

Tile Scrub/Recoat

2019 Cheat Sheet

Pat Catan's

Date Range:	No Recoat program at this time
Internal Scheduling Deadline:	N/A
POC:	Gloria Maynard x5144
Manager:	Sherry Matousek x5127
External:	No
Lock In:	Yes - Crew can leave when done
EMS:	None, store/corporate responsible
Chemicals:	NEST Supplied
# of Coats - Finish	No Recoat program at this time
Nights:	No Recoat program at this time
Top Coat:	No
# WO Dispatches:	0
Nuances:	ISP supplied before and after photos required ISP's preferred dates must be sent to corporate to schedule, NEST is not supposed to call the stores to schedule service No show prep fee of \$250.00 will be assessed if the crew does not cancel within 48 hours or does not arrive for service
Confirmations:	Must be confirmed with ISP Optional to verbally confirm with store (their corporate office e-mails the stores to confirm)

AC Moore

Date Range:	9/1 - 10/31 (Phase One) 1/1 - 2/28 (Phase Two)
Internal Scheduling Deadline:	9/1 (Phase One) 1/1 (Phase Two)
POC:	Jake Wyble x5125
Manager:	Desi White x5273
External:	Updates not required; Necessary email communication sent directly to corp through POC.
Lock In:	No, the service takes 3-5 hours to complete; manager to stay or be "on-call"
EMS:	Yes, Jake sends override email to Gridpoint EMS Company each night for any overnights
Chemicals:	ACM supplied (Jake orders in mass prior to each wet work service)
# of Coats - Finish	2 Coats
Nights:	1 Night
Top Coat:	N/A
# WO Dispatches:	1
Nuances:	EMS override must be sent by NEST (Jake will send for all services occurring that night).
Confirmations:	Must be confirmed with store and ISP

Rite Aid

Date Range:	2x per year- June & December 4x per year- January, July, September, November
Internal Scheduling Deadline:	6/1 and 12/1 (2x stores) 1/1, 7/1, 9/1, 11/1 (4x stores)
POC:	Lea Grassel x3327
Manager:	Desi White x5273
External:	No
Lock In:	No (4-6 hours)
EMS:	None; Store responsible
Chemicals:	ISP Supplied (Diversey ProStrip and Vectra recommended)
# of Coats - Finish	3 Coats
Nights:	1
Top Coat:	No
# WO Dispatches:	1
Nuances:	2 technicians required 24 hour locations are not required to close
Confirmations:	Must be confirmed with store and ISP

JoAnn Stores

Date Range:	5/3/20-7/1/20
Internal Scheduling Deadline:	6/1/20
POC:	Dawn Nielsen x5148 - Sydney Burlew x3318
Manager:	Michael Hoffman x5147
External:	Facilitate - Update by Web Display
Lock In:	Yes (stores provide their phone # to crew for emergencies only)
EMS:	JoAnn Cleaning Manager emails to Eco Energy 1x per week
Chemicals:	NEST orders - Chemicals will be on site at all locations before 5/1
# of Coats - Finish	4 Coats
Nights:	2 full nights (if under 30,000 SQ FT), 3-4 full nights (if over 30,000 SQ FT)
Top Coat:	N/A
# WO Dispatches:	2-4 depending on store SQ FT
Nuances:	Multiple night Scrub/Recoat is scheduled on the same WO (2-3 Dispatches)
Confirmations:	Must be confirmed with store and ISP

Michael's

Date Range:	Q1 2/2- 4/18 Q2 5/3 -7/18
Internal Scheduling Deadline:	1/31 & 5/31
POC:	Erica Heltman X5214
Manager:	Sherry Matousek x5127
External:	Fusion - Only use to update Service Complaints
Lock In:	Yes
EMS:	Yes (process is done via reporting to corporate from NEST)
Chemicals:	Michael's Supplied
# of Coats - Finish	4 Coats; Exception for loc IDs 1191 & 9025 = 6 Coats Total
Nights:	2 full nights required; Exceptions for stores under 10,000 square feet or less OR stores with DM approvals for a 1 night service see location details for approval
Top Coat:	No
# WO Dispatches:	2
Nuances:	No show prep fee of \$450.00 will be assessed if the crew does not cancel within 48 hours or does not arrive for service.
Confirmations:	Must be confirmed with store and ISP

Party City

Date Range:	5/1 - 5/31 and 8/1 - 8/31 (CA, NV, FL, LA, TX) 8/1 - 8/31 and 11/1 - 11/30 (All Other States)
Internal Scheduling Deadline:	5/1 and 8/1 (First Round) 8/1 and 11/1 (Second Round)
POC:	Lea Grassel x3327
Manager:	Desi White x5273
External:	FM Pilot 2.0
Lock In:	No takes 3-5 Hours
EMS:	None; Store responsible
Chemicals:	ISP Supplied (Simonize products recommended)
# of Coats - Finish	3 Coats
Nights:	1
Top Coat:	No, but a Follow Up Scrub/Buffer must be scheduled 3-7 days after wet service
# WO Dispatches:	1
Nuances:	All recoat services MUST be completed within their allotted service month; NO exceptions. A follow up "store prep" email must be sent to each location's email address after scheduling service.
Confirmations:	Must be confirmed with store and ISP

Petco

Date Range:	3/1-1/31; each store has a specific month of service within this date range; we have 30 days to complete each location within its allotted month
Internal Scheduling Deadline:	16th of the month previous to the beginning date of the range assigned.
POC:	Jennifer Cicalese x3418/Jennifer Fishwick x3429
Manager:	Sherry Matousek x5127
External:	No
Lock In:	No
EMS:	None; Store responsible
Chemicals:	PETCO supplied (Buckeye Clarion Finish & Ripsaw Stripper); need to send counts to Jennifer Cicalese
# of Coats - Finish	3 Coats
Nights:	1 (3-5 hours)
Top Coat:	No; must have follow up Tile Scrub/Buffer approximately 72 hours after Strip service
# WO Dispatches:	1
Nuances:	Rating system is 1-3. Must follow up with SL ONLY for wet services. Need to allow at least (10) business days for any finish/stripper orders to come in prior to service date. NOTHING SHOULD BE COMPLETED IF THE F/U RATING IS LESS THAN 3. Send chemical counts to Jennifer Cicalese via email when scheduling for the orders to be placed.
Confirmations:	Must be confirmed with Store and ISP