

INCIDENT MANAGEMENT

USER ACCEPTANCE FORM

CUSTOMER DETAIL NO. INC : _____ COMPANY : _____ BRANCH : _____ USER NAME : _____ CONTACT NO. : _____	TROUBLESHOOTING DATE/TIME RECEIVE DATE : _____ START BRREAKFIX : _____ FINISH BREAKFIX : _____ STATUS : _____
HARDWARE DETAIL MODEL : <input type="checkbox"/> Desktop General <input type="checkbox"/> Laptop General <input type="checkbox"/> Laptop General ET Tools <input type="checkbox"/> Laptop Executive <input type="checkbox"/> Laptop Executive Tembaga Pura DEVICE ST : _____ TYPE : _____ MONITOR ST : _____	
INCIDENT MANAGEMENT DETAIL <div style="display: flex; justify-content: space-between;"> <div> <input type="checkbox"/> REPAIRE ONLY <input type="checkbox"/> REPLACEMENT PART <input type="checkbox"/> WORK AROUND WITH BACKUP UNIT </div> <div> <input type="checkbox"/> NEGLIGENCE - STOLEN <input type="checkbox"/> NEGLIGENCE - REPAIRABLE <input type="checkbox"/> NEGLIGENCE - UNREPAIRABLE </div> <div> <input type="checkbox"/> NON CUSTOMER FAULT - REPLACEMENT <input type="checkbox"/> DEFECT ON ARRIVAL </div> </div>	
DETAIL PROBLEM/CASE CUSTOMER COMMENT : <div style="border: 1px solid black; height: 100px; width: 100%;"></div> REPAIRE DETAIL : <div style="border: 1px solid black; height: 100px; width: 100%;"></div>	
ADDITIONAL INFORMATION (<i>If Needed</i>)	
JOB SETTLEMENT STATEMENT The undersigned agrees that the scope of work above has been completed.	
Delivered by, Name : _____ Date : _____ <p style="text-align: center;">Mitra Solusi Telematika</p>	Received by, Name : _____ Date : _____ <p style="text-align: center;">Customer</p>