



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

Vendor: 60426
Purchase Order: 639680-1296655-16007
Work Order: 1296655
Service ETA: 5/26/2021 7:45 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.
Terms are based on your Contract with NET: Standard is 60 days.

Site Location Information

Customer: CVS Pharmacy
Site Number: 16007
Location: TargetStore/ CVS RX 43
5400 N May Ave
Oklahoma City, OK 73112
(405) 945-8375
Site Contact: Store Manager

Technician Information

Technician Name: Eddie Cutliff
Technician Phone: (405) 317-6013
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: 5/26/2021 7:45 AM

Scope of Work

CVS - Broadband Router 2021 - TARGET SITE

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 (from a STORE PHONE), 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: INC9642531 (MAY 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



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- b. Take required photos of Modem
3. 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
4. Tech will need to wait onsite until the CVS Rx opens and staff is onsite (May be up to 1-2 hours)
5. 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
6. Reboot the modem.
7. 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
8. Send photos to ROC20@cvscaremark.com (store # MUST be in subject line).
9. Call ROC for testing. ROC to provide a release code after testing complete.
10. Send photos to DSS before calling NET to logout (DSS instructions below). Provide ROC release code.
11. 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



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Parts List. Total Parts: 4		
PartName	Used	QTY
Broadband Install	Yes	0
TripCharge	Yes	0
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

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