



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

Vendor: 60426
Purchase Order: 653382-1317922-S80080876
Work Order: 1317922
Service ETA: 9/20/2021 8:00 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: S80080876
Location: Time Warner Center TWC
10 Columbus Circle Suite 310
New York, NY 10019
(212) 823-6013
Site Contact: Manager On Duty

Technician Information

Technician Name: Walter Arenas
Technician Phone: (201) 724-2643
Techs Manager: Latoya Cutliff
Manager Phone: 4058021262

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

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

Scheduling

1 billable technician required Arrival Time: 9/20/2021 8:00 AM

Scope of Work

ShopperTrak - Service Call Ticket -Time Warner Center

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.

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

Detailed Scope of Work: Need to reboot Orbits 08 and 09. Cables should be going to networking room.
Test and validate cabling. Tech must Call into ShopperTrak before starting any work. Tech must be prepared to re-run the HR cable.

2. Replace other equipment/cables per ST Help Desk instructions ONLY.
3. Tech should be prepared to re-terminate any wiring related to ShopperTrak equipment.
4. Tech must provide ST Help Desk with entire list of items that he/she is shipping back to ShopperTrak.

*Tools Required: basic
Ladder or Lift needed: ladder*



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Ceiling Type: tile
Of Orbits in the store: 18

***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

1) Log-In

-Call NET Helpdesk (608)827-2271(Option 3) for login. Please have Site ID(Commonly S800XXXXX) or Work Order ready.

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

***If there is equipment to return, then -

-Report to NET the contact information (Name and Phone #; Store number is acceptable) of who was given the equipment to return.

-Send a picture of the return shipping label with the tracking number legible.

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*****

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.

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)



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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.

5) Log-Out
ShopperTrak will provide you with check IN and check OUT codes upon completion of the service. Record these on your Work Order as NET requires these upon logout.
Logout with NET Helpdesk 608-827-2271(Option 3)

Resolution
<div>REQUEST FOR QUOTE</div>

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.