



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 : Wal*Mart Stores Inc.

Tech to be OnSite Before : 10/9/2020 5:00:00PM EDT

Site : Supercenter #1373

(See Trip Info Section Below)

Address : 4004 LAWRENCEVILLE HWY NW
LILBURN, GA 30047

Requested By : Rimisha Patel4185.US

Customer Order #: INC18342004

City,State - Zip : LILBURN , GA - 30047

Problem Code: 5807 WM - MAC, Move, Add or Change

Corner Addr :

Phone : 770-921-9224

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 : Blue

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS



WM - MAC, Move, Add or Change - Cabling & Jack - Add - Phone - Vision Center
TECHNICIAN MUST HAVE A FACE MASK TO ENTER THE STORE

We need a technician on site to activate an existing data jack or install a data line at the requested location. Technician needs to label both the cable and the jack. Technician needs to provide pictures of jacks and labels. Pictures must be uploaded with paperwork. Technician is not obligated to physically move any device.

Request Type:---Add

Device:---Phone

Number of Devices:---1

Location:---Vision Center

Do you have a two person lift available?---Yes

Do you have a spotter available?---Yes

Details: Sfte has 3 phones in Vision center, and one works, one needs the cable run, and one needs its ip address after cabling validated the cable.I advised that Market office needs to submit a NOSS Mac request to run cabling for one ext.For the other extension, cabling already validated cable is good, but the phone needs to be assigned its extension number and given an IP Address.

SHOULD WE NEED IT, LIFT USAGE HAS BEEN CONFIRMED:

1. MOD: Roman Andualem
2. Confirmed we can use lift: yes
3. Confirmed spotter available: yes
4. Confirmed lift will be charged up: yes
5. Requested time to use lift/access to do SOW: MOD Requested

Tech MUST have Data cable certifier with printable results.

Tech MUST be prepared to run cabling as needed

Tech MUST have standard troubleshooting tools.

Tech MUST have lift badge

TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
10/09/2020	05:00 PM	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 Standard Rates

*** PLEASE DO NOT CALL NCR OR THE NOC DIRECTLY UNLESS AUTHORIZED BY CROSSCOM

*** ANY CALLS PLACED TO NCR OR THE NOC REQUIRE A BRIDGE FROM CROSSCOM

Only one (1) tech is approved for this work order

*** IF PARTS HAVE BEEN SHIPPED TECH MUST CONFIRM PARTS ARE ON SITE WITH THE BLUE TEAM BEFORE ARRIVING TO SITE ***

*** The technician must send all defective or unused equipment back with the provided Prepaid Return Label***



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 nonpayment.

1. LOG IN/LOG OUT with CrossCom Service at 800-820-9229
2. LEAVING SITE technicians MUST log out while on site no exceptions
3. MANAGERS NAME must be obtained prior to logging out with CrossCom
4. LEC ISSUES are to be reported to the LEC by the On Site Technician
5. PROGRAM CHANGES are not to be made without corporate approval
6. PARTS SHIPPED technician MUST call CrossCom to verify parts are on site before dispatching

EXPECTATIONS:

DO NOT EXCEED 60 MINUTES YOU MUST CALL CCN 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.

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>
FSRMISC	Tech Supplied Misc Parts	VFT	1.00

SPECIAL TOOLS

<u>Tool Description</u>	<u>Provided By</u>
Cat5e Cable Tester w/downloadable results	VFT
Digital Camera	VFT
Label Maker	VFT
Laptop w/ AirCard	VFT
Lift Rental - 40' Electric Boom Lift, Daily	CrossCom
OPT: Standard Lift	CrossCom

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