WANG WELCOMES YOU TO CUSTOMER ENGINEERING FIELD SERVICE
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
CONTENTS

A Successful Engineer Is 7

An Introduction to Wang Customer Engineering 8

General Information and Reference 9

A Review and Explanation of Paperwork 11

A Brief Overview of Personnel Policies 15

Employee Relations 16

A Directory and Organizational Chart 17
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
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 ensure 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 commitments.

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” (i.e. 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:

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name</td>
<td>LEGIBLY print your name</td>
</tr>
<tr>
<td>RDB #</td>
<td>LEGIBLY print your RDB #</td>
</tr>
<tr>
<td>Employee #</td>
<td>LEGIBLY print your employee #</td>
</tr>
<tr>
<td>Period Ending</td>
<td>LEGIBLY print week ending. The week ending date will ALWAYS be a Saturday</td>
</tr>
<tr>
<td>City and State</td>
<td>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.</td>
</tr>
<tr>
<td>Automobile</td>
<td>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.</td>
</tr>
<tr>
<td>Expenses</td>
<td>Mileage: Write in the total mileage incurred to visit the specified location.</td>
</tr>
<tr>
<td></td>
<td>Amount: Compute “amount” by multiplying the mileage incurred by the mileage allowance for your Branch.</td>
</tr>
<tr>
<td>Transportation</td>
<td>Air, Rail, Etc.: This section is to be completed only when it applies. Tolls &amp; Parking: Write in the tolls and parking fees incurred (valid receipts are required). Limousine, Taxi, Etc.: Complete only if this expense applies.</td>
</tr>
<tr>
<td>Lodging</td>
<td>Complete only if this expense applies and has been pre-approved.</td>
</tr>
<tr>
<td>Telephone</td>
<td>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.</td>
</tr>
<tr>
<td>Meals</td>
<td>Breakfast, Lunch, Dinner: These sections apply only with District Manager approval prior to expenditure.</td>
</tr>
<tr>
<td>Misc. Expenses</td>
<td>Type: Daily auto allowance is written in this section on a daily basis. Amount: Write in the amount of your branches daily allowance.</td>
</tr>
<tr>
<td>Total</td>
<td>Total all lines. Total all columns. Note: Line total and column total must balance. If line/column total does not balance, recheck your math.</td>
</tr>
<tr>
<td>Signature</td>
<td>Sign your name.</td>
</tr>
<tr>
<td>Approved By</td>
<td>For Branch Manager Signature</td>
</tr>
</tbody>
</table>

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 relevant 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 Territorial 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.

<table>
<thead>
<tr>
<th>Length of Continuous Service (As of 6/30 of each fiscal yr.)</th>
<th>Days of Vacation</th>
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<td>1 to 4 years</td>
<td>10 days</td>
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<td>5 to 9 years</td>
<td>15 days</td>
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<tr>
<td>10 to 14 years</td>
<td>15 days plus 1 day for each additional year of service</td>
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<tr>
<td>15 years</td>
<td>Maximum of 20 days</td>
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</tbody>
</table>

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 information 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 advance-
ment, fully equipped facilities, and the friendly and
efficient atmosphere of a financially sound and
growing organization where ability is recognized,
utilized, and rewarded.
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

Vice President
Customer Engineering

Director North American
Field Operations

Northeast Area Director
Customer Engineering

Dispatch

DMS
Customer
Support
Center

Action
Center

Area
Technical
Support

Area
Contracts
And Billing

Personnel

New England
District Manager

District
Technical Specialist

Branch
Manager

Administrative
Support
**EMPLOYEE TIME REPORT**

**NAME:**

**WEEK ENDING:**

**EMPLOYEE #:**

**OFFICE #:**

**RDB #:**

<table>
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<tr>
<th>SICK HOURS</th>
<th>VACATION HOURS</th>
<th>TRAINING HOURS*</th>
<th>OTHER HOURS**</th>
<th>STANDBY HOURS***</th>
<th>DMS OT HOURS****</th>
<th>DMS REG HOURS***</th>
<th>OT &amp; OTHER HOURS***</th>
<th>EXPLANATIONS</th>
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**TOTAL STANDBY AND O.T. HRS:**

**SIGNATURE:**

**BM SIGNATURE:**

**TRAINING HRS:**
- Formal or informal training

**OTHER HRS:**
- Non-service related duties
- Exemptions: circumstances (court, death in family etc.)

**DMS REG HRS:**
- Time spent as service call
- Toll free technician

**STANDBY HRS:**
- Schedule after hour standby

---

**CUSTOMER ENGINEERING EXPENSE REPORT**

**NAME:**

**RDB #:**

**EMPLOYEE #:**

**PERIOD ENDING:**

<table>
<thead>
<tr>
<th>CITY AND STATE</th>
<th>AUTOMOBILE EXPENSES</th>
<th>TRANSPORTATION</th>
<th>MEALS</th>
<th><strong>Miscellaneous</strong></th>
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<tr>
<td></td>
<td>PURPOSE</td>
<td>MILEAGE</td>
<td>AMOUNT</td>
<td>AIR FARE</td>
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**TOTALS:**

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**ACCOUNTING:**

**USE ONLY:**

<table>
<thead>
<tr>
<th>DATE</th>
<th>DESCRIPTION</th>
<th>AMOUNT</th>
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**VENDOR #:**

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<tr>
<th>RECEIPT #</th>
<th>AMOUNT</th>
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<tr>
<td>GLANCE</td>
<td>OFFICE</td>
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**SIGNATURE:**

**APPROVED BY: ACCOUNTING:**

**BRANCH:**

**DISTRICT:**

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Printed in U.S.A. 719-5000 12:00 20PM
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 course(s), please complete the above, and have it approved
and signed by your Department Manager, Vice President/Director, and return
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
by 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/receipts 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 submit their initial
application to the District Office and after completion of the
course(s), are to submit their receipts and grade reports to the
District Office.
SITE CHECK LIST

I  SITE SELECTION
   The customer will provide a minimum of 36" walkways and clearances 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 ensure the equipment to be installed will be accessible from 36" from the ground or from an elevator, or a combination of both.
   The customer will be responsible for the equipment site prior to installation or to be prepared to have it moved to the site during installation.
   The customer must ensure sufficient elevators and load capacity.
   The customer will provide and install effective fire prevention methods prior to installation.
   The system will not be situated in a high traffic area, nor shall it be situated in an area accessible to unauthorized parties.
   The UPS shall be in a room with at least two exits.
   Radio wave absorbers shall be provided along the direct sight line to the customer.
   Coax of Site Planning Guide to be customer.
   The customer must provide for the installation of the system.
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II  ENVIRONMENTAL REQUIREMENTS
   The system must be installed in a dry area.
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III  AIR POLLUTION
   The system must be installed in a dry area.
   The system must be installed in a dry area.
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IV  STATIC ELECTRICITY REQUIREMENTS
   The system must be installed in a dry area.
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V  ELECTRICAL REQUIREMENTS
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VI  Cabling Requirements
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VII  MODEMS AND TELECOMMUNICATIONS REQUIREMENTS
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VIII  DATA BACK UP PACKAGES
   The customer must provide for the installation of the system.
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CUSTOMER SIGNATURE : ______________________
WANG CUSTOMER ENG. : ______________________

DATE : ______________________ DATE : ______________________
### Ordering Supplement to Sales Agreement

<table>
<thead>
<tr>
<th>Item</th>
<th>Description</th>
<th>Price</th>
<th>Total P</th>
<th>Description</th>
<th>Price</th>
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### Installation Charges, Supplies, Software Programs

<table>
<thead>
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<th>Item</th>
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### Maintenance Billing

<table>
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<tr>
<th>Plan</th>
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### Customer Comments

- [ ] Other
- [ ] Other
- [ ] Other

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### ADDITIONAL MILEAGE DEPRECIATION REQUEST

**Date**

<table>
<thead>
<tr>
<th>Week Ending</th>
<th>Miles From</th>
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<tbody>
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</table>

**Exp. Name**

**Emp. Number**

**Office**

**Mail Check To:**

**Standard Allowance Schedule Item 1k = $**

**Accelerated Depreciation Factor**

**Additional Depreciation Due = $**

**District Manager Authorization:**

---

`21`
WANG
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: _____________________________