



Work Order ID : 10521319
Essential SO## E-190856
Please have on site contact sign this copy and keep this for your record.

General Information

Service Title

Simple Preventative Maint. on POS Systems - Lanes: 28,
Estimated Hours: 4.73

Service Schedule

On Wednesday October 20th 2021
At 7:45 am PDT

Manager of Work Order

Project Source

Assigned Provider

Marlon Dardaine (user id: 294797)

Service Location (type: Commercial)

Walmart
3010 W GRANT LINE RD
TRACY, CA, 95304

On Site Contact

Essential Projects
+1 855-612-2183 ext.2

Work Order Manager

Project Source
ProjectSource@essential.com

Work Order Manager

Project Source
ProjectSource@essential.com

Work Order Manager

Project Source
ProjectSource@essential.com

Work Order Manager

Project Source
ProjectSource@essential.com

Resource coordinator

Essential Project Team
+1 855-612-2183 2

Notes: Call to check-in if you DO NOT have FN mobile app.

Additional Fields

Deliverable Link (copy/paste into your web browser)

Tip: THIS LINK IS CUSTOM TO YOUR WORK ORDER. DO NOT REUSE LINKS. Please copy this URL onto your clipboard and paste it into your web browser to access the survey.-Thx
https://essential.az1.qualtrics.com/jfe/form/SV_aUZ07axEgptYHKI?SiteVisitID=a006S00000rwGG7UAM

Store#

2025

Tot Lanes Onsite

Tip: This represents the total number of lanes on the site to receive preventative maintenance.
28

Estimated Onsite

4.73

Tech Lanes to Service

Tip: Number of lanes the tech was assigned to service.
28

Data to Note

Enter the number of lanes you successfully completed: [required]

Tip: This number will be verified against your lane entries made in the job completion google form.

Out of Scope Work: Was there any performed by you? [required]

Released By Name [required]

Tip: Please enter the first and last name of the person who released you from the site.

Final Job Status [required]

Tip: This question only addresses the lanes that you were responsible to perform preventative maintenance on. The number of lanes you are responsible for can be found in the title of this work order and is also displayed in the the field labeled 'Tech Lanes to Service'.

Released By [required]

Tip: Please enter if you were released by an NCR Lead or by the WalMart manager on duty.

Necessary Equipment

Full Work Description

PLEASE DO NOT CALL IN TO ESSENTIAL TO BE ASSIGNED TO THESE TICKETS. IF YOU ARE INTERESTED PLACE A BID.

DO NOT PLACE BIDS EXPECTING SOMEONE TO CALL YOU TO NEGOTIATE RATES. YOUR BIDS WILL BE ACCEPTED AS IS AND YOU WILL BE HELD RESPONSIBLE FOR BACKOUTS ASSOCIATED WITH PAY RATE.

Scope of Work:

A technician is needed onsite to work with the **NCR** Lead Technician and perform preventative maintenance on POS stations.

IMPORTANT: The number of lanes you are required to service on this work order can be found in the title of this work order. Sites will include front-end registers (non-SCO and no UPC rack), as well as stand alone registers. Typical tasks include:

- Required to power-off the logic unit at each lane you service
- Vacuum out the inside of EACH unit
- Power the units back up.
- Clean up all trash around the logic units to ensure proper air flow around all units.
- Clean: scanner scales, hand scanners, printers, and debit readers at each lane you service.
- The specifics of what is needed to be accomplished and how to accomplish them can be found in the attached instructions titled "**Walmart** PM Procedures_Essintial Ver 080917.pdf".
- Tech must complete online survey form and submit before departing site.
-

You are required to be onsite **no later than** 7:45 AM (penalties will be applied if you are late). AVERAGE onsite time is based off 12-minutes per lane and is listed in the "Estimated Hours" custom field, but please understand this only an estimate. You are required to stay onsite until the work is complete or the **NCR** Lead Tech releases you. **NOTE: You MUST remain onsite the entire length of time until the site is fully completed or face penalties/non-payment (minimum required time onsite can be found in this work order's title) . Your flat rate covers your entire time onsite unless negotiated otherwise at work order assignment. Also, RATES ARE INCLUSIVE of your consumable items (i.e. Canned Air, Cotton Swabs, etc.) and are non-negotiable after ticket assignment.**

COVID GUIDELINES:

You will need to wear a mask at all times while onsite. It is also recommended that you bring gloves with you while cleaning the lanes. As these are used a lot daily, please ensure to take all safety measures.

Out of Scope Process:

Your estimated onsite time is listed in the custom fields of your work order. **PRIOR TO EXCEEDING THIS TIME FOR OUT OF SCOPE REASONS** (EXAMPLE: MANAGER DELAYS, NOT ALLOWING YOU ON REGISTERS IN A TIMELY MANNER, ETC) **YOU MUST CALL The Essintial Project Team AT THE NUMBERS LISTED IN THE CONFIDENTIAL SECTION FOR APPROVAL BEFORE PROCEEDING. FAILURE TO DO SO CAN RESULT IN YOUR EXTRA TIME NOT BEING PAID**

Important Scope/Customer Information:

- DO NOT update or check-in on the FN application with your onsite time UNTIL you have ARRIVED at the entrance of the building. An escalation will be raised if you are not actually on site when any updates occurs to this work order, via the FN application.
- You will receive pre-calls at 24 hours and 2 hours prior to your ETA. If you do not answer or reply, you may lose the work as confirmation is a Contractual obligation and a cancellation fee will not be granted.
- You will not be paid for work performed prior to your work order's scheduled start time. Please contact Essintial if the customer is asking you to deviate from this service date or time
- Notify Essintial via PHONE CALL within 15-mins if **NCR** Lead is not onsite when you arrive.
- IF **NCR** Lead does not arrive on-site you must work directly with the Store Manager to coordinate lane shut downs and such. **NO TROUBLESHOOTING OR CALLS TO NCR** ARE NEEDED IF THERE ARE ANY ISSUES WITH THE LANES.
- IF there are multiple technicians onsite, **DO NOT ASSIST EACH OTHER WITH LANES** as only one technician may claim, and be compensated for, any given lane!
- **IMPORTANT: You must confirm that ALL lanes are complete prior to departing the store.**
- **Provider(s) are responsible for completing all lanes within the store,** failure to do so will result in a revisit! Return visits are REQUIRED to be completed within two (2) days of the original onsite. Provider will not be paid to return to complete the outstanding lanes. If a technician is unable to meet the return requirements, the original work order will be penalized. Revisits caused by **NCR** or **Walmart** will be compensated accordingly.

Badge Template

- **Must be edited to include your name and ID. You are required to print and wear and it must be visible on your person at all times while onsite.**

Physical Requirements:

You **MUST** be able to:

- Bend
- Kneel
- Stand and Lift
- Carry 50-lbs repeatedly for extended periods of time

Tools Required

Please note: You MUST have all necessary tools with you before you arrive onsite. Please do not attempt to use store supplies in order to complete this work.

- Canned air
- Cotton swabs
- Denatured Alcohol or Isopropyl (99% pure/Hospital grade)
- Cell Phone with digital camera
- Soft non-chemical wipes or clothes.
- Shopvac style vacuum with small nozzle attachment(**DUSTBUSTERS ARE NOT ACCEPTABLE**)

Upon Arrival at site:

- If you are able to **check-in via your Field Nation App**, please do so, otherwise, call Essintial Project Team @ **855-612-2183 opt 2** to check-in
- Introduce yourself as Essintial tech on behalf of **NCR** technician there to complete Preventative Maintenance on the registers.
- You **MUST** provide the Manager with the INCIDENT NUMBER to gain authorization to proceed with your work.

Upon Completion/CloseoutRequirements:

- Obtain customer signature on release form.
- Call Essintial Project Team @ **855-612-2183 opt 2** to checkout.
- If you exceeded your estimated hours onsite, explain with detail why. This is REQUIRED to do via phone call with Essintial PRIOR TO LEAVING SITE. You will be provided with an Approval Name. This must be recorded in your work order upon completion.
- Be sure to report any issues you experienced, if applicable.
- Upload your Sign Off Sheet and ONE (1) Photo photo of an open PC AFTER PM is completed on it within 24 hours of site completion.

Attachments

1. **Walmart** PM Procedures **Essintial** Ver 00917.pdf
2. **NCR**BadgeTemplate_0810091.doc

Procedures

- Document titled "Walmart PM Procedures_Essintial Ver 080917.pdf" must be printed and taken to site with you as it contains instructions on completing the preventative maintenance as well as a lane sheet that will require either an **NCR**Lead signature or Store Manager signature in the event that the **NCR** Lead is not onsite with you.

Deliverables:

Due prior to leaving site:

- Online Survey (found in the "Deliverables Link" field located within the work order)
- ONE Photo (AND ONLY ONE)-of lane that depicts the post-cleaning work you performed on the Logic unit. The picture must display the actual logic board. THIS PICTURE MUST BE WELL LIT AND COMPLETELY FOCUSED.

Due within 24 hours of site completion:

- Lane Sheet with NCR Lead or customer signature (only if the Lead is not onsite)

Tasks

Pre Visit

Some tasks below may be eligible for completion by calling 1-877-573-6330

1. Provider must set start time

2. Provider must **Print Procedures** document attached to this work order titled-"Walmart PM Procedures_Essintial Ver 080917". - The **REQUIRED SIGN OFF SHEET AND REGISTER COMPLETION FORM** is located on page-8 of this document.
(Code 119 728 978 056 5#)
3. Provider must **Download** the attached file titled "NCRBadgeTemplate_0810091" and modify badge to include your name and photo. **THIS BADGE MUST BE PRESENTED AND VISIBLE WHILE ON SITE.** This badge must be presented and visible while on site
(Code 132 723 388 056 5#)

On Site

1. Provider must check in
2. Provider must **Check In** via FN App, if not available call Essintial 855-612-2183 Opt 2 to check-in
(Code 182 725 209 056 5#)
3. Provider must **provide the manager-on-duty** with the 'INCIDENT' number (contained in this work order) to gain authorization to proceed with your work.
(Code 183 729 519 056 5#)
4. Provider must **ensure that every lane you serviced is free from any debris caused by your maintenance (such as flying dust particles and clumps).** Also ensure that any debris accumulated around the logic is removed to maximize air flow surrounding the unit.
(Code 122 724 229 056 5#)
5. Provider must upload or take a picture of **ONE (AND ONLY ONE)-lane** that depicts the post-cleaning work you performed on the Logic unit. The picture must display the actual logic board. **THIS PICTURE MUST BE WELL LIT AND COMPLETELY FOCUSED.-THX**
6. Provider must **must fully complete the "PM Worksheet"** as found on page 8 of the attached document titled "Walmart PM Procedures_Essintial Ver 080917".
(Code 134 724 749 056 5#)
7. Provider must **have the completed "PM Worksheet"** signed by the NCR Lead on site. IF NO NCR LEAD IS PRESENT, you must have this page signed by the store MGR on site. The "PM Worksheet" is found on page 8 of the attached doc - "Walmart PM Procedures_Essintial Ver 08091
(Code 149 729 259 056 5#)
8. Provider must **Complete the Online Survey PRIOR** to leaving site. The Link to the survey can be found in the "Deliverables Link" field located on this work order. Note: Copy the deliverables link and paste it into your mobile device, or desktop browser.
(Code 178 728 169 056 5#)
9. Provider must check out
(Code 107 723 479 056 5#)
10. Provider must call phone number **855-612-2183** Opt 2 to Check Out with Essintial Project Team

Post Visit

1. Provider must upload or take a picture of **of your completed and signed Lane Sheet and your'Lane Photo'** (from previous task) **within 24 hours of site completion**
2. Provider must enter close out notes

Approval of Work

I acknowledge that the work has been satisfactorily completed.

<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div>	<div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div>
<div style="font-size: small;">Name</div> <div style="font-size: small;">Signature</div> <div style="font-size: small;">Date</div>	<div style="font-size: small;">AM / PM</div> <div style="font-size: small;">Arrival Time</div> <div style="font-size: small;">AM / PM</div> <div style="font-size: small;">Departure Time</div>

CONFIDENTIAL!

The following information is confidential and should not be seen by anyone but you, the assigned provider.

Confidential Information

At no time, should pay rates be discussed with, or in front of, anyone other than the Essintial Project Team.

Important Requirements:

You **MAY NOT** substitute another technician to take your place unless you request and obtain approval from Essintial. The replacement technician must have his own tech ID and background check.

If you have to remove yourself from this project **YOU MUST CALL** Essintial at 855 612 2183 OPT 2 OPT 2 and **REMOVE YOURSELF** from the Field Nation work order.

Contact Details:

- Essintial Project Team 855-612-2183 opt 2, Opt 2 (projects@essintial.com)

Out of Scope Contacts:

Tech must contact the Essintial project team real time for OOS approvals. Details are below:

Essintial Project Team 855-612-2183 opt 2, Opt 2 (projects@essintial.com)

Penalties:

Essintial participates in the Field Nation Provider Quality Assurance Program (PQAP). No call-no show - backing out of this job with less than 24 hours' notice for any reason - not prepared for the job - causing an escalation or customer issue on the job including but not limited to being late, not having tools, not printing out instructions, not properly dressed or generating a client complaint you will be escalated to Field Nation and subject to the Field Nation penalties in addition to any actions Essintial elects to take, including being BLOCKED from all future work.

- **Up to 25% of your total payment will be deducted if:**
 - You are late!
 - You do not hand in all deliverable requirements and place in Work Done within 24 hours of call completion.
- **Up to 50% of your total payment will be withheld if:**
 - You do not follow all written instructions in the attachments and your work order.
 - You do not hand in all deliverable requirements and place in Work Done within 48 hours of call completion.
- **Up to 100% of your total payment will be withheld if:**
 - You do not turn in your deliverables at all!
 - You leave the site unfinished/ incomplete without being released (i.e. incompetence, walking off the job, etc.)!
 - You do not hand in all deliverable requirements and place in Work Done within 72 hours of call completion.
- **You will NOT be penalized for OBF/DOA units and equipment issues not caused by negligence or lack of required skills.**

Cancellations:

If for some reason we must cancel the work order less than 24 hours, you will be compensated the standard Field Nation cancel fee. If the service event is canceled after you arrive onsite, you will be compensated the standard Field Nation cancel fee. Pre-negotiated exceptional expenses will be considered.

****NO SHOWS ON THIS PROJECT WILL RESULT IN TECH BEING BANNED FROM ANY FUTURE WORK WITH ESSINTIAL****

Deliverable Uploads

Make sure you collect and upload any required deliverables into the following deliverable categories:

- [] ONE (AND ONLY ONE)-lane that depicts the post-cleaning work you performed on the Logic unit. The picture must display the actual logic board. THIS PICTURE MUST BE WELL LIT AND COMPLETELY FOCUSED.-THX
- [] of your completed and signed Lane Sheet and your 'Lane Photo' (from previous task) within 24 hours of site completion
- [] Misc

Customer Policies & Procedures

By accepting this work order you also agree to receive and respond to phone calls and SMS messages confirming your readiness to perform the work as detailed.

WORK ORDER TOUCH POINTS: Requirements for All Essential Work Orders

1. **REAL TIME UPDATES** is crucial and contractually required. Essential should not have to contact you for an update, instead you should proactively provide them while onsite and before leaving. Please call 1-800-326-6999 **REAL TIME** (*listen to options to be transferred to the correct Dept*).

2. **MEET YOUR ETA COMMITMENTS:** If you are not able to meet an on-site time you must call Essential at the above number immediately.

*******REAL TIME UPDATES** reporting of the above times are contractually required on every call, they cause escalations when not completed and are taken very seriously*****

*******FAILURE TO MEET THESE CONTRACTUAL OBLIGATIONS WILL RESULT IN A LOW RATING AND/OR AN ADJUSTED OR NON PAYMENT*******

3. **INSTRUCTIONS:** Print and thoroughly read all instructions included in this work order prior to going on-site.

4. **DRESS CODE:** Business casual. NO hats, NO shorts, NO t-shirts, NO sneakers, NO visible tattoos, NO offensive jewelry

5. **ON-SITE CONDUCT:** Always be courteous, maintain a professional demeanor, and keep the end user up-to-date during the service event. Firearms or weapons of any kind are not permitted in any circumstance.

5A. Essential Enterprise Solutions is committed to maintaining a workplace free from sexual harassment.

Sexual harassment is a form of workplace discrimination. Unwelcome sexual advances, requests for sexual favors, and other physical, verbal, or visual conduct based on sex constitute sexual harassment

when (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for an employment decision, or (3)

the conduct has the purpose or effect of unreasonably interfering with an individual's work

performance or creating an intimidating, hostile, or offensive working environment. Sexual

harassment may include, but is not limited to, explicit sexual propositions, sexual innuendo,

suggestive comments, sexually oriented "kidding" or "teasing", "practical jokes", jokes about

gender-specific traits, foul or obscene language or gestures, displays of foul or obscene printed or visual material, written, recorded, or electronically transmitted messages, and physical contact, such as patting, pinching, or brushing against another's body.

6. **PAY:** If you exceed the estimated number of hours, any increase or expense must be approved by a supervisor with a notation in Essential's systems' audit fields prior to payment processing. Expenses such as travel and per diem must be applied to the ticket and approved at the time the pay is negotiated. Parking and materials used must be approved and accompanied with a receipt prior to payment processing. Do not discuss pay with anyone else on site!

7. **TOOLS:** It is expected that all field technicians carry standard tech tools including screwdrivers, wrenches, pliers, etc. and a laptop. Be sure to also read over your Work Order for contract specific tool requirements.

8. **WHOLE UNIT REPLACEMENT WORK ORDERS:** You must obtain the serial number of both the new and old units and report them when closing the work order.

9. **PROVIDER ASSIGNED:** Only the technician assigned to the work order is to show up on-site unless previous arrangements have been made in writing with Essential.

10. **PARTS:** Technician assigned to the work order is responsible to return all parts within 48 hours of work order closure. There are different methods of returning parts and the specifics can be found in the "Special Instruction" section of the work order.

a. You **MUST** include the return tracking number in the closing information.

b. If no instructions are present please escalate to Essential before leaving site.

c. Some projects do not require part return, please read the work order description carefully. If no parts need returning, disregard this section.

11. **CALL CLOSING/PAYMENT SUBMISSION:** Please be sure to close your Work Order **REAL TIME**. If this is not completed, you risk penalty or nonpayment.

12. **WORK ORDER CANCELLATION:**

a. Call Cancelled more than 24 hour notice - \$0

b. Call Cancelled less than 24 hours with no travel time or onsite time - \$30

c. Turned Away - Tech has arrived onsite but has less than 1 hour "holding" . For Flat Rate/Blended tickets: \$30 unless the fixed rate is less than \$30, then fixed rate hourly dollar amount would apply. For hourly rate tickets: the hourly rate would be applied to the ticket. (any pre-approved travel fees at time of sourcing will be paid).++

d. Turned Away - Tech has arrived onsite, has 1-2 hours onsite "holding" - the following hourly rate applies: If ticket was flat rate or blended pay, \$30/hr. For hourly calls, the lesser of \$30 or the hourly rate. Any pre-approved travel fees at time of sourcing will be paid++

++Turned Away must be pre-approved by Essential **REAL TIME**. Technician is not to wait onsite and expect to be paid if Essential has

no knowledge and was unable to assist with speeding up the wait or releasing the tech from site.

13. **CIRCUMVENTING:** Is the practice of acquiring, or the attempt of, any client or end user(s) for the sole purpose to work directly with them. You understand by accepting this work order you are prohibited to these practices and must always have integrity when supporting our clients. Circumvention is a major policy violation and will result in permanent removal from any future opportunities.

******FAILURE TO MEET ANY OF THE ABOVE CONTRACTUAL OBLIGATIONS WILL RESULT IN A LOW RATING AND/OR AN ADJUSTED OR NON PAYMENT******