



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 : KPS, LLC

Tech to be OnSite Before : 9/6/2021 8:00:00AM EDT

Site : Kroger # AT-459

(See Trip Info Section Below)

Address : 2875 N Decatur Rd
Decatur, GA 30033

Requested By : Gregory Gould

City,State - Zip : Decatur , GA - 30033

Customer Order #: 22405157

Corner Addr :

Problem Code: 4052 KR - Telephone System Issue

Phone : 404-294-5311

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 : Red

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS4052 KR - Telephone System Issue - Pharmacy Fax
HARD START 9/6 at 8:00amCrossCom level 2 determined this site is having a lot of expansion cabinet issues.
CrossCom will send a replacement cabinet

VERIFY EQUIPMENT HAS ARRIVED WITH CROSSCOM BEFORE GOING TO SITE

All defective/unused equipment must be returned to CrossCom. Technician must obtain an RMA from level 1 before leaving site. Do not leave the equipment on site -- it must be returned to CrossCom

Pharmacy FAX not receiving calls
Called FAX number and it is constantly BUSY
Called Store's front desk and had someone access ECR room
Checked Expansion Unit, Expansion unit has power but 3 units are DEAD
Attempted to power cycle but issue remained.
Manager mentioned that store experienced a Lightning strike a few weeks ago. (PC:22405157)

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

TECH REQUIREMENTS:

TECHNICIAN MUST BE IN THE STORE TO LOG IN
THE TECHNICIAN MUST CALL CROSSCOM TO LOG OUT BEFORE LEAVING SITE
THE TECHNICIAN MUST CALL CROSSCOM TO LOG OUT WITH THE KSC BEFORE LEAVING SITE
THE TECHNICIAN MUST WORK WITH CROSSCOM LEVEL II ONCE ON-SITE



TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
09/06/2021	08:00 AM	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 at Standard Rates
Only One (1) Tech is Approved for this work order

The technician MUST adhere to CrossCom's Dress Code, ID Badge and Tool Requirement
Tech will need cabling, jacks, cable tester and tools.

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 non-payment.

EXPECTATIONS:
DO NOT EXCEED 60 MINUTES - YOU MUST CALL CrossCom 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.
"PROGRAM CHANGES" are not to be made without corporate approval.
"SOW" must be confirmed and all work completed and addressed.

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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847-419-4884

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