



By accepting this work order and performing the mentioned above services you are accepting the terms and conditions set forth in the Master Contractors Agreement.

CUSTOMER INFORMATION:**Customer:** Pet Retail Brands**Site:** Pet Supermarket #287**Address:** 1475 BUFORD DRIVE
SUITE 509
LAWRENCEVILLE, GA 30043**Corner Address:****Phone:** 678-376-4926**Requested By:** 65397**Problem Code:** 100 Misc Multi-Site Project**CROSSCOM NATIONAL INFORMATION:****Contact:** Diego Quinones**Log in and out via IVR:** (800) 820-9229**Fax D&A to:** (800) 933-5538**Questions? Call:** (800) 820-9229**BRIEF STATEMENT OF WORK & COMMENTS**

Pet Supermarket: 2021 POS Upgrade (Swap 2) - 43106

TRIP INFORMATION

Arrival Date	Arrival Time	Time Zone	Trip Description	# Of Techs
08/04/2021	08:00 AM	EDT	Trip 1: Hard Start	1
08/06/2021	08:00 AM	EDT	Trip 2: Hard Start	1

TECHNICAL NOTES:

8 AM Hard Start for both visits. Technicians will follow the documented process and procedures over (2) site visits as part of a POS upgrade project::

*****MUST BE THE SAME TECHNICIAN ON BOTH TRIPS*****

Day 1

- Replace Reg 2 with a new POS units. Reuse the cash drawer, scanner, keyboard and receipt printer Install customer facing displays on new POS units
- Validate connectivity with client help desk
- Collect required serial numbers and deliverables
- Pack old Reg 2 and hold at store

Day 2 (

- Replace Reg 1 with a new POS units. Reuse the cash drawer, scanner, keyboard and receipt printer Install customer facing displays on new POS units
- Validate connectivity with client help desk
- Collect required serial numbers and deliverables Decommission Reg 3, leave peripherals at the store
- Collect required deliverables
- Pack old Reg 2 with Reg 1, apply supplied shipping label
- Take packed equipment to nearest FedEx location for return shipment to CrossCom

* Trip: All work will be completed in (2) Trips by (1) Technicians with a 8:00 AM Hard Start:

* Tools: Laptop with Aircard and wired Ethernet port, Digital Camera, Label Maker, Cat5e Cable Tester, Packing tape

* Materials: Technicians will supply velcro for cable management

* Technicians will log in and out with Crosscom Project Team @ 800-820-9229.

* Deliverables will be required to validate work completion and quality. All deliverables must upload through vendor portal prior to leaving work site. Failure to provide deliverables will result in nonpayment.

MATERIAL ON ORDER

Part Number	Part Description	Provided By	Quantity
PRB-DeinstallBox-Register	22x16x16 Box for Deinstall Register	CrossCom	1.00
PRB-FDXLabel-Deinstall	Fedex Label to Return Register	CrossCom	1.00

SPECIAL TOOLS



Description	Provided By
Laptop with Aircard and wired Ethernet port	VFT
Digital Camera	VFT
Label Maker	VFT
Cat5e Cable Tester	VFT
Packing tape	VFT

OPTIONAL ITEMS (Confirm with CrossCom before performing any of these activities.)

Description
None

DELIVERABLES

Required before last trip checkout.

Description	Acceptance Criteria	Type
Delivery & Acceptance		Delivery & Acceptance
Register 1 - BEFORE WORK BEGINS	From 5 feet away include the register number on small piece of paper & BEFORE	Pictures
Register 2 - BEFORE WORK BEGINS	From 5 feet away include the register number on small piece of paper & BEFORE	Pictures
Register 1 - AFTER WORK COMPLETE	From 5 feet away include the register number on small piece of paper & AFTER	Pictures
Register 1 - Cash Drawer Serial Number	From 1 foot away include the register number on small piece of paper	Pictures
Register 1 - Scanner Serial Number	From 1 foot away include the register number on small piece of paper	Pictures
Register 1 - Receipt Printer Serial Number	From 1 foot away include the register number on small piece of paper	Pictures
Register 2 - AFTER WORK COMPLETE	From 5 feet away include the register number on small piece of paper & AFTER	Pictures
Register 2 - Cash Drawer Serial Number	From 1 foot away include the register number on small piece of paper	Pictures
Register 2 - Scanner Serial Number	From 1 foot away include the register number on small piece of paper	Pictures
Register 2 - Receipt Printer Serial Number	From 1 foot away include the register number on small piece of paper	Pictures
Boxed equipment with shipping label	From 1 foot away must be able to read shipping label and tracking number	Pictures
Receipt from FedEx	Must be full frame and in focus	Pictures



DELIVERY & ACCEPTANCE (D & A):

Trip # _____ Date _____ On-Site At _____ Off-Site At _____

Manager Signature _____ Manager Printed Name _____

Additional Trip Required? Yes / No

Description of Work: _____

Customer Abuse: Yes / No Explain: _____

Trip # _____ Date _____ On-Site At _____ Off-Site At _____

Manager Signature _____ Manager Printed Name _____

Additional Trip Required? Yes / No

Description of Work: _____

Customer Abuse: Yes / No Explain: _____

CHECKLIST

1. What delays (if any) did you have on site? _____



COMMENTS & SIGNATURES

Comments _____

Manager Signature _____ Date & Time _____

Technician Signature _____ Date & Time _____