



By accepting this work order you agree to complete this form, including the site manager's signature, and return it to us in order for us to meet our customer's billing requirements. Your return to us of completed paperwork is a critical element in our timely payment to you for services rendered.

CUSTOMER

Customer : Wal*Mart Stores Inc.

Tech to be OnSite Before : 9/21/2020 5:00:00PM EDT

Site : Sam's Club #6409

(See Trip Info Section Below)

Address : 1940 MOUNTAIN INDUSTRIAL BLVD
TUCKER, GA 30084

Requested By : SNOW

Customer Order #: INC18000826

City,State - Zip : TUCKER , GA - 30084

Problem Code: 5827 WM - AP Parts Exempt

Corner Addr :

Phone : 770-908-8408

CROSSCOM INFORMATION

Contact :

Log in and out via IVR **1-800-820-9229**Question Call : **1-800-820-9229**Fax D & A to **1-800-933-5538**

Team : Blue

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS

WM - Access Point Issue - AP 221 - AP Down - Model: MIST AP41
TECHNICIAN MUST HAVE A FACE MASK TO ENTER THE STORE

PARTS WILL NOT BE SHIPPED ON TRIP 1 - PLEASE EMAIL BLUESERVICE@CROSSCOM.COM FOR AP MAP IF NEEDED

We need a technician on site to troubleshoot and repair cabling as needed for AP to the switch. Technician may need to trace cabling to the switch to confirm the switch and port information along with the new and old MAC address, name and model of AP.

AP Map is available upon request. Last location/switch & port NOT GUARANTEED.

Location: Request Map

Switch: LP-1

Port: 18

Model:

MAC:

Tech MUST have cable certifier with printable results

Tech MUST be prepared to run cabling as needed - Will Need To Provide Reason For Pull PRIOR to pulling

Tech MUST have standard troubleshooting tools

Tech MUST have lift badge

Tech to work with CrossCom technical support to have AP configured.

All Unused and Defective Parts MUST be shipped back by the CrossCom Technician via AP vendor return label.

Tech MUST document the Return Label Tracking #.

TRIP INFORMATION



| <u>Arrival Date</u> | <u>Arrival Time</u> | <u>TimeZone</u> | <u>TripDescription</u> | <u>NoOfTechs</u> |
|---------------------|---------------------|-----------------|------------------------|------------------|
| 09/21/2020 | 05:00 PM | EDT | Service | 1 |

TECHNICAL NOTES

Site Contact: Manager on Duty
Type of Rate for the First Trip: Standard Rates
Travel Charge for the First Trip: None
Return Trip is Standard Rates

*** PLEASE DO NOT CALL NCR OR THE NOC DIRECTLY UNLESS AUTHORIZED BY CROSSCOM
*** ANY CALLS PLACED TO NCR OR THE NOC REQUIRE A BRIDGE FROM CROSSCOM

Only one (1) tech is approved for this work order

*** IF PARTS HAVE BEEN SHIPPED TECH MUST CONFIRM PARTS ARE ON SITE WITH THE BLUE TEAM BEFORE ARRIVING TO SITE ***
*** The technician must send all defective or unused equipment back with the provided Prepaid Return Label***

The technician needs to Log In/Out via the CrossCom IVR 800-820-9229. Also MUST speak with a CrossCom Technical Service Representative BEFORE LEAVING SITE upon logging out. Failure to do so may result in nonpayment.

1. LOG IN/LOG OUT with CrossCom Service at 800-820-9229
2. LEAVING SITE technicians MUST log out while on site no exceptions
3. MANAGERS NAME must be obtained prior to logging out with CrossCom
4. LEC ISSUES are to be reported to the LEC by the On Site Technician
5. PROGRAM CHANGES are not to be made without corporate approval
6. PARTS SHIPPED technician MUST call CrossCom to verify parts are on site before dispatching

EXPECTATIONS:
DO NOT EXCEED 60 MINUTES YOU MUST CALL CCN FOR AUTHORIZATION OF ADDITIONAL TIME
Failure to update may result in a short pay.

Field Service Representatives must upload the completed work order prior to leaving site with manager's signature to the vendor portal at www.mycrosscom.com PRIOR TO LEAVING SITE. Failure to upload paperwork in a timely manner may result in Non-Payment.

DO NOT complete any additional work on site without approval from CrossCom.

Please clean up any mess you make, this includes cables, jack, packing materials and boxes.
Do Not Leave a Mess

MATERIAL ON ORDER

| <u>Part Number</u> | <u>Part Description</u> | <u>Provided By</u> | <u>Quantity</u> |
|--------------------|-------------------------|--------------------|-----------------|
| NONE | | | |



SPECIAL TOOLS

| <u>Tool Description</u> | <u>Provided By</u> |
|-------------------------|--------------------|
| NONE | |

OPTIONAL ITEMS

Note : Confirm with CrossCom before performing any of these activity.

| <u>Description</u> | <u>Quantity</u> |
|--------------------|-----------------|
| NONE | |



TECHNICIAN DATA

Trip #

Date

On-Site At

Off-Site At

Manager Signature

Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: _____

Trip #

Date

On-Site At

Off-Site At

Manager Signature

Manager Printed Name

Description of Work:

Additional Trip Required? Yes / No

Customer Abuse (Circle): Yes No Explain: _____

COMMENTS

Manager Signature

Date & Time

Technician Signature

Date & Time



March 23, 2020

SUBJECT: COVID-19 VIRUS (Essential Worker)

To Whom It May Concern,

I am actively employed by CrossCom National, LLC, as a technician and responsible for the repair, service and maintenance of technology equipment inside retail stores. We serve supermarkets, pharmacy chain stores, and other essential retailers. Those retailers we support, include, but are not limited to the following and their associated brands:

- | | |
|--------------|-----------------------|
| - Target | - Rite Aid |
| - Costco | - Food Lion |
| - Albertsons | - Hannaford |
| - Safeway | - Dollar General |
| - Kroger | - Family Dollar |
| - Sam's Club | - AutoZone |
| - Walmart | - Advanced Auto Parts |
| - Walgreens | |

We are considered essential as we support critical services within our customer base that allow these essential retailers' IT infrastructure, Alarm Systems, and Telecommunications Infrastructure to remain functional and in good working order. If there are any questions or concerns related to my working during this time or during any future "shelter in place" action within this location, please contact my employer representative, Ken Miller (Director, Field Services) at (847) 850-6298 (Direct) or (847) 903-7996 (Cell).

CrossCom
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Buffalo Grove, IL 60089

847-520-9200
847-419-4884

www.crosscom.com