



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 : 9/4/2020 5:00:00PM EDT
(See Trip Info Section Below)

Site : Kroger

Address : 4357 Lawrenceville Hwy
Tucker, GA 30084

Requested By : Billy Blount

City,State - Zip : Tucker , GA - 30084

Customer Order #:

Corner Addr :

Problem Code: 4057 KR - MAC, Move, Add or Change

Phone : 770-934-1104

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 & COMMENTS

Dispatch to troubleshoot AT482 new fuel center phone 2451 notes from the customer below

I asked for 770-270-4760 to ring to the Fuel Center and I gave the DN and Port to use. The port I submitted to use is not being used either. We need the phone number to ring to the Fuel Center because it has been published. Also the store was given the 2451 extension to use as well. Can a tech revisit and correct or can someone remotely do this work?

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

CrossCom technicians are not to tone and/or repair any cabling on site unless specifically requested or directed by Kroger (KSC).

DO NOT LEAVE SITE WITHOUT LOGGING OUT WITH CROSSCOM
CROSSCOM WILL UPDATE THE KROGER KSC HELP DESK

TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
09/04/2020	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 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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