



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 : Interface Systems

**Tech to be OnSite Before :** 10/13/2021 3:00:00PM PDT  
(See Trip Info Section Below)

Site : COSMOPROF #9313

Address : 8354 W 3RD ST  
LOS ANGELES, CA 90048

Requested By : Interface Pod 1

City,State - Zip : LOS ANGELES , CA - 90048

Customer Order #: PO0953798

Corner Addr :

Problem Code: 5867 INFS - Router/Switch/Access Point Issue

Phone :

**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**



5867 INFS - Router/Switch/Access Point Issue

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

\*\*\*Tech will need a Laptop with Internet Access, Ethernet port, Data Cable Tester, Jacks, console cable, Cabling and Standard Tools\*\*\*

Special Instructions for tech: NO PARTS ORDERED

Scope of Work: Technician will utilize the provided Yonyx guide prior to 64 contacting the SMB helpdesk. Technician will be troubleshooting the wireless access point. Technician will verify all cabling between the router, PoE Injector, and WAP. Technician will re-terminate and re-run cabling if necessary. Technician will factory default WAP and connect directly to the PoE if necessary. Technician will chat into SMB at <http://www.interfacesystems.com/technicians/> to report findings, conduct additional troubleshooting, and verify services. Technician will not leave the site until the site is on primary and all services are working as expected.

The technician must login to [www.interfacesystems.com/technicians/](http://www.interfacesystems.com/technicians/)

Click live chat on left side of screen once it appears

Fill out the Chat request to be directed to correct dept and select SMB Help Desk.

ST Number : ST1736549

WO Number : WO742326

Tech MUST get a Close Code from the Chat before leaving. This also applies to closed sites and manager refusal.

Monthly Password: EQUINOX

Please record the following information during trip:

Method of INFS contact: (Phone/Chat)

Hold times during visit: \_\_\_\_\_

Release code: \_\_\_\_\_

Time of release code: \_\_\_\_\_

#### TRIP INFORMATION

<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
10/13/2021	03:00 PM	PDT	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

No return trips on Interface tickets

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](http://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\*\*\*

\*\*\*TECHNICIAN MUST PROVIDE LENGTH OF HOLD TIMES AND THE TIME RELEASE CODE IS PROVIDED\*\*\*

\*\*\*TECH WILL NEED A LAPTOP with Internet access and Ethernet Port\*\*\*

\*\*\*Tech MUST get a Close Code from the Live Chat before leaving site\*\*\*

\*\*\*TECH TO LEAVE ANY CUSTOMER EQUIPMENT ON SITE\*\*\*

**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

[www.crosscom.com](http://www.crosscom.com)