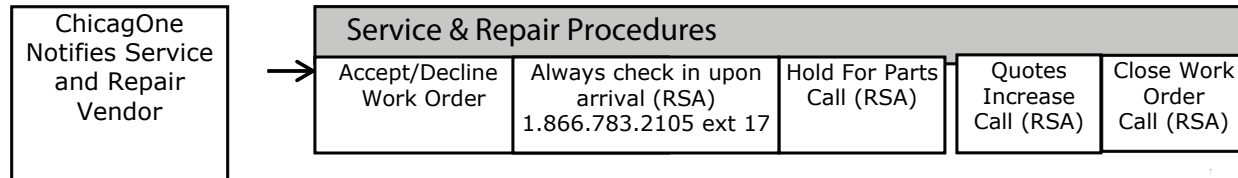


# ChicagOne Developers Inc

## Service and Repair Process Overview



- ChicagOne determines the service need and urgency. A projected work completion time line will be established for the requested service at dispatch, along with a “Not to Exceed” (NTE) total for the cost of the repair.
- A detailed description of the service request will be entered into the work order along with a suggested problem resolution.
- A distinct work order number and work completion code will be given to the store to be logged into the Store’s Maintenance Log that should be requested after the service has been completed.
- Technician” will then be notified via phone for emergency (Severity 1 & 2) calls, followed by a confirmation email or fax. All other service (Severity 3 & 4) requests will be emailed to the Service and Repair Technician.
- The “Service and Repair Vendor” immediately acknowledges acceptance or declines the service request for all Severity 3 & 4 service requests by calling 1-866-783-2105 ext 17. The Repair Service Administrator (RSA) will acknowledge or decline all Sev1 & Sev2 work request upon **your** acceptance or decline when they verbally dispatch the service request to you.
- Upon arriving on site, the Technician must first check in with the (RSA) by calling 1-866-783-2105 ext 17 and then notify the Store Manager of their arrival.
- This process will notify the Repairs & Maintenance Service Center that the work order resolve is in process at the store.
- After full completion of the service the “Service and Repair technician” notifies store personnel that all work has been completed, and is ready for inspection and approval.
- Once the Manager reviews and accepts the completed work to their satisfaction, the Manager will provide the technician with the work completion code specific to the work order number that was provided to the vendor at dispatch.
- The technician obtains a signature from the Manager or the Person-In-Charge, notates their departure time on their completed work ticket, and leaves a copy at the store.
- The technician must call 1-866-783-2105 ext 17 and provide completion code.
- If the work cannot be completed for any other reason, contact 1-866-783-2105 ext 17 and follow the prompts to “Speak to a Repair Service Administrator.