



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 : KPS, LLC

Tech to be OnSite Before : 5/16/2023 5:00:00PM EDT

Site : Kroger # AT-427

(See Trip Info Section Below)

Address : 101 Fairview Rd
Ellenwood, GA 30294

Requested By : Sean Evans

City,State - Zip : Ellenwood , GA - 30294

Customer Order #: INC2594991

Corner Addr :

Problem Code: 4053 KR - Telephone Set Issue

Phone : 770-389-7080

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 : Red

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS

4053 - KR - Telephone Set Issue

Store states fuel phone isn't working. Unable to locate the desk phone in fuel. Store states the only phone they have is wireless. TUNA shows fuel phone hasn't been on network in quite a while. I'm unable to locate it on the fuel switch:

nrtp1 Dead > 60 days 10.101.187.158 0021E1FB9466
10.101.187.158 nrtp1 Nortel 2001 PH 0021E1-FB9466
2451 1110/2001/2033 Fuel 0117

The only fuel phone I see listed is 2451, but the store is unable to locate that phone and it hasn't been on the network in a while. Dispatching crosscom to troubleshoot phone/setup in fuel center. (PC:)

***Techs are NOT to tone or repair any cabling on site unless specifically requested or directed by Kroger (KSC)

DO NOT LEAVE SITE without Logging Out with CrossCom

CrossCom will update the Kroger KSC Helpdesk

TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
05/16/2023	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 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

Kroger Customer Specifics:

KROGER W/O PARTS

***Techs are NOT to tone or repair any cabling on site unless specifically requested or directed by Kroger (KSC)



DO NOT LEAVE SITE without Logging Out with CrossCom

CrossCom will update the Kroger KSC Helpdesk

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

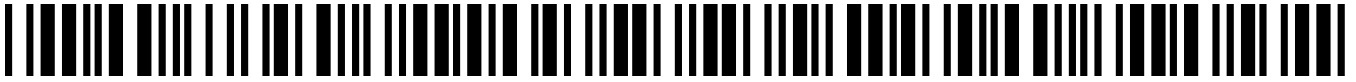
Manager Signature_____
Manager Printed Name

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