



THE CHILDREN'S PLACE Solution

Manual for Vendors

What is THE CHILDREN'S PLACE Facility Maintenance Optimization Initiative?

THE CHILDREN'S PLACE, in coordination with FacilitySource, is providing transactional facility maintenance for THE CHILDREN'S PLACE portfolio. THE CHILDREN'S PLACE Facility Maintenance Solution is managed by THE CHILDREN'S PLACE facility team utilizing the Facility Source Facility Maintenance Optimization (FMO) program which provides call center services, work order management system (fmPilot), service provider management services, electronic invoice processing, and data management.

How does this affect me as a Service Provider?

FacilitySource is the primary contact for service and repair needs. FacilitySource is the party responsible for the following:

- Receiving service requests from Stores
- Dispatching service requests to and monitoring Service Providers
- Processing, batching and quality assurance of resulting invoices
- Payment of invoices
- Scheduling and issuing Preventive Maintenance work requests
- Following-up on all work requests to ensure service levels are achieved

How does it all work?

FacilitySource uses a state of the art telephone communications system and web-based work order and asset management software called fmPilot to capture real-time service repair data. Necessary procedures to work with the FacilitySource process are defined and explained in this informational package. The keys to the program are as follows:

- Proper use of the automated telephone system
- Proper use of the fmPilot Service provider Portal system – accepting, quoting and invoicing on-line, so service provider MUST have a computer with internet connectivity
- Knowledge of the expected response and arrival parameters
- Consistent and efficient communication from provider in the “life of the work request”
- Timely submittal of all quotes and invoices

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1 Service Provider Standards and Practices

1.1 General Standards

- a. Service Providers will comply with all terms and conditions of service agreements.
- b. All Service Providers will adhere to all OSHA guidelines. OSHA reports must be made available to (THE CHILDREN'S PLACE and Facility Source) or the Store serviced upon request.
- c. All Service Providers will carry insurance levels at THE CHILDREN'S PLACE specifications, or get written approval from THE CHILDREN'S PLACE on any deviations from the specifications. See attached document for requirements.
- d. All technicians representing the Service Provider must carry company identification and / or wear a uniform of the Service Provider.
- e. All repair parts installed by the Service Provider must meet UL standards or equivalent.
- f. Smoking, using alcohol or drugs, sleeping, verbal or physical abuse or other objectionable behavior at the store's Stores is strictly prohibited.
- g. Service Providers must have licensed technicians on staff where required by law.
- h. Service Providers must conduct a background check review of all subcontractors.
- i. All products and liquids identified as toxic and/or hazardous are to be removed from the store upon completion of work and must be disposed of per federal, state, and local guidelines.

1.2 Performance Standards

- a. All Service Providers must have the capability of receiving Requests for Service (RFS) by e-mail, fax or text pager and dispatching technicians 24 hours a day, and seven (7) days per week.
- b. After hours calls not answered by a dispatcher (answering service, pager, etc) must be returned to the FacilitySource call center within 15 minutes.
- c. All technicians must sign in and out with the store.
- d. All technicians must call into the FacilitySource fmPilot work order system using the IVR when they arrive at the Store and before leaving the Store. (Note: Service providers are required to use the store's phone – not their cell phones when checking in and out).*
- e. For all service calls, technicians must arrive at the store within the specified time frame/priority code noted on the RFS. It is the Service Provider's responsibility to notify FacilitySource any time there is a problem with meeting this criteria.
- f. All services/repairs must conform to all local, state, and federal codes.

- g. All issues that involve possible loss of sales, or issues that prevent you from performing the work requested require that the appropriate coordinator or on call coordinator be notified immediately – call the call center so they can contact the customer.

1.3 Quotation Standards

1.3.1 Requests for Service will have a fixed not to exceed that's specified in the work order. FacilitySource fmPilot software identifies this as DNE.

- a. All work up to the DNE is pre-approved for non-emergency and emergency RFS.
- b. Any work exceeding this limit for an emergency RFS the technician must call the call center directly to notify CSR that the emergency repair requires a DNE increase in order to complete the necessary repairs. The CSR will then contact **THE CHILDREN'S PLACE** for either approval to proceed with the repairs and increase the DNE or will instruct the technician to have a quote input into fmPilot for the needed repairs.
- c. Any work exceeding this limit for a non-emergency must be quoted and approved prior to work being done. Written quotations must be delivered by the end of the next business day from the Service Provider's specified time of arrival, unless otherwise noted in these specifications. All quoted work must be input using fmPilot. Note: if the technician is on site and has the available parts/tools, to avoid a repeat visit the technician should call the call center directly to request a DNE increase. The CSR at the call center will notify **THE CHILDREN'S PLACE** Facilities Coordinator to verify if a DNE increase is approved or not.

1.4 Quote Submission Criteria

All work up to the DNE is pre-approved for non-emergency issues. Any work exceeding this limit must be quoted in the fmPilot system and approved prior to work being done. Quotations must be delivered by the end of the next business day from the specified time of arrival, unless noted otherwise in these specifications.

All quotes must be submitted within the Vendor portal system – fmPilot and full detail of parts and labor and detailed description of work is required. Additional detail, like pictures or specs, should be added in order to give our Facilities Coordinators additional information if possible.

Facilities Coordinators will review and approve all quotes through fmPilot and an email notification will be sent to the service provider notifying of quote approval or rejection. If the submitting party does not hear from **THE CHILDREN'S PLACE** within the allotted time frame, the submitting party should contact the Call Center directly to ensure that the quote submission was received. Creating notes of such contact within the quote is highly encouraged. If the repair is of an urgent nature please input the quote information and call FacilitySource immediately thereafter so a prompt decision can be reached.

2 FacilitySource Process Overview and Components

2.1 Request For Service

The Store will be using the FacilitySource call center or fmPilot portal system to handle all of their service needs. All RFS need to be placed directly to FacilitySource. The Store should not contact a Vendor directly. If a Store contacts you directly about an RFS, please direct the Store to call the FacilitySource call center. This is critical for correct billing and timely payment.

Each Store will call all maintenance issues into the FacilitySource call center. A detailed description of the *Request for Service (RFS)* is entered into the system by a FacilitySource representative. The system will then notify the *Vendor* that there is a service need at a particular *Store*. The Vendor will be contacted using a pre-established protocol (i.e. phone, e-mail, or text message-pager).

After hours a Vendor must call FacilitySource to ACCEPT or REJECT an RFS (or use the fmPilot portal to accept or reject). If you are not able to address the RFS within resolution time frames established in this Vendor manual and noted on the RFS Facility Source must be contacted immediately.

If the RFS is accepted, the Vendor determines if a solution should be attempted over the phone or if an on-site visit is necessary. If a phone solution might be possible, the Vendor should call the Store directly using the number on the RFS notification. If the problem is solved over the phone, the Vendor can use the system or call FacilitySource and *Close-out (Zero Invoice)* that RFS. A Close-out (Zero Invoice) reflects positively on the Vendor in the eyes of the Store and FacilitySource, strengthening the business relationship and confidence level. If the Vendor closes out a call this way, it is important to zero invoice the call and explain the resolution.

The Vendor may wish to *Set/Reset* the *Estimated Time of Arrival (ETA)*. The decision to change the ETA should be agreed upon by Facility Source, the Store, and the Vendor. Note: Target Complete times or Resolution times will be used to scorecard the Vendor – at times the Vendor might need to change the ETA, but understand this will impact your overall scorecard performance.

If an on-site visit is necessary, the Vendor will be required to *Check-in* with the Store and the FacilitySource fmPilot system via the IVR system upon arrival at the Store via the store phone. After the service activity for that day is completed, the Vendor will be required to *Check-out* with the Store, and the FacilitySource fmPilot system via the IVR system via the store phone.

The following sections detail the specific points in the process and the instructions for using the FacilitySource fmPilot system and IVR system.

NOTE: *Scheduled Maintenance (SM)* differences will be highlighted below each process module detail in the following sections.

2.2 Service Provider Notification

The FacilitySource fmPilot System will automatically notify the Vendor based on Store and Vendor information in the FacilitySource Data Base (Dispatch Matrix – initially developed by our customers and with experience we use the Vendor scorecard performance to award additional work). The Vendor will be notified using their primary communication method (e-mail, fax, etc.) – this method will be programmed into the fmPilot work order system. It is imperative that FacilitySource receive the correct information about communication with each and every Vendor. This will help to create a seamless process in which the appropriate Vendor is notified in a timely manner.

NOTE: FacilitySource can notify a Vendor by e-mail, pager, and fax or via phone. Please let us know which is preferable during non-business hours.

2.3 Service Provider Response

When you receive an RFS from FacilitySource, the first step is to determine if you can do the work. If you decide to **reject** this RFS, you must immediately inform FacilitySource so that an alternate Vendor can be selected in a timely fashion to meet the Store's needs. Rejecting an RFS means that you will be removed from activity for that RFS – pulls the work request from the primary provider and dispatches to the secondary.

2.3.1. Use of IVR (Integrated Voice Response) system

Each Vendor will be assigned a PIN number for security reasons. The PIN is needed to log onto the IVR system.

All entries (PIN, work order number (WEB # - just the 6 digit number, etc.) must be entered without any special keys – i.e. #, *, etc...

All ETA's are entered as a six-digit number – example 021406 for February 14, 2006. The ETA time will be entered in two digits – i.e. 01 for 1:00 and the prompt will ask if this time is AM or PM

** Please refer to workflow in appendix for a full sample of IVR call tree. **

2.3.1.1 Accepting Service Request

You may accept a RFS by clicking on the accept button at the bottom the emailed RFS or dial into the designated THE CHILDREN'S PLACE IVR call-in number 1-866-938-8570. At the voice prompt enter your FacilitySource pin number - usually a 5 digit number and each Vendor will be given only one number this is found on the work order.

At the voice prompt enter the work order number – WEB-123456 – enter only 123456.

If multiple work order types are found with the same work order number then you will be prompt if the work order is a PM or not?

First Call – Work Order Acceptance

Please press (1) to accept the work order

The IVR attendant will state that the work order status will now change to “In Progress”

Followed by: The work order has been accepted. Please enter a new ETA (estimated time of arrival) date for the visit – once again the date must be a six digit number – 021406 – February 14, 2006. Please enter in a new ETA in two digits format – 01 for 1:00 – AM or PM?

Request Prompt: You may hang-up now or press (1) to update another work order.

2.3.1.2 Rejecting Service Request or change ETA

You may reject a RFS by clicking on the reject button at the bottom of the emailed RFS or dial into the designated THE CHILDREN'S PLACE IVR call-in number 1-866-938-8570.

At the voice prompt enter your FacilitySource pin number

At the voice prompt enter the work order number

Press (2) to reject the work order

Press (1) to confirm the rejection of the work order

Press (2) to cancel and accept the work order (go to accept)

2.4 Scheduled Maintenance

On the first of each appropriate month all scheduled maintenance work orders will be loaded into FacilitySource fmPilot software. Each RFS will have a scheduled ETA. It is the Service Providers responsibility to ensure the RFS is completed and invoiced

within the specified time frame on the work order. Any scheduled maintenance work not kept to these standards, FacilitySource will contact the service provider to verify completion and **THE CHILDREN'S PLACE** will expect a zero invoice.

2.5 Service Technician Activity (RFS or Scheduled Maintenance)

Technician should arrive at the Store at or before the agreed upon or pre-set ETA. At the Store the service technician should immediately Check-in with the Store's rep and the FacilitySource fmPilot system utilizing the IVR.

2.5.1 Checking In

- a. Dial into the designated **THE CHILDREN'S PLACE** IVR call-in number 1-866-938-8570
- b. At the voice prompt enter your FacilitySource pin number
- c. At the voice prompt enter the work order number.
- d. The system will automatically check you in with a current time stamp – “On-site” status now
- e. System will ask for – How many technicians are checking in? Prompt for a number and the default is always one (1).
- f. You may hang-up now or press (1) to update another work order

2.5.2 Checking Out

- a. Dial into the designated **THE CHILDREN'S PLACE** IVR call-in number 1-866-938-8570
- b. At the voice prompt enter your FacilitySource pin
- c. At the voice prompt enter your work order number
- d. Please press (1) if the job has been completed → Go to Completed
- e. Press (2) if the job requires a quote → Go to Proposal
- f. Press (3) if the job requires materials → Go to Need Materials
- g. Press (4) if the job requires a return visit → Go to Follow-up
- h. Press (5) if the job has been completed and no invoice will be submitted → No Invoice

Completed - The status should now be changed to “Pending Vendor Invoice”
Thank you, the work order has now been set to complete. You may hang-up now or press (1) to update another work order.

Proposal – The status should now be changed to “Pending Quote”
Thank you, the work order has now been set to pending quote. You may hang-up now or press (1) to update another work order or press.

Need Materials – The status should now be changed to “Waiting on material”

Please enter in a new ETA (estimated time of arrival) date for the follow-up visit, the date must be a six digit number – Example 021406 for February 14th of 2006
You may hang-up now or press (1) to update another work order.

Follow-up – The status should now be changed to “Follow-up”. Please enter a new ETA date for the follow-up visit, the date must be a 6 digit number – i.e. 021406 is February 14, 2006. You may hang-up now or press (1) to update another work order.

2.6 Invoices

2.6.1 Invoicing Standards

- a. All invoices must be broken into material, labor ** including the number of techs and number of hours must be included and sub-contractor detail including mark-up on subcontractor amounts.
- b. Scheduled Maintenance (PM) is to be invoiced separately from Repair (RFS) invoices. All work orders will be invoiced individually.
- c. Invoices must be submitted within 30 days of service completion date. Failure to do so will cancel obligation to pay.
- d. Any invoices returned to Service Provider because of insufficient documentation must be returned within 60 days of original service date. Failure to do so will cancel obligation to pay.
- e. If a quotation has been authorized, a copy of the signed quotation / authorization will be included into the details of the work order.
- f. Payment terms for all invoices will be Net 45 days from the date the work order is invoiced within fmPilot.

2.6.2 Invoice Criteria

Using the FacilitySource software templates – you may enter individual invoices or batch invoicing by filling out all important information, then Vendor will scan and attach their work tickets to the work order. Vendor must include their invoice number (which must be a unique number never used before for this store) and then submit the invoice. Once the invoice goes through quality inspections the invoice will be submitted electronically or challenged on the spot. If challenged the Vendor must correct the invoicing error i.e. attach supporting documents or adjust price below DNE before submitting again.

NOTE: Failure to include any of these elements could result in delayed payment. In order to expedite the invoice audit and payment process, you must include all required elements.

2.6.3 Payment

THE CHILDREN'S PLACE issues payment ** **45** days from date of receipt of a correctly submitted invoice. **THE CHILDREN'S PLACE** will consolidate payments along with a list of invoices being paid.

2.7 Service Parameters

Response Parameters Normal and Emergency Response Parameters vary according to Store needs and the trade performing service. In order to manage each Request for Service, an Estimated Time of Arrival (ETA) has been pre-set by THE CHILDREN'S PLACE. Vendors will be expected to follow the guidelines of sections 2.2 and 2.3.

2.7.1 Response Parameter Guidelines (Normal and Emergency calls)

Hours unless noted otherwise		
Priority	Arrival/ Response	Resolution/ Plan in Place (From initiation of call)
P1	1	1 days
P2	2	1 days
P4	4	1 days
P8	8	1 days
P24	24	1 days
P48	48	2 days
P72	72	2 Days
P96	96	2 Days
P120	120	2 Days
P168	168	2 Days
AH	After Hours	2 Days
PS	Scheduled	Scheduled

2.7.2 Emergency Response Parameters (After Hours and Weekends)

Emergency Requests for Service Contact Methods:

- a. *FacilitySource will contact your emergency after hour's answering service. This will allow them to dispatch a technician per your normal after hour's procedure.*

FacilitySource will also e-mail all Requests for Service.

3. Other Items

3.1 Remote Diagnostics

There may be situations in which the primary Vendor on a particular problem is a Remote Diagnostic Company. In these situations, the company will be responsible for dialing up the remote system, diagnosing and troubleshooting the problem. If the remote company is able to resolve the problem remotely, the remote "Service Technician" will follow the close out procedures.

If the remote Service Technician is unable to resolve the problem remotely within 30 minutes, they should call the FacilitySource call center and request a secondary provider be assigned to resolve the issue.

3.2 Parts / Supplies

Parts' ordering is the responsibility of the Vendor. If help is needed securing parts or you need a current parts list, contact appropriate FacilitySource staff and FacilitySource will coordinate conversations with **THE CHILDREN'S PLACE** Facilities Coordinator.

3.3 Internet Capability

To log onto the fmPilot Web Site (www.fmpilot.net/THECHILDRENSPLACE) you will need Internet Explorer version 6 or better with a Windows platform.

4. Reference Materials

4.1 *Glossary of Terms*

Alternate Service Provider - This is the Service Provider chosen after the primary Service has declined an RFS

Check-in - This is the first activity that the Service Provider's technician should perform upon arrival at the Store.

Check-out - This is the last activity that the Service Technician should do before leaving a Store. The work order number is required to Check-out.

Close-out - This activity is performed if a Service Provider has provided a solution to the Store for an RFS over the phone. If the solution is acceptable, close out the call by using the FacilitySource IVR system.

Customer Service Center (CSC) - This is the central Store for all Customer Service Reps working for FacilitySource sometimes referred to as "Transaction Center". The CSC handles all components of the FacilitySource transactions.

Customer Service Representative (CSR) - FacilitySource employees responsible for all first line contact with the Store. CSR's are charged with the task of gathering all RFS information and providing response and follow-up on all DDR transactions.

Estimated Time of Arrival (ETA) - 1. A pre-set range of time in which the Service Provider must Check-in at a Store on a particular RFS. This time can be reset based on a discussion between the Service Provider and the Store. See Reset ETA. 2. The date and time entered into FacilitySource system by the Service Provider indicating the planned arrival time at the Store. This is done when there is NO pre-set ETA on the RFS notification – i.e. PM work requests

Invoicing - The financial process within fmPilot which comprises invoices received from Service Providers and payments sent to Service Providers.

FacilitySource IVR System - Integrated Voice Response - The FacilitySource Computer/Telephony system utilized by Stores, Service Providers and FacilitySource CSR's to facilitate service transactions with regard to the Store's managed maintenance program.

Store - A Store site from which an RFS originates and to which the Service Provider must go in order to Check-in, provide service, and Check-out.

Managed Equipment and Trades -The areas and units of a Store that fall into the FacilitySource scope of work. Only those services that apply to Managed Equipment and Trades will go through FacilitySource.

Notification -The necessary communication between FacilitySource and the Stores and/or Service Providers. Actions taken within FacilitySource may lead to notifications to the appropriate parties. One example of a notification is as follows: an RFS notification is generated after a CSR receives a Service Need from the Store. The RFS notification is directed to the Service Provider to inform the Service Provider of the details surrounding the Service Need.

Do Not Exceed (DNE) Limit -A monetary limit that the Service Provider is not allowed exceed on any single RFS without the proper authorization.

Other Resolution -This is a secondary action taken by a Service Provider. These actions include Close-out, Defer to SM (scheduled maintenance), or Remote Diagnostic.

Account Manager -The single point of contact at FacilitySource for the Store and the Service Providers associated with that Store. The Account Manager is ultimately responsible for all actions associated with a particular Store.

Quote -This is an estimate of cost for a particular RFS including parts and labor. Quotes must be submitted on-line through the fmPilot work order system.

Reject -A Service Provider activity used if the Service Provider cannot service a particular RFS. If a Service Provider Declines an RFS, an Alternate Service Provider is selected to perform the service

Reset ETA: If there is a pre-set ETA time range on an RFS notification; the Service Provider can RESET this time after discussion with the Store. The Service Provider assumes ownership of this change and is responsible for Store Awareness.

Response Time: This is the time between the initial RFS notification and any second action other than Check-In. Second actions include Set/Reset ETA, Decline Service and Other Resolutions. This is a measure of Service Provider responsiveness to the Store's needs.

Request for Service (RFS): The formal transaction consisting of a Store service need, a Service Provider notification, Service Provider activity, and invoicing. The life cycle of an RFS is tracked within the FacilitySource fmPilot system.

Service Need: The problem the Store is having that is brought to the attention of the FacilitySource CSR. The CSR enters the data into the FacilitySource fmPilot system, which in turn notifies the Service Provider.

Scheduled Maintenance: This is the “planned maintenance” event that is scheduled at a pre-set frequency for a Store. A list of Scheduled Maintenance events will be provided monthly to the Service Provider by FacilitySource.

Total Labor Hours: This is the combined total hours worked on an RFS if more than one person was required to solve the service need. The Service Provider determines this number of hours during Check-Out and enters it into the FacilitySource system.

Work Order: This number is distributed to the Service Provider as part of the RFS data. The work order number (or WEB #) is required for all actions involving the FacilitySource system.

4.2 Vendor Scorecard Criteria

Specifications and Standards Related to the Services

Vendor	Standard	Actual
% of calls to pre-set ETA	90%	
Average response time on emergency calls	4 hours	
Average response time on non-emergency calls	48 hours	
Average completion/resolution time-emergency	24 hours	
Ave. completion/resolution time- non emergency	4 days	
% of Invoices with errors	1%	
Average cost per invoice	By trade	
Customer satisfaction score	90%	
Check in %	90%	
Check out %	90%	
% of calls declined	5%	
RFP		
Average turn around of quotes	48 hours	

5. THE CHILDREN'S PLACE Vendor Sign-off Sheet

The following contact information is how my company wishes to receive any After Hours Emergency information and E-Mail address for RFS and Correspondence to be sent to.

After Hours Emergency Phone Number:

E-Mail address for RFS/Work Orders and Correspondence to be sent to:

Name associated with email

I have read and understand the THE CHILDREN'S PLACE Solution Manual for Vendors,
and I will abide by the processes, procedures, and rules contained within.

Signed: _____

Title: _____

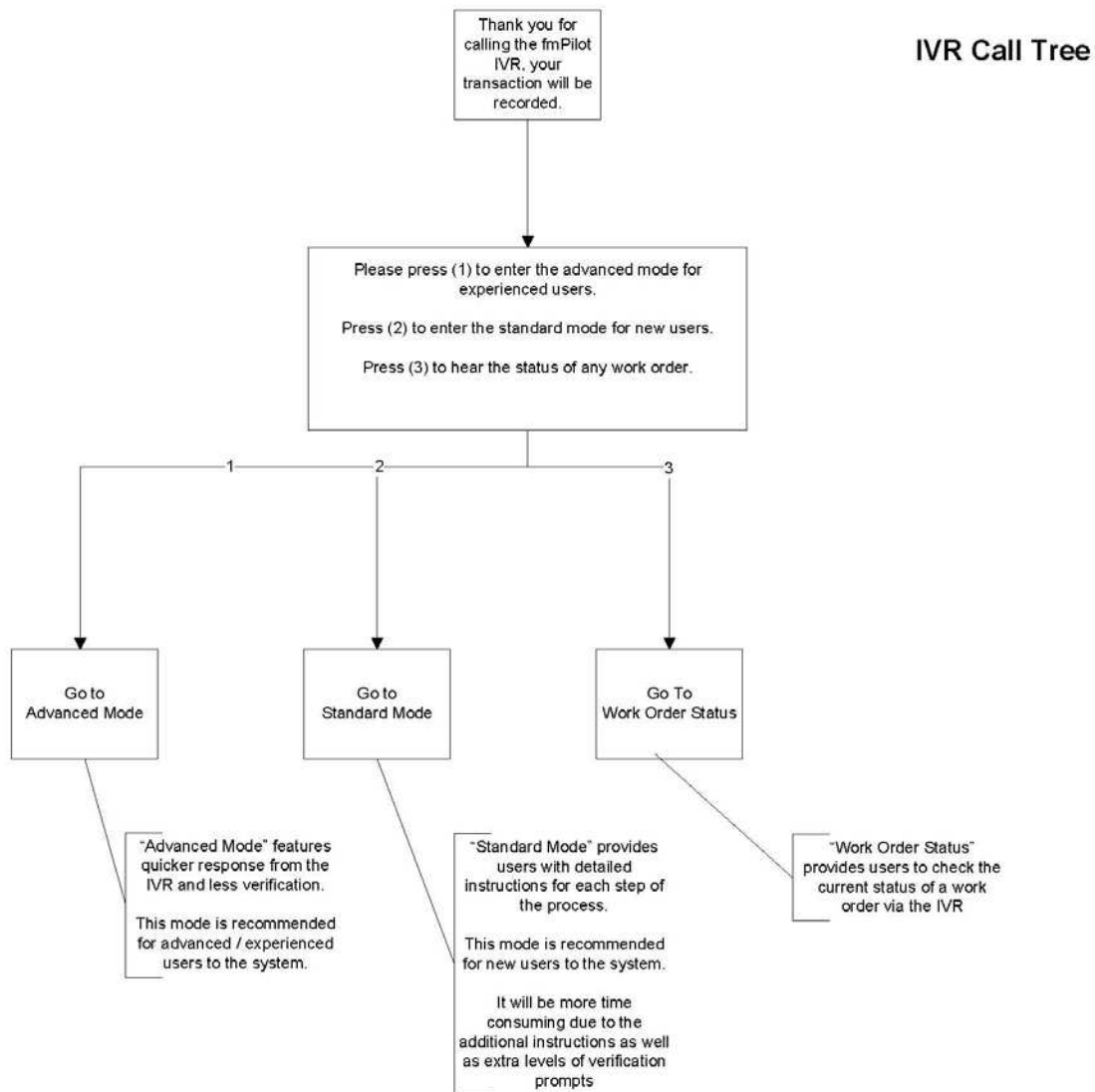
Company Name: _____

Date: _____

6. IVR Call Tree

6.1 Main Menu

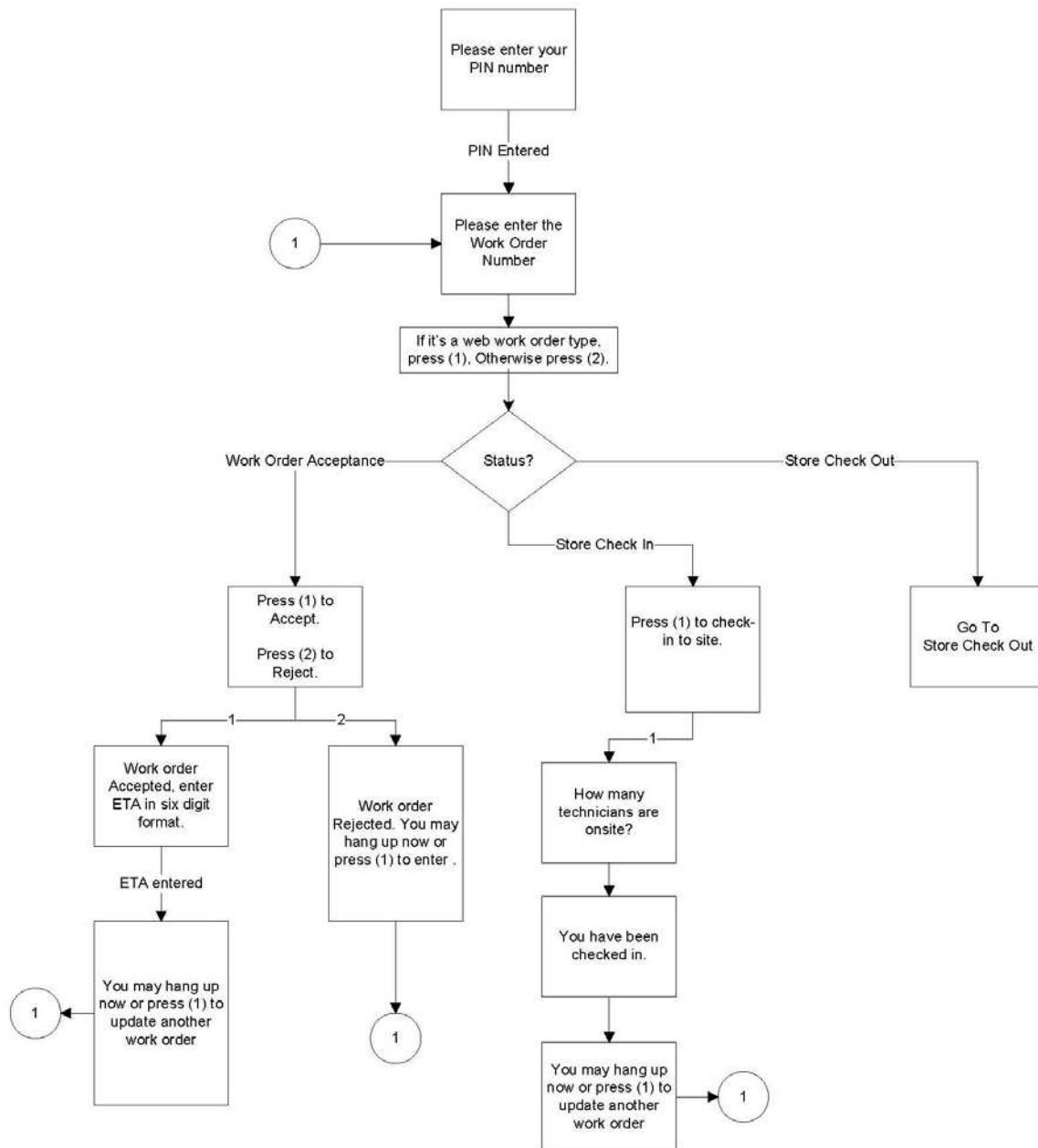
Main Menu



6.2 Advanced Mode

Advanced Mode

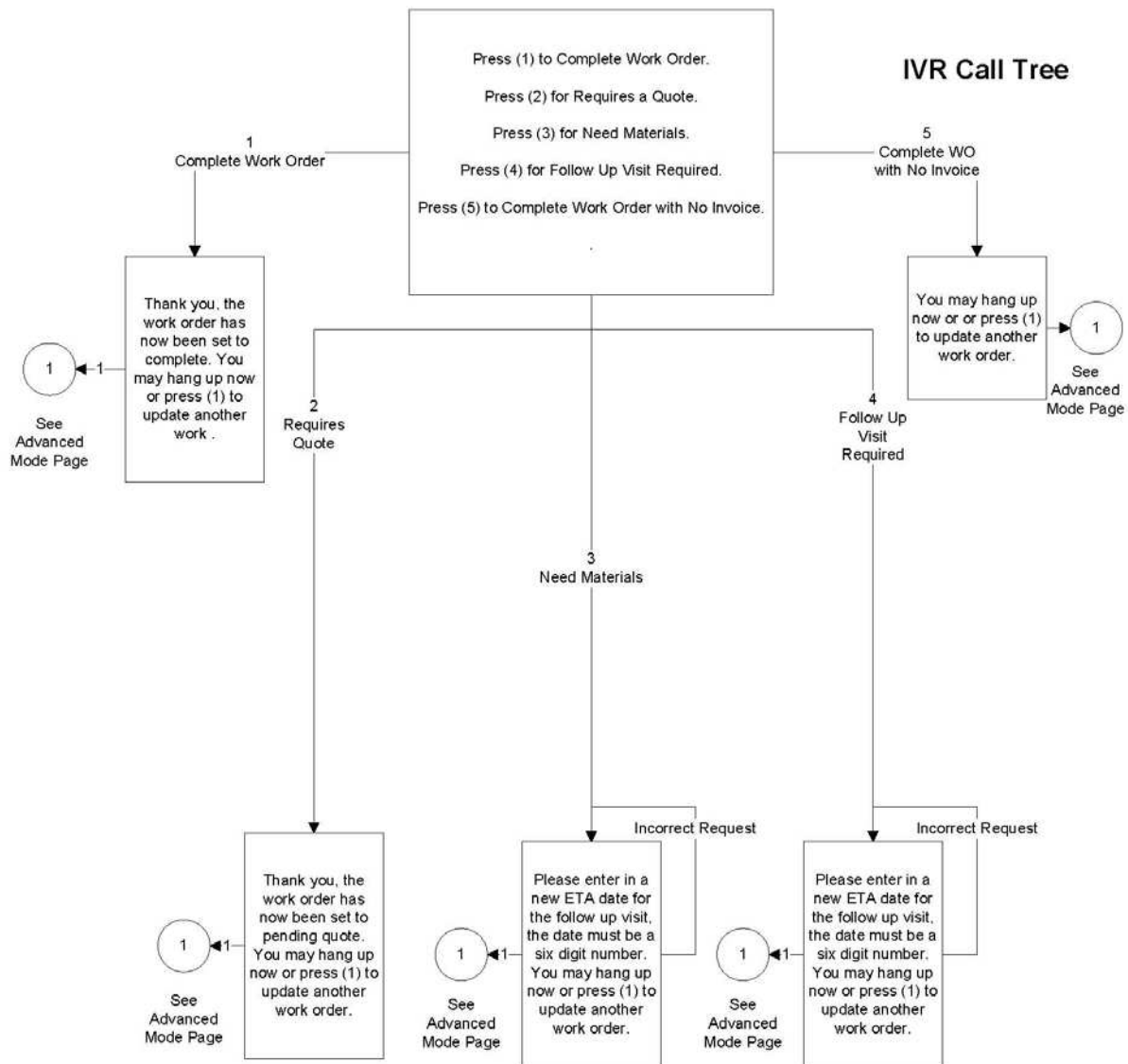
IVR Call Tree



Confidential and Proprietary

6.3 Check Out

Store Check Out



Confidential and Proprietary