

Laras Anggit

From: Laras Anggit
Sent: 17 December 2021 08:03
To: Antonius Fedrik Yohanes Yahya; Firmansyah; OLS Support; Support; CMDDB; Lucy Germima Wilson
Cc: Pathul Wadi; Dionisius Octavianus Rosaria Lerek; BSI OLSS Support
Subject: Service Request S0256439 _ Tidak Bisa Melakukan BAST FInal #133633

Dear Pak Anton

Terima kasih pak atas konfirmasinya

Mohon izin untuk close tiketnya.

Jika mendapat email seperti di bawah ini, mohon bantuannya untuk mengisi ratingnya.

The screenshot shows an email interface. At the top, it says 'Fri 22-Jun-18 2:56 PM' and 'BSI-CMDB <bsi.easycmdb@bsi.co.id>'. The subject is 'Service Request [redacted] resolved confirmation'. The 'To' field is [redacted] and the 'Cc' field is [redacted]. The email body starts with 'Dear Mr Matturungan,' followed by 'We are pleased to inform you that your Service Request [redacted] has been Resolved.' Below this is a table with three rows: 'Service Request Title' with a redacted value, 'Resolution Description' with a redacted value, and 'Cause of incident (for incident ticket)' with a redacted value. After the table, it asks 'How would you rate our quality in resolving your issue/fulfill your request?' and 'Please complete our survey by clicking on a number below to rate your experience and provide feedback.' There is a rating scale with five options: '1- Poor', '2- Fair', '3- Good', '4- Very Good', and '5- Excellent'. Below these are five colored buttons: a red button with '1', an orange button with '2', a yellow button with '3', a green button with '4', and a blue button with '5'. A blue arrow points to the '4- Very Good' option. At the bottom left, it says 'BSI-CMDB No items' and at the bottom right, there are icons for a person, a group of people, and a search icon.

Terima kasih

Regards,

Laras Anggit K

From: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>
Sent: 16 December 2021 17:11
To: Laras Anggit <laras.anggit@bsi.co.id>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>; Lucy Germima Wilson <Lucy.Wilson@dipostar.com>
Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>;

BSI OLSS Support <BSIOLSS.Support@bsi.co.id>

Subject: RE: Service Request S0256439 _ Tidak Bisa Melakukan BAST Final #133633

Dear Bu Laras

Oke Bu

To @Lucy Germima Wilson

Dengan demikian BAST PT Pinus, Clear Ya

Terimakasih

From: Laras Anggit <laras.anggit@bsi.co.id>

Sent: Thursday, December 16, 2021 4:22 PM

To: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>

Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; Lucy Germima Wilson <Lucy.Wilson@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>

Subject: Service Request S0256439 _ Tidak Bisa Melakukan BAST Final #133633

Dear Pak Anton

Sesuai informasi yang telah saya sampaikan via teams yah pak
Setelah dicek tidak bisa click select dikarenakan terdapat kesalahan pada data unit readnya
Status unit read berisi complete agar bisa diproses selanjutnya
Saat ini kondisi sudah saya kembalikan seperti semula yah pak

Mohon dicek kembali dan apabila telah sesuai mohon konfirmasinya

Agreement Number	Customer Name	PO Number	PO Creation Date	PO Approved Date	Supplier Name
0000110/4/04/12/2021	PINUS MERAH ABADI. PT	00042/PO/ACC/BDG/12/2021	12/06/2021	12/14/2021	V. CLAS
0000110/4/04/12/2021	PINUS MERAH ABADI. PT	00041/PO/UNT/BDG/12/2021	12/06/2021	12/14/2021	ARMADA AUTO TARA, PT.

Terima kasih

Regards,

Laras Anggit K

From: Adriansyah Mugenie <adriansyah.mugenie@bsi.co.id>

Sent: 16 December 2021 15:10

To: Laras Anggit <laras.anggit@bsi.co.id>; Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>; Support <Support@bsi.co.id>; CMDDB <CMDDB@bsi.co.id>

Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; Lucy Germima Wilson <Lucy.Wilson@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>

Subject: Service Request S0256439 created successfullyRE: Tidak Bisa Melakukan BAST Final #133633

Dear All,

This request has been registered with the following ticket number: S0256439

Adriansyah

Helpdesk

From: Laras Anggit <laras.anggit@bsi.co.id>

Sent: Kamis, 16 Desember 2021 15.07

To: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>; Support <Support@bsi.co.id>

Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; Lucy Germima Wilson <Lucy.Wilson@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>; BSI OLSS Support <BSIOLSS.Support@bsi.co.id>

Subject: Tidak Bisa Melakukan BAST Final #133633

Dear Pak Anton,

Noted pak, akan kami cek terlebih dahulu ya pak

Dear @Support

Mohon bantuannya mendaftarkan email ini sebagai service request operating lease

Terima kasih

Regards,

Laras Anggit K

From: Antonius Fedrik Yohanes Yahya <Antonius.Fedrik@dipostar.com>

Sent: 16 December 2021 14:10

To: Laras Anggit <laras.anggit@bsi.co.id>; Firmansyah <firmansyah.sulaeman@bsi.co.id>; OLS Support <ols.support@dipostar.com>

Cc: Pathul Wadi <Pathul.Wadi@dipostar.com>; Lucy Germima Wilson <Lucy.Wilson@dipostar.com>; Dionisius Octavianus Rosaria Lerek <Dionisius.Lerek@dipostar.com>

Subject: Tidak Bisa Melakukan BAST Final

Dear Bu Laras

Mohon dibantu dimana saya tidak bisa melanjutkan proses BAST Final untuk Agr 0000110/4/04/12/2021, karena tombol selectnya tak dapat di klik,

Search Criteria		Parameter	Start BA S	
Agreement No <input type="checkbox"/>		0000110/4/04/12/2021		
Outstanding 45	Outstanding 20	Outstanding 3	Actual	

PO Creation Date	PO Approved Date	Supplier Name	Unit Description	Unit Status	Qty	View History	Select	Progre
12/06/2021	12/14/2021	V. CLAS	Kotak Peluru	New	1		<input type="checkbox"/>	Confirm to S
12/06/2021	12/14/2021	ARMADA AUTO TARA, PT.	GRAN MAX 1.3 BLIND VAN AC	New	1		<input type="checkbox"/>	Confirm to S

General Support

Request Type



Status **New**
 Progress **16%**
 Last Progress **Submitted by Requestor**

[View All Progress](#)

[History](#)

[Print PDF](#)

Detail Assignee



Helpdesk Assignee

-



IT Log Book Number

-



Request Date

2021-12-16 14:07:42



Department Name

Operating Lease



Branch Name

Jakarta Head Office

Demikian Informasi ini Disampaikan
 Atas Perhatian Bpk/Ibu, Kami Mengucapkan Terimakasih



Antonius Fedrik Yohanes
 Operating Lease Departement Administration (Asset Management)

Sentral Senayan II, 3rd floor
Jl. Asia - Afrika No. 8, Jakarta 10270
Telp : 02157954100 Ext 3319
Phone : 082123084832/083870185132(WA)
Email : Antonius.fedrik@dipostar.com
<http://www.dipostar.com>

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