



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 : Wal\*Mart Stores Inc.

**Tech to be OnSite Before :** 9/1/2020 5:00:00PM EDT

(See Trip Info Section Below)

Site : Supercenter #2811

Address : 4375 LEXINGTON RD  
ATHENS, GA 30605

Requested By : Event ManagementX\_Walmart

Customer Order #: INC17685841

City,State - Zip : ATHENS , GA - 30605

Problem Code: 5829 WM - Order Ready Board - ORB

Corner Addr :

Phone : 706-355-3966

### 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 : Blue

Dispatcher Notes :

### BRIEF STATEMENT OF WORK & COMMENTS

WM - Order Ready Board - ORB - mpt061813382401 - Offline  
TECHNICIAN MUST HAVE A FACE MASK TO ENTER THE STORE

Located above the pickup tower  
MUST confirm with NCR - (800) 266-2769, Option 4, Option 4

We need a technician on site to troubleshoot and repair cabling as needed for mpt061813382401 to the switch. The Technician will need to provide the switch and port information.

Tech MUST have cable certifier with printable results  
Tech MUST be prepared to run cabling as needed; Will Need To Provide Reason For Pull PRIOR to pulling  
Tech MUST have standard troubleshooting tools

### TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
09/01/2020	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 Standard Rates

\*\*\* PLEASE DO NOT CALL NCR OR THE NOC DIRECTLY UNLESS AUTHORIZED BY CROSSCOM  
 \*\*\* ANY CALLS PLACED TO NCR OR THE NOC REQUIRE A BRIDGE FROM CROSSCOM

Only one (1) tech is approved for this work order

\*\*\* IF PARTS HAVE BEEN SHIPPED TECH MUST CONFIRM PARTS ARE ON SITE WITH THE BLUE TEAM BEFORE ARRIVING TO SITE \*\*\*  
 \*\*\* The technician must send all defective or unused equipment back with the provided Prepaid Return Label\*\*\*

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 nonpayment.

1. LOG IN/LOG OUT with CrossCom Service at 800-820-9229
2. LEAVING SITE technicians MUST log out while on site no exceptions
3. MANAGERS NAME must be obtained prior to logging out with CrossCom
4. LEC ISSUES are to be reported to the LEC by the On Site Technician
5. PROGRAM CHANGES are not to be made without corporate approval
6. PARTS SHIPPED technician MUST call CrossCom to verify parts are on site before dispatching

#### EXPECTATIONS:

DO NOT EXCEED 60 MINUTES YOU MUST CALL CCN 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.

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.



Description  
NONE

Quantity



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)