



U-Change Lock Industries, Inc. D B A

SecuritySolutions

Loss Prevention Through Innovation

1640 W. Hwy 152, Mustang, OK. 73064
Phone: 888-541-1300 Fax: 405-376-6870

COMMENDABLE SERVICE!

Our Customer Care Account Representatives and Clerks will randomly choose a service order, and evaluate the assigned vendor on their services provided. Your company was evaluated on a recent job, and received a score of between 90 to 100 percent.

Some of the areas looked at are:

- Attitude
- Comparable trip and labor charges
- Arrival on site before or at the time requested on the work order
- Following proper checking in & out procedures as stated on the work order
- No excessive time spent on site
- No unauthorized work performed
- Proper knowledge and/or training to perform the service requested on the work order
- Staying within the given "Not To Exceed" or calling in to request an increase
- Getting the Service Approval Form (SAF) signed and stamped
- Showing courtesy and professionalism to the customer at all times
- Calling in with prompt and concise job completion information and charges
- Prompt transmittal of Invoices and Service Approval Forms

I wanted to take a few moments to express how much SecuritySolutions appreciates your professionalism, and the excellent quality of service your company has provided our customer. We are looking forward to continuing a long and productive partnership with your company.

Thank you,

Vendor Relations
purchasing@securitysolutions-usa.com
(P) 888-531-1300
(F) 405-376-8090