|  |  |  |  |
| --- | --- | --- | --- |
| DATE: | {{DATE}} | JOF # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Invoice No. \_\_\_\_\_\_\_\_\_\_\_ |
| Client Name: | {{CLIENT}} | Billing Status:                                \_\_\_\_\_ Billed                                \_\_\_x\_\_\_ Warranty                                \_\_\_\_\_\_ Not Billed                                             \_\_x\_\_ with APS                                             \_\_\_\_ Pending from previous task                                             \_\_\_\_ WebPOS | |
| TS Assigned: | Jacob Barrientos |
| Support Type: | \_{{OS}}\_ Onsite  \_{{FS}}\_ Offsite/Remote | Product Name: (POS V3, WebPOS, CheckOut, UPOSweb, MRU, CoCares, Portfolio – ERP/PY) | *WebPOS* |
| Concern/s: | | | |
| Ticket no. {{TICKETNUM}} – {{TICKETCONTENT}} | | | |
| Activities of TS: | | | |
| {{REPORT\_CONTENT}} | | | |
| Root Cause : | | | |
| {{RCA}} | | | |
| Preventive Action: | | | |
| {{PREVAC}} | | | |
| Next Step:   |  | | --- | | {{NEXT}} | | | | |
| Current Status: | | | |
| {{CURSTAT}} | | | |