General Information

Service Title
TARGET - 15048 - POS - 4H SLA

Service Schedule
Between Wednesday October 20th 2021 and Friday October 22nd 2021
At 9:29 pm PDT

Manager of Work Order
Service Desk

Assigned Provider
Marlon Dardaine (user id: 294797)

Service Location (type: Commercial)
T2185 - Hayward
19661 Hesperian Blvd
Hayward, Cal, 94541

On Site Contact

Technical help
Service Desk
+1 877-699-4310
TGTX@ovationtech.com
Notes: Contact for Any questions or support while on site.

Additional Fields

Category
Register

Equipment Pick up Location
Tip: Where to pick up the replacement part
FedEx OPSC, 22308 Foothill Blvd, Hayward, CA 94541

Manufacturer
NCR

Ovation Ticket Number
Tip: Track It number
15048

Problem Code
1410 - Cash Drawer

Serial Number
54-47325028

Tracking Number
1Z55342E0162319120 at Target store

Device Type
POS > Peripherals

Lift Needed
No

Model
7606 BEIGE

Part Description
REGISTER-PHARMACY

Problem Summary
T2185REG0109-54-47325028-Register - Cash drawer will not closing

Service Now Ticket #
SC00927419

Necessary Equipment

Full Work Description

All Equipment is being shipped to a FedEx Hold Location. Tracking and Ship to location will be in Custom Fields. Tech is responsible for Pick up and Return of equipment. Technician must verify tracking before departing for FedEX hold location.

**** Please note some FedEX locations are closed on Sunday. If planning to perform service call on Sunday please call the Service Desk or the FedEX location to verify their hours****

Tracking Your Shipment or Packages | FedEx

Summary: National Retailer has opened a service ticket for repair/Replacement of a POS Component. Tech will be responsible for De-installation of old device, Installation of new device, and work with remote support for configuration if service call is on Register or flatbed Scanner. All other devices should be Hot swappable. Parts will be shipped to a Fed Ex Hold location for tech to pick up prior to arrival. **Tech is required to provide real time updates through Field Nation.**

Information on the device that will need serviced, will be located in the Custom Fields.

This Template is designed to cover the following type of devices for service/Swap out

- Handheld Scanners
- **Registers**-Must contact Service Desk after replacement to push image to Register
- Monitors
- **Card Readers(Guest Payment Devices)**- These must be shipped ASAP and must not be held by tech except for pickup/ Install/ and Drop off using RMA Label.
- Peripherals (printer, keyboard, drawer, etc.)

Replacement devices: All Equipment is being shipped to a Fed Ex Hold Location. Tracking and Ship to location will be in Custom Fields.

Technicians will be required to drop off Legacy part/Device at Fed Ex or UPS location pending RMA label in box. Tracking number required for close out.

Dress Code: Business Casual (Slacks and Collared Shirt) Tech is required to wear mask at all times during Covid Pandemic Even if Vaccinated.

Tools Required:

- Philips 1,2,3
- Flathead
- Wire cutters
- Security Torque bits: https://www.amazon.com/dp/B07Q21RPS2/ref=cm_sw_em_r_mt_dp_KMBXMZ7MMD1RPEPNMGFA
- Hex (Allen) M3, M4
- Patch cables
- Basic Ethernet cable
  tester https://www.amazon.com/dp/B01M63EMBQ/ref=cm_sw_em_r_mt_dp_XQ4Z0FWKP1XT3T59WC6R

Store Process:

1. Upon arrival Check in through platform
2. Proceed to Guest Service Desk and ask for Leader on Duty or Designated Leader. Provide Leader with Service now ticket number(Located in Custom Fields)
3. Confirm if the leader on Duty will be POC or if he will assign someone else. Confirm if there are any other issues at store. If there is contact Service Desk.
4. Ask to be taken to the location of service event
5. If replacing a registers or flatbed scanner contact Service Desk after installation so image can be pushed.
6. **Upon completion of installation of new device confirm with LOD that device is operational and confirm if there are any other issues at the store.**
7. Provide closing details and check out from location
8. Take old part to Fed Ex or UPS pending RMA label. Provide Return tracking number.
9. Close ticket.

NOTES: If parts shipped are unused contact Service desk to get a Different RMA label for good/Unused parts.

All used and pulled parts are to be shipped using RMA label inside box.

Escalation Contacts:

- DOA Part- Service Desk **877-699-4310 Opt 1 TGTX@ovationtech.com**
- Secondary issue on site- Contact Service Desk **877-699-4310 Opt 1 TGTX@ovationtech.com**
- Service Unsuccessful/Incomplete- **877-699-4310 Opt 1 TGTX@ovationtech.com**
- Register Image- Service Desk- **877-699-4310 Opt 1 TGTX@ovationtech.com**
- Access Denied by Store- Service Desk- **877-699-4310 Opt 1 TGTX@ovationtech.com**
- Tech Support- Service Desk- **877-699-4310 Opt 2 TGTX@ovationtech.com**
- General Questions: Service Desk **877-699-4310 Opt 0 TGTX@ovationtech.com**

Tasks

Some tasks below may be eligible for completion by calling 1-877-573-6330

Pre Visit

1. Provider must **Track parts to verify onsite or at hold location**
   (Code 100 722 046 817 8#)
2. Provider must set start time

On Site

1. Provider must check in

2. Provider must **Go to Service Desk and ask for Leader on Duty (LOD) or Designated leader**
   (Code 190 726 976 817 8#)
3. Provider must **If Servicing Register Contact Service Desk to push Image**
   (Code 101 722 186 817 8#)

Post Visit

1. Provider must check out
   (Code 188 726 296 817 8#)
2. Provider must enter close out notes

Approval of Work

I acknowledge that the work has been satisfactorily completed.

AM / PM

Name | **Arrival Time**

AM / PM

Signature | **Departure Time**

Date

Approval of Work

I acknowledge that the work has been satisfactorily completed.

AM / PM

Name | **Arrival Time**

AM / PM

Signature | **Departure Time**

Date

Confidential Information

[2021-10-13T12:17:30Z] [Target] client stateed that reg cash drawer is not closing also said tech juz came and looked into it but it is still not working asked client to reseat the cables and check she said it is her closing time and she will not perform troubleshooting and needs a tech so placing serv ice call, [2021-10-13T04:30:07Z] [Target] client stateed that reg cash drawer is not closing also said tech juz came and looked into it but it is still not working asked client to reseat the cables and check she said it is her closing time and she will not perform troubleshooting and needs a tech so placing serv ice call, [2021-10-13T12:17:32Z] [Target] client stateed that reg cash drawer is not closing also said tech juz came and looked into it but it is still not working asked client to reseat the cables and check she said it is her closing time and she will not perform troubleshooting and needs a tech so placing serv ice call,

Cash Drawer is out of stock in irvine office- will be ordering from Target Share Point.

Deliverable Uploads

Make sure you collect and upload any required deliverables into the following deliverable categories:
[ ] Misc

Customer Policies & Procedures

Work orders are approved for payment, provided nothing needs correction, 7-10 days after marked complete. Signed work orders are required for every visit. SLI requests and appointment information must be entered as you are responsible for this information being correct. Tolls, parking and any other charges MUST have a receipt to be approved. charges will be denied without receipt.

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