



Network Engineering
Technologies
3140 Deming Way
Middleton, WI 53562
www.nettechnology.com

Vendor: 60426
Purchase Order: 687366-1364568-S80135430
Work Order: 1364568
Service ETA: 04/04/2022 08:00 AM
*Purchase Order MUST appear on all invoices and
emailed to apinbox@nettechnology.com or invoice will be
rejected, Invoice must match this Purchase Order

Site Location Information

Customer: ShopperTrak
Site Number: S80135430
Location: ShopperTrak City Point CP
445 Albee Square W,
Brooklyn, NY 11201
(718) 230-8800
Site Contact: Manager On Duty

Technician Information

Technician Name: Obnere Augustine
Technician Phone: (347) 526-3768
Techs Manager:

Manager Phone: 4058021262

***** MUST CALL UPON ARRIVAL AND BEFORE SITE DEPARTURE *****

NET Contact Info:

Please Call: 608 827-2271 *Your call will be handled in the order
received* The following Login information is needed: your name,
Company Name, work order#, callback number(mobile#)

Scheduling

1 billable technician required Arrival Time: 4/4/2022 8:00 AM

Scope of Work

ShopperTrak - Service Call Ticket -City Point

Technician must arrive on time.

Safety Protocol Requirements:

1. Techs to wear face coverings and gloves at all times when entering, working in, or exiting stores.
A. This can include any of the following based on CDC guidelines: reusable or disposable masks.
2. Techs to maintain social distancing while in stores and follow all posted instructions for customer queuing/metering.
3. Techs to refrain from visiting stores if they have a fever of 100.4 F (37.94 C) or higher, or have exhibited any symptoms of COVID-19 within 14 days of the scheduled visit, (ex: fever, cough, shortness of breath or difficulty breathing, chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell).



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A. Or if in the last 14 days, they have been out of the country, traveled by plane/cruise ship or been to areas known to have high concentrations of COVID-19 infections, or been in close contact with a person(s) with a positive or presumed positive COVID-19 case.

4. If a technician is diagnosed with COVID-19 or shown symptoms of COVID-19 within 2 weeks of visiting a store, inform NET/ShopperTrak of the diagnosis.

Description: TECH SHOULD CALL ShopperTrak HELP DESK at 1-312-529-5304 for service support.

Detailed Scope of Work: Site requested:4/4 7am Orbit 8 has a solid green light. Need to confirm network connection and ensure it is connected properly. Precautionary Orbit 8 being shipped to site. Tech MUST be prepared to run new HR cable Tech must Call into ShopperTrak before starting any work. Tech must be prepared to re-run the HR cable.

1. If needed, replace Orbit unit only after successful direct test connect has been performed with ShopperTrak help desk.
2. Replace other equipment/cables per ST Help Desk instructions ONLY.
3. Tech should be prepared to re-terminate any wiring related to ShopperTrak equipment.
4. Tech must provide ST Help Desk with entire list of items that he/she is shipping back to ShopperTrak.

Tools Required: basic

Ladder or Lift needed: Tall ladder

Ceiling Type: tile

Ceiling Height: 12

Of Orbits in the store: 1

Special Instructions: Orbit ES, ST600 lead

*Required Materials:

Tech should bring patching compound to fill any holes left when mounting orbit/s.

Cat5e or cat6 cable

Minimum 10ft ladder



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Misc Cat5 materials: jacks, surface mount boxes, patch cords, etcetera...

*Required Tools:

Digital camera or smartphone
Cat5e/Cat6 tester
Butt set
Toner
Punch tool
Standard cabling tools
Standard hand tools and power tools

1) Log-In

-Call NET Helpdesk (608)827-2271(Option 3) for login. Please have Site ID(Commonly S800XXXXX) or Work Order ready.

2) Work Order Details and Special Notes

Upon arrival locate the store manager and explain that you are the ShopperTrak Technician from NET and you will be working on the ShopperTrak traffic counting system. If the store manager is not available, speak with the manager on duty. If the manager refuses to allow the service or has questions call NET help desk at 608-827-2271.

Contact ShopperTrak to log in at 312-529-5304 opt 2, 2, 1. BE PATIENT. Hold times of 15 minutes can be expected. DO NOT leave a message for ShopperTrak at anytime, they will NOT call you back. DO NOT hang up while on hold. If hold time exceeds 15 minutes, remain on hold with ShopperTrak and contact NET immediately using a different line at 608-827-2271. When the ShopperTrak Agent answers provide the following information:

*Your name (first and last)
*Your company name (NET)
*Store number
*Time you arrived onsite

***If there is equipment to return, then -

-Report to NET the contact information (Name and Phone #; Store number is acceptable) of who was given the equipment to return.
-Send a picture of the return shipping label with the tracking number legible.

Orbit 5 Retail IP Installation Manual V1.4 and all required materials listed within

*****Tech should be prepared with patching materials in case of orbit relocation*****



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3) Testing

You will be testing with Shoppertrak today. Once ready to test call NET at (608)827-2271 (option3) and they will provide you with Shoppertrak's testing number.

4) Pictures

TECH SHOULD BRING SMARTPHONE. Tech will need to send photos of any equipment replaced or relocated FROM SITE.

Send pictures to DSS@nettechnology.com

Email subject line MUST read [XXXXXX] where XXXXXX = WO number on NET Purchase order (usually starting with a 1.)

If you encounter issues please try to find an open WiFi hotspot nearby and try sending again on wireless signal or ask NET for mobile app.

5) Log-Out

ShopperTrak will provide you with check IN and check OUT codes upon completion of the service. Record these on your Work Order as NET requires these upon logout.

Logout with NET Helpdesk 608-827-2271(Option 3)

Resolution

Customer - Managers Name (PRINT)

Customer - Managers Name (SIGN)

Date Time



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Technicians Name (PRINT)

Technicians Name (SIGN)

Date Time

MANDATORY SIGN OFF OF TECHNICIAN AND CUSTOMER CONTACT MANAGER

**Sign Off does not release tech from the job site. Any questions need to be directed to NET
Tech Support.**