



Incident #: 115079
Customer Reference #: HomeGoods - H0076
Site Name: HomeGoods - H0076
Site Contact:
Address: 534 Marketplace Parkway, Suite 400
Dawsonville Georgia 30534
Site Phone: 706-216-6320

Please call (281) 668-3211 immediately upon arrival to check in.

Scheduled Date and Time: 5/26/2021 9:00:00 AM

Scope of Work:

534 Marketplace Parkway, Suite 400
Dawsonville, GA 30534

******SOW******

Technician is required to complete an installation of a Training TV in the EMPLOYEE LOUNGE. The TV will be mounted on a rolling stand. One (1) cable will need to be run from the nearest MDF/IDF closet with an available switch ports between 42-46.

Training TV Cable will be terminated at the patch panel and to an RJ45 jack in a Cut-in plate 44" from floor near existing Time Clocks.

****Important****

Any deviations from the SOW discussed before acceptance of this Work Order or included in the text of the same document need to be communicated to the PM assigned for approval before moving forward.

****Materials****

Materials to be used during the installation will be sent to the technician's address (except for any minor miscellaneous items such as bolts, screws, patch cords etc., that will be reimbursed upon getting a receipt of expenses.)

TJX will ship the following materials direct to technician.

Stainless plate

Purple RJ45 Jack (Training TV)

Purple Patch Cord

CAT5e Cable (Training TV)

Technician will need to provide label printer and low voltage (cut-in) ring

Exception About Materials*

Technician will need to provide LABEL PRINTER and LOW VOLTAGE (CUT-IN) RING

All cabling details, termination requirements, color coding, installation guidelines have been provided to the technician for reference. Any questions related to their execution need to be addressed with Tech Americas support desk by calling 281-668-3211 or the PM in charge of the project (Giovanny Ayala) before reaching out to Fujitsu.

***** Installation*****

Training TV and AP Cable Installation:

1. Contact Tech Americas Call Center 281-668-3211 for Check-In and Security Code
2. Check-in on-site with Manager on Duty
3. Locate Nearest Switch to Lounge with Port 41-46 available
4. Run 1 Cables from Nearest Patch Panel with Switch Port Available Port 42-26
5. Assemble Stand and Mount TV
6. Connect Mood Player & Label Connections
7. Install SFP Module in System Room (No longer Applicable)
8. Contact TJX Command Center to Verify Player is On-Line
9. Documentation
10. In MDF/System room disconnect BCM phone system if applicable
11. Contact Tech Americas Call Center TBD for Check-Out and Security Code

****Return Shipping****

All Unused equipment must be boxed up by the technician & shipped to the following address by the Store Management Shipping Address:

Whalley Computer Associates

Tech Americas USA, Inc.
22503 Katy Freeway, Katy, Texas 77450
Support Center: 281-668-3211
Fax: 281-898-7870



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One Whalley Way
Southwick, MA 01077
Attn: TJX Depot (413) 569-4200

Deliverables

- 1- Store Manager Sign-off
- 2- Pictures required:
 - 2.1 Picture of back of TV
 - 2.2 Picture of TV Front
 - 2.3 Picture of Wall Plate Labeled Training TV
 - 2.4 Picture of Patch Panel Labeled TTV or Training TV
 - 2.5 Picture of Switch Port used (ports 41-46).
 - 2.6 Picture of Return Shipping Label

Check Out

Contact Tech Americas Call Center for Check-Out and Security Code

- a. Record SOT Number
- b. Verify all pictures uploaded (7-8 Pics)

Technicians MUST carry the tools below for every dispatch:

- Laptop w/serial port or USB-to-serial adapter
- 4G Wireless card or MIFI, Hotspot or Tethering device.
- Console cable
- Cable toner
- Punch Down tool
- Lineman's Handset with Clips (AKA Buttset)
- Cable Crimper for mid-range copper connectors
- Electrical Multimeter
- 300' CAT5e cable
- Cross connect wire
- 6' to 8' ladder
- RJ-45 Jacks
- Modular Plugs
- Standard power drill
- Technician will need to provide label printer and low voltage (cut-in) ring

***** IMPORTANT Message on COVID-19 Requirements*****

By accepting this work order, all Tech Americas technicians agree to wear surgical or cloth masks while on-site and during the entire running time of the dispatch. For the sake of protecting the health of our customers, this requirement applies to ALL of our dispatches regardless of state, region or country where the job is executed. Be prepared to follow acceptable social distancing measures and all official CDC COVID-19 related guidelines.

Technician Name: _____ Arrival Time: _____

Service Date: _____ Departure Time: _____

I certify that all work was completed as described by the Scope of Work above.

I will submit all photos and documentation to lcutliff@intellicomm1.com within 24 hours.

Technician Signature: _____

Tech Americas USA, Inc.
22503 Katy Freeway, Katy, Texas 77450
Support Center: 281-668-3211
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Customer Signature: _____