



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

Vendor: 60426
Purchase Order: 656729-1323146-03777
Work Order: 1323146
Service ETA: 10/20/2021 9:00 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: CVS Pharmacy

Site Number: 03777

Location: Pharmacy

312 So. Broad Street

Monroe, GA 30655

(770) 267-4020

Site Contact:

Technician Information

Technician Thishawn

Name: Bessor

Technician (347) 777-2900

Phone:

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: 10/20/2021 9:00 AM

Scope of Work

CVS - Broadband Router 2021

NET techs will LOG IN/LOG OUT LIVE by calling (608) 827-2270. DO NOT AUTO LOG IN*
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.

If the 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: INC11842543
(OCTOBER 2021)

PPE requirement: Use of Face Masks or Cloth Face Covers

PLEASE NOTE- TECHS TO SUPPLY PATCH CORDS- STEP ONE BELOW WILL NOT APPLY

1. After logging in with ROC, locate pink patch cable that was sent to the store (WILL BE USED
TO CONNECT TO ROUTER ON THE RACK SIDE)

2. Locate Broadband modem (typically located in the manager's office near the rack or at the



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demarc)

3. Connect Broadband modem to port G0/2 on the Cisco 2911 Router as per CVS Redbook.

A. If modem is located near the Cisco 2911 router (rack) - use the pink patch cable to connect directly

B. If modem is located at the demarc - tech can use any available red 500 series jack (if cable test pass) to make the correction. 500 series jack run from demarc to data rack. On the rack side - use the pink patch cable to make the connection to the router.

C. If not found or located any where else - let the ROC know

4. IMPORTANT- If the modem is installed in Mangers Office at data rack, Modem MUST be connected to the UPS battery backup connection. If the modem is installed at the demarc this will not apply. If no available ports on UPS, tech can plug into next available power source. This information will be reported to NET at log out. Take photo of modem power connection to UPS

5. Reboot the modem.

6. Label modem "CVS Retail BB" and label both the modem patch cord cable (Pink) "CVS Broadband Cable", and the Modem Power Cord: "Modem Power". Labels should be affixed to the cables approximately 12-inches from the Modem side.

7. Take 4-5 required photos:

a. Close-up of front of modem (showing entire unit, with indicator lights)

b. Close-up of back of modem (showing entire unit, with patch cord connected and showing LABELS)

c. Close-up of G0/2 on the Cisco 2911 Router (with patch cord connected)

d. Wide view of equipment rack.

e. Modem power connection to UPS (if applicable)

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 cable run is needed - tech will need to provide the following information to 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) - CVS did not ship out
cable tester

* 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 ().***



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Resolution

Parts List. Total Parts: 4

PartName	Used	QTY
Broadband Install	Yes	1
TripCharge	Yes	1
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.**