



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 : Trader Joe's Company

Tech to be OnSite Before : 9/30/2024 5:00:00PM EDT

Site : Trader Joes Store #730

(See Trip Info Section Below)

Address : 931 Monroe Drive
Atlanta, GA 30308

Requested By : Ariela Fajardo/Mate

City,State - Zip : Atlanta , GA - 30308

Customer Order #: 288518237

Corner Addr :

Problem Code: 7507 TJC - Phone System Repair/Replace

Phone : 4048159210

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 : Gray

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS



7507 - TJC - Phone System Repair/Replace - ADD CALLER ID TO THE PHONES

BRIDGE / PHONES / PHONES / OTHER ISSUES / Can we request caller ID's for our phone lines please.

*** THE TECHNICIAN MUST WORK WITH CROSSCOM LEVEL TWO***

VFT obligations:

1-Tech MUST work with CCN Level 2 TEAM B upon arrival.

2-Tool Requirements: Working Laptop, Telephony Tools and voltmeter, cabling, jacks, cable tester and any additional tools

3-Log In/Log Out:

4-All equipment shipped by CrossCom needs to be returned via the supplied return label provided by CrossCom. If there isnt a label provided please ask for one at log out

TECH MUST LOGIN & LOGOUT WITH SERVICE CHANNEL FROM STORE PHONE OR \\\"SERVICE CHANNEL PROVIDER\\\"
MOBILE APP ON SMART PHONE***

Service Channel: Download the APP from the App Store prior to ARRIVING

Service Channel Provider Technician Field Application

Service Channel 516-500-7776

Pin #: 20058941

Customer Ref Number is your Tracking #: 288518237

Service Channel Logout options

(1) Job complete (Do not complete unless ticket is fully resolved and no parts or return trip is needed

(3) Job is not complete and requires parts

(4) Job is not complete and requires a return trip

TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
09/30/2024	05:00 PM	EDT	Service	1

TECHNICAL NOTES

Site Contact: Captain or Mate 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

No ladders on the floor during business hours



1-The technician needs to Log In/Out via the CrossCom IVR 847-850-6100.

2- The technician MUST speak with a CrossCom Technical Service Representative BEFORE LEAVING SITE upon logging out.

The technician 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.

3-The technician MUST adhere to CrossCom's Dress Code, ID Badge and Tool Requirement.

4- The technician will need all related tools to complete the job except for customer owned equipment.

5-DO NOT complete any additional work on site without approval from CrossCom.

6- \"PROGRAM CHANGES\" are not to be made without corporate approval.

7-\"SOW\" must be confirmed, and all work completed and addressed.

8-Please clean up after yourself prior to leaving site

9- All equipment shipped by CrossCom needs to be returned via the supplied return label provided by CrossCom. If there isnt a label provided please ask for one at log out

Trader Joe's Lec Issue & Equipment

1-If this is a LEC ISSUE, the Tech Must call Granite 866-847-5500 (option 1) to report the trouble and obtain a REPAIR NUMBER / ETA and advise the Service Team BEFORE leaving the site

TECH MUST CONFIRM PARTS ARE ON SITE WITH CrossCom BEFORE ARRIVING TO SITE

2-The technician must send all defective or unused equipment back to CrossCom with the provided Pre-Paid Return Label - If applicable

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.



Description
NONE

Quantity



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