

# Service Report Form

CUSTOMER & REPORT FORM DETAILS			
Customer	A BROWN COMPANY INC.		
Project	SAP Business One HANA and DREAMS Implementation		
SRF Subject	User Acceptance Testing Phase 2		
Customer PIC	Jun David	Position	PROJECT MANAGER
Service Type	SAP / COMPLEMENTARY IMPLEMENTATION	SRF No.	ABCI-20221020
Dates Covered	09/21 – 10/20	Total Man-days	111

ONSITE SERVICE DETAILS	
09/21 – 10/20	<p>UAT 2 transaction encoding client support and issue logs on the following processes:</p> <ul style="list-style-type: none"> <li>Incentives and Commission</li> <li>Water and Electricity Connection and Billing</li> <li>Creation of Brokers, Sales Agents and Buyers</li> <li>Real Estate Sales (Cash Register and Restructuring)</li> <li>Testing of forms and reports</li> </ul> <ul style="list-style-type: none"> <li>Resolution of logged issues on previous sessions</li> <li>Retesting of UAT 2 test database configuration</li> <li>Support user on untested scenarios</li> </ul> <p>Go-Live Support</p> <ul style="list-style-type: none"> <li>Purchasing Module</li> </ul>

CUSTOMER REMARKS	POST-SERVICE SURVEY	
<p>NOTE: Completion of above services shall be considered <b>CONFIRMED</b> if no confirmation is received seven (7) working days after date of receipt of this form.</p>	Expertise	1 2 3 4 5
	Punctuality	1 2 3 4 5
	Approachability	1 2 3 4 5
	Politeness	1 2 3 4 5

Performed by	Customer Confirmation (completion of above service)	Customer Acknowledgement (receipt of this document)
Joses Immanuel M. Capit Arianne Velasco Jerico Bautista Matthew Fernando Dheza James  Consultants (09/21/2021)	 Jun David Customer PIC	          Customer PIC