



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 : Interface Systems

**Tech to be OnSite Before :** 8/13/2021 5:00:00PM EDT

Site : Dollar General 04775

(See Trip Info Section Below)

Address : 2470 LIMESTONE PKWY  
GAINESVILLE, GA 30501

Requested By : Interface Pod 2

City,State - Zip : GAINESVILLE , GA - 30501

Customer Order #: PO0946640

Corner Addr :

Problem Code: 5983 INFS - Alarm Issue - Door Contact Issue

Phone : (770) 532-1946

**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 : Gray

Dispatcher Notes :

**BRIEF STATEMENT OF WORK & COMMENTS**



PARTS: 5983 INFS - Alarm Issue - Door Contact Issue

FEDEX - PARTS SHOULD ARRIVE ONSITE 08/13 BY 10:30 AM

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 MUST WORK WITH CROSSCOM LEVEL 2 UPON ARRIVAL\*\*\*

\*\*\*TECH MUST BRING VOLT METER\*\*\*

\*\*\*ALARM IS NETWORK CONNECTION\*\*\*

Scope Of Work: Tech checked the front door and the contacts sent was wrong site needs ASODC59A( 2) AND A CK-ISCKIS3050 SENT TO THE SITE

Parts Shipped: \_YES\_

Interface Ticket #: ST1725613

Monthly Password: RIDDLE

HD Chat: FAST

Please record the following information during trip:

Method of INFS contact: \_\_\_\_\_ (Phone/Chat)

Hold times during visit: \_\_\_\_\_

Release code: \_\_\_\_\_

Time of release code: \_\_\_\_\_

#### TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
08/13/2021	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

No return trips on Interface tickets

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](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.  
"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\*\*\*

Interface Customer Specifics:  
\*\*\*TECHNICIAN MUST PROVIDE LENGTH OF HOLD TIMES AND THE TIME RELEASE CODE IS PROVIDED\*\*\*  
\*\*\*TECH WILL NEED A LAPTOP with Internet access and Ethernet Port\*\*\*  
\*\*\*Tech MUST get a Close Code from the Live Chat before leaving site\*\*\*  
\*\*\*TECH TO LEAVE ANY CUSTOMER EQUIPMENT ON SITE\*\*\*

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  
900 Deerfield Parkway  
Buffalo Grove, IL 60089

847-520-9200  
847-419-4884

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