

## 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><b>Reporting Error Messages</b></p> <p>If you receive an error message in OMS, please report it using this process.</p> <p><b>NOTE</b> Errors/inability to receive GID-CID messages in the Retail Transfer Receiving screen follow this process.</p>	<ol style="list-style-type: none"> <li>The store should take a picture or screenshot of the error. <ol style="list-style-type: none"> <li>The screenshot should include the following: <ol style="list-style-type: none"> <li>Current date/time</li> <li>Complete view of the screen/monitor. The error message must be displayed in its entirety.</li> </ol> </li> </ol> </li> <li>If the error occurred during a transaction or return, please record that transaction number for the ticket.</li> <li>The store should create a Service Desk ticket by following the “IT Service Desk Tickets &amp; Escalation” SOP.</li> </ol>

## OMS Crashes

STEP	ACTION	PROCESS
1.	<p><b>Reporting Crashes</b></p> <p>If OMS crashes, please report it using this process.</p>	<ol style="list-style-type: none"> <li>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 &amp; Escalation” SOP.</li> <li>If the crashes are consistent but infrequent, please create a Service Desk ticket with the following information: <ol style="list-style-type: none"> <li><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.</li> <li>What screen are the crashes taking place on?</li> </ol> </li> </ol>

## OMS Retail Transfer Receiving Errors

STEP	ACTION	PROCESS
1.	<b>RTR Errors</b> If you receive any of these errors when receiving GIDs/CIDs in OMS.	<ol style="list-style-type: none"> <li>"The pallet cannot be received. Please receive each box individually."                             <ol style="list-style-type: none"> <li>Store should receive each CID individually in OMS.</li> </ol> </li> <li>"Pallet XXXXXX is assigned to 0103 Billings. Do you wish to accept?"                             <ol style="list-style-type: none"> <li>Open a ticket for the Service Desk with all relevant GIDs/CIDs and error message details.</li> </ol> </li> </ol>

## OMS TJX Rewards Application Errors

STEP	ACTION	PROCESS
1.	<b>Reporting TJX Rewards Application Errors</b> If you receive an error message in OMS when using TJX Apply, please report it using this process.	<ol style="list-style-type: none"> <li>The store should take a picture or screenshot of the error.                             <ol style="list-style-type: none"> <li>The screenshot should include the following:                                     <ol style="list-style-type: none"> <li>Current date/time</li> <li>Complete view of the screen/monitor. The error message must be displayed in its entirety.</li> </ol> </li> </ol> </li> <li>Please record the transaction/application number for the ticket.</li> <li>The store should create a Service Desk ticket by following the "IT Service Desk Tickets &amp; Escalation" SOP.</li> </ol>