

## Hertz De-Installed Equipment List

Please write down the Make, Model, Serial Number and MAC Address for all the equipment that has been removed.

If S/N or MAC not found please put N/A

[illegible]

## Hertz Validation and End-User Acceptance Testing

Area LOC # - XXXXXX

### HLE\_Car Sales/Multimodal Tests

These tests need to be performed BEFORE cutover and AFTER cutover. It is important to capture current state prior to cutover. All tests that pass PRIOR to cut over must pass AFTER cut-over before the cut-over can be considered a success.

It is the responsibility of site personnel to perform the tests listed below. IBM/Crosscom personnel will be available to assist local staff.

### Sign-Off

Site Contact: \_\_\_\_\_  
Signature

Date: \_\_\_\_\_

Site Contact: \_\_\_\_\_  
Print

Technician: \_\_\_\_\_  
Signature

Date: \_\_\_\_\_

**After the UAT is complete and both phases signed-off, the completed form must be emailed to:  
mcampo@us.ibm.com and Uploaded into CrossInform Portal**

### Data Tests

ID	Description	Expected Result	Owner	Before Cut Over Pass/Fail/NA	After Cutover Pass/Fail/NA
D1	Confirm Broadband Circuit is operational. Document Circuit ID		Technician	NA	
D2	Confirm LTE circuit installed, Verizon.		Technician	NA	
D3	Is UPS installed and operational. Confirm new UPS was installed or site using an existing UPS.		Technician		
D4	Is communication cabinet lockable?	NA	Technician		
D5	Confirm Meraki accessible via Dashboard	Device show up in Meraki dashboard	Crosscom	NA	
D6	Confirm Meraki has correct time & Date	Display current time & date	Crosscom	NA	
D7	Test Fax machines, where applicable, In & Out Bound.	Successfully fax a document.	Technician		
D8	Test all printers and confirm IP address. (Car Sales confirm all Advent printer can print)	Successful print a document	Technician		
D9	Confirm VVX311 , T42 or T46 phone is connected to ports 11/12 & registered to KBS server	Green lights on Meraki ports	Technician		
D10	Confirm D60 base connected to ports 11/12, where applicable.	Green lights on Meraki ports	Technician		
D11	If applicable, Kronos time clock check (must test all time clocks)	Time clock event received	Store Contact		
D12	Security systems functional. Verify that building security system is working and remote monitoring is active	System in working state	Store Contact		
D13	Security Gate. If security gate is network based, test to see if it is working if applicable	Gate is in working state	Store Contact		
D14	PC Login. Confirm you can login to a PC with your windows account	Login successful	Store Contact		
D15	Network Printer. Print to each network printer in office.	Test print is successful	Store Contact		
D16	Guest Network. Using a laptop, verify the guest wired network is visible (where applicable)	Successfully connect to guest network	Technician		
D17	Via PC and laptop, confirm access to Hertz applications. Hertz to provide application test list.	Successfully log into applications.	Store Contact		

D18	<b>APPLICABLE ONLY TO CAR SALES LOCATIONS.</b> Collect the IP and Host names of all PCs and Printers. Complete the "HCS IP Hostnames Data Sheet" tab and submit to CCN before leaving site.	Submit a completed HCS IP Hostname Data Sheet in attached tab	Technician	NA	NA

Application Testing					
ID	Description	Expected Result	Owner	Before Cut Over Pass/Fail/NA	After Cutover Pass/Fail/NA
A1	Dash, User log in and print & email contracts	Successfully access to DASH	Store Contact		
A2	HLE locations, open and print contracts	Successfully access to contracts	Store Contact		
A3	Access to Outlook	Successfully access and view emails	Store Contact		
A4	Dash & HLE Confirm application can print.	successfully print reports	Store Contact		
A5	Internet Explorer access	Successfully log into intranet.hertz.com	Store Contact		
A6	Car Sales Locations ONLY - Confirm CRM access and print forms.	Access Advent/Credit applications and successful print.	Store Contact.	NA	NA
A7	Car Sales Locations ONLY - Update IP address on Key Locker and test. Ask site to start application and update weblink with new IP address. Create new Desktop short cut after IP updated.	Successful access to Key Locker	Technician and Store.	NA	NA
A8	Ask site if any application listed above have been tested and document application results.	Access to all application.	Technician and Store.		

Voice Tests					
ID	Description	Expected Result	Owner	Before Cutover Pass/Fail/NA	After Cutover Pass/Fail/NA
V1	Make an outbound call from every phone and confirm operation	Call successful	Technician		
V2	Long Distance Call. Test by placing long distance call from one of the phones	Long-distance call successful	Technician		
V3	Make calls between extensions using 5 digits and do they work?	Call successful	Technician		
V4	Inbound Call. Test by placing a call to the new main line number	Call successful	Technician		
V5	After hours forwarding is no longer required	Local manager confirms	Site Contact		
V6	Call Features. Test Call transfer/ (if applicable)	Call features work as described in installation guide	Technician		
V7	Make an inbound call to the new main number, answer it on the VVX311, T42S, T46S, place the call on hold; transfer the call to the D60, W56H handset	Call successful	Technician		
V8	On an inbound call from your cell phone, put the call on hold, and ensure you hear music on hold	Call successful	Technician		
V9	Confirm and document all POTs line. Car Sales ONLY If Applicable, confirm ATA installed in Port 3 of Meraki. Complete Inbound and Outbound Faxes	Test Inbound & Outbound Faxes are successful , Alarms, Security system	Technician & Store Contact		

V10	Inbound call from Toll Free. Test by placing a call to the toll free number if applicable	Call successful	Technician		
V11	Dial 933 and verify correct address and phone number is played back.	Local manager confirms	Technician	NA	
V12	Technician must call VanRan at 770-709-6094 after all phones are installed and LNP is completed to confirm phones are registered in VanRan's system and request release code.	Document VanRan release code in Column F and update EPS.	Technician	NA	
V13	Co-Located Car Sales and HLE, Confirm proper call routing between locations	Correct calls are routed to HLE and Car Sales	Technician & Store		
V14	Confirm Call Routing. Site manager calls the main number via cell phone and confirms phone routing/ringing is correct	Phones ring per site requirements.	Store Manager, Initials in Column F		
V15	Voice Mail - All T46s are configured with VM with standard temporary PW of 2580. Provide PW to store manager. <b>CAR SALES ONLY</b>	Confirm PW was provided to manager	Technician & Store Manager	NA	NA
V16	Setup Voice mail for main number. 1- Enter the site's main phone number 2- Enter default Password: 2580 3- You must change this one you log on 4- Once logged on, go to System Greetings: 5- Under greetings (right side of the screen) You can then record a personalized name and voice greetings and use that instead of the default	Call main number, let it ring 10 times and confirm VM is activate. Also, confirm with store manager all calls will default to VM after 10 rings, 24/7/365.	Technician & Store Manager Initials in column F	NA	NA
V17	Confirm all phones display accurate time per time zone. If incorrect reboot phones	Correct local time is displayed	Technician		
V18	Hand over Phone User guides & Leave Behind Documents to site manager	Manager's signature in column E ,F	Technician & Site Manager		
V19	<b>HCS - Confirm Faxing. Perform the following Steps:</b>  1. Confirm port 3 on the Meraki is on VLAN 701 2. Confirm the ATA shows up as a client on port 3 with the correct VLAN and IP address 3. Have the tech connect a bud set to port 1 (FX1) on the ATA Confirm he / she gets dial tone 4. Have the tech call his / her cell phone and confirm the call completes 5. Have the tech connect the ATA to the fax machine 6. Have the tech call the Fax number (i.e. the number that showed up in step 3 on the caller ID) and confirm the call ring on the bud set successfully. NOTE: No 9 or 1 required, just the 10 digit number 7. Have the tech fax a sample message (write the HCS area location number on the page) to CCN @ fax number: (847)497-6495. Call CCN a few mins later and confirm they received the test message 8. Ask CCN to send a fax test message back and confirm the fax message is received successfully 9. Ask the site manager (or someone from the HCS) to send a fax to all numbers they normally fax to including toll free fax number. 10. Ask Site Manager to confirm Inbound faxes.	Confirm succesful Inbound & outbound faaxes to all numbers including toll free numbers.	Technician & Site Manager	NA	NA
	<b>Hertz, Please reference the " Hertz IT Support Process For SDWAN Meraki Yealink Solution V1" document for all post support issues or questions regarding your network and new phone system.</b>				

Wireless Where Applicable

ID	Description	Expected Result	Owner	Before Cutover Pass/Fail/NA	After Cutover Pass/Fail/NA
W1	WIFI Connection. Store manager confirms access to WIFI SSID "htz-m-cs" via setup instructions per WIFI instruction tab	Successfully connect to SSID Network	Site Contact	NA	

Notes:

# Hertz Validation and End-User Acceptance Testing

Area LOC # - XXXXXX

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Signature

Date: \_\_\_\_\_

Site Contact: \_\_\_\_\_  
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Technician: \_\_\_\_\_  
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