

Work Order # S9990412



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

Site: PEPBOYS # 1566 - Monroe

Address: 2035 W Spring St

Monroe, GA 30655

City, State - Zip: Monroe, GA - 30655

Corner Addr: Monroe

Phone: 770-207-5650

Tech to be OnSite Before: 9/17/2020 5:00:00PM EDT

(See Trip Info Section Below)

Requested By: PEP/HD

Customer Order #: 54975

Problem Code: 5603 PEP - Equipment Only

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: Purple

Dispatcher Notes:

BRIEF STATEMENT OF WORK & COMMENTS

PARTS

PROBLEM REGIATER 117 NEDDS TO BE REPLACED.

A Technician is needed to replace a pc

TECH MUST contact CrossCom National to verify the equipment has been delivered BEFORE going to site.

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.

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

TRIP INFORMATION

Arrival Date 09/17/2020

Arrival Time 05:00 PM TimeZone EDT <u>TripDescription</u> Service NoOfTechs

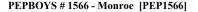
TECHNICAL NOTES

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



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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.

Note: Confirm with CrossCom before performing any of these activity.

Please clean up any mess you make, this includes cables, jack, packing materials and boxes.

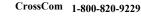
Do Not Leave a Mess

MATERIAL ON ORDER

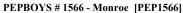
Part Number NONE	Part Description	<u>Provided By</u>	Quantity
SPECIAL TOOLS			
Tool Description NONE		Provided By	
OPTIONAL ITEMS			

Quantity

Description NONE



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Trip #	Date	On-Site At	Off-Site At		
				Manager Signature	
				Manager Printed Name	
Description of Wo	ork:			Additional Trip Required? Yes / No	
Customer Abuse ((Circle): Yes	No Explair	n:		
Trip#	Date	On-Site At	Off-Site At		
				Manager Signature	
				Manager Printed Name	
Description of Wo	ork:			Additional Trip Required? Yes / No	
ustomer Abuse ((Circle): Yes	No Explair	1:		
MENTS					

CrossCom 1-800-820-9229



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