



VENDOR W/O #
113063-01

Service Date 4/29/21 07:00 AM
Client PO #
Priority Regular
Order Type Service

Telaid
13 West Main Street
Niantic, CT 06357
Phone # 800-205-5556 Fax #

Contact Information Service Desk (866) 566-4295

SERVICE LOCATION

ALDI - Loc # JEF 28 - CARTERSVILLE, GA
500 ROWLAND SPRINGS RD
null
CARTERSVILLE, GA 30120
Phone # Fax #

VENDOR # 380129

Intellicomm
1048 Chase Creek Ct
Lawrenceville, GA 30044
Phone # 405-802-1262 Fax #

SERVICE DESCRIPTION

Replace MSW3 Switch **FIRM ETA 4/29 7AM**

TECH MUST CHECK IN AND OUT WITH TELAID, AND ALDI SUPPORT

CONTACT TELAID 866-566-4295, AND ALDI 866-711-2534 TO CHECK ONSITE BEFORE ENTERING THE STORE

ALDI PHONE PROMPTS:

- Press 2 for Tech

After that they will be given 2 options:

- Press 1 for Final Checkout for New/Replacement/Remodel stores

o This should only be used when the technician needs to complete the final checkout for New/Replacement or Remodel installations.

- Press 2 for all other tech calls

o This should be used for daily check in/outs, MAC & Service tickets and all other issues not relating to the final checkout.

ALDI HELP DESK CHECK OUT ESCALATION

- If you call and do not get in touch with an Aldi Help Desk representative, please leave a message for them to call you back. Wait 15 minutes.
- If they do not call you back within 15 minutes, please call again and use the emergency prompt, # 4 from the first main menu.
- If you do not speak with an Aldi Help Desk representative this time, please leave a message for them to call you back. Wait 15 minutes.
- If you do not receive a call back after this second 15 minutes, please call the Telaid Project Manager and they will escalate to the managers of Aldi IT.

**PLEASE DO NOT WAIT LONGER THAN 30 MINUTES TO ESCALATE

CONTACT TELAID 866-566-4295, AND ALDI 866-711-2534 TO LOG OFFSITE BEFORE LEAVING THE STORE. ALDI RELEASE CODE IS REQUIRED!

Release Code _____

SPECIAL INSTRUCTIONS:

ALL TECHNICIANS ARE REQUIRED TO BRING THEIR OWN FACE MASK TO SITE AND WEAR IT AT ALL TIMES
MSW3 switch needs to be replaced P2 - Next Business Day Dispatch - current AP1-AP5 ports are not working on old switch - new switch is delivered to store

PLEASE ANSWER THE FOLLOWING ON WORK ORDER:

- 1) What was the problem on site?
- 2) What caused the problem?
- 3) What did you do to resolve the problem?
- 4) Did you call the help desk to check in? Whom did you speak with?
- 5) Did you call the help desk to check out? Whom did you speak with?



VENDOR W/O #
113063-01

Service Date 4/29/21 07:00 AM
Client PO #
Priority Regular
Order Type Service

Telaid
13 West Main Street
Niantic, CT 06357
Phone # 800-205-5556 Fax #

Contact Information Service Desk (866) 566-4295

- 6) What is the release code?
- 7) Who signed the work order?
- 8) Is the site complete? What was the resolution?

PLEASE FOLLOW PROMPTS TO CALL ALDI HELPDESK TO CHECK IN AND OUT.

- *TECHNICIAN MUST HAVE A BUTT SET WITH THEM WHEN THEY GO TO SITE.
- * TECHNICIAN MUST BE PREPARED WITH CAT5 CABLE ENCASE A REPLACEMENT CABLE RUN IS NEEDED.
- *TECHNICIAN WILL NEED TO HAVE A 14' LADDER***
- *TECHNICIAN MUST TAKE BEFORE AND AFTER PICTURES.
- ***TECHNICIAN MUST VERIFY SYSTEM WITH THE ALDI HELP DESK AT 866-711-2534 AND DOCUMENT WHO THEY SPOKE WITH AS WELL AS THE RELEASE CODE. - If it is after hours leave a voicemail with the site information and what you completed and if there were any issues.



SIGN OFF SHEET

Service Date 4/29/21 07:00 AM

VENDOR W/O #

Client PO #

113063-01

Priority Regular

Order Type Service

Telaid
13 West Main Street
Niantic, CT 06357
Phone # 800-205-5556 Fax #

SERVICE LOCATION

ALDI - Loc # JEF 28 - CARTERSVILLE, GA
500 ROWLAND SPRINGS RD
null
CARTERSVILLE, GA 30120
Phone # Fax #

IVR Pin #

66145627



SERVICE DESCRIPTION

Replace MSW3 Switch **FIRM ETA 4/29 7AM**

TECH MUST CHECK IN AND OUT WITH TELAID, AND ALDI SUPPORT

CONTACT TELAID 866-566-4295, AND ALDI 866-711-2534 TO CHECK ONSITE BEFORE ENTERING THE STORE

ALDI PHONE PROMPTS:

- Press 2 for Tech

After that they will be given 2 options:

- Press 1 for Final Checkout for New/Replacement/Remodel stores

o This should only be used when the technician needs to complete the final checkout for New/Replacement or Remodel installations.

- Press 2 for all other tech calls

o This should be used for daily check in/outs, MAC & Service tickets and all other issues not relating to the final checkout.

ALDI HELP DESK CHECK OUT ESCALATION

- If you call and do not get in touch with an Aldi Help Desk representative, please leave a message for them to call you back. Wait 15 minutes.

- If they do not call you back within 15 minutes, please call again and use the emergency prompt, # 4 from the first main menu.

- If you do not speak with an Aldi Help Desk representative this time, please leave a message for them to call you back. Wait 15 minutes.

- If you do not receive a call back after this second 15 minutes, please call the Telaid Project Manager and they will escalate to the managers of Aldi IT.

**PLEASE DO NOT WAIT LONGER THAN 30 MINUTES TO ESCALATE

CONTACT TELAID 866-566-4295, AND ALDI 866-711-2534 TO LOG OFFSITE BEFORE LEAVING THE STORE. ALDI RELEASE CODE IS REQUIRED!

Release Code _____

SPECIAL INSTRUCTIONS:

ALL TECHNICIANS ARE REQUIRED TO BRING THEIR OWN FACE MASK TO SITE AND WEAR IT AT ALL TIMES
MSW3 switch needs to be replaced P2 - Next Business Day Dispatch - current AP1-AP5 ports are not working on old switch - new switch is delivered to store

PLEASE ANSWER THE FOLLOWING ON WORK ORDER:

- 1) What was the problem on site?
- 2) What caused the problem?
- 3) What did you do to resolve the problem?
- 4) Did you call the help desk to check in? Whom did you speak with?
- 5) Did you call the help desk to check out? Whom did you speak with?



SIGN OFF SHEET

Service Date 4/29/21 07:00 AM

VENDOR W/O #

Client PO #

113063-01

Priority Regular

Order Type Service

Telaaid
13 West Main Street
Niantic, CT 06357
Phone # 800-205-5556 Fax #

- 6) What is the release code?
- 7) Who signed the work order?
- 8) Is the site complete? What was the resolution?

PLEASE FOLLOW PROMPTS TO CALL ALDI HELPDESK TO CHECK IN AND OUT.

*TECHNICIAN MUST HAVE A BUTT SET WITH THEM WHEN THEY GO TO SITE.
* TECHNICIAN MUST BE PREPARED WITH CAT5 CABLE ENCASE A REPLACEMENT CABLE RUN IS NEEDED.
*TECHNICIAN WILL NEED TO HAVE A 14' LADDER***
*TECHNICIAN MUST TAKE BEFORE AND AFTER PICTURES.
***TECHNICIAN MUST VERIFY SYSTEM WITH THE ALDI HELP DESK AT 866-711-2534 AND DOCUMENT WHO THEY SPOKE WITH AS WELL AS THE RELEASE CODE. - If it is after hours leave a voicemail with the site information and what you completed and if there were any issues.

Store Manager's Signature

Print Name

Date

Time In

Time Out