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ATTN: AFFILIATES SERVICING WALGREENS STORES
PROCEDURES FOR CORRIGO WORKTRACK NETWORK

Overview of Change

Our partnership with you, the Affiliate, is an important part of DynaServ.

Your performance in the field and at our customer locations is a critical measure of the DynaServ brand by our customers. It is important that we provide a high level of service delivery times that meet and/or exceed our customer expectations.

With the implementation of the Corrigo WorkTrack Network, an update of the procedures for NTEs, Store Stamps, Reactive and Recurring Work Orders are necessary to ensure prompt payment of invoices.

Impact of Change

NTE PROCESS:

- Work Orders that require additional work above the NTE amount will require a proposal to be generated and submitted for approval. Please submit your proposals through the Corrigo WorkTrack Network by opening the detail view of the work order and in the **Quote Section** select edit.

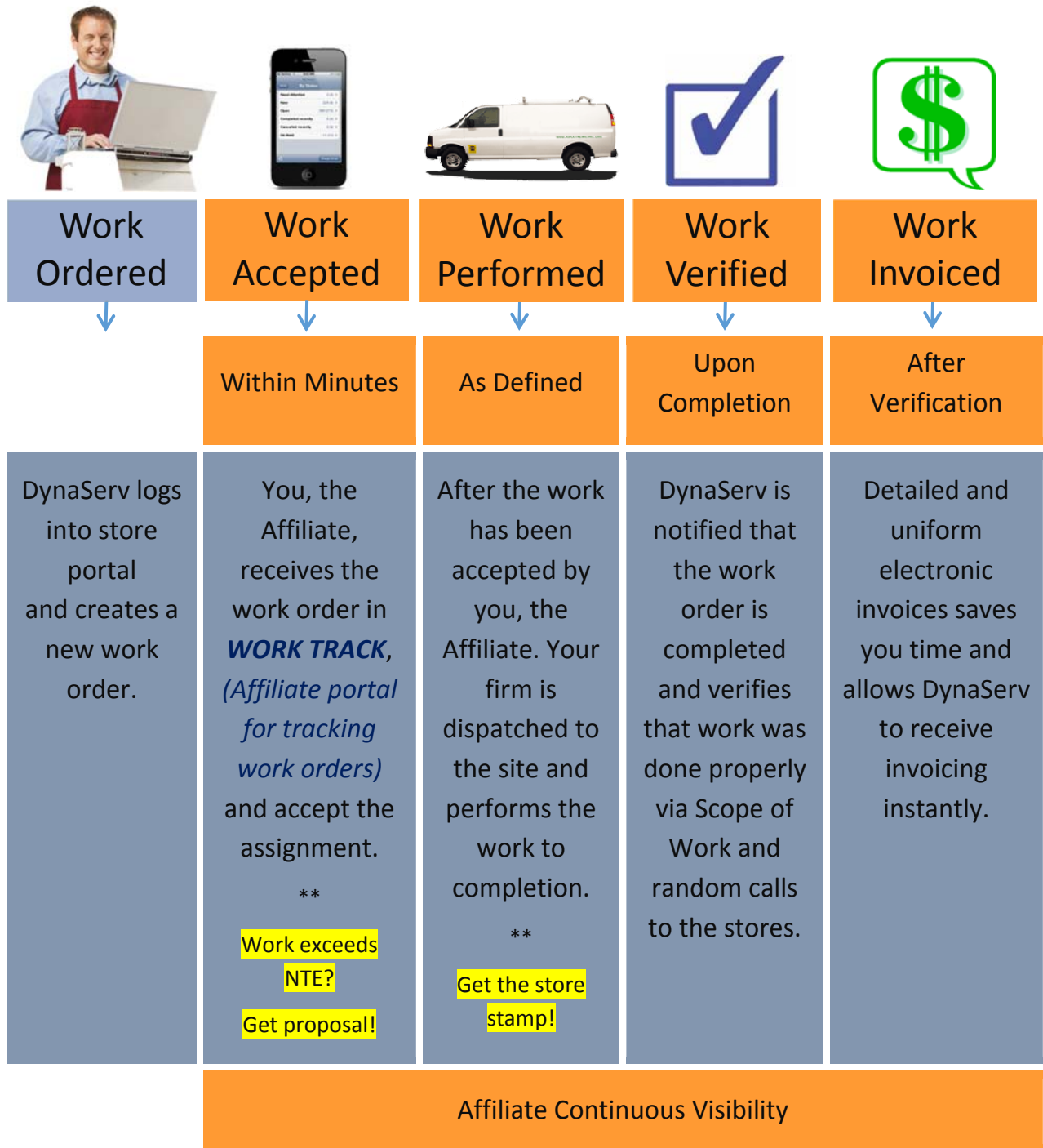
STORE STAMP PROCESS:

- Please make sure that all store stamps have the following:
 - ✓ Store number
 - ✓ Walgreens Work Order number
 - ✓ Date of completion
 - ✓ Checklist of work performed that has been completed in its entirety

“Please note that if any of the above procedures are missed or not met, payments will be delayed until all the above requirements are completed.”

REACTIVE WORK ORDER “C TICKET” PROCESS:

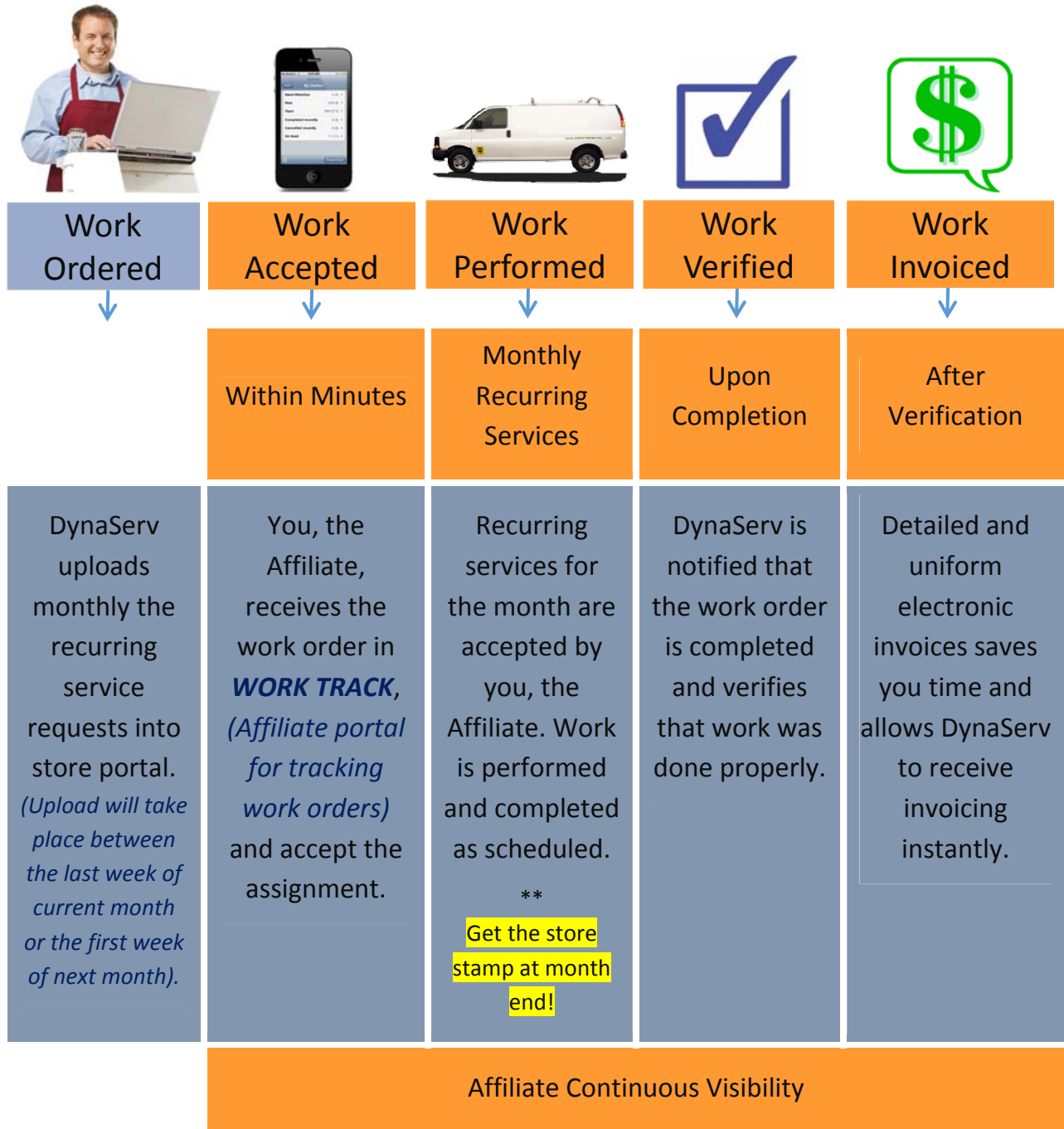
Let’s quickly review the Reactive Work Order process in Corrigo WorkTrack Network:



Please use attached the **revised** Store Stamp templates for Recurring Services (Landscaping) and (Parking Lot Sweeping) and discard the older templates.

RECURRING WORK ORDER “A TICKET” PROCESS:

Let’s quickly review the Recurring Work Order process in Corrigo WorkTrack Network:



STEP-BY STEP WORK ORDER GUIDE

Now that we have reviewed the overall process of how Corrigo WorkTrack Network will work for you, let's drill down a little further so that you can learn the steps needed to accept the work, complete the work and invoice for the work completed.

Attached is the "**WON Quick Reference Guide**" that will take you step-by-step through that process. You can also view the FAQ section and the recorded training video that has the concept of the overall program: <http://www.workordernetwork.com/dynaserv/>

BULK BILLING OPTION AVAILABLE THROUGH WORKTRACK

For our Affiliates who have 30 or more work orders a month, we recommend signing up for the bulk billing process. If you have an accounting software program, such as QuickBooks, you will have the capability to download your invoices and upload into the Corrigo WorkTrack Network. The template is also attached and a link to the "You Tube" video of how it works. VIDEO URL: <http://www.youtube.com/watch?v=bf8Ciz4FF4U>

FAX YOUR SUPPORTING DOCUMENTS * ONLY * THROUGH WORKTRACK

In addition for 2014 services, DynaServ has provided a **NEW FAX # 800-476-8004** through the Corrigo Worktrack Network. This new option will allow you to upload your POS (proof of service) and other supporting documents into the work order. The bar code that is located at the top right corner of the "Service Request" form in Corrigo WorkTrack Network will serve as a cover page for that work order. For those who have many work orders to fax, you can fax in bulk as well.

Bulk Fax Example:

Page 1: "**Service Request Form**" for **WO #123**

Page 2: Invoice for WO #123

Page 3: POS for WO #123

Page 4: "**Service Request Form**" for **WO #456**

Page 5: Invoice for WO #456

Page 6: POS for WO #456

Page 7: "**Service Request Form**" for **WO #789**

Page 8: Invoice for WO #789

Page 9: POS for WO #789

**WORKTRACK
FAX
800-476-8004**

**WORKTRACK
BACK-UP FAX
866-603-9767**

WorkTrack also has a backup fax number should you encounter any difficulties with the main fax number. *The back fax number is 866-603-9767.*

WHAT ABOUT SERVICES PERFORMED IN 2013?

If you still have work that was **performed in 2013** that needs to be invoiced, you may continue to go through the old process. The Helpdesk is available to assist you. Email them at: helpdesk@dynaservfl.com

Please note that any 2014 services (except as noted above) will be rejected by the helpdesk. You must join Corrigo WorkTrack Network to get your 2014 services processed and paid for.

If you have a reactive ticket and have not previously joined the Corrigo WorkTrack Network please feel free to contact Shirley Pearson at 954-476-7888 x125 and she can assist you.

SNOW WORK ORDER PROCESS:

The Snow Program is currently excluded from Corrigo WorkTrack Network. For our Affiliates that are servicing the Snow Program, please continue to utilize the “Full Life Cycle” process currently set-up.

However, we are working on a “Pilot” version of the Snow Program through the WorkTrack Network that will be underway soon.

HURRICANE WORK ORDER PROCESS:

The Hurricane Program is currently excluded from Corrigo WorkTrack Network. For our Affiliates that are servicing the Hurricane Program, please continue to utilize the process currently set-up.

However, we are working on the possibility of adding the Hurricane Program through the Corrigo WorkTrack Network. Stay tuned for further details.

Conclusion

Change is never easy. So with that in mind we at DynaServ thank you for your patience through the transition of the work order processing. This implementation, in time, will provide overall a improved quality of services to our client, Walgreens.

Should you need assistance or have any questions, please feel free to contact us.

OPERATIONS: See your Territory Manager

CORRIGO WORKTRACK NETWORK: Shirley Pearson 954-476-7888 x125