

Service Provider Procedures

Quality Objectives: As part of USSI's ISO 9001 Quality Management Program and pursuant to Customer Performance Metric requirements Service Providers/Employees are measured by the following Quality Objectives as well as Quality of Workmanship and Service.

ETA	(Estimated Time of Arrival Met) <i>*As Measured either Externally (By Customer) or Internally (By Executive-OPS Mgmt.)</i>
FTF	(First Time Fix or install) <i>*As Measured Internally (By Executive-OPS Mgmt.)</i>
TOS	(Time On Site) <i>*As Measured Internally (By Executive-OPS Mgmt.)</i>
Restoral Performance	Customer Feedback - Reviewed as part of USSI's ISO9001:2000 Mgmt. Review Program. <i>*As Measured either Externally (By Customer) or Internally (By Executive-OPS Mgmt.)</i>

Service Providers/Employees are required to follow proper procedures when performing work for USSI. Please read it carefully, commit to memory, and adhere to it at all times.

Call Ticket Dispatch and Acceptance: USSI Coordinators receive orders from the Customer. The order is entered into USSI's computer system where a call ticket is assigned. Should you be given a job and do not understand which number is the call ticket number, ASK IMMEDIATELY. The call ticket number is how USSI tracks a call through our system. It is also how the Accounting Department verifies your invoice and whether or not payment has been made.

Coordinators will inform you of the amount the job pays along with any special requirements (i.e. paperwork, forms, proper pictures, closeout procedures, etc). Service Providers must come to an agreement with Coordinators on the amount of money for all jobs before accepting work. ALL EXCEPTIONS MUST BE PRE-APPROVED. Without prior approval of an exception, you will not be paid for it.

Appointments and ETAs: Service Providers/Employees must notify USSI Coordinators of the details of a scheduled appointment, including the site contact and an estimated date and time of arrival. This information is relayed to USSI's Customer. We must make Customer service our number one priority. USSI has an obligation to keep its Customers informed at all phases of a job. Your obligation is to keep USSI informed. **NOTE:** ETAs and appointments MUST be met at ALL times.

Meeting FTF and TOS Expectations

Preparing To Go To Site: Call the Customer site contact to confirm your appointment. Inventory and inspect all equipment or make sure the Customer has received equipment. Check your work vehicle and make sure you have all necessary equipment (i.e. ladder, analyzer, cable connectors, voltmeter, etc.). If you are required for transporting the equipment to site, make sure the equipment is secured so that it will not move around in vehicle or fall of a trailer if trailer is being used.

POOR PREPARATION can lead to unproductive time on site [TOS] and the Service Provider/Employee's inability to complete an installation or service call on the initial visit i.e. a missed first time fix [FTF] opportunity.

POOR PREPARATION also leads to unnecessary extra trips. The Service Provider cannot invoice or be paid for return trips due to lack of planning or preparation.

Arriving On Site: Log onto site utilizing the IVR number provided in your work order. If you are not able to log onto site via the IVR, please notify USSI Project Coordinators immediately upon arrival on site to verify that your ETA has been met and to log on site. **Be ready to give your Call Ticket number and your contact person.** **REMEMBER,** identify yourself as a USSI Representative to the site contact.

Meeting Restoral Expectations



As with meeting FTF and TOS expectations, the same procedures apply regarding Call Ticket-Site preparation and planning.
*ETA requirements are measured and recorded in the monitoring of Restoral Performance.

Call Ticket Management and Reporting

Completing the Work: USSI prides itself on the professionalism of its Service Providers and Employees. You and your work crews are the professionals. Your conduct reflects heavily upon your and USSI's reputation in the satellite communications business.

Equipment shipped directly to a Customer must immediately be inventoried and inspected. Should you encounter any problems while performing the job, call USSI immediately to get prior authorization to perform this portion of the job. This includes extra trips. EXCEPTIONS THAT ARE NOT PREAPPROVED WILL NOT BE PAID FOR.

Upon completion of the job, call USSI Coordinators to close out the Call Ticket and receive authorization to leave the site. Some Customers must also be called and closeout numbers issued. Make sure you have in fact completed the job.

Checklist for Call Ticket — Site Completion — Have you....

Required photos taken? *Whiteboard included in photos	Recorded work performed?	Received any necessary authorization/closeout numbers?	Received proper receipts for approved equipment rentals?
Recorded cable length and type?	Recorded all part & serial numbers?	Noted date and time for arrival and completion?	Noted travel time and mileage?
Recorded name of USSI Coordinator contacted from site?	RECEIVED USSI CLOSE OUT NUMBER?	Received sign-off signature from site contact?	Left area clean and tidy?

*USSI Customers expect real time Call Ticket Management

NOTE: THE JOB IS NOT DONE UNTIL THE PAPERWORK IS COMPLETE. *GO ONLINE TO YOUR VIRTUAL OFFICE TO COMPLETE. To ensure all Call Ticket reporting processes are completed in a timely manner, Service Providers/Employees are to use the Virtual Office reporting tools, including Online Invoice Generator, Online Inventory Reporting and Call Ticket Scheduling which are available at www.ussi.org

Online Invoice Submission

By following these simple steps, you are assured USSI will receive your invoice via our automated system, which ensures prompt review and payment for services rendered. If you have permissions to generate online invoices, please follow the instructions below. If you do not have access to submit online invoices, please discuss with your manager to find out if you need this access or make them aware that all other documentation has been uploaded and it is pending them to upload an invoice.

Go to the USSI Webpage at: <http://www.ussi.org/technician> and login using your technician login and password.

METHOD 1

Click the Menu bar along the left hand side of screen

Click the checkboxes for "Action Required" and "All Calls Action Required" and click "Load"

Click on the call ID if it shows no invoice received but one is required.

Click the link for "Online Vendor Invoice" (located below the Multiple Photo Submission Option)

Click the continue button at the top and it will fill in the call ID and site info.

Enter any comments you have and line items for the call and click continue to view the final invoice.

If everything is correct click "Submit", if you need to make changes use your browser's 'back' button.



METHOD 2

Click the Submit Paperwork button

Click the Online Invoice Generator

Click "Create New Invoice"

Enter the Call ID in the upper right hand corner and click Continue and it will fill in the call ID and site info.

Enter any comments you have and line items for the call and click continue to view the final invoice.

If everything is correct click "Submit", if you need to make changes use your browser's 'back' button.

METHOD 3

If you use your own invoice generating software you can upload the invoice it created instead of using our invoice generator.

Click the Menu bar along the left hand side of screen

Click the checkboxes for "Action Required" and "All Calls Action Required" and click "Load"

Click on the call ID if it shows no invoice received but one is required.

Choose 'Vendor Invoice' from the drop down box and click on 'Browse' to locate the invoice file on your computer.

Enter the Total Invoice Amount in the corresponding box and click "continue".

NOTE: If no total is entered it will show \$0 as the Invoice total in Accounting

Important Invoice Submission Notes:

DO Enter clear specific descriptions and costs for outsourced services used and materials purchased to complete the USSSI Call Ticket. If available, enter the name of the person that approved the additional costs.

DO NOT submit multiple invoices for the same Call Ticket unless otherwise directed to do so by your USSSI Management point of contact.

DO NOT print, fax or email your completed online Invoice to USSSI, as USSSI has already received your Invoice. Doing so will delay our ability to facilitate the invoice review and payment process.

Service Provider payment policy: For all conforming jobs i.e. completed Call Tickets, where no outstanding RMAs or QA issues exist and all required documents have been received via the Virtual Office the pay cycle is as follows:

Service Provider Payments for the check run on the 15th of each month – All required documents must be received by 11:59PM on the last day of the month.

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NOTE: If the 15th or last day of the month is on a weekend, the checks will be issued on the following Monday.

All requirements stated in the Call Traveler and Virtual Office must be met; an invoice alone does not meet payment requirements.

Understanding the 3 P's of USSSI

- Preparedness
- Punctuality
- Professionalism

What is Preparedness?

Definition: refers to the state of being prepared for specific or unpredictable events or situations

- Site contact was contacted to schedule and tech reconfirmed ETA at least one day prior to service call/install if appt was set more than 2 weeks in advance



- If equipment was shipped to the technician it will be inspected to make sure there was no damage in shipping and if possible powered on to make sure it is operational prior to arriving on site
- If equipment was shipped to the site, the tech will verify that equipment is on site the day before the call is scheduled so that if needed the call can be rescheduled.
- Tech has all Statements of Work and required documents printed or downloaded to his computer before heading to site
- Bring all spares with you in case of Out of Box Failures
- Being prepared will assist you in making the most of your time on site.

What is Punctuality?

Definition: The action of being on time. Punctuality revolves around responsibility, commitment, and the seriousness in which you take.

- Arriving to site on time or a few minutes early
- Prepare everything possible the night before
- Allow yourself extra time to arrive on site to account for unexpected delays (traffic, accidents, etc)
- Shows that you are reliable, committed, and hard-working
- Timeliness of submitting the required customer documents to USSI for Call completion

What is Professionalism?

Professionalism is not defined by the position held, but by who you are, what you do, and how others perceive you.

- USSI Prides itself on the professionalism of our Service Providers and Employees as you are representing USSI and how you act reflects our reputation in the customer's eyes.
- Customers perceive how you look on site as part of how professional you are. Therefore, you should strive to have a professional appearance each time you arrive on a site. This does not mean that you have to show up on site in a suit and tie, but you should arrive on site in attire that is appropriate for the work you are completing (i.e. jeans and a Collared or USSI Company Shirt)
- Show respect for others while on site whether it be explaining the task that you are completing to the customer or trying to stay out of the way to not affect daily operations or just being courteous and friendly to all on site.

Service Provider Company: _____ (Please Print)

Service Provider/Employee Name: _____ (Please Print)

Date: ____/____/____

