



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 : Autozone

Tech to be OnSite Before : 5/5/2021 10:00:00AM EDT

(See Trip Info Section Below)

Site : AutoZone #0964

Address : 84 HOMER ST
Commerce, GA 30529

Requested By : Bernice Fields

Customer Order #: 7606162

City,State - Zip : Commerce , GA - 30529

Problem Code: 5905 AZ - Register/POS Issue

Corner Addr :

Phone : 706-335-8125

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 : Purple

Dispatcher Notes : Offer Update:- ACCEPTED 62318/0 Comment: -- If you have any questions feel free to call us at 800-933-9203 x8819 (Dispatch). Thank you

BRIEF STATEMENT OF WORK & COMMENTS

5905 AZ - Register/POS Issue - Commercial department installation
HARD START 05/05 1000 AM

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

Need tech to install commercial equipment. Requesting tech to be on scene Wed. 5/5/2021 10 am.

The commercial station is located in the office and is not moving out front. Tech should call 901-495-8596 to work with a Network agent.

Tech will install:

2nd terminal

Additional phone (New phone no MAC available—Zoner will provide the telephone)

Laser printer

(PC:)

TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
05/05/2021	10:00 AM	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

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
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Buffalo Grove, IL 60089

847-520-9200
847-419-4884

www.crosscom.com