



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 : The Fresh Market

Tech to be OnSite Before : 11/24/2025 5:00:00PM EST (See Trip Info Section Below)

Site : FM #0068

Address : 1500 Peachtree Industrial Blvd Suwanee, GA 30024

Requested By : Daniel Nahas

City,State - Zip : Suwanee , GA - 30024

Customer Order #: 11-21-25-068-2

Corner Addr :

Problem Code: 5220 FM - Cabling/Jack Issue Data

Phone : 678-714-0976

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 : Red

Dispatcher Notes :

BRIEF STATEMENT OF WORK & COMMENTS

5220 FM - Cabling/Jack Issue Data RETERMINATE ETHERNET CABLE AT REGISTER 3

Please have a tech sent to re-terminate the ethernet cable on Register 3 that is going into ETHER 1 port of the Veriphone block located under the register (customer side panel). The ether 1 cable has a broken clip on the RJ45 that is preventing full connection to the block. It needs a new connector/tip.

Call Daniel at 336-314-7799 when complete. If no answer, call our IT line at 1-866-447-2219. Thanks!

TRIP INFORMATION

Table with 5 columns: Arrival Date, Arrival Time, TimeZone, TripDescription, NoOfTechs. Row 1: 11/24/2025, 05:00 PM, EST, 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 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 847-850-6100.

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

CrossCom technicians MUST log out with The Fresh Market helpdesk before logging out with CrossCom TSR Level I

"LEC ISSUES" are "NOT" to be reported to the LEC, only to Fresh Market Helpdesk at log out

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

Horizontal lines for description of work

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

Horizontal lines for description of work

Customer Abuse (Circle): Yes No Explain: _____

COMMENTS

Horizontal lines for comments

Manager Signature Date & Time Technician Signature Date & Time