



ProMotion Technology Group, LLC
29755 Beck Road
Wixom, MI 48393
(248) 668-3100
<https://www.promotion.tech/>

INVOICE

85282

SOLD TO: **AE Outfitters Retail Company**
77 Hot Metal Street
Pittsburgh, PA 15203

SHIP TO: **OFFLINE #6849**
433 Park City Center
Space D0433
Lancaster, PA 17601

ATTN: ACCOUNTS RECEIVABLE (248)-560-0519

CONTACT: **John Tierney**

DATE	DUE DATE	SHIP VIA	CUSTOMER NO.	TERMS	BILLING METHOD
2/6/2026	2/6/2026		5	VISA-MC	
P.O. NUMBER	P.O. NAME / COST CENTER	ORDER DATE	CALL NUMBER	SALES PERSON	
339078870	339078870	1/26/2026 10:47:16 AM	66410	A_KAZANOWSKI	
QTY	PART NUMBER	PART DESCRIPTION	UNIT PRICE	TOTAL PRICE	
2.00	SERVICE TRIP	Service Trip	\$150.00	\$300.00	
1.00	ADMIN	Administrative	\$25.00	\$25.00	

ACH Information:
Acct Name: Pro-Motion Technology LLC
Account Type: Checking
ABA/Routing: 072000326
Account Number: 381270161

THANK YOU!

Credit Card Payments may be submitted via:
<https://promotiontech.securepayments.cardpointe.com>

All invoice disputes must be reported within 10 days of the invoice date.
Prices are stated in US dollars.
Overdue payments shall be subject to finance charges computed at a periodic rate of 1.5% per month.

COMMENTS

Call details from Customer:

Store put in a ticket reporting that their music keeps cutting in and out. Steps that I have taken with store to see if it will resolve issue: When checking in MDM Music player has not been checked in for 26 days and when trying to check in music player I was unable to check it in. I then advised Jillian to locate music player in back office and when trying to do so I then advised her to reseal power cable. After resealing power cable and trying to check device in MDM I was then able to check device in and music is playing as normal. I then Emailed RED to see if it was an issue on their end and when they reached back out they stated that the issue seems to be with the belkin convertor. Can I please get a A/V tech sent out to check on cabling for brlkin convert. New Service Request Your company has received a service request #339078870 from CALLER: Helpdesk. Accept click button or reply "YES" Decline click button or reply "NO" CustomerAmerican Eagle Outfitters Lancaster PA 006849Location NamePark City Center - OfflinePriorityP2 TradeAUDIO & VIDEOScheduledJanuary 25, 2026 8:47 PM CategoryREPAIRNTE 250.00 Work Order Details PO#339078870Tracking Number339078870 Problem Description"SALES FLOOR / Audio Visual / Music / Music completely out / Has the store checked all the breakers? (If they say No, please recommend they do so):. Yes / Has the store checked all volume controls and programming buttons by the cash wrap? (If they say No, please recommend they do so):. Yes / Store put in a ticket reporting that their music keeps cutting in and out. Steps that I have taken with store to see if it will resolve issue: When checking in MDM Music player has not been checked in for 26 days and when trying to check in music player I was unable to check it in. I then advised Jillian to locate music player in back office and when trying to do so I then advised her to reseal power cable. After resealing power cable and trying to check device in MDM I was then able to check device in and music is playing as normal. I then Emailed RED to see if it was an issue on their end and when they reached back out they stated that the issue seems to be with the belkin convertor. Can I please get a A/V tech sent out to check on cabling for brlkin convert." View Work Order Follow Work Order click button to follow the work order Location Details CustomerAmerican Eagle Outfitters Location ID006849 Location NamePark City Center - Offline Address433 Park City Center Lancaster PA 17601 Region030 - WEED, DEBORAH District306 - KUGLER, KERI ANN Phone717-293-6015 Fax- Check-In Instructions The ServiceChannel Provider app helps technicians easily check-in/out and capture all on-site services from your mobile device. Alternatively, you can use our phone based automated response system (IVR) by dialing 516-500-7776, 516-200-3363 to check in upon arrival to the location and to check out upon completion of your visit. You can also accept/decline the service request using IVR. Your PIN to access the ServiceChannel Provider mobile app and automated response system: 44957 Location Notes Facility ManagerRyan MooreLP ManagerRandy Long Regional Facility Coordinator Emailallenj@ae.comLandlord Address142 Park Center Landlord StatePALandlord CityLancaster Landlord CountryUSALandlord Postal Code17601 Landlord Phone(717) 393-3852ORIGINAL OPEN DATE8/29/2024 EMSYesEMS SYSTEM TYPEEco Structure Facility Manager Emailmoorery@ae.com Regional Facility CoordinatorJoey Kapalo-Allen Landlord NameBrookfield Properties Retail - GM Rachel Gallagher 4/2024 Landlord Emailrachel.gallagher@brookfieldproperties.com Sent by ServiceChannel Provider ID: 2000002215 tracking #: 339078870 6210 Stoneridge Mall Rd Suite 450,Pleasanton, CA 94588 Terms and Conditions | Customer Support | Adjust Dispatch Preference

Solution:

Work Performed:Troubleshoot Audio./When checking in MDM Music player has not been checked in for 26 days and when trying to check inmusic player I was unable to check it in. I then advised Jillian to locate music player in back office and when trying to do so Ithen advised her to reseal power cable. After resealing power cable and trying to check device in MDM I was then able to checkdevice in and music is playing as normal. I then Emailed RED to see if it was an issue on their end and when they reached backout they stated that the issue seems to be with the belkin convertor. Arrived onsite, spoke with Justin Red team. Player is online, possibly network related on AE side. No further action needed Date of Completion: 1/29 Worked Signed Off on by: MOD

SUBTOTAL:	\$325.00
TAXES:	\$19.50
USD TOTAL:	\$344.50

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