

Customer Service Report (CSR)

SPV Number: SPV12345 | Service Engineer: John Doe

Work Week: 2 | Week Ending: 2025-01-14

Customer: ABC Corp.

Address: 123 Industrial Lane, Tech City, TX

Contact: Jane Smith | Email: jane.smith@abccorp.com

Mobile: +1234567890

Tool Number: TOOL98765 | Job Type: Repair

System Type: HVAC | JIRA Ticket Number: JIRA-45678

| Date | Travel Hours | Regular Hours | Overtime Hours | Holiday Hours | Hourly Rate | Total Hours | Total USD |
|------------|--------------|---------------|----------------|---------------|-------------|-------------|-----------|
| 2025-01-08 | 2 | 5 | 1 | 0 | \$50 | 0 | \$0 |
| 2025-01-09 | 1 | 6 | 2 | 0 | \$50 | 0 | \$0 |
| 2025-01-10 | 0 | 8 | 2 | 0 | \$50 | 0 | \$0 |
| 2025-01-11 | 2 | 5 | 3 | 0 | \$50 | 0 | \$0 |
| 2025-01-12 | 1 | 6 | 0 | 1 | \$50 | 0 | \$0 |
| 2025-01-13 | 0 | 0 | 0 | 0 | \$0 | 0 | \$0 |
| 2025-01-14 | 0 | 0 | 0 | 0 | \$0 | 0 | \$0 |

Total Week Hours: 0 | Total Week USD: \$0

Purpose of Visit: Routine maintenance and troubleshooting.

Solution: Replaced faulty compressor and updated system firmware.

Recommendations: Schedule regular maintenance every 6 months.

Additional Notes: Ensure availability of spare parts for next visit.

Return Visit Required: Yes

Customer Signature

Service Engineer Signature