









# 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-20220820
Dates Covered	07/25 – 08/20	Total Man-days	55

ONSITE SERVICE DETAILS	
07/25 – 08/20	<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> <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>

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)
<p>Joses Immanuel M. Capit</p> <p>Arianne Velasco</p> <p>Jerico Bautista</p> <p>Matthew Fernando</p>	<p>Jun David</p>	
Consultants (08/21/2021)	Customer PIC	Customer PIC