



Work Order ID : 10572522
Please have on site contact sign this copy and keep this for your record.

General Information

Service Title

Gap - GTI General Network Troubleshooting

Service Schedule

On Thursday October 21st 2021

At 12:00 pm PDT

Manager of Work Order

Dodson Randolph

Assigned Provider

Marlon Dardaine (user id: 294797)

Service Location (type: Commercial)

Solink Athleta - 09754

3682 Bel Aire Plaza

Napa, CA, 94558

On Site Contact

Additional Fields

Customer Name

Tip: Gap, Old Navy etc.

Athleta

PM

Spencer Service Department

Spencer Call ID (Request ID)

Tip: Request ID from Squire

2539950

Division

Service

Site ID

87374-09754

Task ID

Tip: Task ID from Squire

2160949

Data to Note

Spencer Check-In Rep [required]

Tip: Name of the Spencer agent you checked in with.

MOD / GC Name [required]

Spencer Check-Out Rep [required]

Tip: Name of the Spencer agent you checked out with.

Full Work Description

SOW:

Network Cable Troubleshooting

Description:

s09754mgrsw01 is down

Need to check power status to switch, reboot and check connectivity from s09754mgrsw01 to sw01

Provide light status switch before after reboot

Test patch cable between switch to patch panel to wall jack

Check cable for continuity at both ends (between 8-port switch and main switch)

If required replace/re-terminate patch cable between switch and patch panel

If after troubleshooting power/cable/connections the device is still not connecting to network, 8-port switch may need to be replaced.

Ensure tech should carry all the require equipment's with him E.G Laptop + internet + console + patch cables , Crimping tool + cable tester.

Ensure tech must call/coordinate with GAP L2 network team (GTI) prior to start activity @ contact : 800-869-8490

Tech must reach to Store Support 800-241-2626 before leaving store in case GTI is unreachable.

Before tech release from store: must confirm with MOD that services on affected device are working.

Technician Requirements:

TO RECEIVE PAYMENT FOR THIS JOB, REQUIREMENTS BELOW MUST BE MET.

Service call from Gap GTI Network Operations & Support.

Tech must work with GAP GTI Telephone: #**800-869-8490**

- Required tools:

Laptop with wireless capabilities

Console cable

Basic hand tools

AFTER HOUR Emergencies: affect store's ability to function the next/same day. No power, no registers up and working, it is MANDATORY tech speaks to a LIVE person at Spencer Technologies before leaving the store!!

- Tech Must check in/out with Spencer service(**508-635-2100, option 1**)

- Tech Must check in/out with GAP GTI(**800-869-8490**)

- Technician must take before and after site photos of work if scope involves a cable run or any devices in the Network Cabinet. Technician must send these photos to service@spencertech.com

- Technician MUST write RMA number on any/all boxes being returned to Spencer technologies. (Number MUST be visible and legible - write in Marker on outside of boxes)

- In the event you do not have a RMA number, please write the Call number on the boxes being returned.

Support:

- While on-site, support is provided by Spencer Support(**508-635-2100, option 2**)

- If support cannot be contacted, contact Spencer Service(**508-635-2100, option 1**)

Tasks

Pre Visit

Some tasks below may be eligible for completion by calling 1-877-573-6330

1. Provider must set start time

On Site

1. Provider must check in

2. Provider must check out
(Code 108 736 393 880 0#)

Post Visit

1. Provider must enter close out notes

Approval of Work

I acknowledge that the work has been satisfactorily completed.

Name

Arrival Time

AM / PM

Signature

Departure Time

AM / PM

Date

CONFIDENTIAL!

The following information is confidential and should not be seen by anyone but you, the assigned provider.

Confidential Information

Confidential Information:

Job duration as specified in this work order is dependent on skill set/experience. Job is paid out at the rate listed for job completion. In the event of out of scope work Spencer Service Department must be called.

Out-of-Scope work will be need to be approved by the Spencer Service Department and will be paid at 35/hr with approval only. If you do not receive approval prior to completion you will not be paid for your additional time.

Showing up late to jobsite is unacceptable and will incur a 25% reduction in job payout if unexcused. Contact Spencer Service Department (508-635-2100, opt 1) will all related issues.

Customer Standard Instructions:

If for any reason upon arrival and checking in with the Project Manager the work order is cancelled or rescheduled and there was no attempt of communication you will be paid a turn away fee of \$35.00. Jobs involving picking up parts at a depot will be reviewed on a case by case basis. At this point you are free to take on any other work and not obligated to Spencer Technologies.

Deliverable Uploads

Make sure you collect and upload any required deliverables into the following deliverable categories:

[] Misc

Customer Standard Instructions

****Please Review, Policies Have Changed****

For late arrival and or canceling of your work order this must be relayed by a phone call to the contact on the work order. Failure to do so will result in an escalation to Field Nation customer support and possible blocking from future work.

Any deliverables that are listed as required for work order completion must be uploaded to the field nation platform upon completion of the work onsite. Failure to upload all listed deliverables within 24 hours of exiting the job site will result in a 25% penalty to the total labor payment.

While on this work order you are a representative of Spencer Technologies. All interactions with the customer, store personnel and Project Manager must be done in a professional manner and be business related. Infractions in this area to include but not limited to arguments, use of profanity and or vulgar/offensive language will be investigated which could result in permanent suspension from our work, non-payment of work order and escalation to the Field Nation Quality Team. Any interaction that could be deemed as sexual harassment will not be tolerated and will be grounds for immediate suspension as well as the aforementioned penalties.

Any questions or concerns about the scope of work should be directed to Spencer Technologies only. Failure to do so may result in removal from eligibility for future work from us.

If for any reason upon arrival and checking in with the Project Manager the work order is cancelled or rescheduled you will be paid a turn away fee of \$35.00. Jobs involving picking up parts at a depot will be reviewed on a case by case basis. At this point you are free to take on any other work and not obligated to Spencer Technologies.

Payment Terms: Payment will be processed by Spencer Technologies 8 to 14 days after job has been marked work done on the platform by the Provider.

Failure to upload or provide deliverables and or not follow the check in/out process may result in work order not being completed and redispached. **All client information (deliverables, photos of client equipment, scope of work, manuals, etc..) be kept confidential and only shared between you and Spencer Technologies.**

By accepting the work order you are agreeing to all Terms & Conditions stated herein.

Prices listed are for LABOR only. Operating cost estimation is considered the responsibility of the technicians. Any travel expenses MUST be pre-negotiated in the form of a COUNTER OFFER WITH EXPLANATION before job is accepted. Field Nation fees are the responsibility of the provider and will not approved if listed as an expense after accepting work order.

If number of actual devices is less than listed on a work order, expectation is that pricing will be adjusted accordingly.

****All Requests submitted after the job is completed WILL be Denied****

Showing up late to job site is UNACCEPTABLE and will result a 25% reduction in job payout and may result in delay in payment due to additional processing.

Customer Policies & Procedures

*****New Policy Change- listed below for convenience****

- Additional time over what has been authorized on the work order must be pre-approved and entered as an additional expense when closing out the work orders. The amount will not be paid unless approved ahead of time and requested in this manner. Expense must list the approving authority at Spencer Technologies (who you spoke to). Spencer Technologies will not open a new work order to correct errors made when closing the work order. No out of scope will be paid unless pre-approved.

You MUST read and understand the contents of the Work Order carefully before requesting. KNOW WHO TO CALL IF YOU HAVE QUESTIONS.

****IF YOU HAVE AN EMERGENCY AND CANNOT REACH THE PM LISTED ON THE WORK ORDER, CONTACT FIELD NATION IMMEDIATELY SO THEY CAN RELAY THE MESSAGE****

****NOTE: W.O. WILL BE APPROVED NO LATER THAN 14 BUSINESS DAYS AFTER YOU MARK WORK DONE. ALL JOBS MUST BE MARKED WORK DONE NO LATER THAN 72 HOURS FROM THE SERVICE DATE OR THEY MAY BE CANCELLED FOR NO PAYMENT, THIS IS SEPARATE FROM THE TIMELINE FOR DELIVERABLES WHICH REMAINS 24 HOURS. FAILURE TO MEET THESE REQUIREMENTS MAY LEAD TO PERMANENT REMOVAL FROM ALL SPENCER TECHNOLOGIES WORK****

Any deliverables that are listed as required for work order completion must be uploaded to the field nation platform upon completion of the work onsite. Failure to upload all listed deliverables within 24 hours of exiting the job site will result in a 25% penalty to the total labor payment.

Acceptance:

- You must have all the tools and materials available that are outlined in the job description and be FULLY capable of completing any job you make a request for. Print and review the service description before going on site and call the project manager listed if you have any questions. DO NOT REQUEST WORK YOU CANNOT FULLY COMPLETE.
- Upon acceptance you **MUST confirm your** assignment with your **ETA. THAT ETA MUST BE ADHERED TO AND LATE PENALTIES WILL BE ENFORCED FROM YOUR ETA UPON CONFIRMATION.**

- Always to represent Spencer Technologies when on site with courteous behavior. You are to wear business casual clothing unless a change has been pre-approved by the Project Manager for safety reasons. No t-shirts, sandals, logo apparel or any other item displaying a brand logo, etc. may be worn.
- You agree to the material costs listed at the bottom of these instructions by requesting the job. Any time increase must always be pre-approved by the Project Manager.
- You must warranty your labor work for 30 days after the date of service to be free from defects.
- Service:
- You must call the Project Manager listed on the work order to check in when you arrive on site. This includes any job that is not ready for service or has a change in schedule. **DO NOT MAKE ANY CHANGES TO THE SCOPE OF WORK OR SERVICE DATE WITHOUT CONTACTING SPENCER FIRST " YOU WILL NOT BE PAID IF YOU DON'T CHECK IN.** Notes must also be entered into the Messages Tab on Field Nation.
- Any time over what has been authorized on the work order must be pre-approved and entered as an additional expense when closing out the work orders. The amount will not be paid unless approved ahead of time and requested in this manner. Expense must list the approving authority at Spencer Technologies (who you spoke to). Spencer Technologies will not open a new work order to correct errors made when closing the work order. No out of scope will be paid unless pre-approved.
- You must be on time late arrivals will have a 25% pay reduction enforced.

Deliverables:

- You must upload all your deliverables within 24 hours of the job completion. **READ THE JOB DESCRIPTION CAREFULLY TO REVIEW WHAT MATERIALS ARE REQUIRED TO GET PAID FOR YOUR WORK ORDER YOU CANNOT GET PAID WITHOUT THEM.**
- All tools and materials that are property of Spencer Technologies and/or the client must be returned and received before work is eligible for payment. This included provided return tracking numbers where applicable.
- **All client information (deliverables, photos of client equipment, scope of work, manuals, etc..) be kept confidential and only shared between you and Spencer Technologies.**

Approval:

****Additional time on site must be pre-approved. NO ADDITIONAL EXPENSES WILL BE CONSIDERED OUTSIDE OF APPROVED MATERIALS****

- Work Orders will be Approved no later than 10 business days from when they were marked "Work Done". **ALL JOBS MUST BE MARKED WORK DONE NO LATER THAN 14 DAYS FROM THE SERVICE DATE OR THEY MAY BE CANCELLED FOR NO PAYMENT.**
- All Work Orders must be marked "Work Done" and all deliverables submitted before they can be considered for approval and payment. Jobs should not be left in assigned status waiting for expense approvals or time increases. They will not be reviewed until in completed status. If Spencer Technologies disputes an additional charge you will be contacted before payment is finalized. This does not apply to Food, travel costs to include tolls or lodging which must be part of original conditional accepted for the job.
- Additional time over what has been authorized on the work order must be pre-approved and entered as an additional expense when closing out the work orders. The amount will not be paid unless approved and requested in this manner. Expense must list the approving authority at Spencer Technologies (who you spoke to). Spencer Technologies will not open a new work order to correct errors made when closing the work order.
- **DO NOT CALL PROJECT MANAGERS WITH QUESTIONS ABOUT PAYMENT.** Please enter a message directly in the WO and we will reach out as time permits.
- Do not request additional compensation for travel, food, lodging, etc.

If number of actual devices is less than listed on a work order, expectation is that pricing will be adjusted accordingly.

These are the only items eligible for reimbursement, at the following rates:

Cat 6 Cable \$0.29 foot
 Cat 5 Cable CMP \$0.19 foot
 Cat 5 Cable CMR \$0.11 foot
 24 Port C5 Patch Panel \$98.75 each
 45 Port C5 Patch Panel \$192.50 each
 C5 Jack \$3.50 each
 USOC Jack \$2.75 each
 Face Plate \$1.75 each
 Box \$2.50 each
 66 Block \$7.38 each
 110 Block \$27.50 each
 3 foot patch cable \$1.19 each
 5 foot patch cable \$1.50 each
 7 foot patch cable \$1.68 each
 10 foot patch cable \$2.25 each
 25 foot patch cable \$12.75 each
 LD 3 Raceway \$0.94 foot
 LD 5 Raceway \$1.05 foot
 LD10 Raceway \$1.56 foot
 Cable Ties \$0.04 each

Tape \$0.88 each
8Port Hub - \$31.25 each
16port Hub - \$116.25 each