



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

Vendor: 60426
Purchase Order: 699016-1381097-S80139044
Work Order: 1381097
Service ETA: 06/07/2022 01:00 PM
*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: S80139044
Location: ShopperTrak Sally Beauty
2821
3630 Peachtree Pkwy #103
Suwanee, GA 30024
(678) 957-8703
Site Contact: Store Manager

Technician Information

Technician Name:
Technician Phone:
Techs Manager: LaToya Cutliff

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: 6/7/2022 1:00 PM

Scope of Work

Vendor-ShopperTrak - Service Call Ticket - Sally Beauty - Suwanee GA - Technician must arrive on time.

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

Detailed Scope of Work: Troubleshoot ST600 and Orbit 5, wasn't able to connect to the network, if
necessary, Replace with orbit 8, label all cables with ShopperTrak tags.

Instructions: Troubleshoot the ST600 and the orbit 5, if necessary replace w/ orbit 8, the
network is the problem, if there is a port 16, try that check all cabling, troubleshoot the
network, check ceiling for water leakage, any kind of leakage that could damage the orbit,
look for damage to the devices, replace equipment if necessary.
Ensure the homerun cable and patch panel ports are labeled "ST" or "ShopperTrak".



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Tools Required: Label Maker, 110 Punch Tool, Wire Strippers, Wire Cutters Ladder, Tape Measure, Level, Fish Tape, Wire Ties, RJ45 Crimp Tool, RJ45 Male Modular Connectors, Punch tool, cable tester, laptop, Standard tools required

Ladder or Lift needed: Ladder

Ceiling Height: 9.5'

Of Orbits in the store: 1

*Required Materials:

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

Cat5e or cat6 cable

Minimum 10ft ladder

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



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***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*****

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



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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

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