

TWO-WAY RADIO

RESOURCE

Stores: All stores

Provide basic operating instructions and proper care to ensure two-way radios are well maintained, accounted for, and used effectively and professionally.

Two-Way Radio Benefits

- Promotes more effective communication among management and Associates to increase task productivity related to POS, Recovery, and Replenishment
- Reduces overhead paging
- Provides more efficient customer service

All Associates

- When not in use, all two-way radios should be stored at single location in the charging tray
 - Always keep radios in the building

Manager/E3

- Monitor to ensure all store radio communications are business related and used in a professional manner
- Ensure all radios are used only with the accompanying ear piece
- Ensure alcohol wipes are provided and used to clean the ear pieces prior to each use
 - Order more alcohol wipes via Veritiv as needed

Operations and Functions

- Technical Issues: Refer to the troubleshooting tips within the Service Channel ordering system
 - If troubleshooting does not resolve the issue, submit a request within the Service Channel ordering system
 - Provide serial # of radio or accessory to be replaced

NOTE: Limitations in frequency may occur if using radios to communicate between opposite corners of the store

Ordering Process

1. Log in to Service Channel
 - <https://login.servicechannel.com/account/login>
2. Select "Support Services/Special Projects"

Please choose your location

- Facilities eSupport
Issue resolution for Facilities related to all existing/new stores
- New Store eSupport
Issue resolution for New Store Projects
- Capital Projects/Merchandise Presentation eSupport
Issue resolution for Capital Rollouts and Merchandise Presentation to all existing stores
- Remodel eSupport
Issue resolution for Remodel Projects
- Dashboard (*)**
Issue resolution for Special Projects (Construction, Fixture, Visual, Operational materials), Regional Orders, Vending, and Armored Car programs for all existing stores
- Warranty Survey Dashboard
Allow stores and field partners to communicate vendor quality concerns within a warranty period for up to 1year after project completion.
- OSA Dashboard
OSA Dashboard- Remodel Department Completion Checklists following Phase Reset. CANNOT SUBMIT ISSUES.
- Loss Prevention
Service and Supply Requests for CCTV, Burglary Alarms, Locks (cores/keys) and EAS
- Ring Resize
Customer Ring Resize Orders

Location (*): Please choose a location ▼

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RESOURCE

Ordering Process, continued

3. Enter Associate name in “Full Name/Title”
4. Select “Two Way Radio” from “Area” drop down menu
5. Select “Motorola Two Way Radio” from “Problem Type” drop down menu
6. Select the radio or accessory you would like to replace or order from the “Asset” drop down menu
7. Enter quantity
 - (1) replacement unit can be ordered per form
- For new devices (not replacements), max quantities are:
 - (5) for batteries, headsets, & holsters
 - (2) for radios
 - (1) for charging cradles
8. Select “Problem” from the drop down menu

Choose Problem | Location # 10007

Store # 10007, MACOMB MALL, 32100 BEACONSFIELD Roseville MI 48066

Store Number: 10007 Region: 11
Call Date/Time: 2/24/2016 9:53:25 AM District: 31
Full Name / Title: Test Store Opened: 3/1/1989 12:00:00 AM
Area: TWO WAY RADIO Store Phone: (586) 294-2816
Problem Type: *Motorola Two Way Radio DC Location: 810
Asset: Motorola Two Way Radio
Quantity: 1
Problem: RADIO DOES NOT COMMUNICATE WITH OTHER RADIOS

Cancel Next

9. Troubleshooting Tips will display for issues that may be resolved in-store. Follow these tips to determine if problem should be submitted or cancelled.
10. If determined that a replacement is needed, enter the serial # in the field provided.
 - The “Additional Info” link will open a page that displays where to find the serial number for each type of unit

Choose Problem | Choose Asset | Review History | Troubleshoot | Location # 10007

Store # 10007, MACOMB MALL, 32100 BEACONSFIELD Roseville MI 48066

Troubleshooting tips:
Check the frequency and code of the non-communicating radio with a working radio. --- If the frequency and code are not the same change the frequency of the non-communicating radio.
If radio works do not submit a ticket. If radio still does NOT work proceed and submit this ticket for new a radio. --- Keep the broken radio. A shipping label may be sent with the new radio for you to return it to vendor. --- [Additional Info](#)

Serial #:
[Text Field]

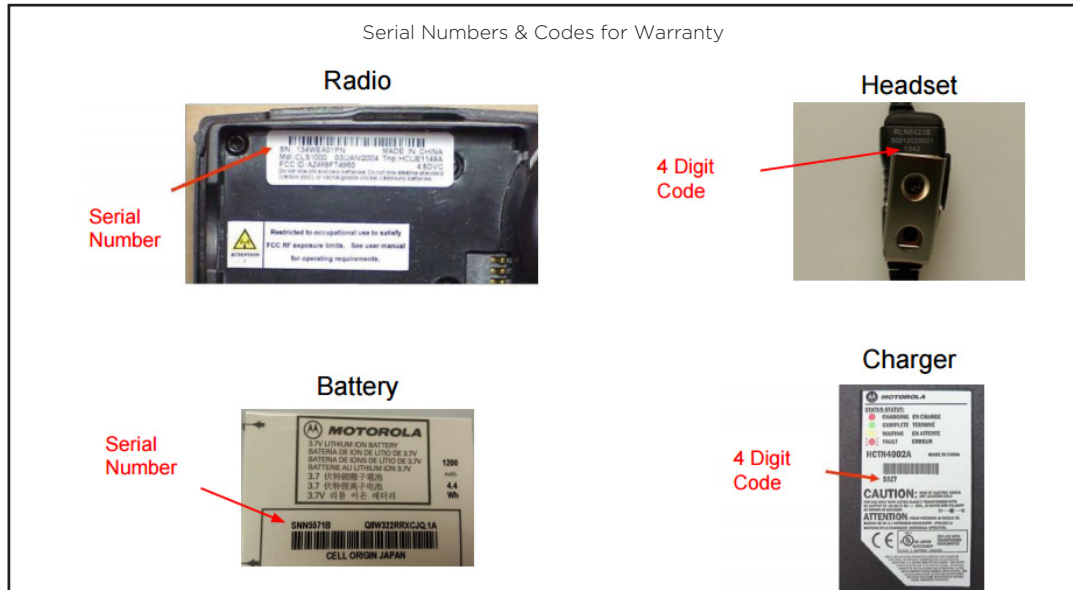
Enter Complete Problem Description, Referencing Troubleshooting Scripts Above:
[Text Area]

Previous Cancel Next

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Ordering Process, continued



11. Enter any additional information that may be useful when reviewing the request
12. Select “Next”
13. Review all information entered. If correct, select “Submit Request”.

Choose Problem | Choose Asset | Review History | Troubleshoot | Confirm | Location # 10007

Store # 10007, MACOMB MALL, 32100 BEACONSFIELD Roseville MI 48066

Previous Cancel Submit Request

NOTE: You must click the "Submit Request" button to create this work order.

Full Name / Title: Test
Call Date/Time: 2/24/2016 9:53:25 AM
Area TWO WAY RADIO
Problem Type: Motorola Two Way Radio
Asset: Motorola Two Way Radio
Problem: RADIO DOES NOT COMMUNICATE WITH OTHER RADIOS
Trade: TWO WAY RADIO
Asset:
Quantity: 1
Serial # 12345678
Category: ESUPPORT
Priority: NORMAL
Not-to-Exceed Amount: 0.00
Estimated Sch. Date/Time:
Service Provider: Pro-Motion Technology Group, LLC

Enter/Edit Complete Problem Description
Please describe the issue

Select Files to Upload
Select the file(s) to upload: Choose Files No file chosen

Previous Cancel Submit Request