

SR16802887

##41HHE2E934##

ShopperTrak170 Chastain Meadows Ct
Kennesaw, GA 30144

CTN3113647

SR16802887

Rev 0

**Service Request**

ShopperTrak Helpdesk #: See SR details

SR Type: Routine Maintenance Dispatch (US) (3 Business Days)

Dispatch Type: (TT)

Reference Number: S80027668

End User Reference: 0020

Date: 10/18/2021

Window: 09:00 to 09:00 EDT

Expected Duration: 197

PO#: T01411375

Site Contact: MOD

Phone: 469-704-6896

Alt. Phone:

Company: At Home - Kennesaw

Address: 2875 George Busbee Parkway

City: Kennesaw

State: GA

Zip: 30144

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

SR DETAILS

ShopperTrak Ticket Requester: Donata

ShopperTrak Rep Phone Number: Unknown

Helpdesk Number: 312-529-5304

Ceiling Height: 8.5 FT

What is the nature of the trouble/issue?: Unknown- Call Helpdesk

DESCRIPTION OF WORK

Retail Analytics - Routine Maintenance Dispatch (US) (3 Business Days): Call TAC for Details

SR CHECKLIST

1. Login via the myESP App when onsite.
2. Refer to your attached guide.
3. Contact ShopperTrak Helpdesk at 1-312-529-5304 once logged in.
4. Please submit all deliverables via the app.
5. Submit all milestones via myESP once completed.

To be completed by the Field Engineer (FE): F918

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

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Description: This is a trouble ticket to resolve an issue in regard to the customers ShopperTrak Solution. Work with the ShopperTrak helpdesk to troubleshoot. There will be emergency equipment shipped to site if replacement is needed. DO NOT REPLACE EQUIPMENT UNLESS INSTRUCTED BY SHOPPERTRAK. The Helpdesk number will be listed in the SR Details section on your SR.

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: 2 hours

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

Detailed Scope of Work:

TECH --- There are two orbits on site. Orbit #1 is out of position. Please re-install the orbit correctly. Check connection. Tech will lay down white paper for proper calibration. Confirm with new snapshot. Calibrate orbit. No eq was sent to the store. 1. If needed, replace Orbit unit only after successful direct test connect has been performed with ShopperTrak help desk.

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.

Equipment: