|  |  |  |  |
| --- | --- | --- | --- |
| **DATE:** |  | **JOF # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Invoice No. \_\_\_\_\_\_\_\_\_\_\_** |
| **Client Name:** |  | **Billing Status:   \_\_\_\_\_ Billed   \_\_\_x\_\_\_ Warranty   \_\_\_\_\_\_ Not Billed   \_\_x\_\_ with APS   \_\_\_\_ Pending from previous task   \_\_x\_\_ WebPOS** | |
| **TS Assigned:** |  |
| **Support Type:** | **\_\_ Onsite**  **\_x\_ Offsite/Remote** | **Product Name:  (POS V3, WebPOS, CheckOut, UPOSweb, MRU, CoCares, Portfolio – ERP/PY)** | ***WebPOS*** |
| **Concern/s:** | | | |
|  | | | |
| **Activities of TS:** | | | |
|  | | | |
| **Root Cause:** | | | |
|  | | | |
| **Preventive Action:** | | | |
|  | | | |
| **Next Steps:** | | | |
| **Current Status:** | | | |
|  | | | |