



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

Vendor: 60426
Purchase Order: 648949-1310730-17080
Work Order: 1310730
Service ETA: 8/30/2021 6:45 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 Receipt.

Site Location Information

Customer: CVS Pharmacy
Site Number: 17080
Location: TargetStore/ CVS RX 1964
1275 Caroline St NE
Atlanta, GA 30307
(404) 260-0201
Site Contact: Store Manager

Technician Information

Technician Name: Thishawn 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: name, callback number (mobile), work order #.

Scheduling

1 billable technician required Arrival Time: 8/30/2021 6:45 AM

Scope of Work

CVS - Broadband Router 2021 - TARGET SITE- HARD ETA

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 will provide you with a PIN that you will need to share with the Target manager for access to complete the work. Once PIN is received, tech can proceed to the main store entrance. The store should be expecting the visit. There should also be a bell on the outside of the building to notify the store personnel that someone needs entrance.

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: INC11014686 (AUGUST 2021)

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 anywhere 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 Managers 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 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. Tech will need to wait onsite until the CVS Rx opens and staff is onsite (May be up to 1-2 hours)
6. 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



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7. Reboot the modem.
8. 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
9. Send photos to ROC20@cvscaremark.com (store # MUST be in subject line).
10. Call ROC for testing. ROC to provide a release code after testing complete.
11. Send photos to DSS before calling NET to logout (DSS instructions below). Provide ROC release code.
12. 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

Parts List. Total Parts: 4

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

Customer - Managers Name (PRINT)

Customer - Managers Name (SIGN)

Date Time

Technicians Name (PRINT)

Technicians Name (SIGN)

Date Time

MANDATORY SIGN OFF OF TECHNICIAN AND CUSTOMER CONTACT MANAGER



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