

SR16363469

##3AEHAAK941##

**ShopperTrak**170 Chastain Meadows Ct  
Kennesaw, GA 30144

CTN3066727

SR16363469

Rev 0

**Service Request****ShopperTrak Helpdesk #: 800-493-0016****SR Type: Production - Orbit 8 Installation (US)**

Dispatch Type: (TM)

Reference Number: S80187963

End User Reference: 22UX

Date: 09/13/2021

Window: 14:00 to 16:00 EDT

Expected Duration: 292

PO#: T01383895

Site Contact: Maurice or Shahram

Phone: 917-742-0003

Alt. Phone: 631-357-4967

Company: ABM Wireless - ATT - Utica

Address: 318 Utica Ave

City: Brooklyn

State: NY

Zip: 11213

TAC: 404.536.4721 (AT&amp;T) | 678.332.8358 (Verizon) | 678.460.2530 (Other)

**SR DETAILS****ShopperTrak Ticket Requester:** Emily**Ceiling Height:** 8 FT**Pre-Cabled:** No**Number of Orbits:** 1**Port we will connect too:** Unknown**Orbit Connectivity:** Single Site**ShopperTrak Rep Phone Number:** Unknown**What size ladder is required?:** 10ft A Frame (Default)**Customer device we will connect too:** Unknown**Mounting Type:** Standard**Orbit Type:** Orbit 8**DESCRIPTION OF WORK**

Production - Orbit 8 Installation (US)

**SR CHECKLIST**

1. Call Genesis +1.800.493.0016 to log onsite
2. Refer to the attached install guide for specific installation instructions.
3. Verify all installation areas are clean and that you properly dispose of all trash.
4. Please submit all deliverables
5. Leave site.
6. Submit all Post Visit Completion (PVC) tasks within 24 hours of logging off site.

**To be completed by the Field Engineer (FE): 35357**

<b>Call Result:</b> <input type="checkbox"/> Successful <input type="checkbox"/> Incomplete		<b>Incomplete Reason:</b>	<b>Installed Equipment:</b> Make/Model: _____ Serial Number: _____ _____ _____ _____ _____
<b>Materials Used:</b> Description: _____ Qty: _____ _____ _____ _____ _____ _____		<b>Required for all calls:</b> Time at Log-on: _____:_____ EDT Time at Log-off: _____:_____ EDT Customer Helldesk Rep. Name: _____ Customer Call Closure Code: _____ Onepath TAC Rep. Name: _____ Onepath TAC Closure Code: _____	<b>RMA Equipment:</b> Make/Model: _____ Serial Number: _____ _____ _____ _____ _____
FE Initials	End-User Name (Please Print)	Title	End-User Signature
		Date	

SR16363469

##3AEHAAK941##

**Description:** This dispatch is to install a number of orbits devices and network equipment for Shopper Trak. Follow the installation guide and work with Genesis TAC to perform testing.

**Required Tools:** Standard Telco + 10ft ladder

**Required Materials:** Standard Telco

**Required Skills:** Network and Cabling

**RMA Handling:** For unused or defective ShopperTrak provided gear: If there was a return label provided with the equipment, DISCARD IT. All returns will follow the call tag process. Record the make/model/serial of any unused or defective equipment on the Equipment Return Form and package the device(s) in the box the new gear came in. Seal the box so it is ready for shipment and ask the MOD to keep in a safe place. Advise the MOD that FedEx will be onsite in 1-5 business days with their own return label - all the MOD has to do is hand FedEx the box. Ask the MOD sign the equipment return form, acknowledging receipt of the return gear and their understanding of the return process. Upload a photo of the signed equipment return form to myESP.

**FE Overage Threshold:** 3 hours

---

Notes: EQP delivery scheduled for 7/22. Please confirm EQP is on site, ceiling is installed, permanent network is active (not LTE, 5G or hotspot), network equipment (router, modem, switch) installed and which port we should be plugged into. Please have tech run the cabling and label the HR cable for ShopperTrak at both ends. Please have tech confirm MAC address and confirm that Orbit is powering up. Please have tech use the Orbit 8 black snap cover as site needs a black Orbit. Please confirm with Maurice Allgood 917-742-0003 or Shahram Sonmez 631-357-4967

---

**Equipment:**