



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 : 4/7/2022 7:00:00PM EDT
(See Trip Info Section Below)

Site : Distribution Center #4030

Address : 6055 S. Fulton Parkway
Atlanta, GA 30349

Requested By : ServiceNow

City,State - Zip : Atlanta , GA - 30349

Customer Order #: INC27937783

Corner Addr :

Problem Code: 5815 WM - Router/Switch Issue

Phone : 770-603-4411

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 - Router/Switch Issue – TCJ-01 Switch Stack 1 Down
LAPTOP/ROLLOVER/CONSOLE CABLE NEEDED With Putty and Zoom Downloaded

TCJ-01.s04030.us stack 1 is down

Needing a tech on site to troubleshoot the site. The stack 1 switch has power but it does not have link lights. SYS lights are green. This could be in rommon mode.

Needing a tech to take the switch up to DP since the site is not comfortable doing so.

We need a technician on site to troubleshoot the switch. Technician must troubleshoot and repair cabling as needed.
Technician MUST work with CrossCom to be conference in with the NOC to test.

NOTE -

If the switch is hard down and installed in a location that requires a lift (Ceiling)

1. Confirm with CCN/NOC first, Please remove switch and power cable from the rack
2. Place in UPC office for NCR to recover and swap with replacement switch
3. Notate the Full name of MOD in ticket that you worked with to leave in UPC office .

Tech MUST have cable certifier with printable results

Tech MUST have standard troubleshooting tools

Tech MUST be prepared to run cabling as needed; Will Need To Provide Reason For Pull PRIOR to pulling

Tech MUST call CrossCom to be conference in with NOC to test

TRIP INFORMATION



<u>Arrival Date</u>	<u>Arrival Time</u>	<u>TimeZone</u>	<u>TripDescription</u>	<u>NoOfTechs</u>
04/07/2022	07:00 PM	EDT	Service	1

TECHNICAL NOTES

Site Contact: Manager on Duty
 Type of Rate for the First Trip: EMG
 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>
NONE			



SPECIAL TOOLS

Tool Description
NONE

Provided By

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



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
- Costco
- Albertsons
- Safeway
- Kroger
- Sam's Club
- Walmart
- Walgreens
- Rite Aid
- Food Lion
- Hannaford
- Dollar General
- Family Dollar
- AutoZone
- Advanced Auto Parts

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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847-419-4884

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