



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

Vendor: 60426
Purchase Order: 685867-1362353-16739
Work Order: 1362353
Service ETA: 04/21/2022 11:00 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: CVS Pharmacy
Site Number: 16739
Location: CVS Pharmacy TargetStore/
CVS RX 1400
5220 Jimmy Lee Smith Pkwy
Hiram, GA 30141
(770) 222-1421
Site Contact: Store Manager

Technician Information

Technician Thishawn
Name: Bessor
Technician
Phone: (347) 777-2900
Techs Manager:

Manager Phone: 4058021262

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

NET Contact Info:

Please Call: 1 608 827-2270 *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: 4/21/2022 11:00 AM

Scope of Work

CVS - Broadband Router 2022 - TARGET SITE

NET techs will LOG IN/LOG OUT LIVE by calling (608) 827-2270. DO NOT AUTO LOG IN*

IMMEDIATELY CALL CVS_ROC 888-401-4601, Option 1.1 for Broadband **In order to ensure
accurate onsite times, tech will need to log in with NET Support and then immediately log in with
CVS ROC and vice versa. If there is more than 15min time discrepancy between the NET and CVS
onsite time, we will use the login/out times provided by ROC.

ROC Hours of operation will be 8:00 am – 5:00 pm EST- Last Login at 4pm EST

New procedures to gain access/approval for completion of work- PLEASE READ



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- 1) NET tech calls the Target helpdesk 612-304-4357 and obtains a pin when they arrive on site.
- 2) After pin is received, you will go into Target store and tell the Target manager they they have a pin to **"work on broadband service for CVS"** as it is **"not working properly"** - **The key here is to use the verbiage "working on broadband service" and "not working properly." Tech should stay away from any verbiage that relates to an install or cross connect**
- 3) If tech needs to go into the Rx, then the Rx needs to be called to let them know that a tech will be out to **"work on broadband service"** and they will follow instructions below on obtaining a pin to access Target control room
 - 1) have the 4 digit Target number available
 - 2) Dial Target Corporate- 612-304-4357
 - Option 3 (store issues)
 - Option 4 (control room access)
 - Then enter # (no team member ID)
 - 3) You will be transferred to a team member who will ask your name, store number, email address and phone number

If the CVS store personnel question the validity of this visit, the manager can call 888-401-4601, Option 1.1 (CVS-ROC) or can reference this CVS Help Desk ticket number: INC14063362(MARCH 2022)

PPE requirement: Use of Face Masks or Cloth Face Covers

*Use Redbook for reference on Modem connections

1. After logging in with ROC, work with Target manager to gain access into the TARGET control room.
2. Once inside the control room, locate the Broadband modem- If not found or located any where else - let the ROC know
 - a. Label modem "CVS Retail BB" and label the Modem Power Cord "Modem Power" Labels should be affixed to the cables approximately 12-inches from the Modem side
 - b. Take required photos of Modem
3. IMPORTANT- If the modem is installed in Mangers Office at data rack, Modem MUST be connected to the UPS battery backup connection. If the modem is installed at the demarc this will not apply. If no available ports on UPS, tech can plug into next available power source. If this is a



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Target site, UPS will be at UPS rack at CVS Rx data rack. This information will be reported to NET at log out. Take photo of modem power connection to UPS

4. Locate and utilize any available red 500 series jack (if cable test pass) and make the connection to the modem. 500 series jacks run to CVS data rack

a. Label modem cable "CVS Broadband Cable"

b. Take photo of jack/cable

5. Once tech has access to CVS data rack, tech should connect the 500 series jack used in control room to port G0/2 on the Cisco 2911 Router as per CVS Redbook

6. Reboot the modem.

7. Take other required photos:

a. Close-up of G0/2 on the Cisco 2911 Router (with patch cord connected)

b. Wide view of equipment rack

8. Send photos to ROC20@cvscaremark.com (store # MUST be in subject line).

9. Call ROC for testing. ROC to provide a release code after testing complete.

10. Send photos to DSS before calling NET to logout (DSS instructions below). Provide ROC release code.

11. If a cable run is needed - tech will need survey and provide the following information to both ROC and NET:

- estimated cable length

- size ladder or lift (if lift needed - need photo displaying ceiling height)

- any other materials/items needed to run cable

Materials:

2 15 ft patch cord (in case CVS did not ship one)

cable tester

cable toner

label maker

* FAILURE TO COMPLY WITH ANY PORTION OF THIS WORK ORDER MAY RESULT IN NON-PAYMENT.*

DSS INSTRUCTIONS: Pictures must be emailed to dss@nettechnology.com, before tech is released from site. When sending pictures the email subject line must read "[xxxxxxx]" where xxxxxxx= WO ID found on Purchase Order; 7 digits long, starts with a 1. ***IMPORTANT – Subject line must be enclosed in BRACKETS [] and not PARENTHESIS ().***

Resolution



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Parts List. Total Parts: 3

PartName	Used	QTY
Broadband Install	Yes	1
TripCharge	Yes	1
CVS Broadband Install - Scenario B (Compucom)	Yes	0

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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.**