Technician Job Itinerary & Responsibilities

1. Pre-Job Preparation

• Confirm appointments and provide 3-hour arrival windows via DOLI or Mobile App. • Check equipment and required tools before rolling to the first job. • Dress code: collared shirt with CRST or company logo, khaki/work pants, closed-toe shoes.

2. Morning Start (Enroute / Pickup)

• Clock in using the Mobile App. • Visit assigned store/warehouse for product pickup and documentation. • Record product condition and obtain digital signatures.

3. Travel to Job Site

• Call or text the customer 30 minutes before arrival. • Update status in Mobile App to “OnSite” upon arrival.

4. On-Site Installation / Service

• Follow OEM installation instructions and CRST standards. • Document work with before/after photos and signed completion forms. • Communicate clearly with customers and maintain professional conduct.

5. Completion Process

• Fill out all completion forms and upload photos via DOLI. • Obtain digital customer signatures. • Upload all required forms before marking job “Completed – Complete per SOW.”

6. End-of-Day Duties

• Review completed and pending jobs. • Report any unresolved issues via chat, phone, or IVR system. • Return unused or defective items with proper documentation.

7. Reporting & Communication

• Use DOLI or Mobile App for updates; call 1-888-490-4321 for escalations. • For payment issues: email accountingbuffalo@crst.com. • Respond to damage claims within 7 business days.

8. Professional Compliance & Policies

• Follow safety, inclement weather, and dress code policies. • Complete LMS training modules for NPS, DOLI, and Mobile App usage. • Do not engage in direct service competition per non-compete

agreement.

Typical Daily Flow Summary

Time	Activity	Key Tasks / Tools
7:00 AM	Start Day / Enroute	Confirm jobs, mark status
8:00 AM	Equipment Pickup	Scan, sign, upload
9:00 AM	First Job	Pre-call, arrive onsite
9:30 AM – 3:00 PM	Installations	Perform work, take photos
3:00 PM	Post-Install Docs	Completion forms, signatures
4:00 PM	Returns / Haul Away	Complete return form
5:00 PM – 6:00 PM	Upload & Closeout	Submit DOLI updates, verify payments