



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 : PEP Boys

Tech to be OnSite Before : 1/4/2022 5:00:00PM PST

Site : PEPBOYS # 739 - THOUSAND OAKS

(See Trip Info Section Below)

Address : 2099 E Thousand Oaks Blvd
Thousand Oaks, CA 91362

Requested By : Level 1 Support

City,State - Zip : Thousand Oaks , CA - 91362

Customer Order #:

Corner Addr :

Problem Code: 5600 PEP - Cabling/Jack Issue Data

Phone : 805-497-0089

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 : Orange

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS

5600 PEP - Cabling/Jack Issue Data -

Broadband connection is bouncing and keeps going offline. Site is currently on cellular. (PC:143297)

TECH MUST contact the PEP Boys help desk @ 215-430-9555 Opt 4 for testing.

TECH MUST TAKE the unused/defective equipment on site and MUST provide CrossCom with the tracking number off of the return label when closing out AND write down tracking number on paperwork.

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

TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
01/04/2022	05:00 PM	PST	Service	1

TECHNICAL NOTES



Site Contact: Manager on Duty
Type of Rate for the First Trip: Standard Rates
Travel Charge for the First Trip: 1HR
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
- Costco
- Albertsons
- Safeway
- Kroger
- Sam's Club
- Walmart
- Walgreens
- Rite Aid
- Food Lion
- Hannaford
- Dollar General
- Family Dollar
- AutoZone
- Advanced Auto Parts

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