



Memorandum

Date: December 13, 2017th, 2017

To: CCS Team

From: Training

Re: Signatures on Work Orders

The following message came in through the DW Milwaukee chat this morning.

65 signatures done through FSTP were determined to be fraudulent in the month of November. That is a \$6500 back charge. I will be getting details as to who is doing this, but you know who you are. a customer signature is just that. A CUSTOMERS signature. Not a line, not an X, not a forgery. That is literally a crime to forge a signature on a lease agreement.

Make sure it ends today. We will have more discussions when I get the detail as to whose jobs these were.

Please note that before adding any Signature to a Work Order, get confirmation from the technician, Supervisor, Manager or POC if it should be added. Also verify if the signature is being added via Handheld or Paper. DO NOT ADD SIGNATURES WITHOUT FIRST GETTING APPROVAL AND PROPER DETAILS.