care Chart”).

4. Check / Clean Restrooms (see “Restroom Cleaning”)

5. Clean / Sanitize the Associate Lounge and Offices

EQUIPMENT NEEDED									
									
Caution Sign #0926	Caution Cone Pop-up #7025	Dust Mop #7049	Red Auto-scrubber Pad #9162	Neutral Cleaner #7418	Daily Floor Care Chart	Wet Mop #0923	Bucket with ringer #0924	Magic Monkey #7413	Rubber Gloves #7697-7700

Post in Custodial Closet in plastic sleeve

12/2020

OTHER DAILY IN-HOUSE CLEANING AS NEEDED

1. Dust Mop Sales Floor

- / Ensure the dust mop heads are clean and ready for use
- / Sweep the areas in need of service
- / Gather all swept debris and dispose of properly

2. Spot Mop

- / Put out caution signs (and leave until floors are dried)
- / Use mop labeled "Sales Floor Only"
- / Ensure mop head is clean
- / Prep mop buckets with proper cleaning chemicals (1oz green Neutral Cleaner)
- / Spot mop areas that need cleaning (see "Floor Care Chart" for schedule)

3. Clean Spills

- / Put out caution signs until dry / clean
- / Apply Magic Monkey to spill
- / Wait for spill to dry
- / Sweep up Magic Monkey / spill

4. Check / Clean Restroom Often (see "Restroom Cleaning")

5. Dust overhead valances, signage, shelves, and fixtures.

OTHER WEEKLY IN-HOUSE CLEANING

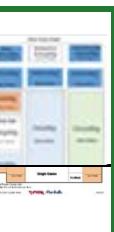
1. Wash Windows

- / Prep mop buckets with proper cleaning chemicals (.5 oz Elements glass cleaner and water on 1 side, water only on the other side).
- / Wash windows with scrubber and water only.
- / Wash windows with scrubber and mixed solution.
- / Squeegee the window dry using one attached to duster pole.

2. Check cleaning supplies in Custodial Closet and replenish using monthly DDS cycle.

3. Use corn broom on edges of the sales floor to remove debris.

EQUIPMENT NEEDED

											
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Caution Sign #0926	Caution Cone Pop-up #7025	Dust Mop #7049	Neutral Cleaner #7418	Daily Floor Care Chart	Wet Mop #0923	Bucket with ringer #0924	Magic Monkey #7413	Elements Cleaner #7417	Scrubber #7422	Squeegee #7424	Bucket #7424
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Corn Broom #0931

Post in Custodial Closet in plastic sleeve

DAILY RESTROOM IN-HOUSE CLEANING

- / Wash mirror using blue Elements cleaner.
- / Clean counters using orange ONE Restroom cleaner.
- / Clean sinks using orange ONE Restroom cleaner.
- / Clean faucets using orange ONE Restroom cleaner.
- / Clean toilets and urinals (handles, seats, bowls and underside) using orange ONE Restroom cleaner.
- / Spot clean walls, partitions, trash can, doors and mounted dispensers as needed using orange ONE Restroom cleaner.
- / Refill air fresheners (every 60-90 days), toilet paper, seat covers, urinal cakes, wax bags and soap dispensers as needed. Refill paper towels.
- / Mop the floors thoroughly using:
 - Step 1: "Restroom Only" labeled wet mop and the Safe Scrub cleaner.
 - Step 2: "Restroom Only" labeled wet mop and the orange ONE Restroom cleaner.
- / Empty trash and replace with a fresh liner.

WEEKLY RESTROOM IN-HOUSE CLEANING

- / Scour the floor and grout lines with scrub brush. If able soak brush in Safe Scrub for 15 minutes.
- / Clean wall tile underneath the hand dryers and soap dispensers using the same process used to clean the floor.

MONTHLY RESTROOM IN-HOUSE CLEANING

- / Full cleaning of partitions, walls, and ceilings.
- / Deep clean any areas with hard water / lime issues.
- / Scour grout lines using Safe Scrub and scrub brush.



Equipment Needed Continued on Back

RESTROOM IN-HOUSE CLEANING EQUIPMENT

EQUIPMENT NEEDED

									
Caution Sign #0926	Caution Cone Pop-up #7025	Goggles #1064	Rubber Gloves #7697-7700	One Cleaner #7414	One Sprayer #09412	Brush #0930	Air Freshener Holder #74359	Air Freshener Canister #74360	Wet Mop #0923 Bucket w/ringer #0924
									
Safe Scrub #9200	Scrub Brush #9201	Toilet Paper #7350	Paper Towel #7351A	Can Liners #7340 #7341 #7342	Gojo Soap #030212-3	Wax Bags #7361	Toilet Seat Covers #7337	Urinal Cakes #0925	Baby Changing Table Liners #72313-2



CLOSING DAILY IN-HOUSE CLEANING

1. Vacuum

- / Vacuum under gondolas with backpack vacuum.
- / Vacuum walk off mats.
- / Vacuum vestibule.
- / Address any stains.
- / Remove walk off mats after closing.
- / Once a month, vacuum overhead vents with backpack vacuum.

2. Check / Clean Restrooms (see "Restroom Cleaning")

3. Empty Trash

- / Remove trash from all containers.
- / Replace with a fresh liner bag.

4. Clean Mirrors

- / Clean store mirrors using blue Elements cleaner

5. Spot Clean Doors / Windows / Vestibule

- / Spot clean front doors using blue Element cleaner.
- / Spot clean vestibule glass using blue Element cleaner.

6. Cart Corral

- / Remove carts and place in an area not designated for floor cleaning the next day.
- / Sweep cart corral area.
- / Leave empty to allow scrubbing and buffing in the AM.

EQUIPMENT NEEDED

								
Backpack Vac #2070	Upright Vac #2043A	Carpet Spotter #7404	Elements Cleaner #7417	Elements Sprayer #9418	Scrubber #7422	Squeegee #7421	Bucket #7424	Can Liners #7430 #7431 #7432



IN-HOUSE CLEANING GUIDELINES

TIPS

- / Change dust mop heads often. A dirty mop head will grind dirt into the floor rather than away from it.
 - / Carry a putty knife (# 0929) while sweeping to remove stickers and gum.
 - / Change wet mop head often. A dirty mop will cause floors to be dirty. Refresh mop water often.
 - / Remove and rinse red Auto-scrubber pads regularly to prolong pad life.
 - / Only use white power outlets, never use orange outlets.
-

CUSTODIAL CLOSET

- / Door must be shut and unlocked at all times.
 - / SDS yellow binder must be in rack, visible and accessible at all times.
 - / Spray bottles must be labeled to match the chemical inside.
 - / Eyewash tanks must be accessible at all times and maintained every 90 days. Empty, rinse and refill station with water using Encon (#0148) eyewash solution.
 - / Plumbed eyewash stations must be accessible at all times and clean with flaps down.
 - / Keep room neat and organized.
 - / Refer to Custodial Smart for setup and inventory.
-

EQUIPMENT AND MAINTENANCE ISSUES

- / See the Contact List in Summit for equipment and / or maintenance issues.



FLOOR CARE CHART EXAMPLE

1. Clean white areas daily, including racetrack.
2. Divide the remaining areas of the store into 4 or 5 sections (more if needed based on size of store)
3. Assign each section of the store a day of the week for cleaning
4. Fill in the chart below based on the days you plan to clean each section

Clean store in a consistent and natural flow.



Floor Care Chart

Offices <u>Saturday</u> Date of Work	Dressing Room <u>Everyday</u> Date of Work	Associate Lounge <u>Saturday</u> Date of Work
<u>Saturday</u> Date of Work	<u>Saturday</u> Date of Work	<u>Saturday</u> Date of Work
<u>Tuesday</u> Date of Work		
Queue Line <u>Everyday</u> Date of Work	<u>Monday</u> Date of Work	<u>Thursday</u> Date of Work
<u>Monday</u> Date of Work		
Front of Store/Vestibule <u>Everyday</u>		

BLANK FLOOR CARE CHART

***Dressing Room:** Sweep daily

***Restrooms:** Do not buff restroom floor

1. Clean white areas daily.
2. Divide the remaining areas of the store into 4 or 5 sections (more if needed based on size of store).
3. Assign each section of the store a day of the week for cleaning.
4. Fill in the chart below based on the days you plan to clean each section.

Blank Floor Care Chart

Date of Work	Date of Work	Date of Work
Date of Work	Date of Work	Date of Work
Date of Work		
Date of Work		
Date of Work		
Front of Store/Vestibule		
Date of Work		

Post in Custodial Closet
in plastic sleeve

12/2020

In-House Floor Care Timeline

6 Weeks Until Go Live

- DM Reviews:
- In-House Floor Care Program
 - Cascades process, timelines and expectations to Store Managers
-

5 Weeks Until Go Live

- Store Managers discuss hours and responsibilities with current staff using job aids
 - Schedule time at local MMX/HGs to LEARN entire cleaning process (use the job aids as a reference)
 - Ensure Custodial Closet is set to current standards (see Summit for Custodial Closet Smart)
 - ⊕ Review inventory of current supplies. Order as necessary via DDS
-

4 Weeks Until Go Live

- Prior to MMX/HGs visit - review all In-House materials (P&P, Job Aids) with primary Associates
 - Continue selection of current staff for training
-

3 Weeks Until Go Live

- Complete selection process for training
 - Continue to upskill all members of Management (MMX/HGs shadowing, review of In-House Floor Care materials)
 - Ensure Associate are scheduled for cleaning on your Go Live week
-

2 Weeks Until Go Live

- Associate(s) PRACTICE in an existing In-House Floor Care store
 - Review DVD for instruction regarding unpacking, assembly and use
 - Receive equipment (buffer and scrubber)
 - Receive supplies (Store Operations provides the first order)
 - Auto scrubber pads (#9162) – 1 case
 - Neutral Cleaner (#7418) – 2 cases
 - Safe Scrub (#9200) – 2 cases
 - Scrub Brush (#9201) – 1 case
 - Report missing equipment/supplies to your DM.
-

1 Week Until Go Live

- Continue Associate(s) PRACTICE in an existing In-House Floor Care store (local sister store or our store)
 - Ensure job aids are placed in plastic sleeves and posted in Custodial Closet
-

Go Live Week and Beyond

- Closely monitor progression of cleaning tasks (use the job aids to validate progress daily)
 - Evaluate cleaning is to standards each day
-

All Store Repairs Call List

All Store Repairs
call 877-541-5905

★ Facilities after hour calls are answered directly by the vendor. ★
No leaving a voicemail!!

Press 6
for all other issues



Press 1
for temperature issues

Press 5
for all floor care services



Press 2
for schedule changes to lights and overnights

Press 4
for all trash issues



Press 3
for lighting and electrical

Betco Autoscrubber

Inside the Box Checklist



Crewman™ AS20B Autoscrubber Inside the Box Check List

Make sure **ALL** below items are included prior to disposing of any packaging:

1



Autoscrubber



2



Box containing
battery charger



3



Squeegee (wrapped
in bubble wrap)



4



Box containing
pad driver



5



Brush Skirt and band
clamp, located under
recovery tank lid



6



Manual packet
containing manual,
warranty card, and
wall charts





Cleaning Innovations That Matter.

Genie™ B All Purpose Scrubber Operation & Maintenance Instructions

Operation Instructions

1		Fill Machine With Water and Cleaning Detergent
2		Press To Activate All Three Buttons On The Machine
3		Place Brush On The Floor And Center Machine Over Brush
4		Squeeze Trigger On Handle To Lock Brush In Place
5		Use Lever To Lower Squeegee Onto The Floor
6		Squeeze Trigger On Handle To Begin Cleaning
7		Always Clean With The Machine Moving Forward

Shut-Down Instructions

1		Use Lever To Raise Squeegee Off The Floor
2		Turn Off All Buttons On The Control Panel
3		Disconnect Hoses & Remove Recovery Tank
4		Twist To Remove Lid From Recovery Tank
5		Empty Solution Tank And Rinse Tank With Clean Water
6		Lift Brush Off Floor and Squeeze Trigger To Remove Brush
7		Wipe Squeegee Assembly Clean With A Cloth
8		Rinse Brush With Clean Water And Hang To Dry
9		Connect Battery Charger When Not In Use

For Technical Assistance
Call 888-GO BETCO

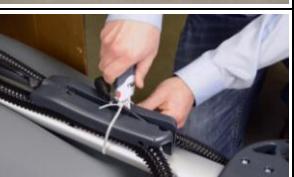
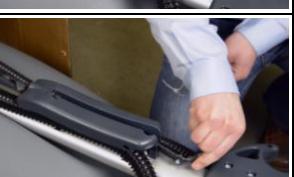


**INNOVATIVE
CLEANING TECHNOLOGIES**

Genie™ B All Purpose Scrubber Installation Guide

Tools Required: Scissors or Razor Knife

Installation Instructions

1		Cut Open End Of Box And Remove Cardboard Insert	10		Release Latches To Battery Compartment At Rear Of Machine
2		Remove Red Tank, Black Lid, and Operator Manual From The Box	11		Tilt Handle Forward To Open The Battery Compartment
3		Gently Lift Handle And Roll Machine Out Of The Box	12		Connect Battery Cable
4		Cut Zip Tie Holding The Squeegee Lift Handle In Place	13		Close Battery Compartment and Reconnect The Latches
5		Move Squeegee Lift Handle To Upright Position	14		Place Solution Tank Back On Top Of The Machine Base
6		Squeeze Lever and Raise Handle To An Upright Position	15		Reconnect The Solution Hose At The Front Of The Machine
7		Remove Packing Material From The Handle	16		Unwrap Recovery Tank And Clip It On To The Handle Tube
8		Disconnect Solution Hose At Front Of Machine	17		Install Lid On Recovery Tank
9		Gently Lift Tank From Base Of The Machine	18		Connect Vacuum Hoses To Recovery Tank Lid

Custodial Closet Set Up Guidelines

Objective

Set-up for the Custodial Closet in an organized manner. This will enable Store Management to accomplish several goals:

- Standardize the Custodial Closet in every store.
- Maintain a clean, consistent and well-organized Custodial Closet
- Eliminate outdated materials

Note: Some variation may be necessary based on total size/layout of the Custodial Closet.

Printing Labels for Custodial Closet Set-up

Use the label maker printer to make labels for all items stored on shelves, inside and outside the locked cage. Include the item/product name and its Bunzl order number for easy reordering.

Follow the plan-o-gram below for the locked cage, see photos for additional detail.

Locked Cage Shelving					
5th/Top Shelf: Light Weight Items					
Item	Wet Mop Heads	Dry Mop Heads	Facial Tissues	DustAll Refills	Auto scrubber pads
Source	DDS - 0923	DDS - 7409	Staples	DDS - 0945	DDS - 9162
4th Shelf: Chemicals					
Item	Foam Soap	GW Glass Cleaner	GW Multipurpose Cleaner	GW Neutral Cleaner	Hand Sanitizer
Source	DDS - 030212-3	DDS - 7417	DDS - 7414	DDS - 7418	DDS - 7741
3rd Shelf: Chemicals					
Item	Baseboard Stripper	Cream Cleaner	Carpet Spot Cleaner	Furniture Polish	Drain Cleaner
Source	DDS - 7400	DDS - 7402	DDS - 7404	DDS - 7410	DDS - 7412
2nd Shelf: Daily Use Items					
Item	Spray Bottles- Filled	Air Freshener Refill	Disinfectant- Deoderizer	Tote: Goggles Putty knife	Spray Bottles- Empty
Source		DDS - 74360	DDS - 7743	DDS - 0929 & 1064	DDS - 9418
1st/Bottom Shelf: Boxed Goods					
Item	Liners - Baby Changing	Toilet Seat Covers	Urinal Blocks	Magic Monkey (Absorbent Spill)	SHARPS mailer (as needed)
Source	DDS - 72313	DDS - 7337	DDS - 0925	DDS - 7413	DDS - 1Q1V4

Custodial Closet Cage Chemicals

Cage should be locked when not in use.

Shelves-

1st, 2nd & 3rd Shelf



4th & 5th Shelf

Chemical Mixing
Wall Chart:
Post in the cage
or near the sink



Custodial Closet Open Shelves

Follow the plan-o-gram and instruction below for the open shelves, hanging and miscellaneous items. See photos for additional detail.

Open Shelves				
5th Shelf				
Item	Wax Sanisac	Vacuum bags (Shop Vac)	Rubber Gloves	Rain Ponchos
Source	DDS - 7361	Hardware Store	DDS - 123013-1	DDS - 2022
4th Shelf				
Item	Large Trash Bags			
Source	DDS - 7342A			
3rd Shelf				
Item	Small Trash Bags	Med. Trash Bags		
Source	DDS - 7340	DDS - 7341		
2nd Shelf				
Item	Toilet Paper			
Source	DDS - 7350			
1st/Bottom Shelf				
Item	Paper Towels			
Source	DDS - 7351A			

Hanging Items & Misc.
SDS Binder and binder rack are hung so as not to obstruct the Eyewash station.
Acrylic Dusters: 2 are hung on the wall on command strips
Chemical mixing sheet is posted in or near the locked cage for easy reference.
Broom/mop handle storage hangers are installed for push brooms,,corn brooms and dry mops . Install 1 storage hanger over the sink so wet mops can drain.
Wet Floor signs are kept together against the wall under the hanging brooms.
Floor Sweeper and Vacuum may be kept at front end (in the cabinet if there is room). Back pack vacuum

Open shelf items are to be labeled with the Bunzl name and order number for easy reorder.

1st & 2nd Shelf



Custodial Closet Open ShelvesOpen Shelves continued- 3rd, 4th & 5th Shelves**Hanging Items**

Wet Mops should be hung over the floor sink or over mop buckets. Mop heads should be raised up so they can dry between use.

Clearly label the wet mop handles,

1. Rest Rooms (RED)
2. Sales Floor (Blue)



Miscellaneous Items

- Keep the caged shelves closed and locked when not being accessed.
- Keep the Eyewash Station free of obstructions.
- Mount the SDS binder rack so it's easy to access.



Additional Guidelines

If necessary (i.e. custodial closet is too small) store excess non-chemical supplies in the Back Room or the Ship to Store area.

Auto Scrubber:

Always charge the Auto scrubber after each use, so it will be ready to use the following day.

Order Auto Scrubber red pads as needed (Bunzl #9162)

Operations
Building Maintenance
Hazardous Waste-
Vendor Cleaning
1/21

Daily cleaning is essential and required with special focus on the restrooms.

- When cleaning restrooms, gloves should always be worn.
- Double bag any material that is in question, prior to disposing it in the trash.
- Syringes must be handled carefully and disposed in the Sharps red hazardous container.

Anything that you truly can't take care of yourself (includes various bodily fluids), should be handled by your external cleaning vendor.

- **Call your vendor (EXL, KBS or USM) and schedule them to take care of the situation.**
 - This should be done only when necessary.



Sanitizer Plus

SANITIZER DISINFECTANT VIRUCIDE DYNA Pour Instructions DYNA Pour Instrucciones



Loosen cap.
(Do not remove)

Afloje la tapa.
(No Quita)

Disinfecting:

After mixing Sanitizer Plus following the instructions above spray and wipe down all surfaces touched by consumers such as doorknobs, counters, glass and entranceway doors using the diluted Sanitizer Plus.

Desinfección

Después de mezclar Sanitizer Plus siguiendo las instrucciones anteriores, rocíe y límpie todas las superficies tocadas por los consumidores, como pomos de puertas, mostradores, vidrio y puertas de entrada con el Sanitizer Plus diluido.

Squeeze Sanitizer Plus bottle gently until the liquid has reached the 1/2 ounce mark for 32oz spray bottle

Apriete el frasco Sanitizer Plus con suavidad hasta que el líquido ha alcanzado la marca de 1/4 onza de 32 oz botella de spray

Remove cap and pour 1/2 -ounce into a trigger spray bottle that has been filled with water

Retire la tapa y vierta 1/2oz en una botella rociadora de activación que ha sido llenado con agua.





In House Cleaning Launch Stores

Congratulation to the five stores listed below for launching the In-house cleaning program.

The program will begin on February 1.

- District 1-#50 Newton, MA
- District 2-#70 Omaha, NE
- District 3-#67 Delafield, WI
- District 4-#61 Hillsboro, OR
- District 5-# 79 Frederick, MD

Hiring:

This position will be funded 21 hours per week for cleaning. Generally, it is 3 hours per day for 7 days. You may need to schedule this Associate a minimum of 4 hours for compliance in your state.

Multiple Associates should be considered for this position so requests for time off and vacations are covered. Any overflow of hours of 3 hours per day should be used for other tasks; backroom, markdowns, etc. Based on needs, consider a combination of early morning hours and closing hours.

- This position should be hired within the starting wage. The Associate is coded as a regular part time Associate.
- This position should be hired prior to the Feb. 1 start of the program.

Training:

It is strongly suggested that the cleaning Associate trains in a local TJ Maxx, Marshalls, Homegoods or Homesense store for one week (21 hours). Make sure the store selected for training is set up with the in-house cleaning program.

Once the training store is determined, partner with the Sister division's DM/SM on the schedule for training the new Associate.

It is very important that the Associate is comfortable and knowledgeable on using the Auto Scrubber.



In House Cleaning Pilot Stores

Equipment:

The floor cleaning Betco auto scrubber will be supplied, as well as the following items:

- Backpack Vacuum & Tools
- Auto Scrubber pads (#9162)- 1 case
- Neutral Cleaner (#7418)- 2 cases
- Safe Scrub (#9200)- 2 cases
- Scrub Brush (# 9201)- 1 case

These items will arrive approximately 1 week prior to starting the program.

All other supplies should already be in store. Refer to supply list to ensure all items have been ordered via DDS that may not be in store.

Quarterly Cleaning (Contractor):

All stores will receive a quarterly overnight service. This includes floor cleaning, high dusting deep restroom sanitizing etc.

It will be scheduled through the Home office.

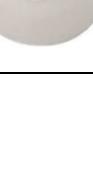
**Supply List
For Cleaning Tasks**

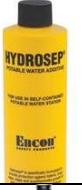
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Bucket with Ringer	0924	
Magic Monkey (absorbent)	7413	
Corn Broom	0931	
Backpack Vacuum	2070	
Wand Extension for Backpack Vacuum	2070A	
Micro-Filter Bags for Backpack Vac	2070B	
Upright Vacuum	2043A	

Carpet Spotter	7404	
Elements Cleaner (blue)	7417	
Elements Sprayer (empty)	9418	
Scrubber (glass)	7422	
Squeegee	7421	
Bucket	7424	
Can Liners	7340	
Can Liners	7341	
Can Liners	7342	
Goggles	1064	
Latex Gloves	31S-418	

Rubber Gloves	123013-1	
One Restroom Cleaner (orange)	7414	
One Sprayer (empty bottle)	9412	
Brush	0930	
Air Freshener Holder	74359	
Air Freshener Canister	74360	
Safe Scrub	9200	
Scrub Brush	9201	
Toilet Paper	7350	

Paper Towel	7351A	
Gojo Soap	030212-3	
Wax Bags	7361	
Toilet Seat Covers 7337	7337	
Urinal Cakes	0925	
Baby Changing Liners	72313-2	
Putty Knife	0929	
Econ Eyewash Solution	0148	
Dust Pan Plastic	0928	

Microfiber Cleaning Cloth	7099	
Disinfecting Wipes	33701/33702	
Sanitizer Plus	SANPLUS6	
Empty Spray Bottles	9418	
Hand Sanitizer- TJX 16.9 OZ-12	7745	No photo available
First Aid Kit (new stores)	31S-401	

TJX[®] STORES: ASSOCIATE GIFT REPORTING PROCEDURE

OVERVIEW

The Internal Revenue Service requires that all gifts/awards of monetary value awarded to Associates be included as compensation to the Associate and reported in that Associate's gross earnings.

When an Associate receives a gift award from the company, the company will pay any additional tax for the Associate (in the form of a "gross up" to their earnings), resulting from the awarded gift.

DETAILS

Monetary Value

Gifts and awards of monetary value include but are not limited to SVC's, movie tickets, restaurant gift cards, other gift cards, etc. The IRS does not require TJX to report the value of small physical gifts such as flowers, holiday turkey, etc. Check with your HRBP for further clarification.

Items that must be reported include (but are not limited to):

- / Service Awards
- / Associate of the Month awards
- / Raffle prizes
- / Performance or production prizes
- / Safety program incentives

Categories of gift types

- / Gift Cards/Gift Certificates of any type, including (but not limited to):
 - o Restaurant, Supermarket, Store gift cards, including TJX-branded gift cards
 - o Cafeteria gift cards
 - o Turkey certificates
 - o Tickets to events (concert, theater, sporting, etc.)
- / For non-monetary items only report the value
 - o Electronics
 - o Gift Baskets
 - o Perishable Items
 - o Clothing/sports gear

Monthly Reporting to Payroll

Each month, the Department or functional area that issues the gift award must report certain gift award information in an Excel spreadsheet called Sierra Gift Award Worksheet, available on the Summit under Retail Surveys. The spreadsheet must include the following information:

- / Associate's 9-digit AIN
- / Net dollar value of the gift

IMPORTANT SPREADSHEET REMINDERS

- / Data is entered on a single spreadsheet, using a single tab
- / Do not split the spreadsheet by month or type of gift awarded
- / Do not add to past worksheets, to avoid duplicating an Associate's earnings
- / Use only numbers. Do not use/add symbols, dollar signs, spaces or punctuation
- / **Column A: AIN (starts with 99xxxxxxxx – nine digits only)**
 - o Do NOT use the Assignment number that may contain dash values 991234567-2
- / **Column B: Amount = Net Dollar Value**





PRESENTED TO: _____

PRESENTED BY: _____

FOR: _____

S.O.A.R.

SIERRA OUTSTANDING ASSOCIATE RECOGNITION



STHRO01



Sierra Outstanding Associate Recognition- Guidelines

S.O.A.R

Objective

- The S.O.A.R. Program is an Associate recognition program that stands for Sierra Outstanding Associate Recognition. The S.O.A.R. Program recognizes Associates for positive behaviors that support a highly satisfied internal and external customer experience, along with representing and/or demonstrating exceptional contributions.

Recognition

- S.O.A.R. cards are awarded to Associates in the moment by Store Management, Coordinators, DMs and other members of the Store Operations Team based upon the pillars of People, Results, Teamwork, Fun and Integrity. All Store Associates, including Management are eligible to receive a S.O.A.R. card.
- On the front of the card, the issuer should write the recipient's name, the issuer's name and a brief description of why the recipient received the S.O.A.R. card. Upon delivery, the recipient should place their card on the S.O.A.R. Board.
- Below are some examples of behaviors, actions, and contributions that could be awarded with a recognition card, but this list is only a guide and other behaviors, actions or contributions can be rewarded with a S.O.A.R card.

It is critical that all store leaders execute the program fairly and consistently.

Recognition Pillars	Behavior examples
People	<ul style="list-style-type: none">Smiles, Greets, Engages, and Thanks customers on a consistent basisReceives positive customer commentsResponds quickly to customer needs and exudes a presence on the sales floorIs consistently approachable and friendlyPuts customers before tasksConsistently supports the front end and dressing room with customer service, cleanliness, go backs, etc.

Results	<ul style="list-style-type: none"> • Consistently replenishes features and takes the initiative to flex an area as needed • Consistently follows SOPs • Consistently drives UPT, UPH, and CPH • Energized by hard work and challenging situations
Teamwork	<ul style="list-style-type: none"> • Has a knowledge of merchandise and where it is located in the store to help the customer and other team members • Takes the initiative to recover an area. Consistently sizes, categorizes, and maintains exceptional presentation standards within a department to enhance the customer experience and drive sales • Is sensitive to the needs and wants of both internal and external customer • Consistently and accurately assists in training and mentoring new Associates
Fun	<ul style="list-style-type: none"> • Takes pride in their job and has a positive attitude regardless of the task they are assigned • Sets a positive example for others • Helps to foster an exciting store environment • Actively engages and participates with in-store initiatives
Integrity	<ul style="list-style-type: none"> • Knows and understands theft alert signals and immediately partners with Store Management • Being honest and authentic • Able to demonstrate the purpose of the Associate Dishonesty Tip-line • Models Company policy, guidelines, values and cultural factors

Prizes

- To maintain consistency among all stores, the monthly drawing will be the last Friday of each fiscal month. The monthly recognition cards will be removed from the S.O.A.R. Board and placed in a box. Management will draw awarded recognition cards for each of the specific prizes during a team huddle.
- Prizes will consist of one \$20 quint TJX gift card and between one and three \$10 quint TJX gift cards depending on sales volume of the store
- Gift cards are purchased by Management using Petty Cash utilizing the Associate Motivation code
- The number of gift cards awarded depends on the sales volume of each store

Cards Drawn Per Month		
Sales Volume	# of Cards	Prizes
< 3M	2	(1) \$20, (1) \$10
3M – 7.9M	3	(1) \$20, (2) \$10
8M+	4	(1) \$20, (3) \$10

Reporting

- Management is not eligible to participate in the monthly drawings
- Associates are only eligible to win one time per month
- Once all drawings are completed, the remaining S.O.A.R cards are discarded in the secure disposal bin and the process starts again for the next month
- Store Management will post the monthly winners on winners' template which will then be posted on the S.O.A.R Board
- Stores will report monthly winners to their District Administrative Assistants
 - Stores must include the Associate's AIN and the value of the gift

Ordering

- Ensure you always have a supply of S.O.A.R cards to hand out to Associates
- When you are running low, order them from Bunzl

Setup

- Store will have the option to use a 4x6 board or a 2x3 board depending on the amount of space available in their lounges
(See examples below)



Example of a 4x6 Board



Example of a 2x3 Board



PRESENTED TO: _____

PRESENTED BY: _____

FOR: _____



PRESENTED TO: _____

PRESENTED BY: _____

FOR: _____



PRESENTED TO: _____

PRESENTED BY: _____

FOR: _____



PRESENTED TO: _____

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PRESENTED TO: _____

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PRESENTED TO: _____

PRESENTED BY: _____

FOR: _____



PRESENTED TO: _____

PRESENTED BY: _____

FOR: _____



PRESENTED TO: _____

PRESENTED BY: _____

FOR: _____



1.12 IT Service Desk Tickets and Escalation

Entering an IT Service Desk Ticket

1-888-444-4848 (#003)

- Service Desk.
 - All tickets will be assigned an INC number that number should be recorded by the team member and shared with the leadership team.
 - If this issue is POS or Receiving related, request escalation to “STP/OMS Support Team.”
 - If a ticket requires follow up; a ticket is not resolved in a timely manner or the incident or issue becomes larger than originally stated, follow the procedure below.
 - Call the Service Desk and select option 5, then option 1 for “Ticket Inquiry”
 - If further action is needed the ticket (INC#) along with a short description should be communicated to your DM
- Ticket Resolution Time Examples:
 - This chart is a guide, some issues or tickets may take longer.

Severity Level	Examples	Response/Resolution Time
Priority 1 (Critical)	OMS/Debit/Credit/SVC Offline. All registers unable to process transactions or severely impacted	Response/Update: 4 hours Resolution: 1 day
Priority 2 (High)	Unable to complete markdowns. 50% of the registers are unable to process transactions or severely impacted. Phone system is down. All back office systems down.	Response/Update: 12 hours Resolution: 2 days
Priority 3 (Medium)	25% of the registers are unable to process transactions or severely impacted. Multiple markdown units down. Single back office system is down.	Response/Update: 1.5 days Resolution: 3 days
Priority 4 (Low)	Single register or markdown unit are down. Call forward system issues. 2-way radio issues.	Response/Update: 2.5 days Resolution: 5 days

Store Down Procedures

- If your store is experiencing an issue in which you are unable to process sales on at least 50% of registers or an issue that is effecting customer experience at all of the registers, immediately call the Service Desk and choose Option 1 for the Down Store Line.
- Once an INC number is received, email/call your DM and communicate all pertinent information.
- All POS issues should be submitted through a phone call, do not use the Service Now Self-Service option.

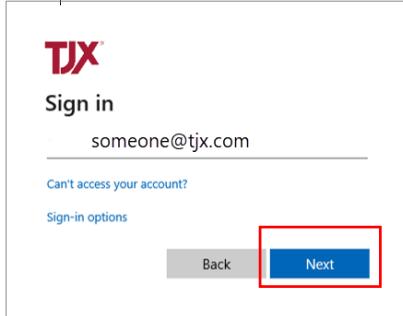
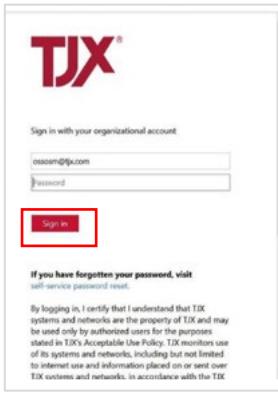
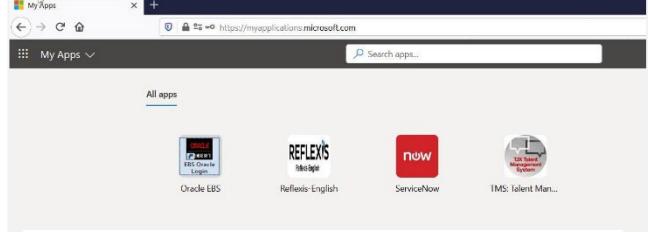
Note: Any team member may call in a service ticket to the IT



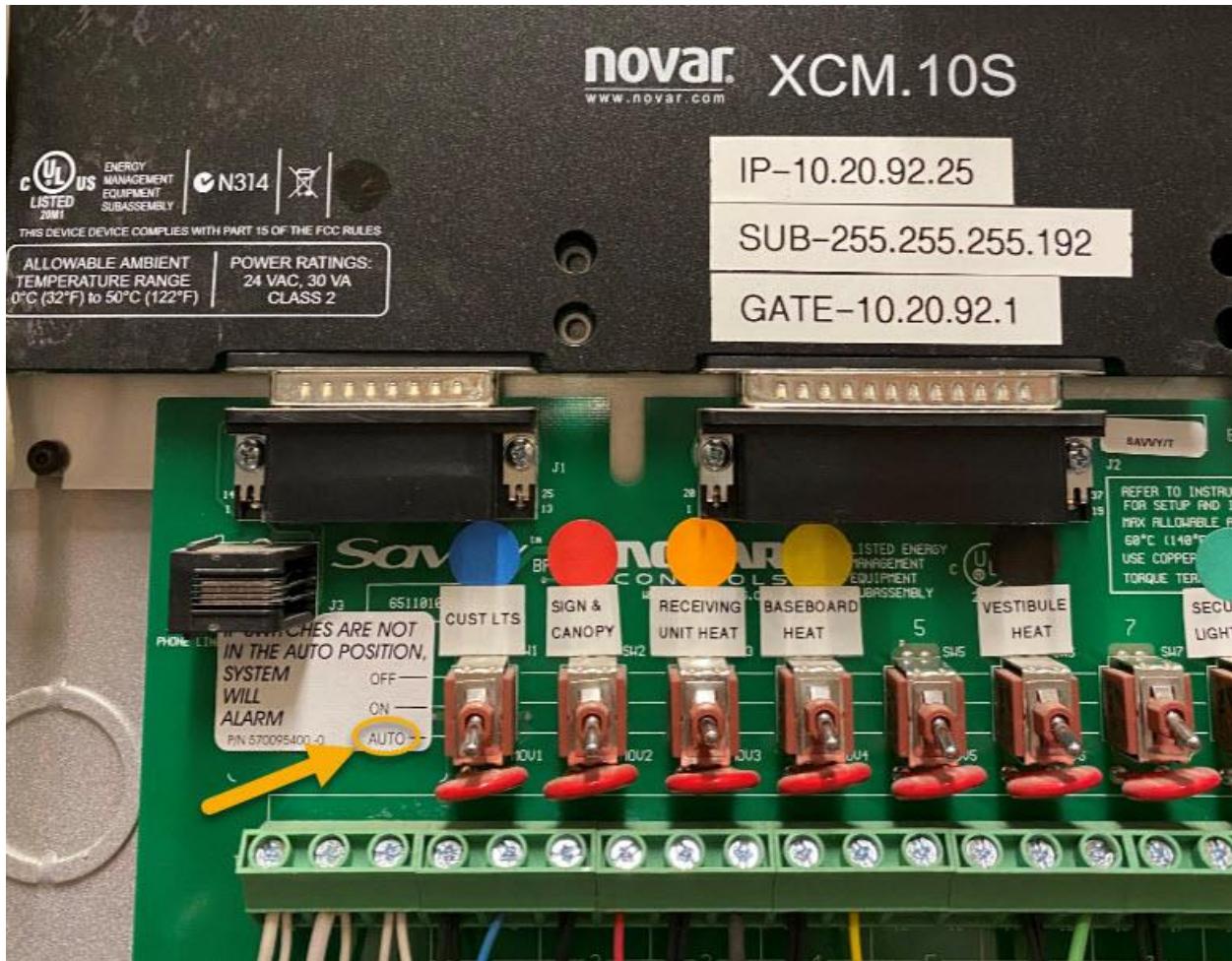
ACCESSING MY APPS- STORE MANAGER

OVERVIEW

This job aid describes how Managers access the My Apps portal

Step	Action	Example
1	<p>Using a computer, go to https://myapplications.microsoft.com</p> <p>If you are using a TJX computer, click on the My Apps shortcut from the desktop.</p>	
2	<p>At the Sign in screen, enter your TJX User ID, then click Next.</p> <p>Note: This is the same User ID you use to access Outlook.</p> <p>Your User ID format is: UserID@tjx.com (Ex: you11111@tjx.com)</p>	
3	<p>At the TJX sign in screen, enter your TJX User ID again and your password.</p> <p>Click Sign In.</p>	
4	<p>The My Apps page displays*</p> <p>Select an app to get started!</p>	 <p>*The available apps may change</p>

The lighting system in your store should already have all switches set to "Auto". If for some reason a switch is not already set to "Auto", please do so. See the image below for reference.



NOVAR LCD PANEL JOB AID

Lighting Overrides & Store Temperature Adjustments

The **Novar LCD Panel** provides important system information and easy access to:

- Override interior/exterior lighting and heating, ventilation, air conditioning (HVAC) for 2 hours
- Adjust temperature down by 2 degrees
- Roof Top Unit (RTU) operation
- Overnight operations for 10 hours

For any questions concerning the use of the LCD Panel or any Temperature/Lighting general service requests, contact **TJXEnergyMgmt_Dept@tjx.com** or call **877-541-5905, Option 1.**

Operation

To navigate the panel, press the appropriate **icon** on the **Home Screen** and then scroll to the desired line item using the **green arrows**.

Home Screen



The 3 **green** icons - **OVERNIGHT**, **2 HR TIMER** and **STORE TEMP** will be used by the store management team. The other 5 icons are for troubleshooting and system setup.

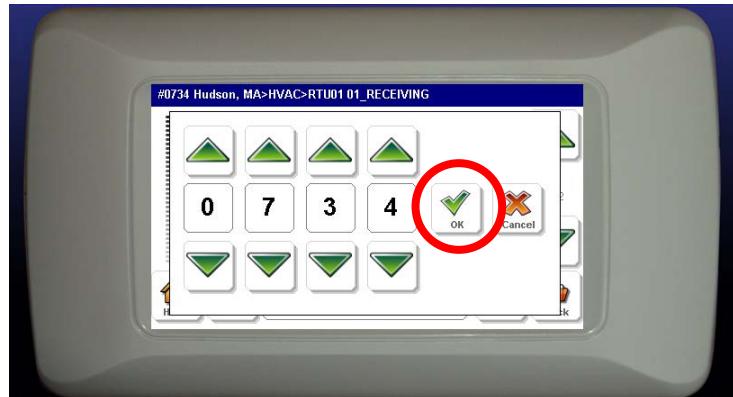


Press the **Home icon** located at the bottom left of the panel to return to the **Home Screen** at any time.

Password Setup

The Setpoint Adjustment and the Overnight function are password protected.

1. Enter the 4 digit store number as the password. Stores with less than 4 digits such as Store 5, enter 0005.
2. Press **OK** icon. Passwords time out after 60 seconds of inactivity and must be re-entered.

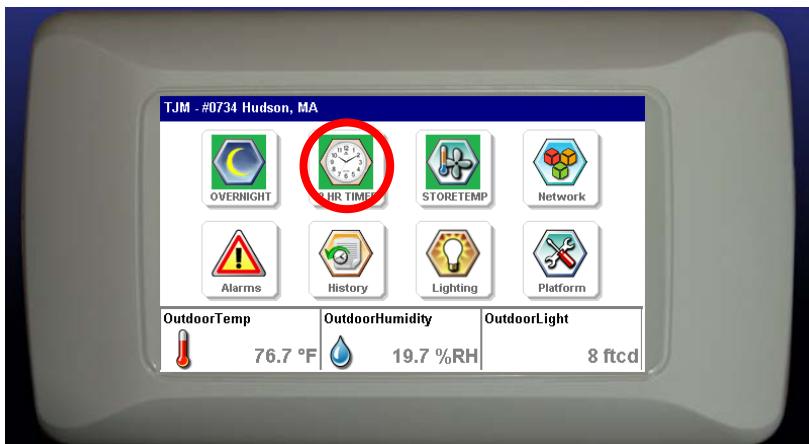


NOVAR LCD PANEL JOB AID

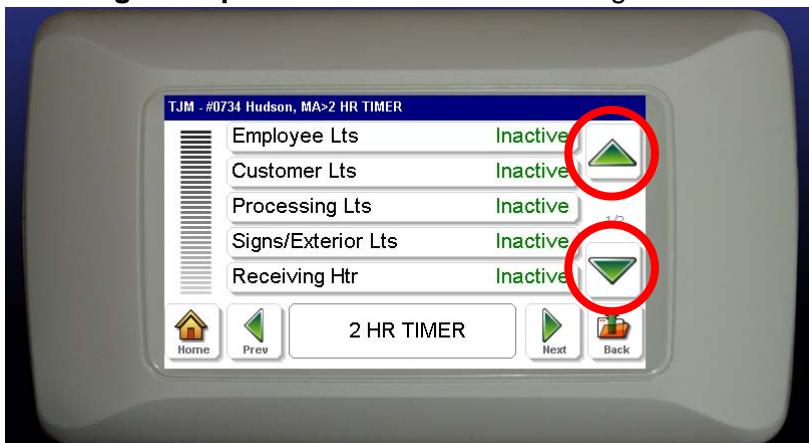
2 HR TIMER

Override interior/exterior lights and store temperature for 2 hours.

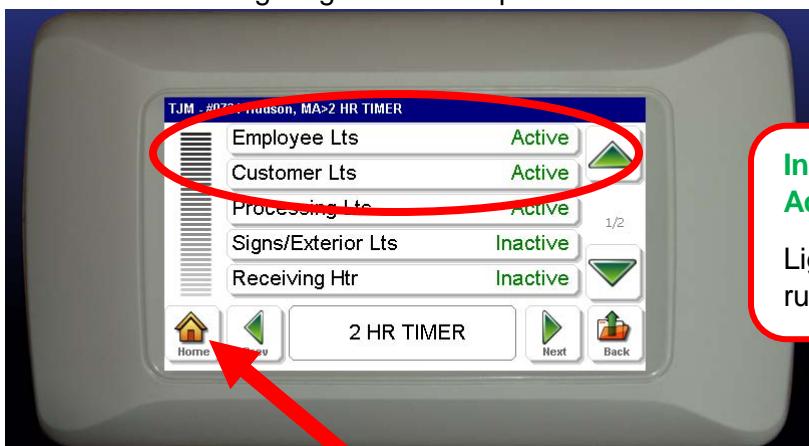
1. Press the **2 HR TIMER** icon.



2. Use the green up/down arrows to scroll through the list.



3. Press the desired lighting or store temperature to make it **Active**.



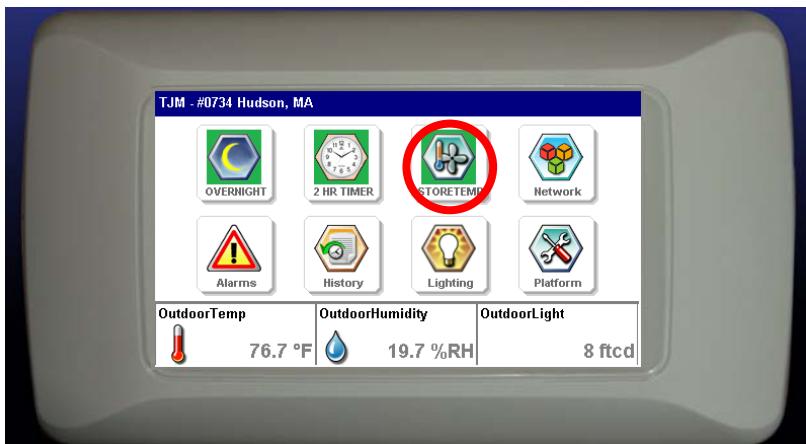
4. When finished, press the **Home** icon to return to the **Home Screen**.

NOVAR LCD PANEL JOB AID

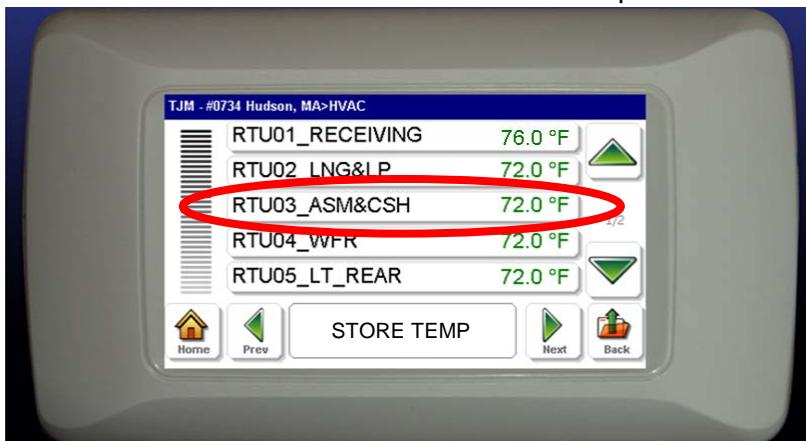
STORE TEMP

Check the temperature in each area of the store.

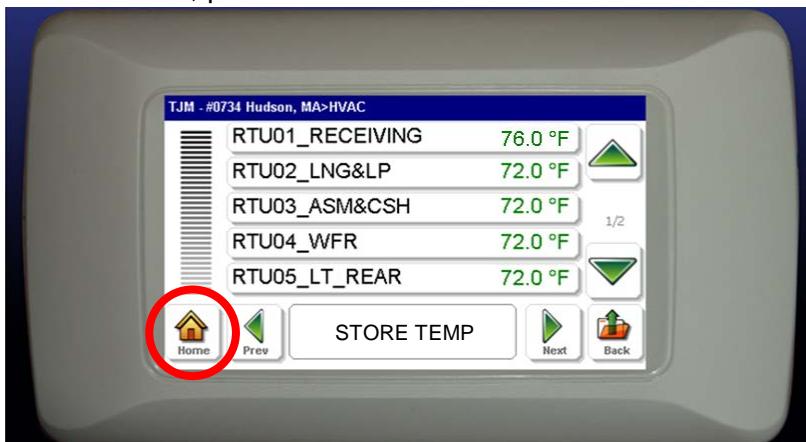
1. Press the **STORE TEMP** icon to access the RTU menu.



2. Select the **RTU** to obtain the current area's temperature.



3. When finished, press the **Home** icon to return to the **Home Screen**.

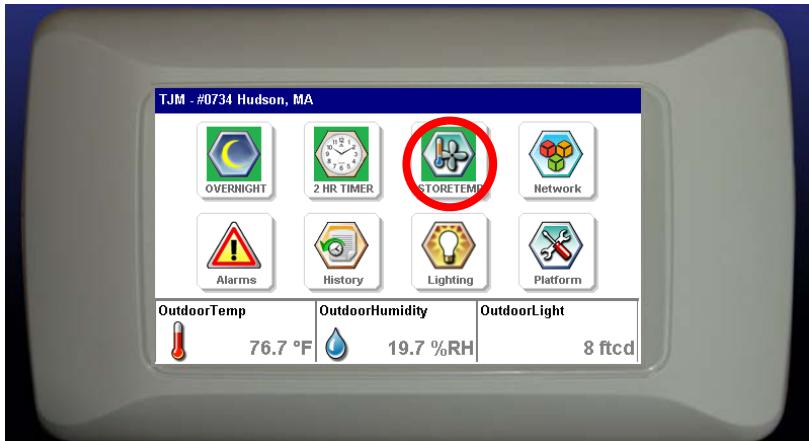


NOVAR LCD PANEL JOB AID

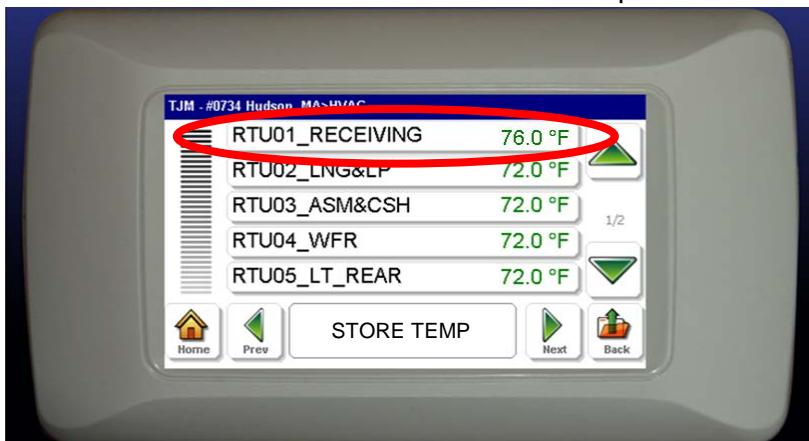
Setpoint Adjustment

Adjust the temperature down 1 or 2 degrees (per RTU).

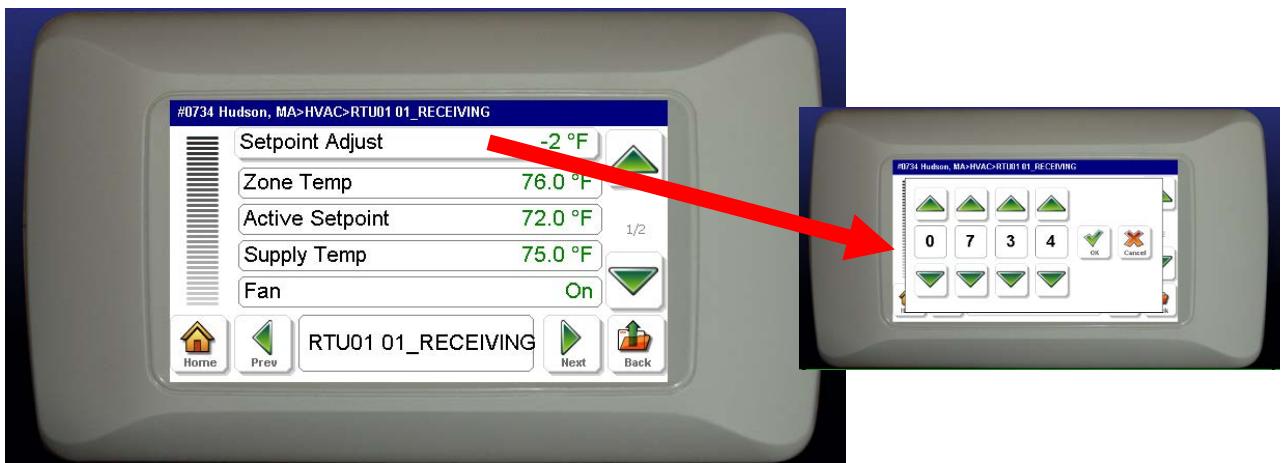
1. Press the **STORE TEMP** icon to access the RTU menu.



2. Select the **RTU** to obtain the current area's temperature.

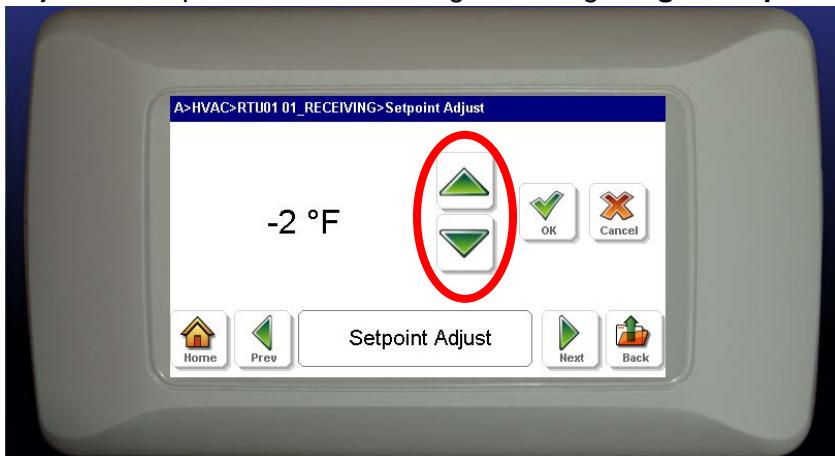


3. Press the **Setpoint Adjust** tab. This function is password protected. Enter the 4 digit store number.

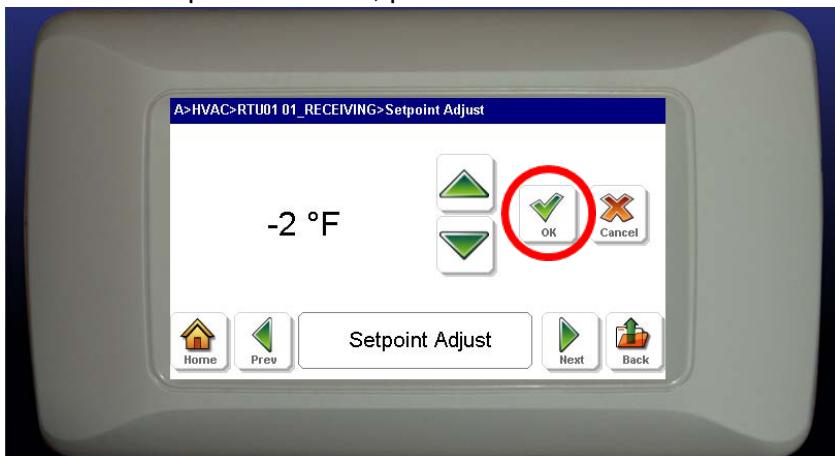


NOVAR LCD PANEL JOB AID

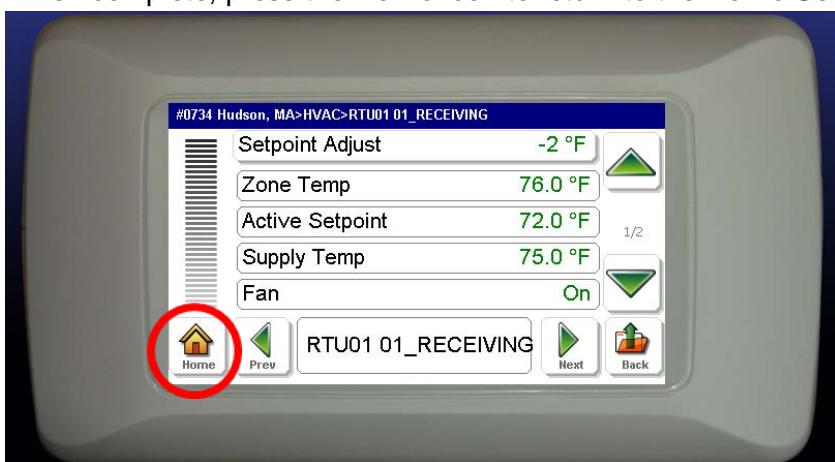
4. Adjust the setpoint down 1 or 2 degrees using the **green up/down arrows**.



5. When the temperature is set, press the **OK** icon.



6. When complete, press the **Home** icon to return to the **Home Screen**.

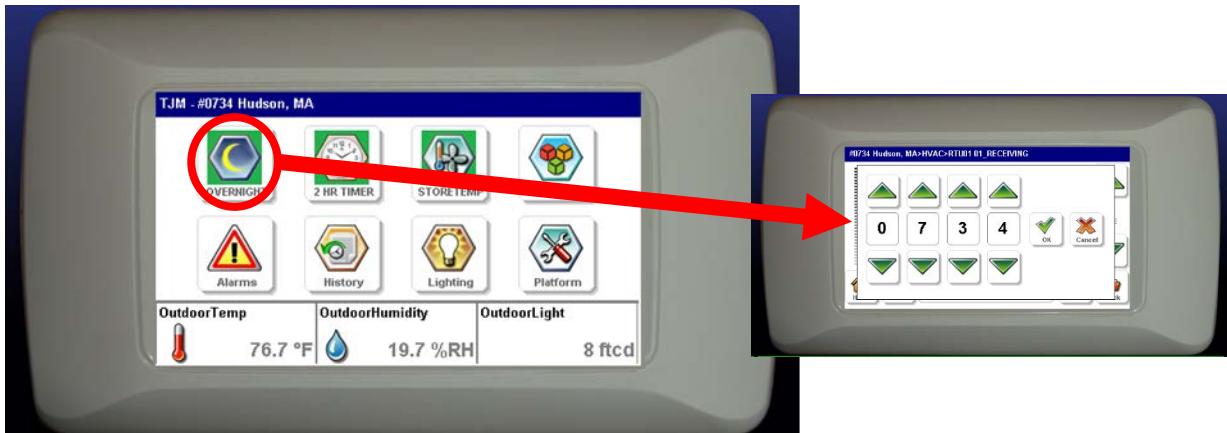


NOVAR LCD PANEL JOB AID

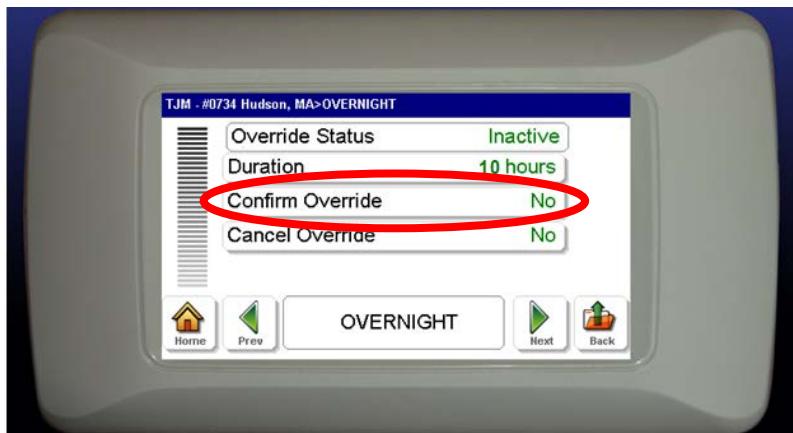
OVERNIGHT

Choose a 10 hour override for lighting and store temperature (HVAC) operations for projects performed in the store after hours such as a floor care service.

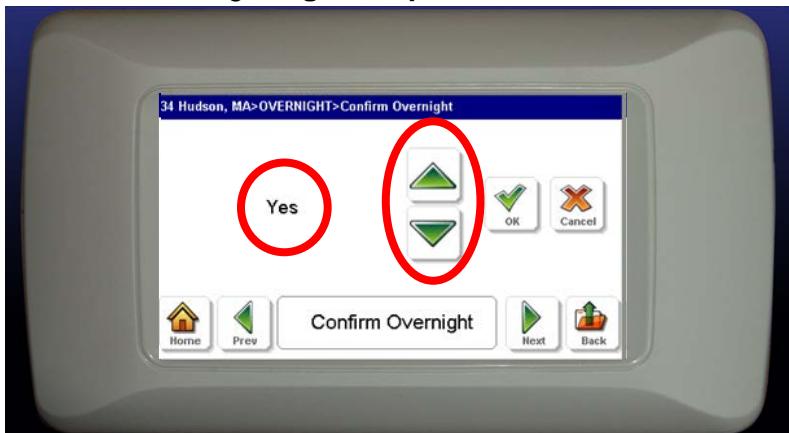
1. Press the **Overnight** icon. This function is password protected. Enter the 4 digit store number.



2. Press **Confirm Override**.

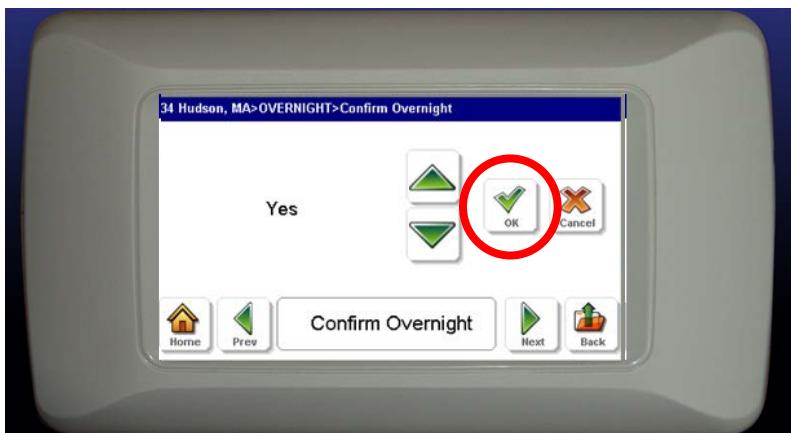


3. Choose **Yes** using the **green up/down arrows**.

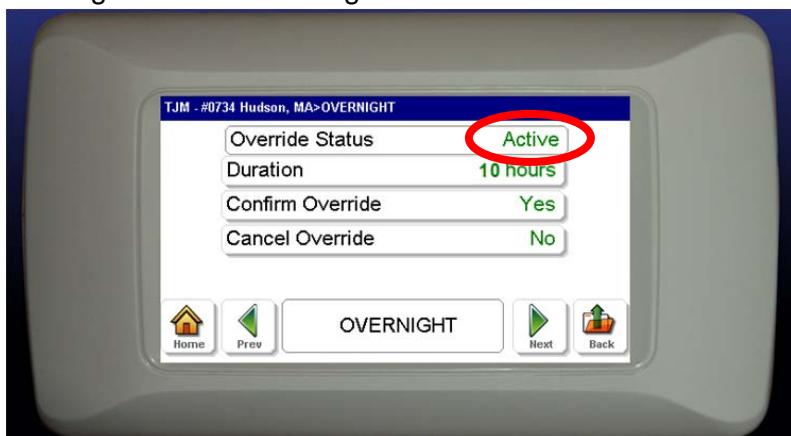


NOVAR LCD PANEL JOB AID

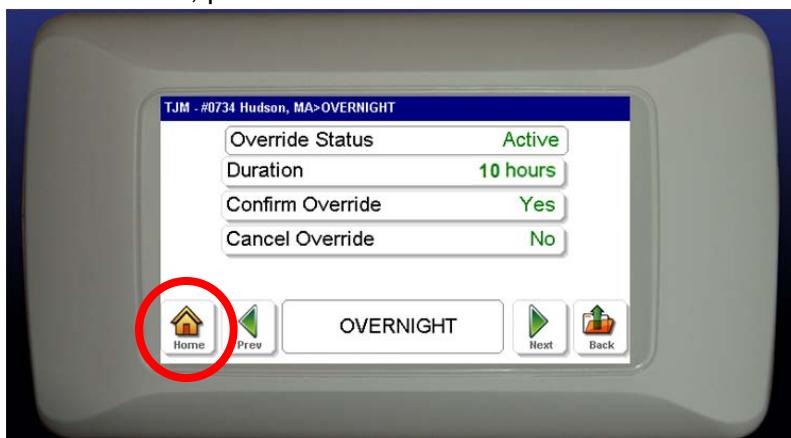
4. Press the **OK** icon.



5. Overnight Status will change to **Active**.



6. When finished, press the **Home** icon to return to the **Home Screen**.





SOP – IT Security Access Code

MAINTAINING INFORMATION SECURITY

Maintaining the safety and security of our people, information and systems is of the utmost importance. Each day, we access company systems and utilize in-store technologies to run our business and support our customers. On occasion, vendor technicians and/or TJX Information Technology (IT) representatives may seek to access these systems and hardware to complete audits, provide troubleshooting and/ or make changes. Such systems and hardware include (but are not limited to):

- Registers, Pin-Pads, Front-End Equipment and OMS (Sierra only)
- Markdown Equipment (Scanners, Printers, etc.)
- Network Equipment (Access Points, Switches, Modems, etc.)
- Back Office Computers, Software, and Printers
- All Server Room Equipment

IT Security Access Code Policy Process

In addition to completing the IT Systems Visitor Sign-In log, all vendor and TJX onsite technicians & IT representatives are required to:

- Provide the Manager on Duty (MOD) with the correct Security Access Code before being granted access to any store systems, equipment, or sensitive information.

The Security Access Code is a store-specific, time-bound numeric code that is securely assigned to anyone working on behalf of TJX Global IT. All TJX stores are assigned a unique Security Access Code, which changes (rotates) at the beginning of each calendar month.

If not immediately provided, store management must ask for the Security Access Code. If the Security Access Code cannot be provided or the code is incorrect, do not allow access.

The IT Security Access Code is required when:

- A vendor or TJX technician visits to work on store systems or equipment.
- The Helpdesk calls to ask questions about a store system incident or asks you to access and/or test a system.
- Any vendor asks to access the store Server Room or Cash Office.
- A vendor visits to perform an audit or inspection that involves your store's systems equipment.



SOP – IT Security Access Code

Verify Access to Front-End Equipment

If a technician is visiting your store to repair or replace a register Pin Pad or its related wiring:

- The verifying MOD must notify all other members of management and all cashiers that the technician will be working at the front-end and repairing/replacing the Pin-Pad

Any associate who sees someone touching or tampering with a Pin-Pad and was not informed of a technician visit should immediately communicate their observations with the MOD.

Non-Systems Related Repair Visits

Do NOT ask for the Security Access Code from any vendor or TJX representative who is visiting or calling the store to perform non-systems related work. Such visitors include (but are not limited to):

- Facilities vendors dispatched to repair a known store issue (i.e., electrical, heating/AC, plumbing, painting, roofing, vending services, etc.)
- For these non-systems related repair visits, you must ask to see the repair technician's "Work Order."
- Any badged TJX associate performing business on behalf of the company (i.e., District/Market/Region field leadership, Home Office business partners, Buying & Planning, Loss Prevention, Human Resources, etc.)

View Your Security Access Code

STEP	ACTION	INFORMATION		
1.	<p>To view your Security Access Code</p> <ul style="list-style-type: none"> Log onto ServiceNow, either through My Applications or the link available on homepage of The Summit (Sierra only) From the top navigation menu, click View My Security Codes Security Access Codes for both the previous and current month will be available. Depending on when they are dispatched, a technician/representative is allowed to provide the previous month's code instead of the current month's code. (i.e., A technician may have been dispatched on the last day of the current month but does not arrive on-site until the first day of the following month) 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 10px;"> Always Ask for the Security Access Code when: <ul style="list-style-type: none"> A vendor or TJX technician visits to work on store systems or equipment. Any vendor asks to access the store Server Room or Cash Office The Helpdesk calls to ask questions about a store systems incident or asks you to access/test a store system </td> <td style="padding: 10px;"> Do NOT ask for the Security Access Code when: <ul style="list-style-type: none"> A facilities vendor visits to repair a known store issue. (electrical, heating, AC, roofing, vending services, etc.) Any TJX-badged visitor is visiting the store for business purposes (home office associates, merchants, LP, HR, etc.) </td> </tr> </table>	Always Ask for the Security Access Code when: <ul style="list-style-type: none"> A vendor or TJX technician visits to work on store systems or equipment. Any vendor asks to access the store Server Room or Cash Office The Helpdesk calls to ask questions about a store systems incident or asks you to access/test a store system 	Do NOT ask for the Security Access Code when: <ul style="list-style-type: none"> A facilities vendor visits to repair a known store issue. (electrical, heating, AC, roofing, vending services, etc.) Any TJX-badged visitor is visiting the store for business purposes (home office associates, merchants, LP, HR, etc.)
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SOP – IT Visitor Sign-In Log

MAINTAINING INFORMATION SECURITY

Maintaining the safety and security of our people, information and systems is of the utmost importance. Each day, we access company systems and utilize in-store technologies to run our business and support our customers. On occasion, vendor technicians and/or TJX Information Technology (IT) representatives may seek to access these systems and hardware to complete audits, provide troubleshooting and/ or make changes. Such systems and hardware include (but are not limited to):

- Registers, Pin-Pads, Front-End Equipment, and OMS (Sierra only)
- Markdown Equipment (Scanners, Printers, etc.)
- Network Equipment (Access Points, Switches, Modems, etc.)
- Back Office Computers, Software, and Printers
- All Server Room Equipment

IT Systems Visitor Sign-In Log Policy Process

In addition to confirming the IT Security Access Code, all vendor and TJX onsite technicians & IT representatives are required to:

- Complete the IT Systems Visitor Sign-In log to record the visit

The IT Systems Visitor Sign-In log is a physical log that the store must fill out for all IT representatives that are visiting the store. The log must be kept in a sheet protector and in the same location as the pin pad tester (HGHS will maintain log in Change Fund Drawer). It must also be kept for a rolling 90 days.

In the “Reason for Visit” column of the log, visiting representatives are required to fill in either the Service Desk Incident number for the visit or project communication from Store Operations that details the reason for their visit.

If not immediately prompted, store management must facilitate the IT Systems Visitor Sign-In log's completion. If the individual will not complete the sign-in log or enters incorrect information, do not allow access.

The IT Systems Visitor Sign-In is required when:

- A vendor or TJX technician visits to work on store systems or equipment.
- Any vendor asking to access the store Server Room, Cash Office, or other offices/rooms containing store systems or equipment.
- A vendor visits to perform an audit or inspection that involves your store's systems equipment.



SOP – IT Visitor Sign-In Log

Verify Access to Front-End Equipment

If a technician is visiting your store to repair or replace a register, Pin Pad, or its related wiring:

- The verifying MOD must notify all other members of management and all cashiers that the technician will be working at the front-end and repairing/replacing the Pin-Pad or register

Any Associate who sees someone touching or tampering with a Pin-Pad/Register and was not informed of a technician visit should immediately communicate their observations with the MOD.

Non-Systems Related Repair Visits

Do NOT request them to fill out the IT Systems Visitor log from any vendor or TJX representative who is visiting or calling the store to perform non-systems related work. Such visitors include (but are not limited to):

- Facilities vendors dispatched to repair a known store issue (i.e., electrical, heating/AC, plumbing, painting, roofing, vending services, etc.)
 - For these non-systems related repair visits, you must ask to see the repair technician's "Work Order."
 - Any badged TJX Associate performing business on behalf of the company (i.e., District/Market/Region field leadership, Home Office business partners, Buying & Planning, Loss Prevention, Human Resources, etc.)

Sample of IT Systems Visitor Sign-In Log



IT Systems Visitor Sign-In Log – Stores Level

I hereby agree to abide by all of the rules and regulations as established by TJX US regarding IT Systems visits. Prior to entering the Store premises, I will have an active security code (either previous month or current month code) to provide to a Member of Management or Key Holder. This security code acts as authorization to be allowed to access IT Systems that I requested to work with.

Visitor Responsibilities

An IT Systems Visitor is classified to be a Non-Associate of TJX US or any TJX US Associate which is not based out of this location. This could be an Associate from another location, a vendor, technician, or contractor performing IT System work or may have access to company or customer sensitive information for this site.

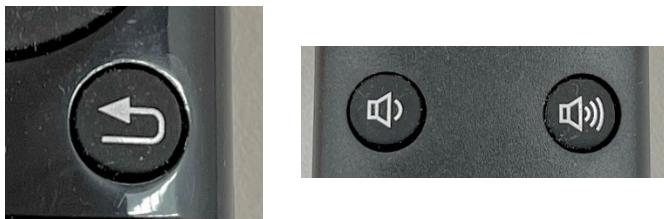
- Upon arrival, all IT Systems visitors are required to provide to a Member of Management or Key Holder, the TJX store specific monthly security code for either the current month or previous month
 - All IT Systems visitors must sign-in/out in the IT Systems Visitor Sign-In Log upon arrival and departure.
 - As required, IT Systems Visitors must be escorted by a TJX US Associate unless otherwise authorized.
 - All IT Systems Visitors must remain in designated areas, unless otherwise authorized.
 - Every IT Systems Visitors **MUST** sign the 'IT Systems Visitor Sign-In Log' confirming they have read and understand the 'Visitor Responsibilities'.
 - IT Systems Visitor's Log is to be retained for no less than a rolling **90 DAYS** within a page protector. IT Systems Visitor's Log shall be maintained with the Anti-Skimmer Tool (AST) at your store's location (except for HGHS who will maintain their log in the Change Fund drawer).

Mood Media is a digital communication method used to deliver store-facing multimedia content, such as training, announcements, and messages from the Home Office.

Mood Media content is broadcast through a Mood Player. Each store lounge is equipped with a Flat-Panell TV, Mobile TV Cart, Mood Player box and Mood Remote.

Follow the steps below to access, browse and view content on the Mood Player.

Mood Media Instructions – Associate Access

STEP	ACTION	EXAMPLE
1.	<p>Remote Use</p> <p>a. If Mood Player is not powered on, press the red power button on the Mood Remote.</p> <p>b. Using the Mood Remote, point directly at the Mood Player/TV and press the 'OK' button.</p>	
2.	<p>Menu Navigation & Content Selection</p> <p>a. Use the left/right arrows on the remote to select a folder from the Video-On-Demand (VOD) menu.</p> <p>b. Press the 'OK' button to open the folder and select the content.</p>	
3.	<p>Playback & Volume</p> <p>a. Press the 'OK' button to stop and resume a video.</p> <p>a. Press the 'back' button to close a video and/or return to the video folder and main menu.</p> <p>b. Press the volume up and down buttons to adjust the volume.</p>	

Mood Media Instructions – Manager Access

STEP	ACTION	EXAMPLE
1.	<p>Turning On the TV/Player</p> <p>a. If the TV is not powered on, press the red power button on the <u>TV remote</u>.</p> <p>b. Ensure that the TV source matches the Mood Player input (HDMI 1 or 2). Press the 'source' button on the TV remote to select the correct source, if needed.</p> <p>b. Ensure the Mood Player is powered on and connected to the network via the network cable. The power and network icons on the front of the box should be illuminated green.</p>	 
2.	<p>Mobility & Network Connection</p> <p>a. The TV cart can be used anywhere in the store where there's power. However, the cart must be returned to the Associate Lounge each night.</p> <p>b. Before closing, ensure that the Mood Player is powered on and the network cable is plugged into the network wall connection</p>	
TIPS	<ul style="list-style-type: none"> The TV Remote powers the TV and supports source selection and volume control; the Mood Media remote (connected by USB) powers the Mood Player and supports content navigation and player volume control. Both remotes should be always kept on the TV cart. The Mood Player does not need to be connected to the network when being used outside of the Associate Lounge. The TV and Mood Player should always remain powered on and connected to the network when stationed in the Associate Lounge. Some stores may have a standalone DVD Player connected to the TV. If so, be sure to return the TV back to the Mood Player 'source' when not using the DVD Player. No other media sources (USB drives, adapters, smartphones) should be plugged into the TV or Mood Player, unless otherwise instructed by Home Office. For technical issues with Mood Media or any TV hardware, please contact the TJX Helpdesk. 	

PURPOSE

This SOP provide the necessary information and detailed instructions on OMS crash standards, troubleshooting, and error messages.

OMS Error Messages

STEP	ACTION	PROCESS
1.	<p>Reporting Error Messages If you receive an error message in OMS, please report it using this process.</p> <p>NOTE Errors/inability to receive GID-CID messages in the Retail Transfer Receiving screen follow this process.</p>	<ol style="list-style-type: none"> 1. The store should take a picture or screenshot of the error. <ol style="list-style-type: none"> a. The screenshot should include the following: <ol style="list-style-type: none"> i. Current date/time ii. Complete view of the screen/monitor. The error message must be displayed in its entirety. 2. If the error occurred during a transaction or return, please record that transaction number for the ticket. 3. The store should create a Service Desk ticket by following the “IT Service Desk Tickets & Escalation” SOP.

OMS Crashes

STEP	ACTION	PROCESS
1.	<p>Reporting Crashes If OMS crashes, please report it using this process.</p>	<ol style="list-style-type: none"> 1. If the crashes impact the store's ability to transact, follow the emergency procedures documented in the Store Down Procedure section of the “IT Service Desk Tickets & Escalation” SOP. 2. If the crashes are consistent but infrequent, please create a Service Desk ticket with the following information: <ol style="list-style-type: none"> a. <i>Are the crashes occurring randomly or when a specific action is taking place?</i> If it is from a specific action, please include that detail in the ticket. b. What screen are the crashes taking place on?

OMS Retail Transfer Receiving Errors

STEP	ACTION	PROCESS
1.	<p>RTR Errors</p> <p>If you receive any of these errors when receiving GIDs/CIDs in OMS.</p>	<ol style="list-style-type: none"> 1. "The pallet cannot be received. Please receive each box individually." <ol style="list-style-type: none"> a. Store should receive each CID individually in OMS. 2. "Pallet XXXXXX is assigned to 0103 Billings. Do you wish to accept?" <ol style="list-style-type: none"> a. Open a ticket for the Service Desk with all relevant GIDs/CIDs and error message details.

OMS TJX Rewards Application Errors

STEP	ACTION	PROCESS
1.	<p>Reporting TJX Rewards Application Errors</p> <p>If you receive an error message in OMS when using TJX Apply, please report it using this process.</p>	<ol style="list-style-type: none"> 1. The store should take a picture or screenshot of the error. <ol style="list-style-type: none"> a. The screenshot should include the following: <ol style="list-style-type: none"> i. Current date/time ii. Complete view of the screen/monitor. The error message must be displayed in its entirety. 2. Please record the transaction/application number for the ticket. 3. The store should create a Service Desk ticket by following the "IT Service Desk Tickets & Escalation" SOP.

PURPOSE

This SOP provides the necessary information and detailed instructions on operating a Sierra store in offline and store-down scenarios. This information is for stores to use so they may continue to operate when an IT event occurs.

As a reminder, please follow the IT Service Desk Ticket & Escalation SOP for all relevant IT ticket creation details, including how to report Store Down events to the Store Down line. During these types of events, stores should follow all IT instructions to assist with the troubleshooting and resolution process.

Offline Event

STEP	ACTION	EXAMPLE
1.	<p>Offline Mode</p> <p>A store is in offline mode if the connection to the outside internet or Cheyenne is not working.</p> <ul style="list-style-type: none"> Stores can transact via offline mode. 	<p>What DOES work?</p> <ul style="list-style-type: none"> OMS on all registers opens Create orders <ul style="list-style-type: none"> Credit Gift Cards <ul style="list-style-type: none"> Gift Card Activation and Redemption require manual input of card information via the Gift Card IVR automatic pop up window. Conduct returns <ul style="list-style-type: none"> Associate must scan or manually type in each style code. Customer must have original form of payment with them, automatic return to original form of payment will not work. <p>What <u>DOES NOT</u> work?</p> <ul style="list-style-type: none"> Order History Retail Transfer Receiving Gift Card Balance Inquire Item Inquire Customer Maintenance Ship-to-store pickup Special Orders (ordering from web)

Store Down Event

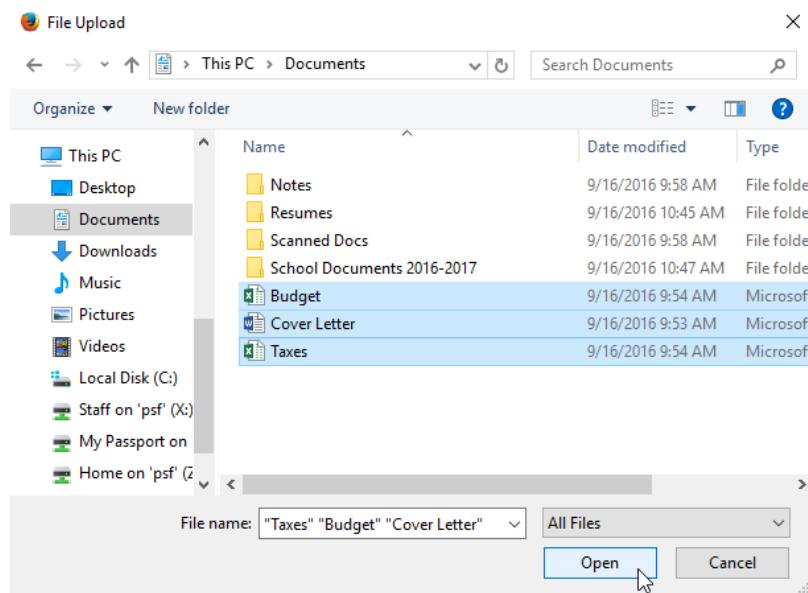
STEP	ACTION	EXAMPLE
1.	<p>Store Down</p> <p>A store is fully down if OMS inside the store is not working.</p> <ul style="list-style-type: none"> In this scenario, the IT Service Desk will configure stores to connect their two emergency registers (usually #1 and #6) back to Cheyenne via the terminal server connection. <p>Examples</p> <ul style="list-style-type: none"> Store loses power Store server goes down 	<p>What DOES work?</p> <ul style="list-style-type: none"> Emergency registers connected to Cheyenne via terminal server <ul style="list-style-type: none"> Normally registers #1 and #6 <p>What DOES NOT work?</p> <ul style="list-style-type: none"> All registers not connected to Cheyenne via terminal server <ul style="list-style-type: none"> Normally registers #2 - #5 OMS on all other registers will not open

Microsoft Office 365 – OneDrive for Stores

Uploading Files from a Desktop/Computer to the Web

You can upload files currently stored on a local computer's desktop or other file location using the web uploader. To upload files to OneDrive on the web, follow these steps:

- 1) Open your work PC browser and visit office.com. Proceed to logon using your TJX logon credentials.
- 2) Navigate to the OneDrive app from the left navigation menu. Locate and select the **Upload** button from the top menu bar.
- 3) Once you've selected the upload button, a windows file explorer box will pop-up. Locate and select the desired file/s. You can select multiple files by holding down the Ctrl key, then click Open.



- 4) Your files will automatically begin to upload to your TJX OneDrive. A progress window will appear. The upload may take a few moments to complete. Do not exit or browse away from the current OneDrive window until the upload is complete.
- 5) You can also create new folders to store your uploaded data by selecting the **+ New** button from the top menu bar and selecting folder from the drop-down menu.

Any data that has been uploaded from your computer to OneDrive can be accessed from any work computer by visiting office.com from a browser. As well, eligible field Leaders may access OneDrive from their personal mobile devices via their mobile browser or through the Microsoft OneDrive mobile application for Apple, Android and Windows Mobile devices.

If you are experiencing a problem accessing or using OneDrive, please open a ServiceNow ticket.

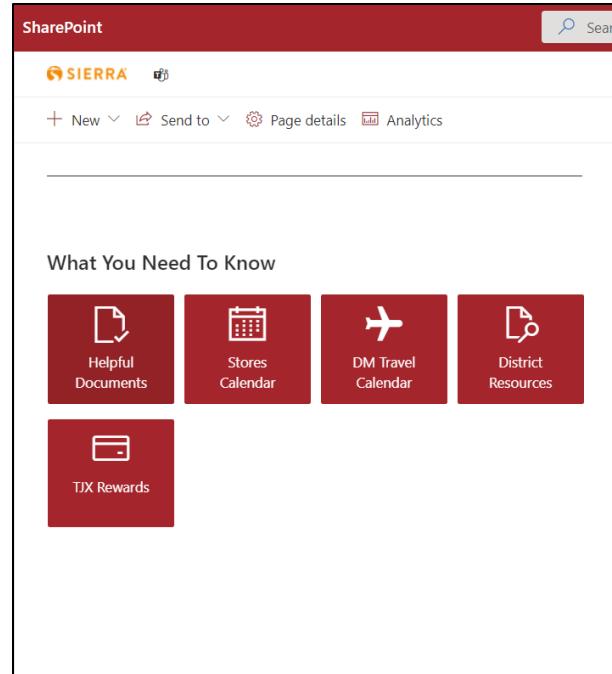
Quick Reference Guide

Site Use & Navigation – The Summit Stores Portal

Updating the District Manager (DM) Travel Calendar

To better support awareness of District Manager availability and travel, the *DM Travel Calendar* has been updated to reflect a global view of all DM travel, events, and store visitation. To add to or update the DM travel calendar, follow these steps:

- 1) Access the home page of The Summit by clicking [here](#)
- 2) Scroll to the 'What You Need to Know' section
- 3) Select the DM Travel Calendar tile
- 4) From the left navigation menu, select the corresponding District Number for the DM
- 5) Select a date by clicking/tapping that date box on the Calendar, then click/tap the 'Add' button
- 6) In the 'New Item' box, enter event information in the following fields:
 - a) Title = enter the name of the event
 - b) Location = enter the location of the event (open text, any format)
 - c) Start Time & End Time
 - d) All Day Event and/or Recurrence = select either or both features to create an all-day or repeating event
- 7) Select Save. The event will save to the District and Master Calendar. Return to the main DM Travel Calendar page to view all events for all districts.



The screenshot shows the SharePoint homepage of The Summit Stores Portal. At the top, there's a red header bar with the SIERRA logo and a search bar. Below the header, a navigation bar includes links for 'New', 'Send to', 'Page details', and 'Analytics'. The main content area is titled 'What You Need To Know' and features a grid of tiles. One tile, 'Stores Calendar', is highlighted in yellow and has a large orange arrow pointing to it from the left. Other tiles include 'Helpful Documents', 'District Resources', and 'TJX Rewards'.

Adding, Updating and Exporting Documents – Site Admins

The Summit allows Site Administrators the ability to add (upload), modify, export, and delete documents and resources that provide information to both the stores organization and Home Office. Supported document types include, but are not limited to, Adobe PDF and Microsoft Word, Excel, and PowerPoint.

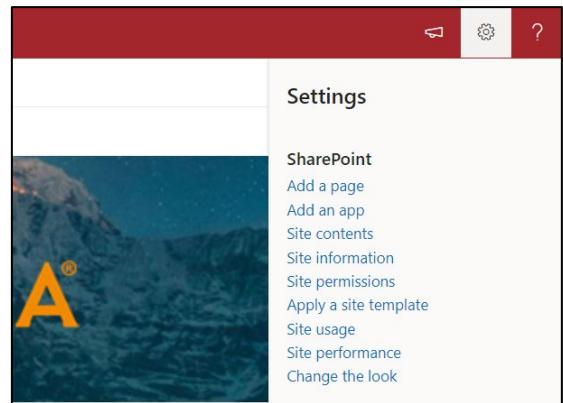
To upload a new or updated document to The Summit, follow these steps:

- 1) Access the home page of The Summit by clicking [here](#)
- 2) In the top right corner of the page, select the cogwheel icon, then select 'Site Contents'

- 3) From the Site Contents list, select the appropriate document library (i.e. 'Retail Surveys'). Then, select the correct folder, if applicable.
- 4) From the upper navigation bar, select Upload, then select either 'Files' or 'Folder'
- 5) From the Explorer Window, select the file/s from the last saved location on the computer or OneDrive
- 6) Select 'Open' and the file will be added to the selected site library/folder.

To export or delete a document from The Summit, follow these steps:

- 1) Access the home page of The Summit by clicking [here](#)
- 2) In the top right corner of the page, select the cogwheel icon, then select 'Site Contents'
- 3) From the Site Contents list, select the appropriate document library (i.e. 'Retail Surveys'). Then, select the correct folder, if applicable.
- 4) To **export** a file, hover over the selected file and click/tap the vertical-three-dot icon  to open the options menu. Select 'Download' and the file will automatically download to the default downloads location on the computer.
- 5) To **delete** a file, hover over the selected file and click/tap the vertical-three-dot icon to open the options menu. Select 'Delete' and a pop-up window will ask to verify the deletion. Select Delete once more to complete the file deletion process. Note: if an item has been accidentally deleted, it can be retrieved within 30 days. Contact the Site Gatekeeper to facilitate the request.



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"> 1. The store should contact the TJX IT Service Desk either by: <ol style="list-style-type: none"> a. Web Portal (Preferred Method) b. Phone Number 2. 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"> 1. The store should contact their DM and DLPM with the following information: <ol style="list-style-type: none"> a. Type of device b. Quantity lost/stolen c. If the device was lost or stolen d. Date of lost/stolen e. The approximate time of day the device was lost/stolen 2. DLPM investigates and provides findings to DM 3. DM contacts Store Operations with investigation details

SOP – IT Replace/Return



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.

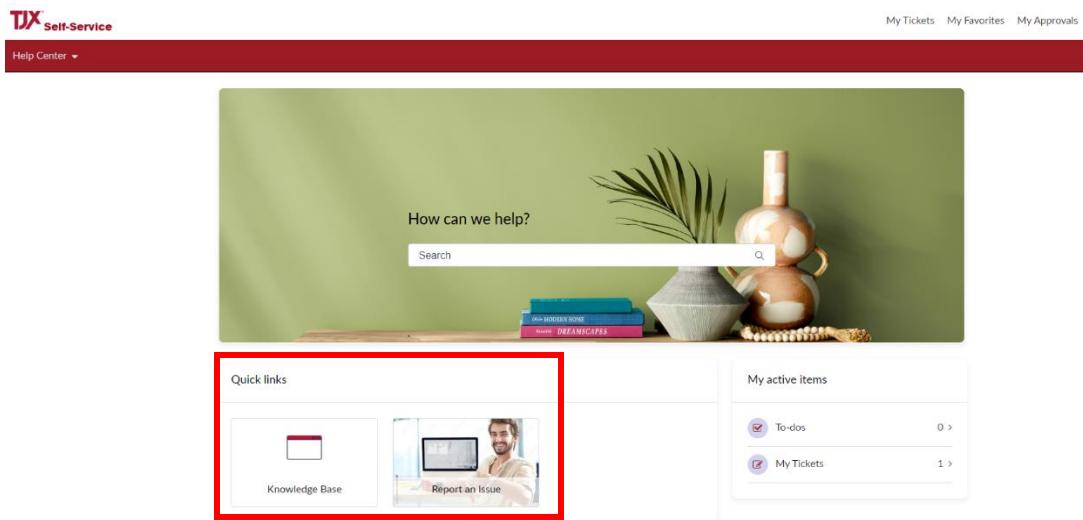
LANDING PAGE

Overview

The new landing page allows for quick access to all your ServiceNow functions and will adapt to your favorites, recently used, and be a customized user experience.

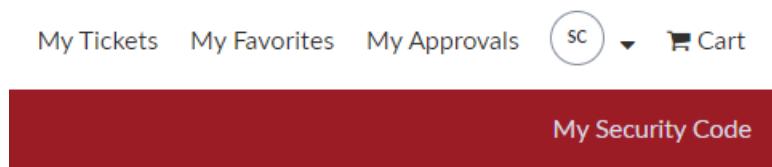
Quick Links

From the landing page, use “Quick Links” to navigate to frequently used areas.



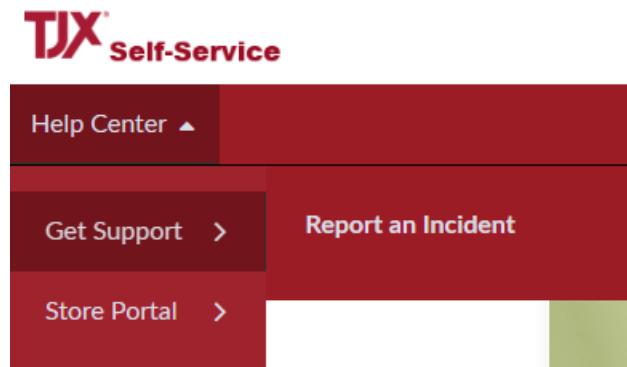
Key Shortcuts

The upper righthand corner has key short cuts to information such as your tickets, favorites, approvals, and security code.



Help Center

In the upper lefthand corner, you can get support and access Store Portal functions within a menu.



OVERVIEW

Sierra's wireless network connectivity is designed and maintained so customers can choose to access Sierra.com on their mobile devices while they shop.

PROCEDURE

STEP	ACTION	PROCESS
1.	Connecting to Wi-Fi Associates & customers must agree to the network's terms & conditions before utilizing the network. Note: This network has a 2-hour timeout. Associates & customers will need to reconnect after 2 hours have elapsed.	<ul style="list-style-type: none">• Navigate to network settings on your mobile device• Connect to the STP_Public_Wifi wireless network• Read the terms & conditions that automatically display on your device• Once you accept the terms & conditions, you will be connected to the network



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 4th 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.

- 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.

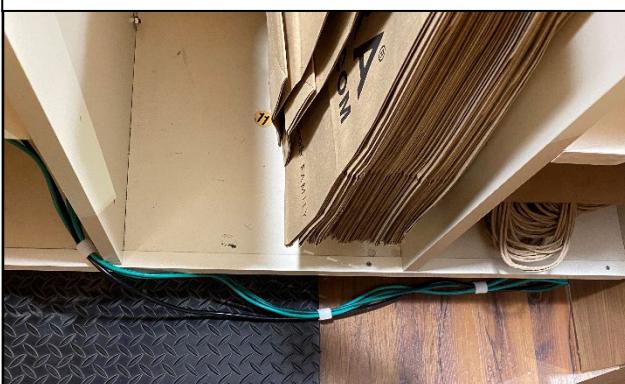
2.6 Temporary Table



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)





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, it 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)

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)

Mileage Reimbursement Rates
TJX – US Divisions
Effective April 1, 2024

The following mileage reimbursement rates apply for either:

- 1) business use of a personal automobile,
- 2) business use of a company owned/leased vehicle, or
- 3) business use by an associate with a car allowance.

Associates receiving a car allowance must use the lease car/car allowance rate.

	California <u>Only</u>	All Other <u>States</u>
Personal Car	67¢	66¢
Lease Car/ Car Allowance	27¢	21¢
Hybrid Lease Cars - Fusion, Camry, Highlander	15¢	13¢

Reimbursement rates will be adjusted up or down in the future depending upon the fluctuation of gas prices and changes in the cost of insuring and maintaining a motor vehicle.

Mileage reimbursement is normally calculated from office location to destination. If travel is from home, calculation is total miles driven less the miles of a normal office commute. On weekends, miles are calculated from your home to the destination.

Travel Policy

Mileage/Toll Reimbursement



Revised 02/21

Policy

The use of a personal automobile for the purpose of traveling on company business is a reimbursable expense.

Mileage Guidelines

The mileage reimbursement rate fluctuates based on current market prices. For the current mileage rate, please contact your District Admin. District Admin can find the current mileage rate on The Thread (Department > Travel > Documents > Mileage Reimbursement).

- All Associates will complete their mileage reimbursement through Oracle iExpense. Please ensure to review the Travel Policy regarding mileage.

Mileage reimbursement is normally calculated from your office location (District Office, Regional Office, Home Office, or assigned Store etc.) to destinations. If travel is from your home, calculation is total miles driven less the miles of a normal office commute.

For Example: If you normally drive 30 miles to your office location and you are driving to a destination that is 60 miles away, you would deduct your normal office commute.

- Drive to destination= 60 miles –30 miles typically driven to office location equals a total of 30 miles to expense.

Note: If you are driving to a location that is less miles than your typical commute you would not submit a mileage expense.

For those Associates who are not normally required to work on weekends miles are calculated from your home to destination. For Associates that are usually scheduled to work on weekends, normal expense procedures apply (calculate mileage from home to destination less normal office commute).

Tolls

Tolls are reimbursable at actual cost and should be included in the total amount with the mileage calculation. A receipt should be obtained for all toll expenses.



BUNZL
OPERATIONS GUIDE

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OVERVIEW

Bunzl is a supply management vendor that uses a web-based application that can be accessed from **MyApps**.

There are 3 key functions available within this new application.

- **Search**
- **Order**
- **Track**

This **How-to-Guide** helps you navigate through the Bunzl portal through detailed step by step instructions, along with helpful tips, required to complete the various sections within the portal.

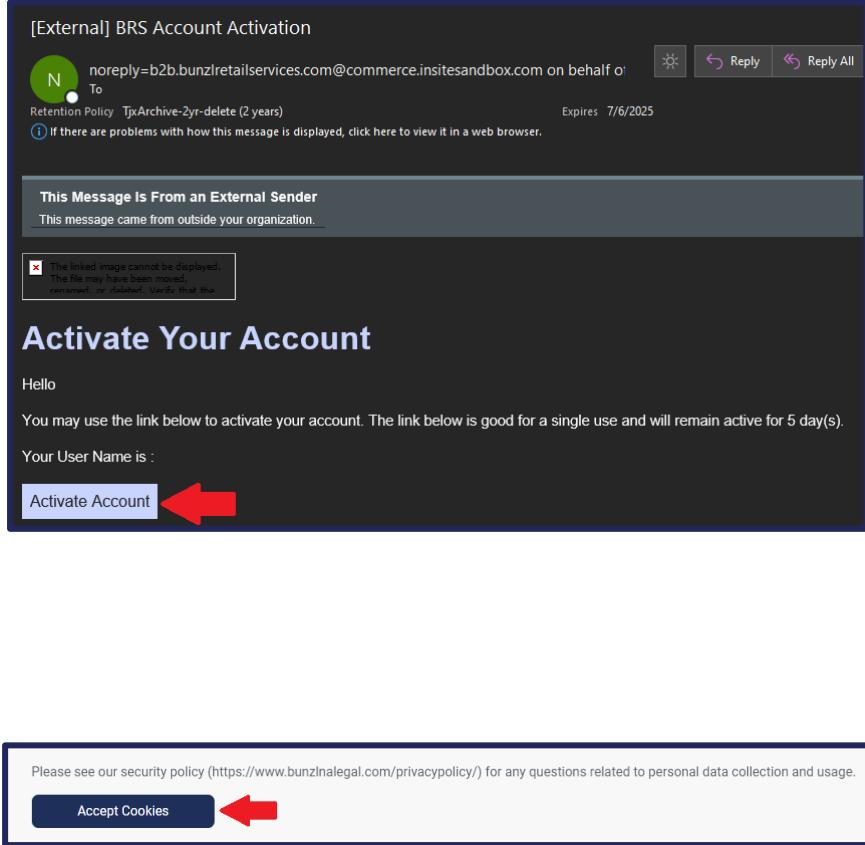
Sierra store order cycles have not changed, stores should complete their ordering during Cycle 2.

Emergency Order Procedures

When completing an order, it is very important to plan by anticipating the needs of the business and ordering supplies in accordance with the store monthly budget.

Orders NOT submitted during the regular ordering cycle or late release timelines can be placed outside your cycle as an emergency order. However, they will only be released upon approval by contacting your District Manager.

FIRST TIME ACCOUNT ACCESS

STEP	ACTION	EXAMPLE
1.	<p>Activating Your Account</p> <ul style="list-style-type: none"> a. Each store will receive an email directly from Bunzl Retail Services in which they will have access to a link to activate their account. b. Upon clicking Activate Account the store will be re-directed and prompted to create a shared password on the Bunzl website. This link is good for a single use and will remain active for 7 days. c. Click and Accept Cookies <p>Note: The activation email will be sent to the Management shared account (Sierra_STR_MGMT_SX XXX@tjx.com). The first member of management to activate the account must share the password with all members of management. The password cannot be written down and cannot be shared with anyone other than the Management team.</p>	

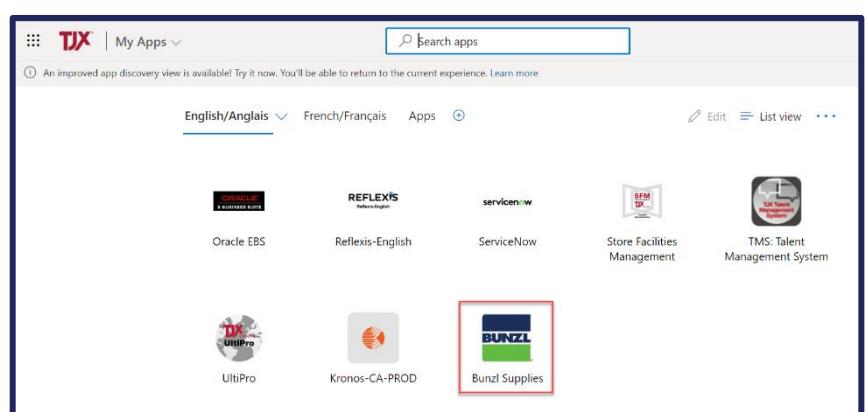
2.

Logging In via MyApps

- a. Log in to MyApps using your personal TJX Credentials.
- b. Click on the icon labeled “Bunzl Supplies” to go the Bunzl Retail Services Website.
- c. Click and Accept Cookies
- d. Click Sign In
- e. Enter your username and password and click sign in
- f. Upon signing in you will be introduced to the Homepage on the Bunzl website which acts as a table of contents.

Note: Username and password will be provided by Bunzl via email and the activation email will be sent to the Management shared account (Sierra_STR_MGMT_SXX@tjx.com).

Note: You will need to scroll down to view all categories and Quick Order is currently not available.



Homepage Overview

Search
Search for products by brand, name, category, SKU #, or part number.

Quick Order 
Currently not available in TJXC
Place an order using the quick order template. More information on page ## of user guide.

User / Account Info
Access user settings, order history, contact lists, or change store or user from this menu.

Language
Select English, Spanish, or French

Cart
Click to view what you've added, keeps a running total of number of items

Shop By Category
Find what you need by selecting a category and narrowing down by features, price, and other filters.

Contact
Have a question while you're ordering? Find contact information in the footer alongside other useful information.

Shop All Categories



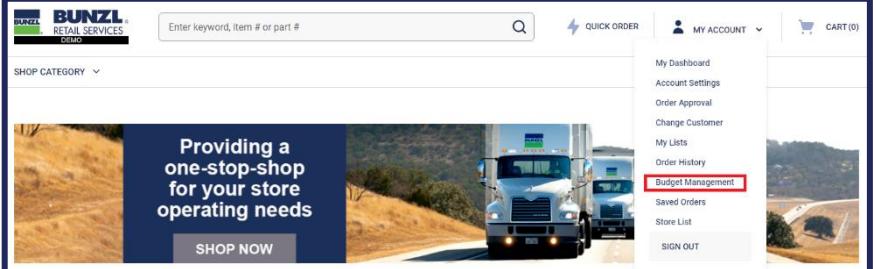
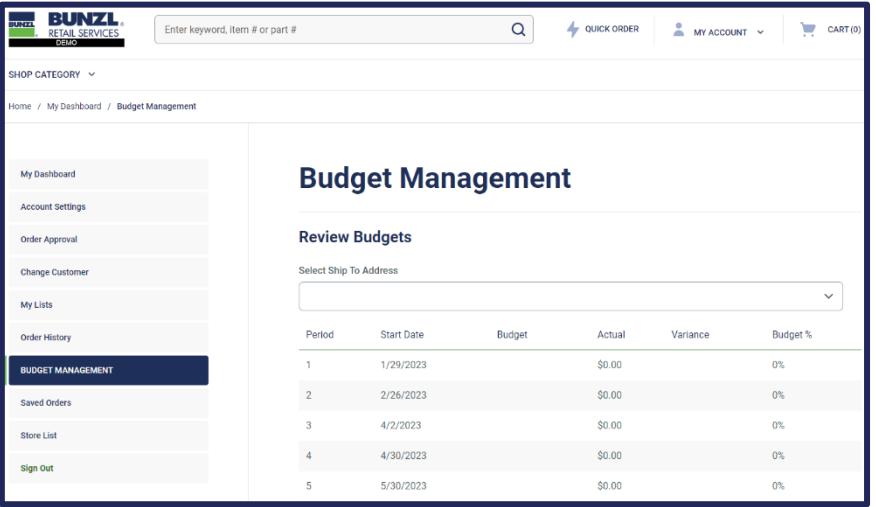
BUNZL RETAIL SERVICES

Customer Support | 1-800-222-2222 | customerservice@bunzlrts.com

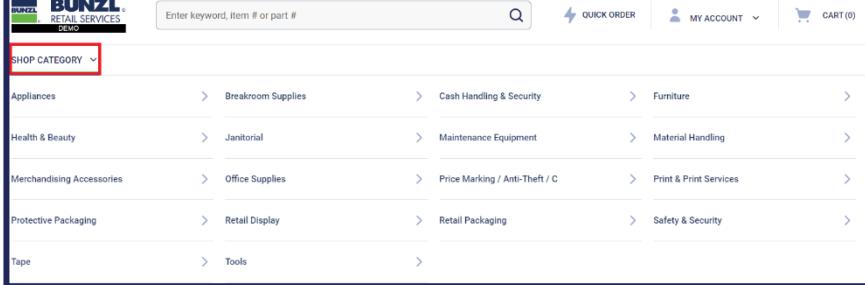
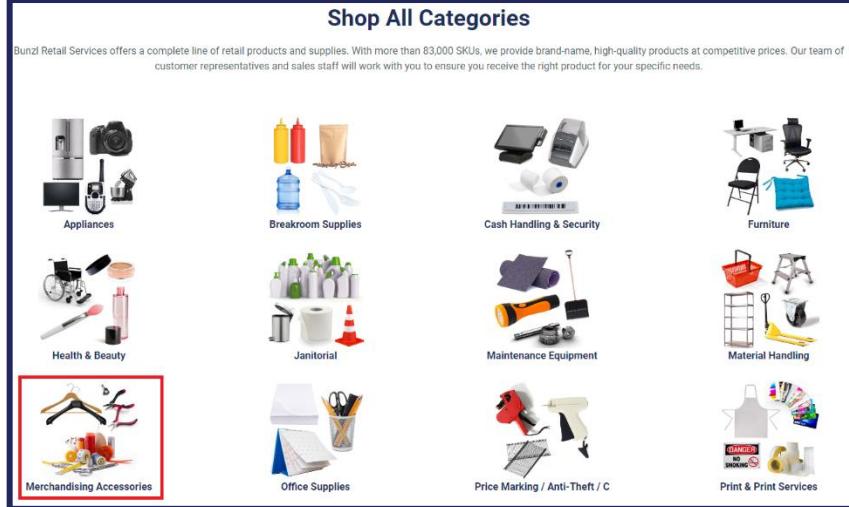
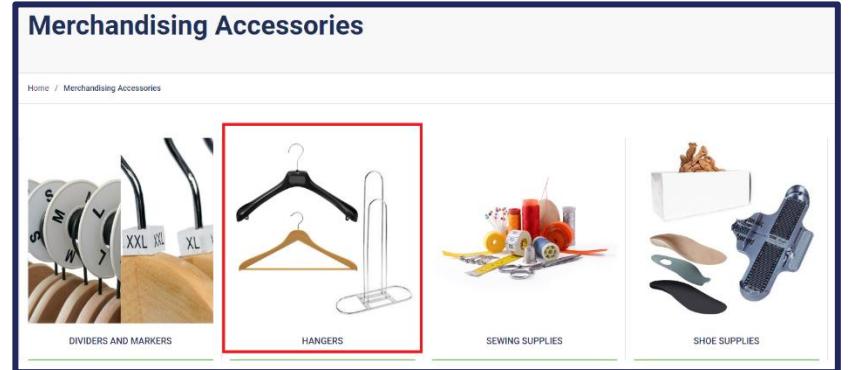
Help Center | [FAQs](#) | [Feedback](#) | [Contact Us](#)

Order Information | [Track an Order](#) | [Phone Policy](#) | [Corporate Contact](#) | [CSR Requests](#)

BUDGET MANAGEMENT

STEP	ACTION	EXAMPLE																																				
1.	<p>Budget Management</p> <p>a. Users can access their store's budget through the drop-down menu on the top right-hand corner of the Bunzl website.</p>	  <p>Budget Management</p> <p>Review Budgets</p> <table border="1"> <thead> <tr> <th>Period</th> <th>Start Date</th> <th>Budget</th> <th>Actual</th> <th>Variance</th> <th>Budget %</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1/29/2023</td> <td>\$0.00</td> <td></td> <td>0%</td> <td></td> </tr> <tr> <td>2</td> <td>2/26/2023</td> <td>\$0.00</td> <td></td> <td>0%</td> <td></td> </tr> <tr> <td>3</td> <td>4/2/2023</td> <td>\$0.00</td> <td></td> <td>0%</td> <td></td> </tr> <tr> <td>4</td> <td>4/30/2023</td> <td>\$0.00</td> <td></td> <td>0%</td> <td></td> </tr> <tr> <td>5</td> <td>5/30/2023</td> <td>\$0.00</td> <td></td> <td>0%</td> <td></td> </tr> </tbody> </table>	Period	Start Date	Budget	Actual	Variance	Budget %	1	1/29/2023	\$0.00		0%		2	2/26/2023	\$0.00		0%		3	4/2/2023	\$0.00		0%		4	4/30/2023	\$0.00		0%		5	5/30/2023	\$0.00		0%	
Period	Start Date	Budget	Actual	Variance	Budget %																																	
1	1/29/2023	\$0.00		0%																																		
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4	4/30/2023	\$0.00		0%																																		
5	5/30/2023	\$0.00		0%																																		

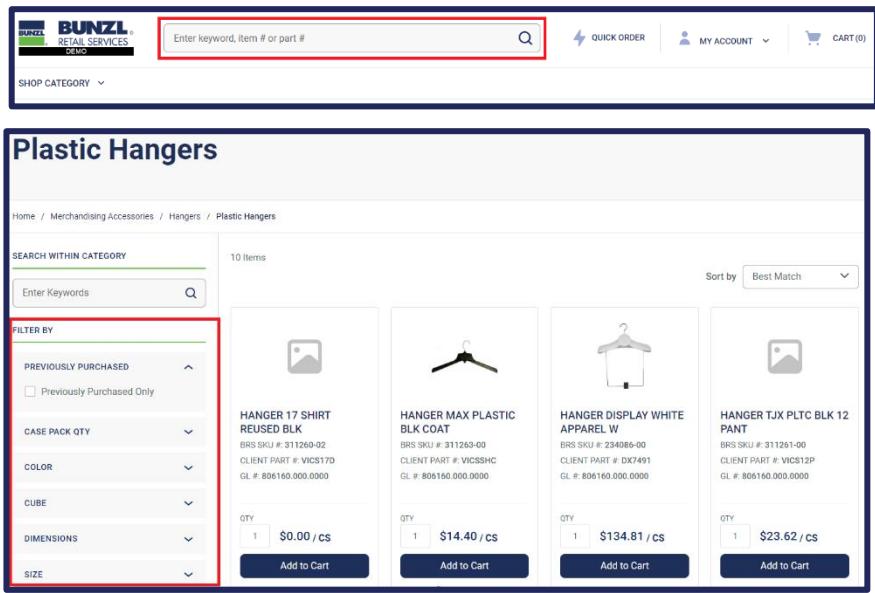
SEARCH

STEP	ACTION	EXAMPLE
1.	<p>Browse</p> <ul style="list-style-type: none"> a. Browse for products using the “Shop Category” dropdown at the top of the screen b. If you scroll down the page, you are also able to browse based on the icons displayed c. Each supply category has subcategories. When you select a main category, you’ll then have the option to select a subcategory of products. 	  

2.

Search

- a. Enhanced search features allowing users to browse, refine using filters and access key details and product information.
- b. Use search features to refine your results, using specific criteria such as keywords or item numbers.



The screenshot shows a search results page for 'Plastic Hangers'. At the top, there's a search bar with 'Enter keyword, item # or part #' and a magnifying glass icon. Below it are links for 'QUICK ORDER', 'MY ACCOUNT', and 'CART(0)'. A 'SHOP CATEGORY' dropdown is also present. The main content area is titled 'Plastic Hangers' and shows a grid of four products:

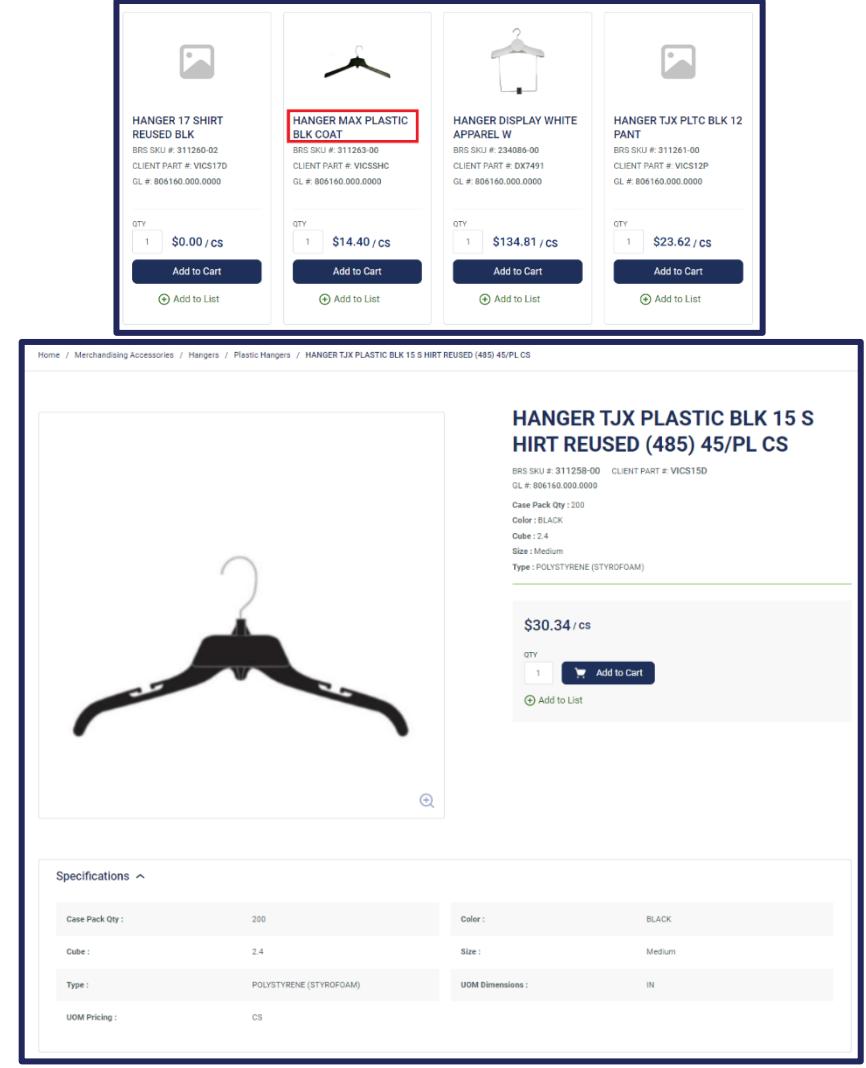
- HANGER 17 SHIRT REUSED BLK**
BRS SKU #: 311260-02
CLIENT PART #: VICSI17D
GL #: 806160.000.0000
- HANGER MAX PLASTIC BLK COAT**
BRS SKU #: 234086-00
CLIENT PART #: VICSSHIC
GL #: 806160.000.0000
- HANGER DISPLAY WHITE APPAREL W**
BRS SKU #: 234086-00
CLIENT PART #: DX7491
GL #: 806160.000.0000
- HANGER TJX PLTC BLK 12 PANT**
BRS SKU #: 311261-00
CLIENT PART #: VICSI12P
GL #: 806160.000.0000

Each product card includes a small image, a title, its BRS SKU, client part number, and GL number. Below each title is a quantity input field (set to 1), a price per unit (\$0.00, \$14.40, \$134.81, or \$23.62), and two buttons: 'Add to Cart' and 'Add to List'. To the left of the products is a sidebar with a 'FILTER BY' section containing dropdown menus for 'PREVIOUSLY PURCHASED', 'CASE PACK QTY', 'COLOR', 'CUBE', 'DIMENSIONS', and 'SIZE'. The 'PREVIOUSLY PURCHASED' menu is currently expanded, showing a checkbox for 'Previously Purchased Only'.

3.

Product Detail Page

- a. Use Product Detail Page to gather detailed information about a product such as case pack, dimensions, weight, and price.



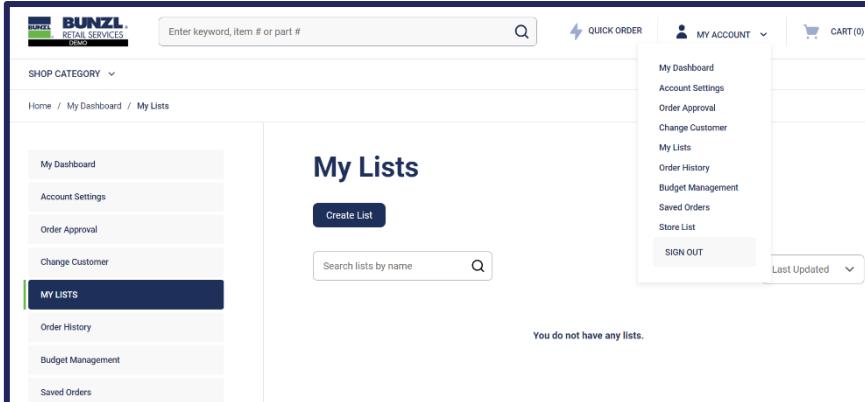
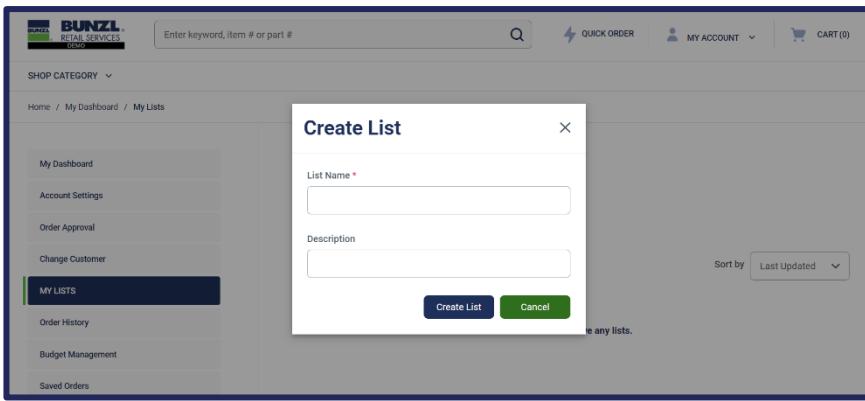
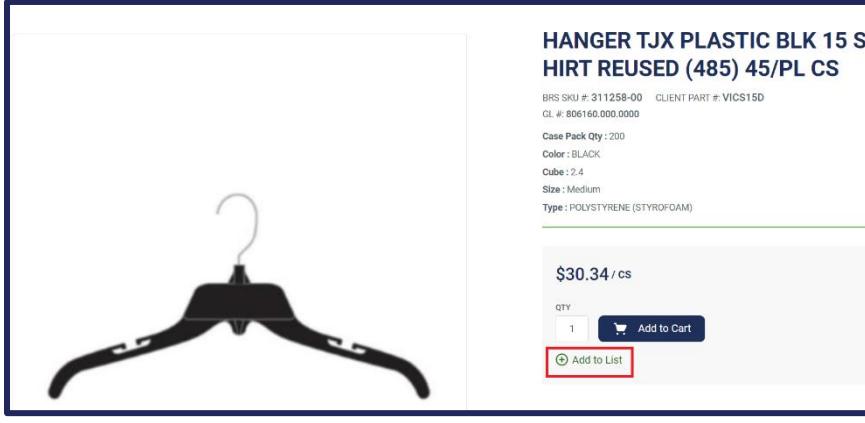
The screenshot shows a detailed product page for 'HANGER TJX PLASTIC BLK 15 S HIRT REUSED (485) 45/PL CS'. At the top, there's a navigation breadcrumb: Home / Merchandising Accessories / Hangers / Plastic Hangers / HANGER TJX PLASTIC BLK 15 S HIRT REUSED (485) 45/PL CS. The main title is 'HANGER TJX PLASTIC BLK 15 S HIRT REUSED (485) 45/PL CS'. Below the title, product details are listed:

- BRS SKU #: 311258-00 CLIENT PART #: VICSI15D
- GL #: 806160.000.0000
- Case Pack Qty : 200
- Color : BLACK
- Cube : 2.4
- Size : Medium
- Type : POLYSTYRENE (STYROFOAM)

The price is listed as '\$30.34 / cs'. Below the price, there's a quantity input field (set to 1), an 'Add to Cart' button, and an 'Add to List' button. To the left of the price is a large image of the hanger. Below the image is a section titled 'Specifications' with the following details:

Case Pack Qty :	200	Color :	BLACK
Cube :	2.4	Size :	Medium
Type :	POLYSTYRENE (STYROFOAM)	UOM Dimensions :	IN
UOM Pricing :	CS		

ORDERING

STEP	ACTION	EXAMPLE
1.	<p>Lists</p> <ul style="list-style-type: none"> a. Users can create personalized priority lists consisting of regularly used products that stores would need on a consistent basis b. Choose My Lists from dropdown menu or sidebar menu to create personalized product list. c. Type in personalized List Name and Description. d. Once user creates their personalized My List, they can choose to adjust quantities, delete, or add items at any time. A completed My List can be added to Cart. 	  

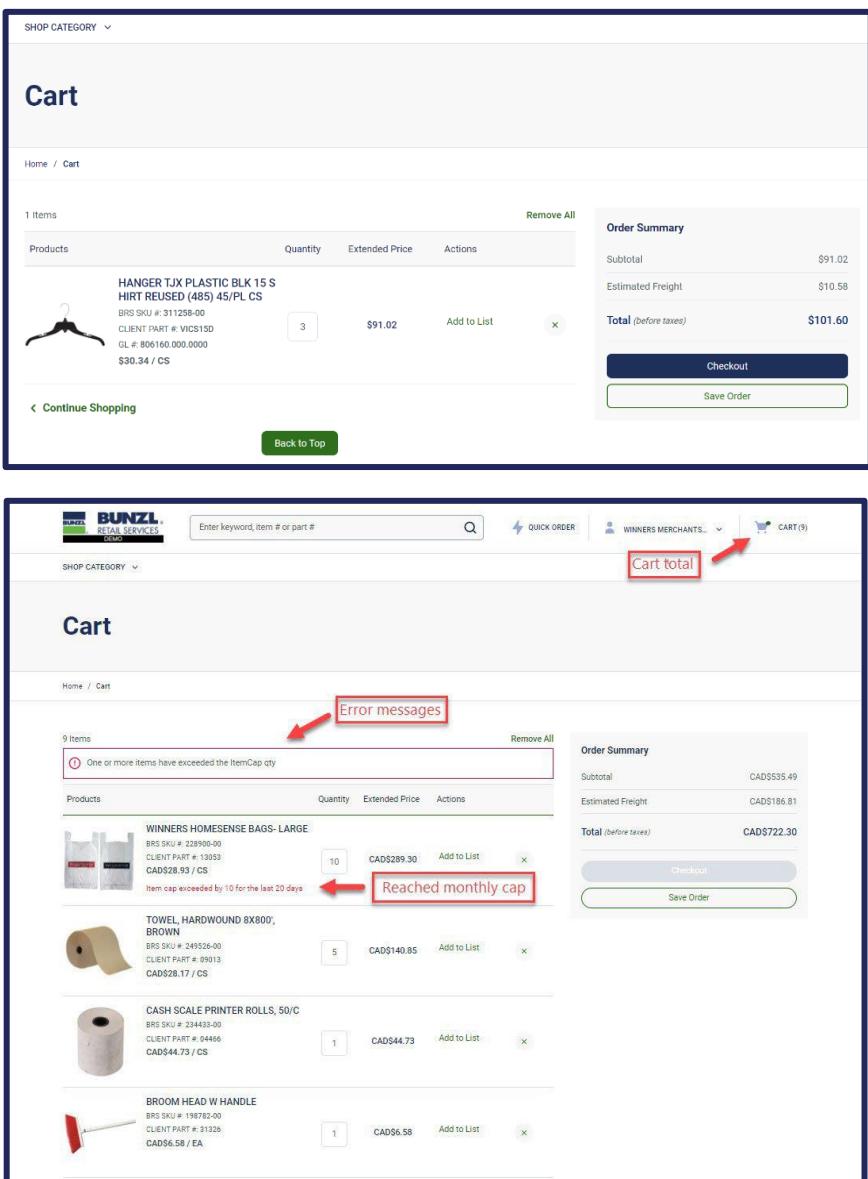
2.

Cart

- a. Once a user feels that their order is complete, they can click on Cart. It is at this point they can choose to adjust quantity, checkout, save the order for future use.
- b. Upon verifying their order, a user will be able to see any error messages or alerts, as well as cart totals and order summary. You can remove items by clicking the X button next to them.
- c. Once all errors and alerts are corrected, users may choose to Save Order or proceed to Checkout.

Note: You will not be able to Checkout until all error messages or alerts are corrected.

Note: Please be advised that items will stay in Cart for only 7 days and Best Practice is to Save Order periodically as the system will time out after 10 minutes due to inactivity.

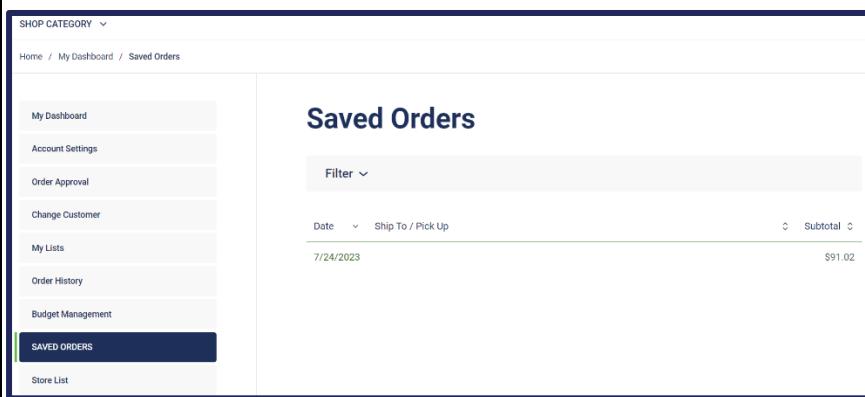


The screenshots illustrate the Bunzl e-commerce platform's shopping cart feature. The top screenshot shows a single item in the cart: "HANGER TJX PLASTIC BLK 15 S HIRT REUSED (485) 45/PL CS". The bottom screenshot shows multiple items in the cart, including "WINNERS HOMESENSE BAGS- LARGE", "TOWEL, HARDWOUND 8X800", "CASH SCALE PRINTER ROLLS, 50/C", and "BROOM HEAD W HANDLE". Error messages are displayed for some items, such as "One or more items have exceeded the ItemCap qty" and "Item cap exceeded by 10 for the last 20 days". The "Cart total" is shown as CAD\$722.30.

3.

Saved Orders

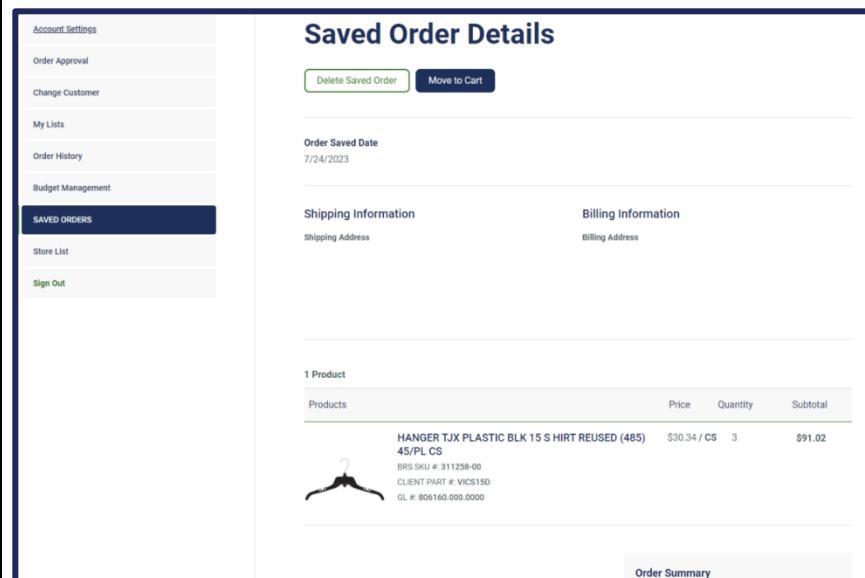
- a. Users can Save Order to access later and Move to Cart when they are ready to proceed. There is also an option to delete which will remove the order from the account.



Saved Orders

Filter ▾

Date	Ship To / Pick Up	Subtotal
7/24/2023		\$91.02



Saved Order Details

Order Saved Date
7/24/2023

Shipping Information	Billing Information
Shipping Address	Billing Address

1 Product

Products	Price	Quantity	Subtotal
HANGER TJX PLASTIC BLK 15 S HIRT REUSED (485) 45/PL CS	\$30.34 / CS	3	\$91.02

BR SKU # 311258-00
CLIENT PART # VICS15D
GL #: 806160.000.0000

Order Summary

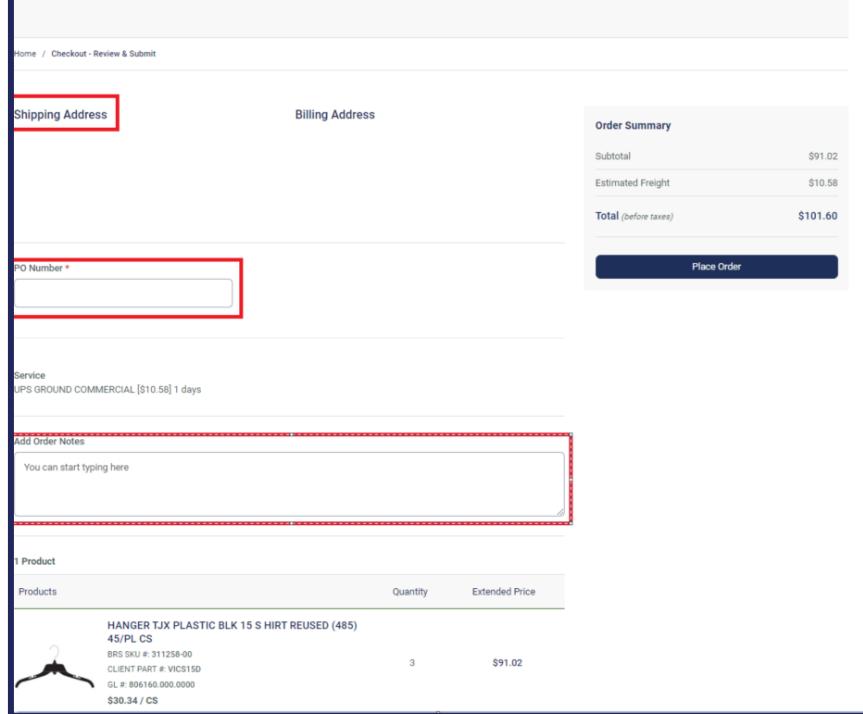
4.

Checkout

- a. Upon being ready to Place Order, users MUST verify that the store address is correct, and enter a PO number which consists of the users initials, Store #, and month the order is being submitted (example: JT0001AUG). They may also add any relevant notes, and then click Place Order.

Note: Please ensure you are referencing Subtotal against your budget to determine expenditures.

Checkout - Review & Submit

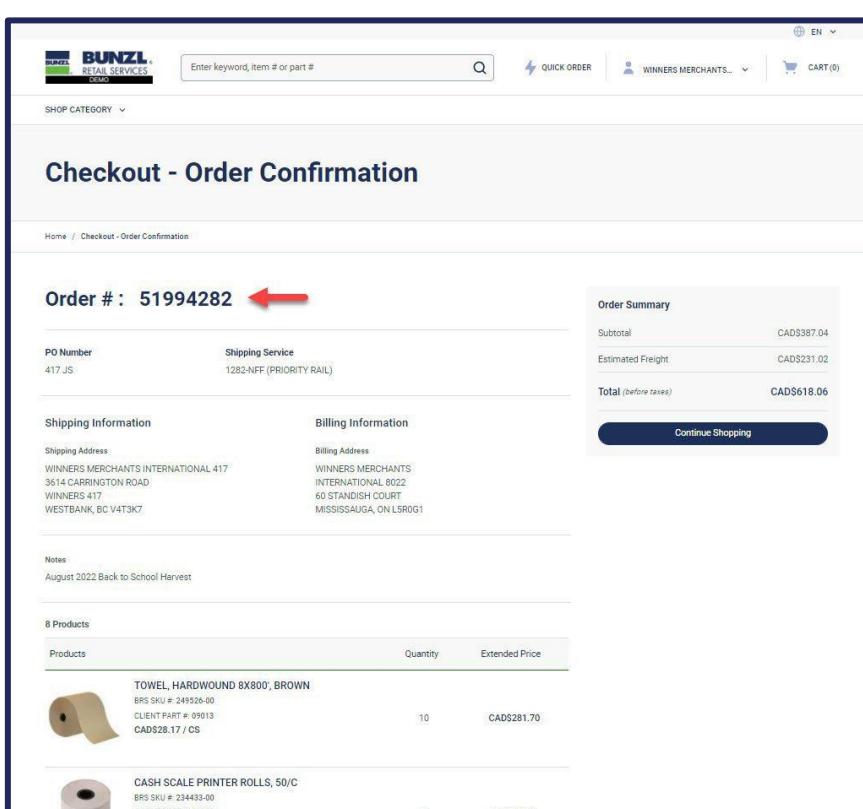


Order Summary	
Subtotal	\$91.02
Estimated Freight	\$10.58
Total (before taxes)	\$101.60

5.

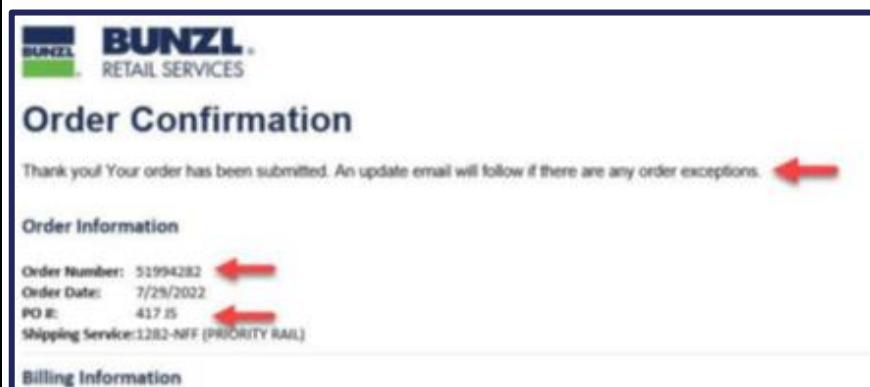
Order Confirmation

- a. Once a user has clicked Place Order an Order Confirmation page will appear with an Order number, and an email will be sent to the users email address.
- b. This email will consist of the PO#, Order Number. It will advise that another email will follow should there be any order exceptions such as back ordered items.



Order Summary	
Subtotal	CAD\$387.04
Estimated Freight	CAD\$231.02
Total (before taxes)	CAD\$618.06

Note: Users may scroll down to view order in its entirety and may print the email or save for their records.



BUNZL RETAIL SERVICES

Order Confirmation

Thank you! Your order has been submitted. An update email will follow if there are any order exceptions. 

Order Information

Order Number: 51994282 
 Order Date: 7/29/2022
 PO #: 417 JS 
 Shipping Service:1282-NFF (PRIORITY MAIL)

Billing Information

6.

Order History

- Order History allows users to view previous orders to gather historic information.



Order History

Order #	Date	Order Total	Status	Ship To / Pick Up	PO #	Created by
51987653	5/25/2022	\$43.20	In Process	ABC DEMO COMPANY STORE ABC001 833...		lisa.galan
51972086	4/26/2022	\$169.08	In Process	ABC DEMO COMPANY STORE ABC001 833...		lisa.galan
51973393	4/26/2022	\$256.60	In Process	ABC DEMO COMPANY STORE ABC001 833...		lisa.galan
51973294	4/26/2022	\$28.30	In Process	ABC DEMO COMPANY STORE ABC001 833...		husman.elk

Order History

Filters

PO # Order # Ship To
Status Order Total Amount
Date Range From To
Clear Filters

7.

Order Status

- a. Users may check the status of their order through Order Status in the Order History tab. They can reorder any previous order and once an order is shipped, they may track it using the Track Order button.



Check the status of any order in the Order History tab in your user account.

Order Status

Order #: 51987653

[Reorder](#) [Return Request](#) [Track Order](#)

Order Date	8/25/2012	PO Number	MAY 25 ORDER
Status	Shipped	Created by	STCKE002
Billing Information		Shipping Information	
Billing Address	ABC DEMO COMPANY STORE ABC001 8338 AUSTIN AVENUE P.O. BOX 1239 MORTON GROVE, Illinois 60053 United States		
Shipping Address	ABC DEMO COMPANY STORE ABC001 8338 AUSTIN AVENUE P.O. BOX 1239 MORTON GROVE, Illinois 60053 United States		

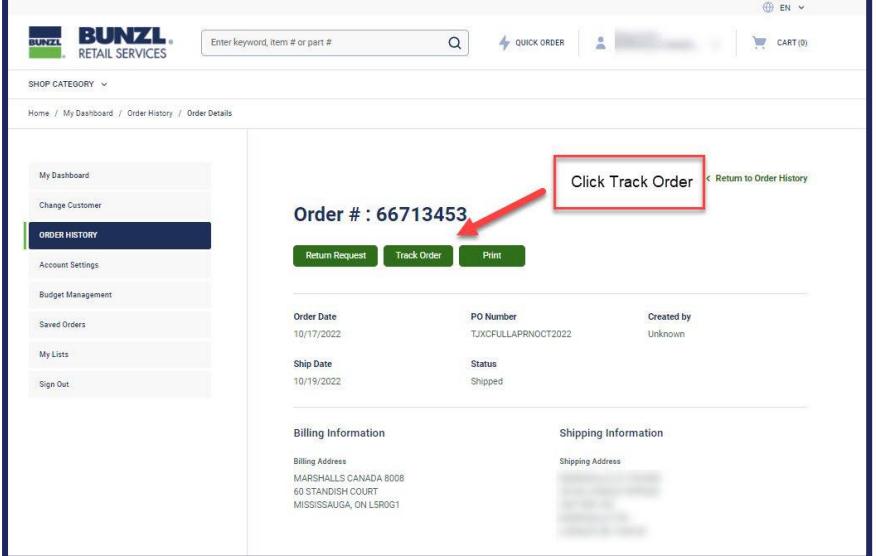
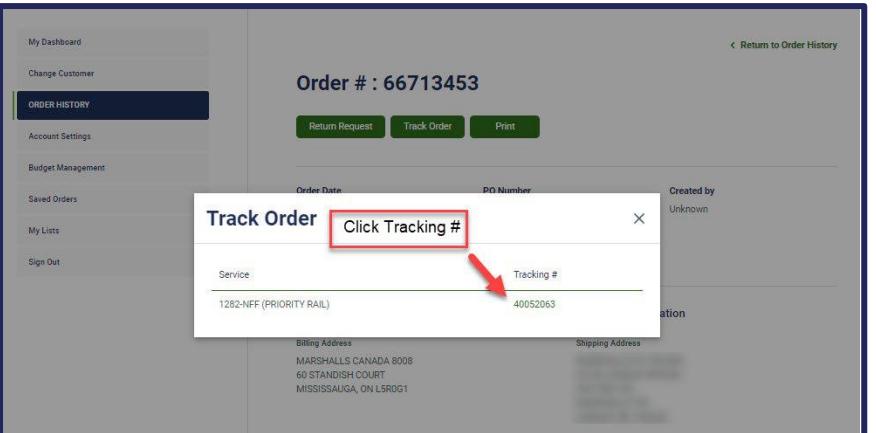
Reorder
Easily reorder a previous order by clicking this button. All items will be added to your cart where you can make any necessary changes and complete the ordering process.

Status Definitions
In Process: Order has been submitted but not yet shipped.
Shipped: Order has shipped.
Invoiced: Order has been flagged for invoicing.

Order Tracking
Once an order ships, click the Track Order button to view tracking numbers. For certain carriers, a tracking link has been provided to the carrier website.

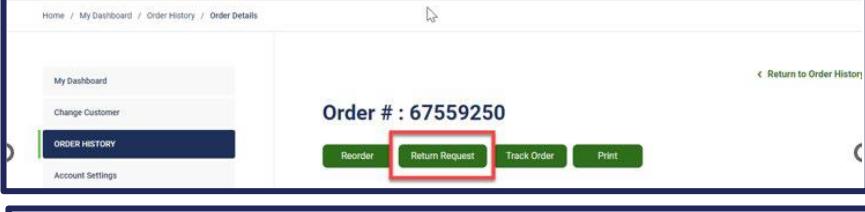
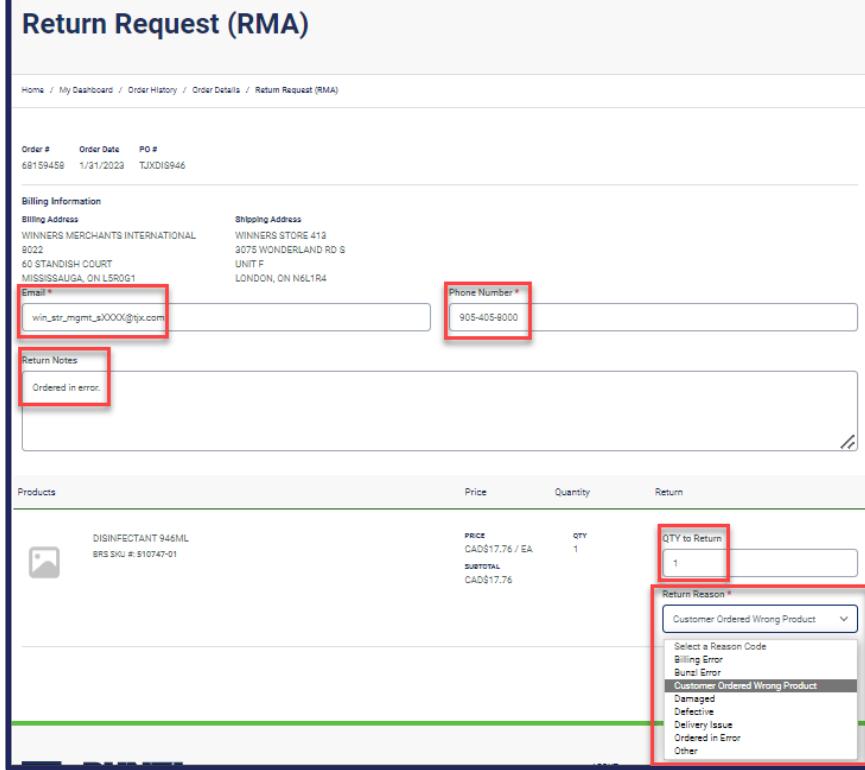
Track Order

TRACKING

STEP	ACTION	EXAMPLE
1.	<p>Tracking Your Order</p> <ul style="list-style-type: none"> a. Users can begin tracking their orders by clicking on Track Order. b. They can then navigate to the carriers website to track the order, or you can paste the tracking number into Google to track the order. <p>NOTE: Record this number for your records.</p>	 
3.	<p>Backorders</p> <ul style="list-style-type: none"> a. Users may review backorders using the Order History tab. Users can click on an Order # and review the QTY ordered vs QTY shipped information per 	

	<p>item.</p> <p>NOTE: If QTY shipped is less than QTY ordered, users can assume the item on is on backorder.</p>	
--	---	--

RETURNS

STEP	ACTION	EXAMPLE
1.	<p>Return Request</p> <ul style="list-style-type: none"> a. Users may request to return item(s) by clicking on Return Request which is found when looking up orders using Order History. b. Fill in all sections and click on Send Return Request. c. The store will receive an RMA Request e-mail and a member of the Bunzl Customer Service team will call the store to process the request. 	 

WHO TO CONTACT

For questions about the ordering process, existing orders, or using the ordering portal:

Bunzl Customer Service – item related questions or inquiries

1-866-235-5310

brscustomerservice@bunzlbtrs.com

Call Center Hours:

Mon-Fri: 8am-8pm EST

For questions about your Bunzl login:

TJX ServiceDesk – technical related questions or inquiries

Self-service incident created via ServiceNow (link available on The Summit)

866-573-3233

Counterfeit Bills



Standard Operating Procedure (SOP)

OVERVIEW

- When encountering a suspected counterfeit bill, remember that the customer's experience should always be the top priority.
- Cashiers should not be making determinations as to whether a customer's currency is counterfeit or not.
- If a Cashier is presented a bill with a denomination of \$50 or more, they should follow the procedures outlined in this document.
- Store Leadership will respond to any instances of suspected counterfeit bills and follow the procedures outlined in "Leadership Responsibilities"

COUNTERFEIT BILL DETECTORS

Counterfeit bill detectors must be placed on the register below the monitor screen on every register. The AC power cable must be fed through the countertop cable hole behind the register and plugged it into an available outlet underneath the register counter.



Guidelines for using the counterfeit bill detectors must be strictly enforced! All Cashiers, Coordinators and Managers must be trained on the use of the detectors and how to communicate to customers when a bill cannot be accepted.

- Do NOT use the detectors for any denominations other than \$50 and \$100 bills.
- Bills must be tested immediately after the customer handed the bills to the cashier, prior to entering the cash tendered amount on the register.

Counterfeit Bills



Standard Operating Procedure (SOP)

USING THE COUNTERFEIT BILL DETECTOR

Insert the \$50 or \$100 bill face up with the bottom edge towards the left-hand side of the detector.

- Once inserted, the bill will be tested automatically – the bill will feed through and come back to the front feeding slot.
- A **GREEN** light and a **SINGLE BEEP** alert will confirm the bill passed.



- Once the bill(s) have passed inspection follow the usual tendering process on the register.

If the bill does NOT pass the detection test:

- A RED light and a THREE BEEP alert will inform the cashier that the bill did not meet the requirements.



Counterfeit Bills



Standard Operating Procedure (SOP)

If the bill(s)...	Then...
Fail	<ul style="list-style-type: none">• Ensure the bill(s) was inserted properly and re-test the bill(s).• Accept the bill(s) if they pass the second test.
Fail a second time	<ul style="list-style-type: none">• State to the customer that you need your leader's assistance.• Notify the Leader on Duty

LEADERSHIP RESPONSIBILITIES

- Respond in person to assist the Associate.
- Retest the bill(s) in question. If the bill fails, state to the customer "I'm sorry; our counterfeit bill detector did not recognize the bill(s). Do you have another form of payment?"
- If the customer inquires as to why their bill(s) failed, do NOT accuse the customer of doing anything wrong.
- State to the customer "Sometimes counterfeit bills get into circulation. You might want to check the bill(s) with your bank. I apologize for the inconvenience."
- If the customer does not have another form of payment, offer to hold the merchandise per the hold policy guidelines (until store closing) and cancel the current transaction.
- When a bill is refused, send an e-mail to your DLPM to inform of the bill(s) refused. Indicate the following:
 - Date
 - Time
 - Register number

DEFECTIVE DETECTORS

If the bill detector fails or needs service:

- Call CIS Security Solutions Customer Service at 772-287-7999
- Provide your store name, address, and phone number
- Provide the serial number of the defective detector found on the bottom of the unit
- CIS will take you through basic troubleshooting steps.

If the defective detector cannot be restored through troubleshooting, CIS will send a replacement detector. CIS will supply a prepaid FedEx Ground return label attached to an RA slip.

- Once the replacement detector is received, install the new detector at the register
- Pack the defective detector in the same box the new unit was shipped in.
- Apply the provided return address label on the outside of the box and hold for FedEx pickup.
If no return label is provided, please contact CIS customer service.

NOTE: You must return the defective detector immediately after receiving the replacement. Detectors not received by CIS within 30 days will be charged to the store's expense.

COVERED ASSOCIATES

U.S. Field Associates

OVERVIEW

Various state and federal government agencies may visit stores to conduct inspections, request information, or engage in other activities. When someone from a government agency arrives at your store, immediately call the appropriate TJX team at the phone number listed based on the agency below:

Contact EHS at 508-390-3015	Contact Legal at 508-390-5419
/ Occupational Health and Safety (OSHA) / Fire Marshall / Department of Health (DOH) / Environmental Protection Agency (EPA) / Food and Drug Administration (FDA) / Consumer Product Safety Commission (CPSC)	/ Department of Labor (DOL) / Department of Homeland Security (DHS) / Federal Bureau of Investigation (FBI) / U.S. Immigration and Customs Enforcement (ICE) / State Attorney General Offices / Any other agency not listed

DETAILS

When someone from a government agency arrives at your store, ensure the following detailed procedures are followed:

Inspection Procedures:

- / Greet agent
- / Ask the purpose of the visit
- / Request and examine their credentials to ensure they are valid
- / Write down the agent's name, government affiliation, title, and contact information.
 - o Retain a business card if possible
- / Ask if they have any documentation related to the visit and ask if you may make a copy (if able)
- / Ask them to wait while you take additional partnership to assist them properly
- / **Contact the appropriate department as listed above for further assistance**
 - o If unable to reach the appropriate department listed above, contact a member of Regional or Zone Human Resources
- / Contact your District Manager once the Inspector has left the location

Do not prevent the Agent from entering or conducting their inspection or activity, if you are not able to get in touch with the above resources

DO NOT:

- / Do not leave the inspector alone in a non-public area of the store
- / Do not answer substantive questions. Instead, let the agent know you will ensure an appropriate resource will contact them as soon as possible
- / Do not sign any statement prepared by the Agent. Instead, forward copies of all documents left by the Agent to the appropriate TJX team listed above
- / Do not pay or promise to pay money to anyone
- / Do not promise or agree to make any changes to TJX practices or procedures. Instead, tell the Agent that you will report the recommended changes to the appropriate team

- / Do not attend any meeting the Agent proposes without approval
- / Do not file any reports with a government agent or agency without authorization
- / Do not admit to violations or fault

ADDITIONAL INFORMATION

OSHA / FIRE MARSHALL VISITS: For additional requirements, please refer to **ERG-OSHA Visit** in Knowledge Base/Summit

MEDIA RELATIONS: For information on how to handle inquiries from a member of the press, please refer to the TJX Emergency Response Guide

ASSOCIATE QUESTIONS/CONCERNS: Should you or Associates have questions that are not readily answered by this Policy, please contact your Regional HRBP. Associates who have questions about government agencies that are of a personal/individual nature may also be referred to the TJX Associate Assistance Program (TAAP)

ENFORCING THE POLICY

Failure to follow this Policy may lead to corrective action up to and including termination.

Legal Documents

OVERVIEW

- To avoid loss to the Company, Store Management must process all legal documents in a timely and appropriate manner
- Legal documents/requests/correspondence other than wage garnishment paperwork must be sent **immediately** to the Legal Department and copied to your DM/DLPM – see below
 - Wage garnishment paperwork must be sent to the Payroll Department – see below
- Direct any questions regarding this process to the Legal Department at (508) 390-5419
- **Processing/sending these documents right away is IMPORTANT** - failure to send these documents immediately could affect the Company's rights and/or result in fines and penalties

SERVICE OF DOCUMENTS

All members of Management should refuse to accept service of legal documents. TJX expects all legal documents to be served to the Company's registered agent. Those attempting to serve documents should be directed to your state's Secretary of State website which lists the Company's agent for accepting service.

HANDLING LEGAL DOCUMENTS

Legal documents may come in by mail or may be left at the store even if not effectively "served." Any legal letters, legal documents, or documents left by anyone attempting service, or documents left by government inspectors or other officials, **must be sent via FedEx overnight** to:

The TJX Companies Inc.
Legal Department
550 Cochituate Rd, T1W
Framingham, MA 01701
508-390-5419

GARNISHMENTS

If paperwork that is clearly related to wage garnishment (*i.e.*, garnishing any current or former Associate's wages) is left with the store, that paperwork **must be sent via FedEx overnight** to:

The TJX Companies Inc.
Payroll Garnishments - Rte 300-2AS
300 Value Way
Marlborough, MA 01752
774-308-3616





SOLICITATION & DISTRIBUTION OF LITERATURE POLICY

COVERED ASSOCIATES

All U.S. Associates

OVERVIEW

In an effort to prevent interference to business operations and to ensure a welcoming environment for all Associates, TJX aims to limit solicitation and distribution of literature on its premises.

This Policy applies to all solicitation and distribution of literature that is not Company-sponsored or approved, including charitable events, school fundraisers, political organizations, personal businesses, labor organizations, civic organizations, or any other cause-related group.

DETAILS

- / Non-Associates are not allowed to solicit (including for support or money) or distribute literature on Company premises.
 - o **Distribution Centers Only:** This does not apply to Company-approved external group boards.
- / Associates are not allowed to solicit (including for support or money) during working time or in work areas (including stores) where customers are present.
- / Associates are not allowed to distribute literature during working time or in working areas.
- / Associates and non-associates are not permitted to utilize Company resources including but not limited to: email, telephones, voicemail, Company bulletin boards, mail carts, and walls for solicitation or distribution purposes.
 - o This **includes** posting any material that is not Company-sponsored or approved.
 - o This **excludes** Company-approved external group boards in the Distribution Centers
- / If you are solicited during working time or find literature or postings that are not Company-sponsored or approved, contact your manager or Human Resources Business Partner.

ADDITIONAL INFORMATION

Associates are allowed to solicit during non-working time, such as authorized rest breaks or meal periods or before or after work hours, provided that all Associates involved are not working.

Stores that receive requests for solicitation outside of the store, in common areas of a mall or shopping center, should direct the requests to the landlord and District Manager.

TJX offers Company-sponsored and approved charitable, volunteer, and fundraising activities throughout the year. These are communicated to Associates in various ways, including through management, TJX Activity Group emails, and The Thread. We welcome Associates to participate in these charitable activities and to act as ambassadors for them by encouraging support in their functional areas.

ENFORCING THE POLICY

All Associates are responsible for following this Policy and all managers are responsible for enforcing this Policy. Failure to follow this TJX Policy may result in Corrective Action, up to and including termination.

CONTACT

If you have any questions regarding this Policy, please contact your manager or Human Resources Business Partner.

