



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 : The Fresh Market

**Tech to be OnSite Before :** 11/21/2022 5:00:00AM EST

(See Trip Info Section Below)

Site : The Fresh Market #61

Address : 2099 Peachtree Rd NE  
Atlanta, GA 30309

Requested By : Matt Yonaitis

City,State - Zip : Atlanta , GA - 30309

Customer Order #:

Problem Code: 5227 FM - Router/Switch/Access Point Issue

Corner Addr :

Phone : 404-350-3211

#### 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 :

#### BRIEF STATEMENT OF WORK & COMMENTS

5227 FM - Router/Switch/Access Point Issue - UPS replacement  
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  
HARD START 11/21 0600.

Could we get a technician dispatched to swap out a battery backup unit in the front office @ store#061?

We would need this scheduled for 6am either Monday or Tuesday next week, as to not interrupt hours of operation.

I can be reached at 336-317-3180 to verify that all devices connected come backup and the store is able to access their CC controller/blackscreen.

#### TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
11/21/2022	05:00 AM	EST	Service	1

#### TECHNICAL NOTES

Site Contact: Manager on Duty  
Type of Rate for the First Trip: OT Rates until 0800.  
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  
900 Deerfield Parkway  
Buffalo Grove, IL 60089

847-520-9200  
847-419-4884