WANG WELCOMES YOU TO CUSTOMER ENGINEERING FIELD SERVICE

WANG

Welcome to Wang! As a new employee you will probably have many questions about how things work in Field Service. This book was put together to answer your basic questions and to help orient you to the Field Service organization. It is intended to complement two other informational resources; the Wang Employee Handbook and your Branch Manager.

Wang has enjoyed several years of prosperous and successful growth and we look forward to the contributions and important role you will play in its continued success.

CONGRATULATIONS-and we hope you enjoy working with Wang!

Wang Welcomes You To Customer Engineering Field Service

Customer Engineering
New England District

WANG

CONTENTS

A SUCCESSFUL CUSTOMER ENGINEER IS . . .

Wang is growing and needs people to grow with it. Our equipment will compete with any in the industry, but it is and will increasingly continue to be the people that give Wang the edge. As our products become more sophisticated so must the talents and abilities of our people.

As recent surveys have indicated, customers list **'SERVICE'** as the primary reason for selecting one computer manufacturer over another. Your experience in Customer Engineering will demonstrate that Customer Engineering involves much more than the actual repairing of equipment. The qualifications that are essential for a Customer Engineer include excellent communication skills, a sensitivity to customer demands and requests, and superior technical competence.

After a sale is made, a customer generally has more contact with Customer Engineering personnel than any other group in Wang. Therefore, the impression you make as a Customer Engineer is the impression a customer has of Wang. If you are neat in appearance, polite and professional in your manner, show a keen interest in your job, and make repairs efficiently and quickly, Wang will continue to do well and so will you. Give strong attention to what some might call "minor detail". If a customer makes a request within your area of responsibility . . . follow-up and follow-through! Attend to requests either personally or refer it to the manager responsible. Be complete and courteous with customers.

And be technically thorough as well. Preventive Maintenance (PM) is the key to service call reduction and satisfied Wang customers. A PM is not a machine overhaul, but a cleaning and visual inspection or adjustment. Experience and general knowledge will help you determine what will cause trouble if allowed to go unattended and what can be deferred until the next scheduled PM.

The important factor during a PM or service call is "How quickly can the equipment be repaired without sacrificing quality service? " Keep in mind:

- What is the overall impact to the customer?
- Should you schedule a time more convenient to the customer to make permanent repairs?

After making repairs and performing PMs, spend a short time on site to allow the user to run the equipment and insure that the trouble is corrected and that another problem has not developed. Make repairs and run maintenance tests, then allow the customer to operate and verify that the equipment is performing properly and to their satisfaction. The engineer who feels sure of the fix will not hesitate to remain long enough after repairs to allow the user to confirm the repair. The short time required for the operator to run and confirm a repair is a lot less than the time required to dispatch another engineer or to have you return to the site.

The ability to be contacted is extremely important and it is your responsibility to keep Dispatch, your Branch Manager, and the Answering Service informed of your whereabouts. When changing locations, inform the appropriate personnel of your travel status. *The engineer who can't be reached is the one most remembered in an unfavorable light.*

Use spare time productively and take the time to become more familiar with Wang's equipment. Technical competence is gained through experience and knowledge. This can be attained in several ways:

1. Use time, when not engaged on a specific task, to study and learn the equipment inside and out.
2. Go back over problem areas for you or areas where you are not confident.
3. Scan handbooks - become familiar with adjustments.
4. Walk through mechanical adjustments on the machine.
5. Review timing and signal sequence diagrams.
6. Study the logic prints.
7. Look over prints with an idea to determine what could cause intermittent problems.
8. If you feel that you have mastered a piece of hardware, and your performance substantiates this, become familiar with new equipment.

As a District Manager, I am concerned about you; your career development and your ability to become the responsible and efficient individual needed to service and maintain Wang hardware. Remember that the technical and support services at the Branch and District offices are always available to you. I challenge you to set standards of performance excellence and to achieve your personal and professional goals. Good Luck!

Ken Baroni
New England District Manager

AN INTRODUCTION TO WANG CUSTOMER ENGINEERING

The Customer Engineering Division performs an important liaison function between Wang Laboratories and its customers. Wherever there is a Wang system, a highly skilled technician is nearby to insure its continuous operation at maximum efficiency. Wang is proud of the outstanding uptime record of its installed systems, an achievement that is shared by engineers who design the equipment and the Customer Engineers who maintain it.

The Customer Engineer is responsible for maintaining Wang equipment at the peak of its operating potential. Working out of a service branch office, he is in daily contact with the customer, and plays a major role in maintaining good Wang customer relations.

Supporting the Customer Engineer when unusual problems arise is the Technical Specialist, a former Customer Engineer who has been promoted as a result of his exceptional technical skill. Stationed in the District or Area office he is on call to provide advice and assistance when needed. He also compiles data on the performance of Wang Systems in the field, and provides information back to the field on the operation, maintenance, and improvement of Wang equipment.

The District and Branch Managers are the management personnel directly concerned and involved with Customer Engineers and customers. They organize the administrative and technical responsibilities and supply the necessary support and communication between Customer Engineers, Customers, Area Office, and Home Office.

The Customer Engineer has six basic Areas of Responsibility:

1. **CUSTOMER RELATIONS** is one of the most important aspects of this position. The CE has a responsibility for maintaining good relations with all customers-operators, supervisors, and managers.
2. The Customer Engineer performs regular **PREVENTIVE MAINTENANCE (PM)** on all peripheral equipment such as; tape drives, printers, card readers, and punches, etc. He also carries out periodic maintenance on the central processor by running diagnostic routines and by making marginal checks on memories, control units, and so on.
3. **CORRECTIVE MAINTENANCE** is necessary when a system malfunctions. It is here that the Customer Engineer's training and ability to think quickly and analytically prove to be his most valuable assets in isolating problems, locating the cause, and correcting a system's malfunction.
4. The Customer Engineer also has **ADMINISTRATIVE RESPONSIBILITIES** including the accurate and timely completion of routine paperwork.
5. The Customer Engineer handles the **INSTALLATIONS** of new equipment, **ADDITIONS**, and **UPGRADES** to existing systems.
6. One of the most important responsibilities of the Customer Engineer is the **CONTINUING EDUCATION** related to his own equipment; keeping abreast of new technical information through Wang's educational programs and seminars, and the technical literature and newsletters.

GENERAL INFORMATION

DISPATCH OPERATIONS:

Typical Procedure:
Calls from Customer Engineers will be accepted from 0700 to 1800 each working day. You should contact Dispatch each morning between 0700 and 0800 to obtain your calls. Inform the service co-ordinator which call you will be taking first as well as any calls that were closed from the day before. If the call is a Charge Call, *you must have either a written Purchase Order or Letter of Intent prior to performing any service.* At the completion of each site visit (whether the call is complete or not), call Dispatch with the following information:

- Dispatch Number
- Date and Time of Arrival
- Date and Time of Completion
- Call Report Number
- If installation, the work order number and a serial number from any piece of installed equipment (preferably the CPU)
- If charge call, have all data available for call debriefing.

Taking calls:
Always notify the service co-ordinator when taking an open call to insure that your status is properly registered. When completing an installation, submit a completed inventory listing of the installed equipment. Call all customers within 20 minutes upon notification of a service request (you may be able to "phone fix" the problem or at least provide the customer with an estimated time of your arrival). The ONLY time a call is to be deferred is when the customer calls Dispatch with a specified date and time and requests that the call not be responded to until then.

Starting A Call:
When contacting Dispatch all open calls will be given to you and normally, you will select the next call from your open call list (however, sometimes your manager may establish another priority). Your calls will be given to you by Customer Record Number, Customer Name, and Problem Description. As each call is given, record the information directly on a Call Report Form (this will be your log of open service calls). Customer Contact information will be provided only when there is a change in the information or you are outside of your normal territory. If a request for service is received from a Selected National Account, you will be paged immediately. In the instances where you cannot be contacted, your manager will be notified of the service call. Always inform Dispatch of what will be your next call to prevent misunderstandings and confusions concerning prior committments.

ESCALATION POLICIES

Each Wang Customer Engineer is to understand that his responsibility is to have the Customer running as soon as possible. A problem should be escalated to a DTS if you have not made any progress in determining and/or eliminating an on site problem within two hours. Sometimes a different point of view or past experience can prevent wasted time in solving a Customer down situation. The steps to be taken are outlined below for your reference.

Before Going on Site:

1. How many prior calls on unit?
2. 3rd call on unit in a week:
   - A. Get details from customer
   - B. Must call DTS
   - C. Inform BM

On Site 2 Hours:

CE asks himself the following questions:

1. Is the problem identified?
2. Does the time needed on site create a problem with open calls in your territory?
3. Is customer sensitivity a problem?
4. Are parts needed and if so, are they ordered?
5. Is it a possible software problem where marketing may be needed?

After answering these questions, the CE will respond as follows:

1. **Unsure of Problem**
   - A. Call DTS
     1. Not in, get telephone number where DTS can be reached
   - B. Call BM
     1. DTS not in, branch assistance available
     2. No branch assistance, call DTS on road
2. **Problem with Open Calls**
   - A. Call BM
3. **Possible Customer Relations Problem**
   - A. Call BM
     1. Discuss with BM whether DTS may be needed
4. **Parts needed-not in stock**
   - A. New Man-talk to someone experienced on product before ordering

B. Inform BM part ordered

C. First P1 did not solve problem-call DTS, call BM

5. **Marketing Possibly needed**

A. Call DTS

B. Call BM

PARTS INFORMATION

If a part is requested by you, the Logistic Coordinator will check the local branch stock level. If the part is not available locally, the coordinator will provide you with the stocking locations within the District that have the part. It is your responsibility to contact the District locations if the part is available. If no part is available within the District, the coordinator will accept a P-1 (Priority One request) and provide you with an order number for tracking purposes. A U/O (Urgent Order) for down service equipment will also be accepted by the coordinators.

EXCEPTION REPORTING

If you are ill or otherwise unavailable for taking calls, contact Dispatch to insure that calls are redistributed from your territory. This does not excuse your absence. YOUR BRANCH MANAGER MUST ALSO BE CONTACTED by you personally and not by your husband/wife or girlfriend/boyfriend.

Customer Calls:

Will be accepted from 0800 to 1700 and will be handled according to the Standards and Exceptions established by local management. Dispatch will verify contact name, equipment location, and phone number for ease of locating equipment.

PAGERS

Pagers will be provided to some field personnel for their convenience and to facilitate communication with the Branch or District offices. A pager is to remain *on your person* at all times between 0800 and 1700. It is not to be attached to the visor of your car or stashed in your tool case or left behind at customer sites. When you are beeped, call your Branch Office immediately.

TOOL KITS

A tool kit is assigned to each Customer Engineer approximately three weeks after his or her start date. You are responsible for the tool kit as it will not be replaced. If a tool kit is lost or stolen, it is to be reported to your Branch Manager immediately.

FIXED CAR ALLOWANCES

The daily fixed allowance will be submitted for each week on the expense report. *Fixed allowance* is computed by multiplying the daily fixed allowance by the number of days the employee's automobile is required for business use during the week.
Example:

Week of April 1 1981:

multiply	5 days (business days available)
by	X $5.00 (example daily fixed allowance)
	$25.00 (fixed allowance for the week)

All daily absences due to vacation, sickness, or holiday are not eligible for daily fixed reimbursement.

TELEPHONE CREDIT CARDS AND BUSINESS PHONES

Designated field personnel will receive telephone credit cards. This card and the phones available in Branch offices are to be used for *business calls only.* Any abuses will be brought to your Branch Manager's attention.

DRESS REQUIREMENTS

All field personnel are representatives of Wang Laboratories, Inc., and as such, should impress the customer in a professional manner. A suit coat and tie or sport coat and tie is mandatory. The suitcoat or sport jacket will be worn upon entering and exiting each customer location. There will be no variation to this policy during seasonal changes. Again, this is displayed professionalism. Women field personnel are to dress accordingly. Each person should maintain a neat, well groomed appearance. The term NEAT means well trimmed hair, sideburns, mustaches and beards. Dirty and disheveled clothing, long unsightly hair, etc., are not acceptable.

REVIEW AND EXPLANATION OF PAPERWORK

As a Customer Engineer you will be expected to submit completed paperwork on time. Required paperwork includes:

Weekly:	Expense Reports Time Sheets Travel Letter Receipts CBs (Call Reports)
Monthly:	Updates to Territorial Runs
Quarterly:	Mileage Depreciation Requests (if necessary)
Bi-annually:	Employee Surveys (no sample is included)
Miscellaneous:	Tuition Reimbursement Requests Vacation Requests Site Check Lists Maintenance Contracts

Samples of this paperwork are included in this booklet for your review. It is suggested that you review this paperwork with your Branch Manager or the appropriate Branch person.

EMPLOYEE TIME REPORT

The Employee Time Report is to be completed each week and submitted to your Branch Manager on Monday mornings. It is important that you record accurate information. Use the following guidelines when completing your time sheet:

Name	LEGIBLY print your full name
Week Ending	LEGIBLY write the week ending date. The week ending will *ALWAYS* be a Saturday.
Employee Number	LEGIBLY print your employee number. An incorrectly recorded employee number could result in an incorrect paycheck.
Office	Record the name of your Branch Office (i.e. Burlington South, Providence, Boston North).
RDB	Write your Branch RDB.
Sick Hours	Write in the number of hours you were absent from work due to illness.
Vacation Hours	Write in the number of hours you were absent from work and on vacation.
Training Hours	Write in the number of hours you attended training sessions; both formal and informal including on-the-job training.
Other Hours	Write in the number of hours you were unavailable to take service calls.
Standby Hours	Write in the number of hours you were on standby.
DMS O.T. Hours	Write in the number of hours overtime that you worked.
DMS Reg. Hours	Write in the number of hours you were available to take service calls.
O.T. and Other Explanations	Explain your overtime (record the call report number of the customer who required overtime). Attach copies of call reports for any call that required two or more hours of overtime. If you were on standby, write "standby". Explain "other hours" (ie stockroom, death in the family, etc.).
Total	Total *all* columns. This includes "Standby", "Overtime". Transfer your total mileage and expense from your Expense Report to the block provided.
Signature	Sign your name.
Table	Use this table when computing time. Transfer minutes into 'Tens'. (Example: If you worked 1 hour and 30 minutes of overtime, it would be recorded on your time sheet as *1.5*).

Staple copies of call reports for overtime that exceeds two hours to the back of the time sheet.

Submit your time sheet, expense report, and call reports to your Branch Manager by the Branch deadline.

See sample of Employee Time Report on page 18, Form A.

CUSTOMER ENGINEERING EXPENSE REPORT

The Customer Engineering Expense Report must be completed and submitted with your Employee Time Report each week. It is important that you submit a complete and accurate expense report. All expenses; tolls, parking, telephone, and meals must be substantiated with valid receipts which are to be attached to the expense report. When you receive your Travel Letter you will be able to reimburse yourself for weekly expenses incurred, up to your authorized limit. Any expenses that go over your limit will be applied automatically into your 'direct deposit' checking account.

Please use the following category descriptions when completing your expense report:

Name	LEGIBLY print your name
RDB #	LEGIBLY print your RDB #
Employee #	LEGIBLY print your employee #
Period Ending	LEGIBLY print week ending. The week ending date will *ALWAYS* be a Saturday
City and State	Write in the location where you performed service or your training location. This section must be completed for every day that you were at work.
Automobile Expenses	**Purpose:** Write in the corresponding call report number for the customer visit, if you attended training, write "training", if you attended a meeting, write "meeting" etc. This section should never be left blank when mileage expenses are incurred. **Mileage:** Write in the total mileage incurred to visit the specified location. **Amount:** Compute "amount" by multiplying the mileage incurred by the mileage allowance for your Branch.
Transportation	**Air, Rail, Etc.:** This section is to be completed only when it applies. **Tolls & Parking:** Write in the tolls and parking fees incurred (valid receipts are required). **Limousine, Taxi, Etc.:** Complete only if this expense applies.
Lodging	Complete only if this expense applies and has been pre-approved.
Telephone	To be completed for business related phone calls *only.* Technicians without company telephone credit cards must attach a copy of their telephone bills with service-related calls highlighted.
Meals	**Breakfast, Lunch, Dinner:** These sections apply only with *District Manager* approval prior to expenditure.
Misc. Expenses	**Type:** Daily auto allowance is writen in this section on a *daily basis.* **Amount:** Write in the amount of your branches daily allowance.
Total	Total *all* lines. Total all columns. **Note:** Line total and column total *must* balance. If line/column total does not balance, recheck your math.
Signature	Sign your name.
Approved By	For Branch Manager Signature

Keep the green copy of your expense report for your reference.

Staple all receipts and a copy of your Travel Letter to the back of the original (white copy) of your expense report.

Submit expense report, time sheet, and call reports to your Branch Manager by your Branch deadline.

A sample expense report is attached for your reference.

See sample of Customer Engineering Expense Report on page 18, Form B.

SERVICE CALL REPORTS

A 'Call Report' is to be filled out for each trip to a customer's site, once formal training has been completed. This includes complete or incomplete calls.

When assisting another CE, a Call Report form should be filled out completely. Write 'Assist' in the comment section of the Call Report form along with the name and employee number of the person you are assisting. Be sure to INCLUDE DISPATCH NUMBERS ON ALL CALL REPORTS. Always be sure the Dispatch Number is legibly written on all

Call Reports. All calls require dispatch numbers including PM service calls, Installations, Charge Calls, and MA service.

When a call is received from dispatch and you are able to resolve the situation over the telephone, a Call Report is to be filled out without travel information. You must use the repair codes, model numbers, etc. Please write 'Phone Fix' in the 'Comment Section' of the Call Report.

Use HOURS and MINUTES, such as 1 HR., 12 Minutes (instead of 1.2 Hours).

Any time you are on site and a customer requests that you "take a look" at another problem, insure that a new service call is placed and fill out another call report.

For additional information please refer to The Guide for Documenting a Service Call, available from your Branch Manager.
See sample of Service Call Report on page 19, Form D.

TERRITORIAL RUNS

Always have a Territorial Run (current listing of your customers and all relevent information pertaining to their equipment, billing status and maintenance) available. Conversations with Dispatch will be facilitated by using this list and referencing Customer addresses, phone numbers, contacts, etc.

When you find discrepancies in your listing of equipment configurations, (address changes, etc.), it is your responsibility to make the necessary corrections on the Territorial Run and send it in at the end of the month.

A new Territory Run will be provided monthly to your Branch Manager for distribution. This will keep your listing current if corrections and additions are routinely submitted.

All questions concerning verification and accuracy of this Run should be directed to your Branch Manager.

If the words "No MA" appear before any piece of equipment on the Run, this equipment is not under a Maintenance Agreement and any service performed on this equipment is to be billed.

A sample of a reading from a Territorial Run has been annotated for your reference:

"A" Indicates the Customer Record Number. This is the number the customer must reference when placing a call to Dispatch.

"B" Indicates the Customer Number that is assigned to each customer by corporate. This number is referenced on invoices.

"C" Indicates the Contract Number or Work Order Number.

"D" Indicates the effective dates of the contract. If these dates are no longer current, you should check with your Branch Manager to determine the customer's billable status.

"E" Indicates what equipment is under a maintenance contract. If the words "No MA" appear before any piece of equipment, this equipment is not under a Maintenance Agreement and any service performed is to be billed.

See sample of Territorial Runs on page 20, Form E.

CUSTOMER ENGINEERING SITE CHECK LIST

The Customer Engineering Site Check list must be completed by you when conducting a pre-installation inspection of a Customer Site. Have the form signed at the Customer location. Submit completed form to your Branch Manager for review and approval.

This information is necessary to determine suitability of the Customer site for equipment installation.

See sample of Site Check List on page 20, Form F.

MAINTENANCE CONTRACTS (Maintenance Agreement)

Part of Territory Management and Customer Relations responsibilities will involve maintenance contracts. The responsibilities for the verification, selling, and the updating of maintenance contracts will from time to time, belong to a Customer Engineer. Because the policies and procedures concerning maintenance contracts are involved, it is best if you review the specifics of these contracts with your Branch Manager. However, some general guidelines are outlined below for your reference:

1. Only a complete system may be placed under a Maintenance Agreement (MA). A customer is not permitted to place a partial system under coverage.
2. A customer may only cancel his contract after written notification of the Area Contracts Group.
3. A 5% commission is issued to any CE who signs a customer up for maintenance and completes the paperwork accordingly.
4. Equipment that is not under warranty may be placed under a contract only after the equipment has been inspected and accepted (a billable service call).

5. A Maintenance Agreement is to be written up on a Maintenance Contract, see sample.

See sample of Maintenance Contract on page 21, Form G.

ADDITIONAL DEPRECIATION ALLOWANCE

Additional Depreciation Allowances will be paid at the end of each quarter. The allowance paid will be for mileage in excess of 15,000 business miles per year (3,750 per quarter).

If a regular driver has accumulated more than 3,750 business miles during the quarter, the employee should obtain an Additional Depreciation Allowance Form from the Branch Service Office. When the form is completed, it must be returned promptly at the end of each business quarter.

See sample of Additional Depreciation Allowance on page 21, Form H.

TUITION REIMBURSEMENT PROGRAM

Wang Laboratories will reimburse full time employees 100% of tuition costs (including costs for textbooks) upon satisfactory completion of a course. Satisfactory completion is defined as a grade of (C-) or better. Textbooks are reimbursed to a maximum of $30.00 per course per semester. Courses must be related to your present job or future advancement within the company.

To participate in this program, obtain a "Tuition Reimbursement Application for Aid" from your Branch Manager. Complete the information requested and return it to your Branch Manager for his or her approval. It is important that this application be submitted at least two weeks prior to the beginning of the course.

After you have completed the course submit copies of your tuition and book receipts, and grade report to your Branch Manager. You can expect your reimbursement check three weeks after you have submitted your receipts. Please keep copies of all of your receipts for your records.

See sample of Tuition Reimbursement Form on page 19, Form C.

VACATION TIME

Vacation time is earned on an annual fiscal year basis and is commensurate with the number of hours an employee works, i.e., a full-time employee would receive 80 hours at the end of a full Company fiscal year of work.

Length of Vacation:
For pay purposes, the length of vacation will be dependent upon the length of continuous service of an employee as of June 30th of each fiscal year.

Length of Continuous Service (As of 6/30 of each fiscal yr.)	**Days of Vacation**
1 to 4 years	10 days
5 to 9 years	15 days
10 to 14 years	15 days plus 1 day for each additional year of service
15 years	Maximum of 20 days

See sample of Vacation Time Request on page 22, Form I.

PERSONNEL POLICIES AND COMPANY BENEFITS

TWO BASIC POLICIES:

Wang's basic salary administration policy is to "pay for performance". All employees have bi-annual salary reviews and bi-annual performance appraisals that are conducted alternately every three months.

Wang's advancement policy is to "promote from within". In addition, it is the practice of Customer Engineering management to consider any position available to any employee possessing the necessary qualifications.

COMPANY BENEFITS:

Please refer to your Employee Handbook for detailed informaton concerning the following benefits:

- Stock Purchase
- Profit Sharing
- Travel Accident Insurance
- Sick time Refunds
- Long Term Disability Insurance
- Group Life Insurance
- Major Medical Insurance
- Credit Union

The most important benefits accrue every day for the Wang Employee. They include the challenging and interesting work in the new and exciting computer field, unlimited opportunity for advancement, fully equipped facilities, and the friendly and efficient atmosphere of a financially sound and growing organization where ability is recognized, utilized, and rewarded.

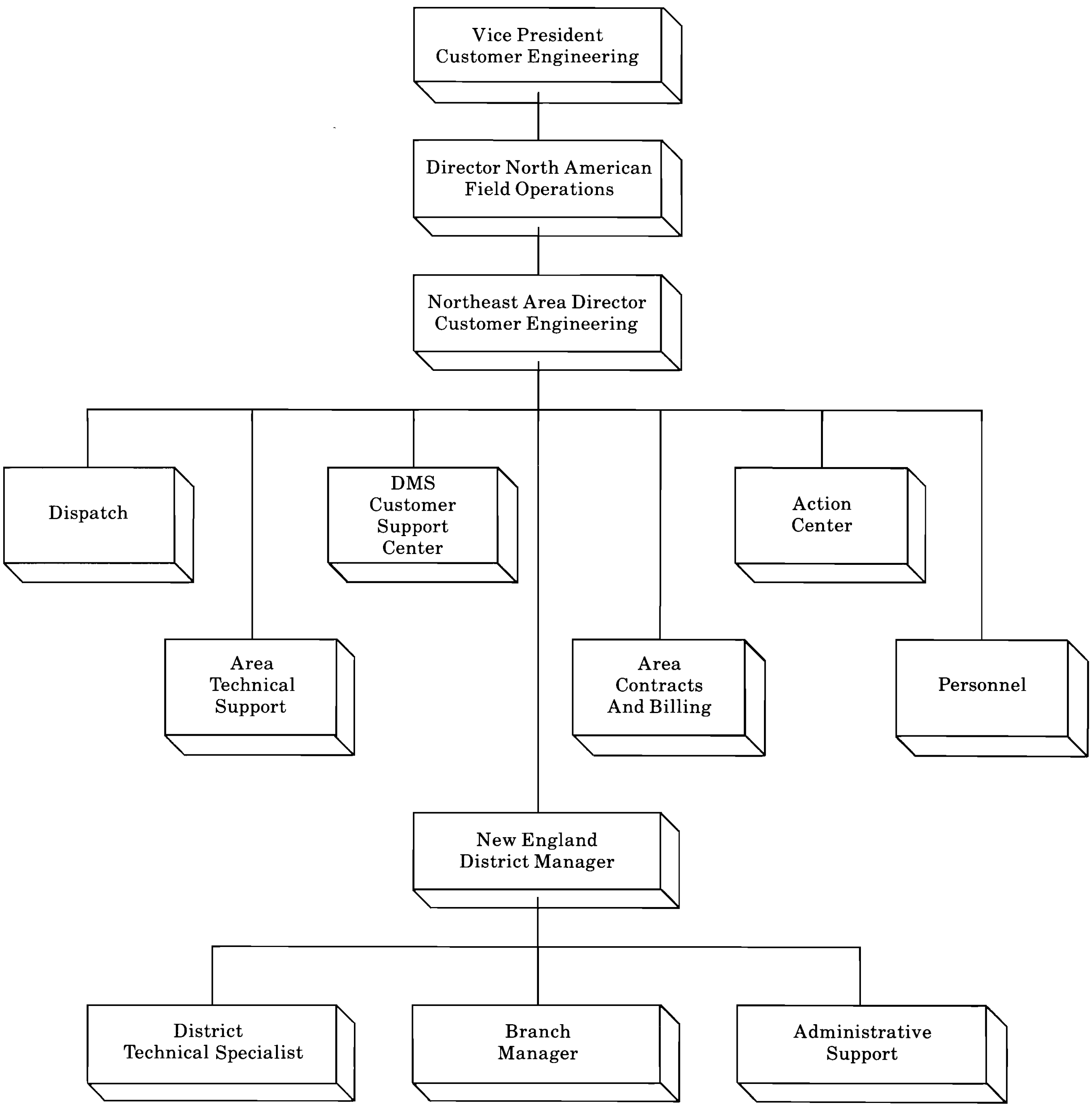
EMPLOYEE RELATIONS

A successful operation is one that reflects "Teamwork" which is the result of "Good Character". Just as important as having good customer relations is developing and maintaining good rapport with fellow employees. A consistent and solid reputation-an honest and mature character-and an enthusiastic, supportive attitude are the ingredients for a healthy reputation.

Each one of you has probably established a reputation in the past with supervisors and fellow workers. It is was a good one, you didn't change it, if it was a poor one, now is the time you should think about it and begin to make the necessary changes to build the confidence you would like your fellow employees to have in you. A person's business reputation is built by the honest and sincere means by which a person comports himself or herself in the eyes of fellow employees.

Why not soul search a little, identify the areas in which you can contribute personally and continue or begin to build a good reputation and the respect that comes with it . . .

MANAGEMENT STRUCTURE OF CUSTOMER ENGINEERING



A

EMPLOYEE TIME REPORT

NAME:______________________ WEEK ENDING: ___/___/___

EMPLOYEE #:__________ OFFICE:__________ RDB #:__________

	SICK HOURS	VACATION HOURS	TRAINING HOURS*	OTHER HOURS**	STANDBY HOURS****	DMS OT HOURS	DMS REG HOURS***	OT & OTHER EXPLANATIONS
SUN.								
MON.								
TUES.								
WED.								
THURS.								
FRI.								
SAT.								
TOTALS:								

TOTAL STANDBY AND O.T. HRS:__________

SIGNATURE:______________________

BM SIGNATURE:______________________

*TRAINING HRS:
Formal or informal training
**OTHER HRS:
Non-service related duties
Extenuating circumstances
(court, death in family etc.)
***DMS REG HRS:
Time spent as service call
pulling technician
****STANDBY HRS:
Schedule after hour standby

TOTAL MILEAGE:__________

TOTAL EXPENSES:__________

TABLE		
MINUTES	HRS	TENS
7 to 11	0 0	1 0
12 to 17	0 0	2 0
18 to 23	0 0	3 0
24 to 29	0 0	4 0
30 to 35	0 0	5 0
36 to 41	0 0	6 0
42 to 47	0 0	7 0
48 to 53	0 0	8 0
54 to 59	0 0	9 0
60	0 1	0 0

2218M

B

WANG CUSTOMER ENGINEERING EXPENSE REPORT

NAME (PLEASE PRINT CLEARLY) ______________________ RDB # | EMPLOYEE # | PERIOD ENDING

DAY	CITY AND STATE	AUTOMOBILE EXPENSES			TRANSPORTATION			LODGING	TEL	MEALS			** MISC EXPENSE		TOTAL
		PURPOSE	MILEAGE	AMOUNT	AIR, RAIL ETC	TOLLS & PARKING	LIMOUSINE, TAXI, ETC			Breakfast	Lunch	Dinner	TYPE	AMOUNT	
SUN															
MON															
TUE															
WED															
THU															
FRI															
SAT															
	TOTALS														
														TOTAL EXPENSES	

ACCOUNTING USE ONLY

VENDOR #______________________

RECEIPTS/FT & EXT______________________

SLSMAN	OFFICE	G.L	AMOUNT

** MISCELLANEOUS EXPENSE DETAIL

DATE		DESCRIPTION	AMOUNT
MO	DAY		

☐ - DEDUCT FROM MY ADVANCE
☐ - TRAINING
☐ - MOVING

SIGNATURE______________________

APPROVED BY ACCOUNTING ☐ BRANCH MGR ☐ DISTRICT MGR

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C

WANG LABORATORIES, INC., 20 SOUTH AVENUE BURLINGTON MA 01803 • TEL 617 272-8550

WANG

TUITION PROGRAM-APPLICATION FOR AID

NAME: ______________________ EMPLOYEE NUMBER: __________

HIRE DATE: __________

SCHOOL TO BE ATTENDED: ______________ AVG. WORKING HRS.: __________

TERM DATES: ________ TO ________

COURSES:

1.

2.

3.

*TOTAL COST: __________

Reason for taking course(s): ______________________

*Total cost does not include late, commencement, or application fees.

* * *

Courses should be job-related or for future advancement within the company. Prior to taking any courses, please complete the above, and have it approved and signed by your Department Manager, Vice President/Director, and return to the Personnel Office/Lowell. If the application is approved, reimbursement will be made after proof of satisfactory completion of the course(s). (interpreted as mark of "C-" or better) and receipt of payment is submitted to the Personnel Department. Wang Laboratories, Inc. will refund 100% of the cost of the course(s) and lab fees (including $30.00 per course, per semester for books-receipt needed) with no maximum. For part-time employees (averaging 20 to 36 hours per week), you are entitled to 50% of the tuition aid-up to a maximum of $500.00 per semester.

SIGNED/APPROVED-DEPARTMENT MANAGER

SIGNED/APPROVED-PERSONNEL MANAGER

SIGNED/APPROVED-VICE PRESIDENT/AREA DIRECTOR

** New England District Field Personnel are to submitt their initial application to the District Office and after completion of the course(s), are to submitt their receipts and grade reports to the District Office.

D

WANG LABORATORIES INC., ONE INDUSTRIAL AVE., LOWELL, MASS. 01851 **CALL REPORT**

CUSTOMER NAME	INVOICE REF NO	AMOUNT	A 817110
EQUIPMENT LOCATION ADDRESS / ROOM/SUITE BLDG	SERVICED BY	RDB NO	DISPATCH NO
CITY / STATE / ZIP			EMPLOYEE NO

MODEL NO.	SERIAL NO.	Serv. Code	Repair Code	Subunit Code	QTY.	MODULE/PART NO.	Serv. Time Hrs. Min.	TRAVEL
							:	MILES
								RETURN
							.	
								TIME Hrs. Min.
							:	.

SERVICE PERFORMED/STATUS ☐ INCOMPLETE ☐ COMPLETE →	MO / DAY / YR	HRS : MIN	CALL RECEIVED	MO / DAY / YR	HRS MIN
			ARRIVED ON SITE	MO / DAY / YR	HRS . MIN
			CUSTOMER SIGNATURE		
			PRINT	TITLE	

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DISTRICT COPY

E

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BANGOR/3123 CDB COMPLETE LISTING AS OF 25 JAN 82                           PAGE 19
=================================================================================
WANG DEMO-ACTION CENTER                                 (E)
3110/327(A)       (B)/001 MILES      01/21/82           MA# 1  2200VS        GN1629
WANG DEMO-ACTION CENTER                                 MA# 1  2246S-1       KJ5898
19 CROSBY DRIVE                                         MA# 1  2265V-1       GS3024
BEDFORD, MA.                                            MA# 1  2280-3        HU8578
                                                        MA# 1  5503          LE1350
CONTACT JOANNE FAILLE AT 617-275-5743                   MA# 1  5505          GH1215
         (C)          (D)                               MA# 1  5506-2        KS6374
1 DEMO                 11/12/81 TO 12/31/99             MA# 1  5506-2C       ME1563
                                                        MA# 1  5528          HD5377
TO BE SERVICED BY AN ATS                                MA# 1  5536-4        MG4052
                                                        MA# 1  5536-4        MG4051
TYPES- WP   VS   OIS  NONE  TERR.- 000/000              MA# 1  5536-4        MG4031
                                                        MA# 1  5541W         HY4297
MA# 1 6580            HU8416                            MA# 1  6540          JC3019
MA# 1 9220W           IM8056                            MA# 1  6581W         MA1324
                                                        MA# 1  AWS-4TC       LW1786
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F

SITE CHECK LIST

I SITE SELECTION

The customer will provide a minimum of 36" doorways and hallways to allow installation of equipment ______

The customer will provide sufficient space to meet the system's physical dimension requirements ______

The customer will provide sufficient space to allow the equipment to be moved a minimum of 30" from the wall and 15" from adjoining peripherals for maintenance access ______

The customer will be responsible to have the equipment at the site prior to installation or be prepared to have it moved to the site during installation ______

The customer must ensure sufficient elevator load capacity ______

The customer will provide and implement effective fire prevention methods prior to installation ______

The system site will not be situated in a high traffic area, nor shall it be situated in an accessway or hallway ______

The CPU shielded from direct sunlight ______

The Disk Drive(s) shielded from direct sunlight ______

Remote workstations shielded from direct sunlight ______

Copy of Site Planning Guide given to customer ______

II ENVIRONMENT REQUIREMENTS

Temperature must be maintained between 60F (15C) and 80F (28C) ______

Relative Humidity must be maintained between 40% to 60% at the computer site ______

The BTU output rating for the configured system is ______BTU

III AIR POLLUTION

Heating, air-conditioning and ventilating systems should have adequate filters ______

It will be the customer's responsibility to have these filters checked and replaced on a regular basis ______

Smoking, eating and drinking should not be permitted near disk drives or tape transport units ______

IV STATIC ELECTRICITY REQUIREMENTS

If new carpeting is to be installed at the site it must be of the non-static type rug ______

If carpeting is installed of the static-generating type, static mats must be installed ______

V ELECTRICAL REQUIREMENTS

The customer must provide for a True Earth Ground to each circuit feeding power to the system ______

The main system must have a DEDICATED LINE (Isolated from other lines.) Refer to Specification Sheets for details) ______

Each 2280/6580 Disk Drive must have a dedicated 20 AMP 115 VAC SINGLE PHASE DEDICATED LINE with either a Square D Brand QO120-20A or GE TQL1120-20A MOTOR LOAD APPLICATION TYPE CIRCUIT BREAKER ______

Each 300 MEG Disk Drive must have a DEDICATED 230V 3-PHASE LINE WITH A L-6-20R-NEMA RECEPTACLE and a 20 AMP WESTINGHOUSE BA20-20H-20A CIRCUIT BREAKER ______

Remote workstations must have a 15 AMP 115 VAC SINGLE PHASE LINE ______

VI CABLING REQUIREMENTS

Customer will measure the lengths of the extension cables needed and order them from their respective salesman ______

It will be the customer's responsibility to route the extension cables to the respective peripheral devices ______

A minimum of 36" cable slack will be provided for wiring of connectors ______

Cables will be run a minimum of 36" from flourescent fixture, or otherwise be housed in metal conduit ______

Cables may not be spliced ______

When cabling is routed overhead, the customer must ensure that all cabling interconnection points are firmly supported ______

When routing cabling inside walls, the customer must ensure that all interconnection points are easily accessible ______

The customer must ensure effective protection for inter-building cabling Refer to Chapter 3.5 of the Site Planning Guide ______

VII MODEMS AND TELECOMMUNICATIONS REQUIREMENTS

It is the customer's responsibility to order and provide the necessary modems for TC applications Customer should allow 10 weeks for telephone company to install modem, etc ______

VIII DATA BACK-UP PACKS

The customer will have back up packs ordered to provide the necessary data base back-up ______

CUSTOMER: ______________________

ADDRESS: ______________________

CITY: ______________ STATE ________ ZIP ________

KEY CONTACT: ______________ PHONE: ________

SOFTWARE VENDOR: ______________ PHONE: ________

PRE-SITE INSPECTION DATE: ______________

COMMENTS: ______________________

CUSTOMER SIGNATURE ______________ WANG CUSTOMER ENG. ______________

DATE: ______________ DATE: ______________

Customer — White

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13-6570A
4-81-4C

G

ORDERING SUPPLEMENT TO SALES AGREEMENT # S________ **DATE: ________** **WANG**

CUSTOMER: [ ] **SHIP TO:** [ ] **INVOICE TO** [ ]

HARDWARE AND UPGRADE CHARGES

List serial no.'s and model no.'s below for old equipment on line with new model no. for add-on, conversion, replacement, transfer or upgrade

Model No	Description	Qty	Unit Price	Total Price (Qty × Unit Price)	Monthly Maintenance Price (Qty × Unit Price)	Serial No	Model No
1						1	
2						2	
3						3	
4						4	
5						5	
6						6	
7						7	
8						8	
9						9	
10						10	
11						11	
12						12	
13						13	

INSTALLATION CHARGES, SUPPLIES, SOFTWARE PROGRAMS Sub Total $ Monthly Maintenance Total × 12 = $

Part No	Description			
1				
2				
3				
4				
5				
6				
7				
8				
9				

A. Installation, Supplies, And Software Total $

Surcharges Mileage $________
Extended Usage $________
(Total Annual Maintenance $________
*Commencement date is the day following the last day of warranty or ______ date

List serial no.'s model no.'s and value of trade-in's below

Serial No	Model No	$ Value
1		
2		
3		

B Trade-in Total $

ENTER TOTALS BELOW

A Hardware, Accessories and Software Total $________
B Less Trade-in Total $________
Less______% Discount $________
State and Local Tax $________
Transit Insurance $________
Total Order $________
(Plus Annual Hardware Maintenance of $________

MAINTENANCE BILLING. Plan A____ Plan B Monthly __ Annually ___ Other

CUSTOMER SIGNATURE ____________________ WANG ACCEPTANCE ____________________

Customer declines transit insurance ____________________
Customer declines Wang service ____________________

Part 1-Home Office

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H

ADDITIONAL MILEAGE DEPRECIATION REQUEST

Date Week Ending	Miles From Expense Report

Emp. Name________________ Office______
Emp. Number____________ RDB #__________

Mail Check to : ____________________

DIRECTIONS

1. Total of miles for Reporting Period.
2. Subtract 3,750 miles.
3. Divide remaining miles by 1,000.
4. Fill in item 14 from Standard Allowance Schedule
5. Multiply item 14 by Depreciation factor.
6. Submit report to District office.

Total=

(Subtract) - 3,750 (15,000 miles divided by 4 quarters)
÷ 1,000 = ______ Accelerated Depreciation Factor (Enter Below)

Standard Allowance Schedule Item 14 - $ ______

Accelerated Depreciation Factor - x______

Additional Depreciation Due = $ ______

Reporting Periods Ending Dates	
Week Ending	
"	
"	
"	
"	

District Manager Authorization________________

WANG **1982**

HOURLY EMPLOYEE VACATION REQUEST

DATE: ____________

NAME: ____________ EMPLOYEE #: ____________

DEPARTMENT: ____________ LOCATION: ____________

"FULL WEEK ONLY" (SUNDAY THRU SATURDAY)

I would like to begin my vacation on ________ and will return to work on ________. This is a total of ________ days taken from fiscal year ________.

Please release my check on Thursday ________.
Date

"PARTIAL WEEK" (DAYS ONLY)

I would like to begin my vacation on ________ and will return to work on ________. The remaining days will be ☐ worked ☐ excused (please check one). This is a total of ________ days taken from fiscal year ________.

Above requested days will be included with your regular paycheck for the week that these days fall in.

SIGNED: ____________

SUPERVISOR: ____________

Return both copies of this request to PAYROLL (M.S. # 5155). One copy will be returned to your supervisor indicating date received by payroll department.

PAYROLL DATE: ____________

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WANG

WANG LABORATORIES, INC., ONE INDUSTRIAL AVENUE, LOWELL, MA 01851 • TEL: 617/459-5000, TWX 710-343-6769, TELEX 94-7421

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