



<b>Your VendorID:</b>	60426
<b>Purchase Order:</b>	611958-1248830-S00072866
<b>Work Order:</b>	1248830
<b>Service ETA:</b>	8/20/20 at 9:00 AM

\* Purchase Order **MUST** appear on all invoices and emailed to [apinbox@nettechnology.com](mailto:apinbox@nettechnology.com) or invoice will be rejected, Invoice must match this Purchase Order Receipt.

SITE LOCATION INFORMATION	
<b>Customer:</b>	ShopperTrak S00072866
<b>Location</b>	Coach 4053
455 Belwood Rd	
Calhoun, GA 30701	
(706) 6024301	
<b>Site Service Contact</b>	Manager

TECHNICIAN INFORMATION	
<b>Technician Name:</b>	
<b>Technician Phone:</b>	
<b>Techs Manager:</b>	LaToya Cutliff
<b>Manager Phone:</b>	40580212620000

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

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

Scheduling
1 billable technician required Arrival Time: 8/20/2020 9:00:00 AM

Scope of Work
<p>ShopperTrak - Upgrade to Orbit 5 – Coach – Calhoun, GA</p> <p>Technician must arrive onsite ON TIME!!</p> <p>Safety Protocol Requirements:</p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Techs to maintain social distancing while in stores and follow all posted instructions for customer queuing/metering.</li> <li>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).                      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.</li> <li>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.</li> </ol> <p>-----</p> <p>**Send pictures in ASAP, so NET has them when you are ready to log out.                      ***You will need to provide the names of any and all ShopperTrak tech support that you talk to while onsite.</p> <p>Upgrade Orbit 3 with an Orbit 5 using the existing cable and flush mount hole. Some of the Orbits may not be in an optimal position or distance from the door. If the Orbits are too far into the store, the Orbit 3s should be left in the ceiling and the technician will mount the new Orbit 5 with Flush-Mount in a new location. These stores already have ST600s in the back so we will not need to upgrade those.</p> <p>Description: Replace the Orbit Flush-Mount</p>



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Ceiling Type:  
 Ceiling Height: 12 ft  
 Pre-Cabled: No  
 # of Orbits: 2  
 Provision Mode: Client Gateway

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 \*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

Install Instructions: \*\*\*\*\*DO NOT AUTO LOG IN WITH NET\*\*\*\*\*

Photos needed: 1.Orbit close up 2. Orbit farther back to see entire entryway 3.Back office switch/network area

1. Upon arrival, locate the store manager and explain that you are the ShopperTrak Technician from NET and you will be replacing some traffic counting equipment. If the store manager is not available, speak with the manager on duty. If the manager refuses to allow the installation or has questions call NET at 608-827-2271.
2. Login with NET Help Desk at 608-827-2271.
3. Locate the Installation Materials (for replacement). The vendor tech will be responsible for providing the cat5e cable if needed. The replacement equipment should be in the manager's office. The box will be labeled with a bright green sticker that reads: "DO NOT OPEN HOLD FOR SHOPPERTRAK TECHNICIAN". They were shipped via UPS/FedEx. If replacement equipment cannot be located STOP and immediately call ShopperTrak.
4. Work with NET to replace and test the Orbit. The tech must mount the new Orbit using the provided Y bracket. The existing toggle bolt can not be used. The tech must also route the cable at the Orbit so that no cable is exposed. Call NET if you have any questions or issues at 608-827-2271.
5. After being released from site by ShopperTrak and receiving your check out code from ShopperTrak: \_\_\_\_\_ Logout with NET prior to leaving the site at 608-827-2271. \*\*Failure to logout with NET may require a return visit at no cost to NET.

- \*Required Photos:
1. Orbit mounted to ceiling including the ceiling area around the Orbit.
  2. Orbit mounted to ceiling including the entrance.
  3. Back office equipment arrangement including the surrounding area.

- \*Photo Requirements:
1. Must use a digital camera or smart phone
  2. Pictures should be no larger than a resolution of 1024x768 and less than 1M in size.
  3. Pictures must be emailed to dss@nettechnology.com, before tech is released from site. When sending




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pictures the email subject line must read "[xxxxxx]" where xxxxxx= WO ID found on Purchase Order; usually starting with a 7. **\*\*\*IMPORTANT – Subject line must be enclosed in BRACKETS [ ] and not PARENTHESIS ( ).\*\*\***

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

ShopperTrak - Installation - Orbit 5 IP - Coach - Calhoun, GA - Technician should arrive onsite at the time designated on the Work Order.

**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).  
 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.

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Description: Replace the Orbit Flush-Mount  
 Ceiling Type:  
 Ceiling Height: 12 ft  
 Pre-Cabled: No  
 # of Orbits: 2  
 Provision Mode: Client Gateway

**\*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

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 1) Log-In  
 -Call NET Helpdesk (608)827-2271 (Option 3) for login. Please have Site ID (Commonly S800XXXXX) or Work Order ready.  
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2) Work Order Details and Special Notes - If Scope states "Pre-Cabled: Yes" Tech must get approval from NET before running cable.

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 NET today. Once complete call into (608)827-2271 option 1 to enter the testing queue. Hold times are to be expected please remain on the line. Once testing is complete tech will need to do walk throughs(Walk in and out of each entrance 10 time).

\*\*\*If there is return equipment onsite tech will be responsible for delivering this package to the nearest facility.\*\*\*

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 4) Pictures

TECH SHOULD BRING SMARTPHONE. Tech will need to send the following photos.

- Serial number and MAC address from each orbit and ST600.
- Each orbit further back with entrance.
- Each orbit close-up.
- Back office network equipment with ST600 visible in photo.

\*\*\*If there is equipment to return please also send the following picture\*\*\*

- Return shipping label with the tracking number legible.
- Receipt from UPS/FedEx showing return equipment has been dropped off for return.

Send pictures to DSS@nettechnology.com

Email subject line MUST read [XXXXXX] where XXXXXX = WO number on NET Purchase order (Typically beginning with a 8 or 9)

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.

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 5) Log-Out

If you work with ShopperTrak they will provide you with check IN and check OUT codes upon completion of the install. Record these on your Work Order along with who you worked with at ShopperTrak as NET requires these upon logout.

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

**\*YOU MUST LOGIN AND OUT WITH NET\***  
**\*FAILURE TO COMPLY WITH ANY PORTION OF THIS WORK ORDER WILL RESULT IN NON-PAYMENT\***

ShopperTrak - Upgrade - Modem to ST600 Orbit3 to Orbit5 - - Technician should arrive onsite at the time designated on the Work Order.

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




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queuing/metering.

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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.

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Login with NET Helpdesk 608-827-2271, and then follow Orbit5 Retail IP Installation Manual v1.4  
 \*\*Test with NET

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 TECH SHOULD BRING SMARTPHONE. Tech will need to send photos of installed orbit/s and back office equipment FROM SITE. Send to [dss@nettechnology.com](mailto:dss@nettechnology.com) with the Work Order ID in square brackets [ ]. If you encounter issues please try to send photos via text message (put **\*\*\*DSS@nettechnology.com\*\*\*** where you would normally put a phone number) or find an open Wi-Fi hotspot nearby and try sending again on wireless signal. Tech will need to be prepared to hand phone to Store Manger to confirm site is neat, you were professional while onsite and that there are no exposed cables.

\*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:  
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TECH SUPPORT - SCOPE GOES HERE

Photos needed: 1. location of new ST600  
 1. Close up of each orbit installed.  
 2. Further back of each orbit and entrance together.  
 3. Send pictures in ASAP, so NET has them when you are ready to log out.

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 Upon arrival tech must call NET Helpdesk 608-827-2271 (opt 3) to log in. Have your Site ID or Work Order number ready.  
 BEFORE starting work call ShopperTrak to confirm software for Orbit has been updated. ShopperTrak 312-529-5301 option 1  
 Replace ST600 and plug into network switch.  
 Replace each orbit.  
 Take picture of new ST600 placement and orbits and email to [DSS@NETTechnology.com](mailto:DSS@NETTechnology.com)(see above)




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Test & Log out with NET.

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

Logout with NET Helpdesk 608-827-2271 upon departure.

ShopperTrak - Installation - Orbit 5 IP - Coach Leather - Calhoun - Calhoun, GA - Technician should arrive onsite at the time designated on the Work Order.

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Order ready.

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<b>Resolution:</b>

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**Customer - Managers Name (PRINT)**

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**Customer - Managers Name (SIGN)**

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**Date      Time**

---

**Technicians Name (PRINT)**

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**Technicians Name (SIGN)**

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**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.**