



## GOOD DAY, CORPORATE SERVICES PARTNER! 4 PAGES INCLUDED – PLEASE READ ALL

Express ShopFitters Inc. through its 'Corporate Services' brand has organized appointments with stores based on specific defined timelines – please abide by them. PRINT AND BRING ALL DOCUMENTS WITH YOU. **\*\*Your smart phone must have the WhatsApp app downloaded and you will need to join the designated group set up for the project. Your Sign Off Form [SOF] & Service Visitation Card [SVC] follow below.**

### 5-STEP PROTOCOL: **YOUR PAYMENT IS BASED ON SUBMITTING INFO AS NOTED BELOW. IT'S QUICK & EASY!**

1. **ALWAYS** introduce yourself as “*Corporate Services for [Brand being serviced].*”
2. a) **WHEN ARRIVING AT SITE** tech **MUST** upload a photo of the store entrance then **tagging it with Retailer Name, Store# / City.** b) **THEN IMMEDIATELY** upload a photo of the work area being serviced.
3. **PROGRESS PHOTOS** MUST be uploaded **EVERY 15 MINUTES** as work is being done INCLUDING a photo of the entire display in 1 shot when completed. **Tag EACH upload with an explanation.** END WITH A SHORT VIDEO of the entire environment serviced, including where any waste was left/brought.
4. **SERVICE VISITATION CARD** **MUST be left at the display** then upload a photo to prove. **NOTE: NO ADDITIONAL PAPERWORK IS TO BE LEFT ON SITE.**
5. **SIGN OFF FORM AND RECAP** **MUST be uploaded BEFORE leaving site** and must be fully completed – ALL SECTIONS. If not, you will need to resubmit for payment. **MUST NOTE PO #. TAKE WITH YOU.**

**Before leaving site, the CS lead is to call their ShopFit PM to confirm that they can be Cleared from the site.** If no answer, leave a voice message, then WA message, wait 10-minutes–if no response from CS then you are cleared automatically. CALL BACKS ARE NO CHARGE TO SHOPFIT IF THIS PROCESS IS NOT FOLLOWED.

In keeping with the mutual NDA between our firms, together “you and ShopFit [we]” are representing our client on site. ABSOLUTELY NO cross-selling, discussion of scheduling, pricing, logistics, or guarantees to site staff.

- Outerwear must be brand neutral and non-competitive. NO personal business branded outerwear is permissible. Wearing PLAIN BLACK golf shirts or T-shirts is preferred, or CS logo wear if provided.
- All clothing is to be clean, and in a good state of repair --- and non-offensive, *in any manner.*
- Any visible documentation must be of CS origin only.
- While on a CS project, site leads phones are to be answered with a personal greeting, not your brand.
- While on site the CS team is to act in a professional and courteous manner.

**\*Full Payment is based upon you meeting the Terms and Conditions above.** We can't complete our project docket without it – and this is also part of the mutual Terms of Service between all parties, including ShopFit with its clients. So, please ensure photos, videos, uploads and forms are completed prior to leaving site.

Sincerely,

Ray Bakker | President  
Corporate Services Ltd.





# SERVICE VISITATION CARD

**DEAR MANAGER ON DUTY,**

**CORPORATE SERVICES was here to service the below item at the request of your vendor. We leave this notice to allow you to contact us directly in the event you have questions or concerns.**

**Brand Serviced** \_\_\_\_\_

**Retailer | Store #** \_\_\_\_\_ | \_\_\_\_\_

**Mall | City** \_\_\_\_\_ | \_\_\_\_\_

**Service Date** \_\_\_\_\_

**WORK COMPLETED TODAY:**

1) \_\_\_\_\_

2) \_\_\_\_\_

**STORE INSTRUCTIONS / NOTES:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

CORPORATE SERVICES Client Support Department

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