



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 : Lane Bryant

**Tech to be OnSite Before :** 3/30/2021 5:00:00PM EDT  
(See Trip Info Section Below)

Site : Lane Bryant # 4859

Address : 1791 Oconee Connector  
Space 720

Requested By : Amber Calhoun

City,State - Zip : ATHENS , GA - 30606

Customer Order #: 921065

Corner Addr : Epps Bridge Centre

Problem Code: 5887 ASC - Fujitsu TP 7000 F500 - Register Issue

Phone : 706-395-0681

**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 : 1Z6118E60120246249 PARTS TRACKING NUMBER FOR 3/30

**BRIEF STATEMENT OF WORK & COMMENTS**



PARTS 5887 ASC - Fujitsu TP 7000 F500 - Register 2 Issue - POS Terminal Down
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

MUST VERIFY PARTS ON SITE PRIOR TO ARRIVAL!!!
DO NOT INSTALL PARTS WITHOUT DIRECTION FROM CROSSCOM LEVEL II

LEVEL TWO NOTES:

CrossCom will send a replacement 7000 F500 PC to the site and dispatch a technician to replace the sled assembly at register 2. The hard drive will need to be transferred from the old PC.

Tech Please Check in immediately with the MOD and provide Ascena Incident Number 921065

Affected Register: 2

Issue: Power button does not work / repeated black screen issues

Suspected Part: Register power button / MOBO

Store Hours: Mon-thurs 10-7, Friday 10-9, Saturday 10-7, Sunday 12-6

Additional Notes:

- Power button does not work on register
- Register has had multiple black screen issues recently
- Power discharging the register for 20 minutes fixes temporarily
- Requesting a technician to replace register 2 for the store

\*\*\*Tech - Make sure parts are on site before arriving\*\*\*

\*\*\*DO NOT Power Off Register without Direction from Level II\*\*\*

All Unused and Defective Parts (EXCEPT HARD DRIVES) MUST be shipped back to CrossCom by the Tech

LOCATION DESCRIPTION : LBR04859R02

TRIP INFORMATION

Table with 5 columns: Arrival Date, Arrival Time, TimeZone, TripDescription, NoOfTechs. Row 1: 03/30/2021, 05:00 PM, EDT, Service, 1

TECHNICAL NOTES

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\*\*\*

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  
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Buffalo Grove, IL 60089

847-520-9200  
847-419-4884

[www.crosscom.com](http://www.crosscom.com)