



ASL Automated (Thailand) Ltd.

CASE ID :

## CUSTOMER SERVICE REPORT

<b>CUSTOMER NAME:</b>		<b>REQUEST DATE:</b>	<b>DATE:</b>								
<b>EQUIP. TYPE:</b>	<b>S/N:</b>	<b>SERVICE REPRESENTATIVE(S)</b>	<b>EMPLOYEE NO.</b>								
<b>REQ. BY:</b>	<b>CHARGEABLE CALL</b> <input type="checkbox"/>	<input type="text"/>	<table border="1" style="width: 100%; height: 20px;"><tr><td> </td><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td><td> </td></tr></table>								

<b>STATUS OF EQUIP CODE</b> <input type="checkbox"/> - Contract <input type="checkbox"/> - Per Call <input type="checkbox"/> - On Call <input type="checkbox"/> - Warranty <input type="checkbox"/> - In House/Demo <input type="checkbox"/> - New System/Add on	<b>PROBLEM CODE</b> <input type="checkbox"/> - CPU/Memory/O.S. <input type="checkbox"/> - Disk/Language <input type="checkbox"/> - Tape/Networking <input type="checkbox"/> - Comm Dev/Terminal/GUI <input type="checkbox"/> - Printer & Terminal/Communication <input type="checkbox"/> - Miscellaneous Devices/others	<b>SERVICE CODE</b> <input type="checkbox"/> - Preventive Maintenance <input type="checkbox"/> - installation <input type="checkbox"/> - Software Action <input type="checkbox"/> - Standby Service <input type="checkbox"/> - Engineering Change <input type="checkbox"/> - Miscellaneous	<b>ACTION CODE</b> 1 - Module Swap/SW update 2 - Unit Swap/SW reload 3 - Adjusted/Cleaned/Patch 4 - Repaired/Replaced/Investigation 5 - Others/None
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**STATUS OF EQUIPMENT**      
 **ASSIGNED ACCOUNT**  YES  NO     
 **REPEAT CALL**  YES  NO

Item no.	Prob/Ser code	Sys down (Y/N)	Action code	Service Hr	Min.	SERVICE REQUEST	SERVICE COMMENCEMENT	SERVICE COMPLETION
1				:		DATE TIME	DATE TIME	DATE TIME
2				:		d m y	d m y	d m y
3				:				
4				:		LEAVE OFFICE	REACHED OFFICE	
5				:		DATE TIME	DATE TIME	
<b>Total Repair Time</b>						d m y	d m y	

MATERIALS USED				CHARGEABLE CALL ONLY	
ITEM	PART NO.	DESCRIPTION	QTY	PRICE	
1				B	
2				B	
3				B	
4				B	
5				B	

<b>Attention To:</b>	<b>Purchase order no:</b>	<b>Total labour:</b> B	<b>Total material:</b> B
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**EVENTS**

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**ACTION**

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Service Rep. \_\_\_\_\_ Customer \_\_\_\_\_  
 ( \_\_\_\_\_ ) ( \_\_\_\_\_ )  
 Date \_\_\_\_\_ Date \_\_\_\_\_