



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 :** 12/15/2020 5:00:00PM EST

(See Trip Info Section Below)

Site : Supercenter #2811

Address : 4375 LEXINGTON RD  
ATHENS, GA 30605

Requested By : Angela Souders8833.US

Customer Order #: INC19460748

City,State - Zip : ATHENS , GA - 30605

Problem Code: 5817 WM - Stratacache - Hanging TVs/Wall of  
Eyes Issue

Corner Addr :

Phone : 706-355-3966

#### 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 - Stratacache - Hanging TVs/Wall of Eyes Issue - MCTV01 and MCTV02

SAFETY/PPE: TECHNICIAN MUST HAVE A FACE MASK TO ENTER THE STORE

Tape off your work area so the customer can maintain distance

Be prepared for potential temperature check prior to store entry

Site reports that the TV # hanging screen is currently offline. Confirmed with site that TV # screen is showing default media. Stratacache does not have a remote connection to it. Screen is too high for them to troubleshoot.

We need a technician on site to troubleshoot and repair network cabling. Technician may need to trace cabling to confirm switch and port information.

Items to be accomplished:

1. Call Stratacache 1-844-296-3902
2. Work with Stratacache to troubleshoot video issues
3. Confirm work completed with a manager
4. Provide the name of the manager that signed off on the work completed

Tech MUST acquire Stratacache Release Code

Tech MUST have standard troubleshooting tools

Tech MUST have lift badge

Tech to work with Crosscom and/or Stratacache technical support to troubleshoot

#### TRIP INFORMATION



<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
12/15/2020	05:00 PM	EST	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](http://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**

Tool Description  
NONE

Provided By

**OPTIONAL ITEMS**

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

Description  
NONE

Quantity



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  
900 Deerfield Parkway  
Buffalo Grove, IL 60089

847-520-9200  
847-419-4884

[www.crosscom.com](http://www.crosscom.com)