



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

Vendor: 60426
Purchase Order: 657461-1324237-S80187383
Work Order: 1324237
Service ETA: 10/28/2021 8:30 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: S80187383
Location: TMobile 126
2264 Lebanon Valley Mall Ste E4
Lebanon, PA 17042
(717) 454-0572
Site Contact: Store Manager

Technician Information

Technician Name:
Technician Phone:
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: 10/28/2021 8:30 AM

Scope of Work

ShopperTrak - Service Call Ticket -Nu-Wave - 126 - Lebanon Valley Mall

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



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a store, inform NET/ShopperTrak of the diagnosis.

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

Please call Calvin at 312-529-5345 if any problems found.

Detailed Scope of Work: Tech needs to locate and evaluate LAN and HR Cable and check current Orbit 8's to ensure they are properly connected. Test for connectivity to Orbit. Tech must install new Orbit 8 only if testing fails with current Orbit and prepare to run a new HR cable if necessary.

1. Trace LAN and HR cables and make sure it is properly connected to POE injector and correct ports.
2. If Old lead Orbit fails perform direct test connect with ShopperTrak help desk.
4. Replace POE injector only if necessary.
3. Tech should be prepared to re-terminate HR and/or LAN Cable and/or replace Orbit only if necessary.
5. Confirm Orbit 2 is connected to same VLAN as Lead Orbit .
6. Test and verify connections with ShopperTrak help desk with new snapshot.
7. Return unused and/or old equipment with FedEx.

Ladder and cabling Ladder or Lift needed: Ladder

Ceiling Type: Drop Tile

Ceiling Height: 10'

Of Orbits in the store: 2

Special Instructions: 2 x 2.1 white - on drop tile.

*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...



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*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



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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)

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

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.