

**Title**

**\*\*ASAP\*\***Pull/send logs due to failed hard drive

**Description**

Problem Reported: archiving disk has failed, The system is not archiving video

Scope: Tech will need a monitor, mouse, and keyboard. Will need to pull logs and send to support. Contact Support once onsite, see attached instructions

Required Tools/Materials:

**\*\*monitor, mouse, and keyboard\*\***

8-10' Ladder

Basic hand tools for troubleshooting cameras, access control (fob readers, door strikes)

Security bits (various) some older stores may use security bits to secure cameras/hardware. Bit type varies by store

Multimeter

Cable testing; troubleshooting; and termination tools

Cat 5e/Cat 6 patch cables (various lengths, white Commscope preferred)

Keyboard & Mouse

Monitor/Display to be used for testing of video source

**Assignment Date**

December 9, 2020 7:00AM to  
December 9, 2020 9:00AM EST

**CHECK IN REQUIRED**

**ARRIVAL TIME**

\_\_\_\_\_ AM/PM

**DEPARTURE TIME**

\_\_\_\_\_ AM/PM

**Contact Information**

**Support Contact**

Service Desk  
(866) 566-4295

**Assignment Location**

**1439 - NORCROSS, GA**  
5270 PEACHTREE PKWY NW  
NORCROSS, GA 30092  
USA

**Custom Information**

- Client Name: LIDL US, LLC
- Case ID #: PRJTASK4760606
- Customer PO #:
- Customer Ticket #:

**Notes**

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## Approval

By signing below, you acknowledge your agreement with the satisfactory completion of the assignment details listed above. Additionally, you verify the accuracy of the arrival and departure time(s) entered on this form.

\_\_\_\_\_  
Customer Name (Printed)

\_\_\_\_\_  
Customer Signature

\_\_\_\_\_  
Date

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**Title**

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All spend limit requests must be documented and approved.  
Questions, change of scope or spend limit requests should be directed to:  
Service Desk, [service@telaid.com](mailto:service@telaid.com), (866) 566-4295

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5270 PEACHTREE PKWY NW  
NORCROSS, GA 30092  
USA

**Instructions**

TECH TO WORK WITH TELAID SUPPORT WHILE ONSITE: 866-566-4295

PLEASE BE SURE **\*BOTH\*** MAINTENANCE FORM AND WORK ORDER ARE FILLED OUT AND SIGNED.

MAINTENANCE FORM MUST BE FILLED OUT IN THE STORE SYSTEM. HANDWRITTEN FORMS WILL BE REJECTED

Priority: P1

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Equipment return required? N

Return shipping label attached to assignment in documents? N

PLEASE TAKE BEFORE AND AFTER PHOTOS

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**\*\*Maintenance Form Requirements\*\***

- Maintenance form must be filled out in the store system. Handwritten forms will be rejected

- Ensure PO# listed at the bottom of the Special Instructions matches the PO# entered on the Lidl Maintenance Form

- Work performed along with any materials or parts used must be noted

- Check in and check out times must also be listed - no exceptions

These are client requirements, if this is missing or incorrect you will need to return to site to obtain a correct form, or the assignment will be closed out at ZERO payment.

PO # TBD

## Completion Details

### Instructions

All Required deliverables are due upon check out of site. Deliverables must be submitted prior to requesting an expense reimbursement. This will allow Telaid to review for timely payment approval.

If deliverables are not received within 24 hours of site completion, a 10% deduction penalty will be automatically applied to the assignment.

If no deliverables are received within 72 hours of completion, a \$0 payment will be applied to your assignment and another resource will be dispatched to complete the scope of work.

#### Deadline

Deadline to submit attachments is **24** hours after assignment start.

#### Deliverables

You are required to include **6** attachment(s) for this assignment:

- 1 Sign Off Form
- 1 Sign Off Form
- 2 Photos
- 2 Photos

### Custom Information

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### Parts & Logistics

Parts will be supplied by the client.  
The parts will be shipped to the address specified on your profile.  
2631 Peachtree Pkwy, Suwanee, GA 30024, USA  
Suwanee, GA 30024

### Code of Conduct

Technicians must represent themselves as a Telaid technician, wear either a polo shirt or a buttoned shirt with collar, and clean pants.

### Terms of Agreement

If you are running late, you must notify us before the ETA is missed and provide us with your new ETA. •A 5% deduction penalty will be applied for late arrival to service jobs, unless client penalty is greater. •A \$100 deduction penalty will be applied for each late arrival occurrence on project work, unless client penalty is greater. •If late arrival occurred on work requiring a firm ETA, you risk losing Firm ETA jobs (service or project) for 30-60 days at our discretion •The firm ETA penalty above will be cross-referenced to all Auto-Routed talent

pools and repeat offenders will be removed from Auto-Routing for 30-60 days at our discretion. All required deliverables are due upon Check Out. Deliverables must be submitted prior to requesting an expense reimbursement. This will allow Telaid to review for timely payment approval. If deliverables are not received within 24 hours of Check Out, a 10% deduction penalty will be automatically applied to the assignment. If no deliverables are received within 72 hours from Check Out, a \$0 payment will be applied to your assignment and another resource will be dispatched to complete the scope of work.



## Print Badge

Use this badge to take with you and show on site for your assignment.



**Phillip Lumpkin**

On behalf of: **Telaid**

Valid: 12/09/2020 7:00AM to  
12/09/2020 9:00AM EST

For: **\*\*ASAP\*\*** Pull/send logs due to failed hard drive  
(4325834372)