Incident #:		**117325**
Customer Reference #:	**TJ Maxx - T1343**	
Site Name:	**TJ Maxx - T1343**	
Site Contact:	**Rebecca Valero**	
Addres:	**1501 Lafayette Pwy**	
	Lagrange	**Georgia**	**30241**
Site Phone:	**706-882-1492**	

TECH AMERICAS

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

Scheduled Date and Time: **7/20/2021 7:00:59 AM**

Scope of Work:

TJ Maxx - T1343
1501 Lafayette Pwy
Lagrange, Georgia 30241

MATERIALS WILL BE SENT TO THE ASSIGNED TECHNCIAN
Estimated time completion: 3-4 hours
MOOD MEDIA DIRECT LINE: 607-524-3271

PLEASE READ BELOW REGARDING DELIVERABLES
A very important aspect of the deliverables for this project requires to use Sticky Notes containing technician's name, store name and store number. Unfortunately, many of our techs have failed to do so, applicable immediately, any pictures sent to Tech Americas without sticky notes clearly visible and readable will require the technician to go back to the store (a their own expense) to take said pictures and send them to Tech Americas to properly close the ticket. Failure to do so risks payment of the job in question.
Instructions for Pictures:
Please use a Sticky Note on each picture you are taking, it needs to be handwritten (Photoshop or any kind of picture editing is NOT allowed). Please include on the sticky note : Store name/Store number and technician name. Each picture must have the sticky note.

FAILURE TO FOLLOW THE BELOW ON SITE STEPS COULD RESULT IN A REDUCTION IN PAY OR POSSIBLY NO PAY FOR WORK COMPLETED
Picture of the boxes before open then, 4 angles of the boxes AND the rest of the boxes
Store Manager Sign-off
Pictures required:
Picture of back of TV
Picture of TV Front
Picture of Wall Plate Labeled Training TV
Picture of Patch Panel Labeled TTV or Training TV
Picture of Switch Port used (ports 41-46).
Picture of Return Shipping Label
Filled out Mood Media Checkout Sheet

Harmony Mood Media- New Video Media Player:
*Important that the panel with the lights are visible when techs mount the new player to the TV, please follow up the additional Harmony install guides for further clarifications.
Important: Please take pictures of the box that contains the TV and any other equipment prior unbox it.
Assumptions
• Cable run should not exceed 300-feet. If run exceeds call TA PM/PC team at 281-668-3211
• Ceiling heights should not exceed 10 to 12-feet where the use of an 8 to 10-foot ladder could be used. If a lift is needed call TA PM/PC team
• Onsite environment assumes drop ceiling. If site ceilings are not drop ceiling call TA PM/PC team
• Equipment should not be damaged. If any of the equipment is found to be damaged or is missing anything, escalate to the TA PM/PC.
IMPORTANT If anything of the above is found, please INMEDIATELY proceed with completing the rest of the scope of work provided, this include assembling the rolling stand, mount the TV, remote control and Mood media device on the stand.
****SOW****

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TECH AMERICAS

	Lagrange	**Georgia**	**30241**
Site Phone:	**706-882-1492**		

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 VOLTAHE (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. Contact TJX Command Center to Check-In
a. TJX Command Center 888.444.4848
b. Option 1 English/Option 9/Option 5
c. Option 9 and 5 are Silent Options. Wait for prompts
4. Locate Nearest Switch to Lounge with Port 41-46 available
5. Run 1 Cables from Nearest Patch Panel with Switch Port Available Port 42-26
6. Assemble Stand and Mount TV
7. Connect Mood Player & Label Connections
8. Install SFP Module in System Room (No longer Applicable)
9. Contact TJX Command Center to Verify Player is On-Line
10. Documentation
11. In MDF/System room disconnect BCM phone system if applicable
12. Contact Tech Americas Call Center TBD for Check-Out and Security Code (SOT#)

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

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)

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	Lagrange Georgia 30241
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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: _____

Customer Signature: _____