

Request ID #: _____



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MIS SERVICE REPORT**MANAGEMENT INFORMATION SYSTEM****JOB ORDER**

Site: <input type="checkbox"/> Office <input type="checkbox"/> Store <input type="checkbox"/> Farm <input type="checkbox"/> Depot	Type of Request: <input type="checkbox"/> New <input type="checkbox"/> Back-Job
Dept. / Store / Farm:	Date & Time Started:
Requested by:	Date & Time Finished:
Contact #:	Urgency: <input type="checkbox"/> Normal <input type="checkbox"/> Low <input type="checkbox"/> High <input type="checkbox"/> Urgent

C A T E G O R Y**ELECTRONIC SUPPORT**

- ☐ SM100 Weighing Scale
☐ Platform
☐ Table Top
☐ Floor Scale
☐ Truck Scale
☐ Rail scale

ENTERPRISE APPS DEV'T & SUPPORT

- ☐ System Development Support
☐ Email Support
☐ Oracle Support

USER ACCOUNT MANAGEMENT

- ☐ Create New User Account
☐ User Account Update
☐ User Password Reset
☐ User's Automated Backup

MIS HARDWARE/TECHNICAL SUPPORT AND SERVICES☐ **Desktop Support**

- ☐ Hardware
☐ Software Application
☐ Operating System
☐ Web
☐ Files / Data
☐ Network
☐ System Unit (CPU)
☐ Monitor
☐ Keyboard
☐ Mouse
☐ UPS Backup
☐ Automatic Voltage Regulator (AVR)

☐ **Laptop Support**

- ☐ Hardware
☐ Software Application
☐ Operating System
☐ Web
☐ Files / Data
☐ Network
☐ System Unit
☐ Charger
☐ Battery
☐ Memory
☐ Keyboard

☐ **Point-of-Sale Support**

- ☐ System Unit (CPU)
☐ Monitor
☐ POS Printer
☐ Barcode Scanner
☐ Mouse
☐ Keyboard
☐ UPS Backup
☐ Cash Drawer
☐ Automatic Voltage Regulator (AVR)

☐ **Printer Support**

- ☐ Laser Printer
☐ All-in-one Printer
☐ Ink-jet Printer

☐ **Electronic Support**

- ☐ POS Order Taker
☐ POS Network
☐ POS Receipt

☐ **Network Connection Support**

- ☐ Wired Connection
☐ Wireless Connection
☐ Network File Sharing

Category: _____

Sub-category: _____

A C T I V I T Y

- ☐ Installation and Configuration
☐ Repair and Troubleshoot
☐ Backup
☐ Recovery
☐ Reformat
☐ Replacement / Recommendation

- ☐ Security Management
☐ Transfer Files
☐ Diagnose
☐ Update Data
☐ Generate Data
☐ Upload Data

- ☐ User Account Credentials
☐ Activation
☐ Deactivation
☐ Transfer Database
☐ Cleaning, Scan and Diagnose
☐ Corrective Maintenance Services

Status: ☐ Open ☐ Close ☐ On Hold**Category System:** ☐ Process Error ☐ User Error ☐ System Error ☐ Network Error ☐ N/A**ISSUE DESCRIPTION****RESOLUTION / REMARKS****Prepared by:****Support/Tech 1** _____**Support/Tech 2** _____**Support/Tech 3** _____

Signature Over Printed Name / Date

Received the above equipment/s and/or service/s in good condition and working properly:

Signature Over Printed Name / Date**FOR MIS ASSOCIATE USE ONLY**

RECEIVED BY:

Signature Over Printed Name / Date

CLOSED BY:

Signature Over Printed Name / Date

MIS-FRM-22-004