

Service Call SOP

Postec Inc.
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Responsible Employee: Field Service Technician

Subject and purpose

Details on a Technician's responsibilities on handling a service call during regular and after hours operations. The time frame is from Service Dispatch to call completion. This detail applies to contract and non-contract customers.

Operating Hours

Standard Office Hours: 8:00am - 5:00pm Monday - Friday Excluding Holidays

After Hours: 5:00pm - 8:00am M-F including Holidays and Weekends

Contract Coverage

Standard hardware onsite contract is covered from 8:00am - 5:00pm Monday - Friday Excluding Holidays *(See Service Zones below for details on response time requirements)*

Extended hardware Onsite contract is covered from 8:00am - 10:00pm Monday - Sunday including holidays. *(See Service Zones below for details on response time requirements)*

Oracle Direct Service Calls (Oracle Corporate Customers) These are calls dispatched from the Oracle Portal <https://suppliers.oracle.com/>. They are invoiced to Oracle by spreadsheet on a monthly basis for drive and onsite time. The rates changed based on the time. Also the parts are supplied as needed directly from Oracle. This means that if the site needs a part we will request the part to be shipped overnight to the location and the technician will set ETA after the part arrives.

Non contract Service Calls Charge non discounted rates *(See *Postec Onsite Service Rates below)*. These opportunities will be ran promptly but are a lower priority than contract customers.

Field Service Technician Process

[User Responsibilities]

1. Customer Contact	Once dispatched the Technician must contact the customer with ETA.
2. Service Call Price	Unless this has been previously established The Technician is responsible for quoting the customer estimated service cost before running the service call (If outside of contract coverage). <i>See *Postec Onsite Service Rates</i>
3. Setup and Support Request Lead Time	Lead time expectation based on severity and zone <i>see **Onsite Response Time Guidelines below</i>
4. Ticket Completion	The Technician is required to have the customer signoff on all service work. This includes travel time, Onsite time, and parts used. This applies to chargeable and nonchargeable service calls. This is currently done on Autotask APP on Samsung Note
Escalation Points of Contact	Escalation Contacts are Sherri Robins @ 678-424-4000 X4740 and Brad Barberee 865-740-1485

Field Service Tech Responsibility

Based on the Symptoms the Technician needs to have the tools and parts necessary to fix the issue on the first service call. While onsite if there are issues causing unexpected onsite time the tech needs to contact an escalation resource to discuss the best plan of action. If the issue requires more parts or a follow-up call the escalation contacts will determine the cost for a returned service call.

***Postec Onsite Service rates not covered under a contract:**

Postec Service Rate Details	Rates for Onsite and Travel			Notes
Postec Field Service Rate	8am-5pm		5pm-8am	Postec Customers with <u>any</u> type of support contract will receive <u>20% off of chargeable travel and labor service</u>
*Minimum of one hour onsite labor	\$155.00	Minimum 1 hour	\$225.00	
Postec Travel Rate	8am-5pm		5pm-8am	Onsite labor after the minimum first hour will be billed in 15 minute increments
**No minimum of travel (Portal to Portal time)	\$155.00	No Minimum	\$225.00	Portal to Portal is the round trip travel time from the Postec office to the site
Oracle Field Service Rate	8am-5pm		5pm-8am	
**No Minimum travel or onsite	\$105.00	No Minimum	\$185.00	This is the standard service call dispatch from Oracle. All parts are supplied by Oracle
Travel rate is same as onsite labor (Portal to Portal)				
Oracle OOS Rates (Exception Dispatches)	8am-5pm		5pm-8am	These calls are Service Request from Oracle that clearly indicate *Exception* on the Service Request
Exception Dispatches that have Oracle Premier Service	\$182.50	Minimum 1 hour	\$273.75	*Oracle will quote and have approval before dispatching a dealer
Exception Dispatches that have no Oracle Service	\$273.75	Minimum 1 hour	\$410.63	Parts will be supplied by Oracle Monday - Friday Only

****Onsite Response Time Guidelines (Call Priority Levels and Service Zones)**

	Zone 1	Zone 2	Zone 3
Response (Hours)			
Priority Level 1:	3	4	6
Priority Level 2:	4	6	8
Priority Level 3:	8	12	16
Priority Level 4:	12	16	24
Priority Level 5:	N/A	N/A	N/A

For the purposes of this agreement, Call Priority Levels shall be defined as shown below:

Call Priority Levels:

Priority Level 1: System is completely non-operational. Examples: Primary and backup servers down on a client/server based system or server

down on single-server system, all terminals down,
all terminals not communicating to server (server-based systems)
or themselves (distributed processing systems).

Priority Level 2: Partially covered system failure severely affecting customer operations.
Examples: System operational but cannot complete end-of-day,
entire revenue center down, entire remote printer or remote CRT
subsystem down, 25% or more of installed terminals down, drive-
through terminal down (quick service applications), back office PC down
(distributed processing systems or MWS application), interface to
PMS or other key systems (CA/EDC) not operational.

Priority Level 3: Partial system failure moderately affecting customer operations:
Examples: One terminal down, multiple terminals down (but less
than 25% of installed terminals), one or more printer down (but not
the entire printing subsystem), one or more magnetic card readers down
(but less than 25% of installed magnetic card readers).

Priority Level 4: System operational with minor difficulty. Examples: Cash drawer
sticking, key(s) sticking on keyboard, minor user or customer
display problem, minor print problem.

Priority Level 5: Scheduled services: preventative maintenance, equipment
installation, equipment relocation, training, re-training, services
deferred to a later time or day.