



Memorandum

Date:

To: CCS Team

From: CCS Ops

Re: (Dispatched Jobs on the Board)

We received a complaint from the site manager for Bangor, Portland and Burlington.

Effective immediately, if a technician calls and request to have a job in '**Dispatch**' status moved to them as authorized by their supervisor, we need to honour the request.

We have agents who have been denying the request stating that the job cannot be moved since it is already dispatched to another technician.

Please ensure that the jobs are being moved as requested and notate the account.

Any questions or concerns, please check with your floor supervisor.