



Kohls Lighting Maintenance Instructions

Our goal is to restore store lighting to 100% on EVERY visit we make!

We are performing routed lighting maintenance for stores in your area. The program involves visiting stores every month, on the same week of the month, to replace and restore all lighting outages. By taking ownership of the store's lighting maintenance and being available for its emergency calls, you will benefit from the additional business this program generates. To participate you will sign this agreement and the Addendum to your Independent Contractor Agreement, entitled "Kohls Lighting Maintenance Program".

Under this program you may visit stores only once and must complete as many repairs as possible with stock provided and on your truck. **DO NOT SUPPLY LAMPS.** You will change lamps if stores have failed to do so, and you may charge those rates set forth in the Addendum. We will agree to a flat rate for the show up and a flat rate per ballast replaced for all 2, 3 and 4 lamp standard fluorescent fixtures on ceiling, valance etc., up to \$2 per lamp (see below). This does NOT include jewelry showcase, beauty bank, Metal Halide, and stockroom lights if they are not ladder accessible. THESE are to be serviced on T&M basis. You can also make minor electrical repairs for the store on a T&M basis, so ASK Store or Operations Managers what other repairs may be needed and call RMI from site for approval.

We WANT to complete repairs and save trip fees, as well as make the trip more profitable for you. You must bill within THREE (3) DAYS of completion. We will want line item billing for all electrical and T&M repairs SO BE DESCRIPTIVE. We MUST be able to justify your T&M billing based on your work order, and your description MUST be on the form when signed by store personnel. Fill in and submit the 'Routed Maintenance Checklist' for each work order. This will assist us with billing and you will use it to order ballasts. You are required to submit to us the checklist within 48 hours of your monthly visit. You must also tell the store how much lamp inventory is needed. You must become familiar with and use the IVR process.

Lamps:

- Stores are responsible for replacing lamps in all outages prior to visit and for removing the new lamps from fixtures requiring ballasts. (many stores will NOT perform this preparation)
 - Then you need only replace ballasts in fixtures missing lamps (install new lamps in each fixture after ballast replacement).
 - If stores fail to remove or replace lamps, please replace lamps for store at the \$2 per lamp rate.
 - You MUST note on your work order the number of lamps required.

Scheduling:

- Call store at least 3-days prior to scheduled visit. This is to give store adequate time to relamp.
- You must service during the week noted on your work order! Visits will always be scheduled during the same week of the month.
 - Like all RMI work orders, IVR use is REQUIRED. If you do not service on the scheduled week the Service Channel IVR will block you from checking in/out.
 - If you cannot service on scheduled week call RMI PRIOR to visit and we will have the IVR schedule updated.
- Only 1 trip per store, per scheduled visit. You must complete repairs on first visit.

Inventory:

- You are responsible for the inventory provided to you by Kohl's so accurate reporting of units installed is VERY important. These counts are used to monitor your stock for replenishment, so be sure your technicians note the qty and type of ALL ballasts installed.
 - You may supply ballasts as needed for all lighting other than the 2,3,4 lamp standard fluorescents. So if you see jewelry, beauty bank or HID fixtures needing ballasts you can supply from truck stock. Call for NTE approval if exceeding limits and have parts pricing available for review. OR get info on parts needed and advise RMI. We will get the product to your for your next scheduled visit; or we will provide a separate interim work order for just those repairs.

Stockroom Lighting:

- Stockroom Lighting is included IF ladder accessible.

- If lift is required get counts and submit a quote for these repairs and we will issue a separate work order if approved. (all other lighting is still to be completed during visit).

Pass-through of Penalties:

We are subject to penalties in the event participants do not perform as agreed. We must pass these penalties through to the responsible participants. You agree to accept deductions to your invoices for penalties levied by Kohls as follows:

Failure to arrive on site within four hours of an emergency service call: 25% of invoice.

Failure to check-in and check-out using the IVR process: 20% of invoice.

Failure to invoice within 3 days of completion: 20% of invoice.

- Call RMI from site if you have any questions or concerns from store personnel.

Company Name:

Date:

Service Call/Travel Fee: \$35

Ballast Install: \$15

T&M Rate:

Printed Name:

Title:

Authorized Signature: _____