



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 : Target Corporation

Tech to be OnSite Before : 11/30/2021 3:00:00PM PST

(See Trip Info Section Below)

Site : Target T0257

Address : 24425 Magic Mountain Pkwy
Valencia, CA 91355

Requested By : OVATION

Customer Order #: 26774

City,State - Zip : Valencia , CA - 91355

Problem Code: 8291 LMS - Cable Check

Corner Addr :

Phone : 661-254-8001

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

8291 LMS - Cable Check - Troubleshoot cable for offline Register 157

SOW: T0257 - Valencia T0257REG0157 - POSNext- NCR 7606- 56-51854121 Register 157 offline. Please have tech check in w/ store team lead/LOD to ensure correct Starbucks register.

Contact Ovation helpdesk for any technical support or access to control room at 877-699-4310 opt 2, opt 1. Ticket 26774

PROCEDURES:

- Arrive at store, check in with PML
- Based on determination of cable test, next steps need to be noted upon log out
- Contact Ovation helpdesk for any technical support or access to control room at 877-699-4310

Tech must document the name of who you worked with at Customer Helpdesk.

The technicians will be required on site to test the cable and connection to determine if a new cable is required or if issues can be resolved with reseating cables, re-terminating the cable, placing a patch cable, etc..

* Trip needed: (1) Technician will be required and work to be completed in (1) Trip during normal business hours.

* Tools needed: Cat 6 cable tester, Ladder 10'

* If fiber tech is needed: Fiber Tester (Power & Light meter) w/downloadable results, Fiber Cleaning supplies for LC connectors,

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



TRIP INFORMATION

| <u>Arrival Date</u> | <u>Arrival Time</u> | <u>TimeZone</u> | <u>TripDescription</u> | <u>NoOfTechs</u> |
|---------------------|---------------------|-----------------|------------------------|------------------|
| 11/30/2021 | 03:00 PM | PST | Service | 1 |

TECHNICAL NOTES

Site Contact: Manager on Duty
 Type of Rate for the First Trip: Standard Rates
 Travel Charge for the First Trip: 1 HR
 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
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