



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

Vendor: 60426  
Purchase Order: 639803-1296861-S80062807  
Work Order: 1296861  
Service ETA: 5/10/2021 9:00 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 Receipt.

#### Site Location Information

**Customer:** ShopperTrak  
**Site Number:** S80062807  
**Location:** Build-A-Bear 0281  
238 Lehigh Valley Mall  
Whitehall, PA 18052  
( ) -  
**Site Contact:**

#### Technician Information

**Technician Name:**  
**Technician Phone:**  
**Techs Manager:** Brenda Michael  
**Manager Phone:** 4058021262

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

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

#### Scheduling

1 billable technician required Arrival Time: 5/10/2021 9:00 AM

#### Scope of Work

ShopperTrak - Service Call Ticket - Build-A-Bear - Lehigh Valley Mall - Technician must arrive on time.

#### 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.

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

Detailed Scope of Work: tech needs to reboot the AA device and test the cables

TECH WILL WORK WITH IN HOUSE US TEAM Grant H 5355 or PETER K 5498 - SUTHERLAND TO TRANSFER CALL

Tools Required: Drill, 110 Punch Tool, Wire Strippers, Wire Cutters, Pliers, Screwdrivers, Ladder (8' and 13'), Tape Measure, Level, Fish Tape, Wire Ties, RJ45 Crimp Tool, RJ45 Male Modular Connectors, Punch tool, butt set, crimping tool, cable tester, laptop, mud or Spackle, Joint mud, Standard tools required

Ladder or Lift needed: Ladder

Ceiling Type: dry wall

Ceiling Height: 13 ft

# Of Orbits in the store: 2

Site Type: IP

Orbit Type: Brickstream

\*Required Materials:

Customer Signed Copy



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**\*\*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

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 20-30 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 30 minutes, remain on hold with ShopperTrak and contact NET 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

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 Shoppertrak today. Once ready to test call NET at (608)827-2271 (option3) and they will provide you with Shoppertrak's testing number.

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4) Pictures

TECH SHOULD BRING SMARTPHONE. Tech will need to send photos of any equipment replaced or relocated FROM SITE.

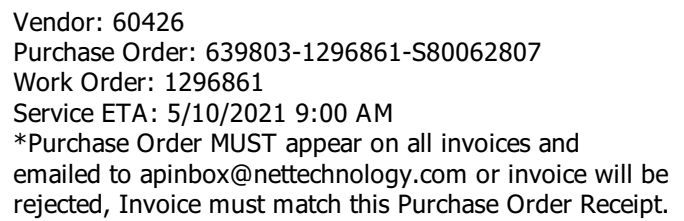
Send pictures to DSS@nettechnology.com

Email subject line MUST read [XXXXXX] where XXXXXX = WO number on NET Purchase order (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

ShopperTrak will provide you with check IN and check OUT codes upon completion of the service. Record these on your



<b>Resolution</b>	