

EST1032

Repair Type DROP OFF

CURRENT UNIT STATUS :

AWAITING PARTS



CUSTOMER INFORMATION Create Record

CUSTOMER DEVICE Add Product

ERICK ESPEDILLON

Email (FOR GSX USE) refused@gmail.com
Contact No 09178353454
Address Line 1 97 SAMPAGUITA ST.
Address Line 2 BAESA
City CALOOCAN CITY
Zip Code 1401

CUSTOMER TRANSACTION

CC Ticket No. 123456
Chubb Ref. No. 123456789
Chubb Claim Description THEFT

MACBOOK AIR (13-INCH, EARLY 2015)

MBAIR 13.3/1.6/4/128FLASH
PORTABLE

SERIAL NO. C1MQMQNYG940
OUT OF WARRANTY

DOP Branch :
Mac Expert : Erick Espedillon

DATE RECORD CREATED :
DATE RECEIVED : 05/13/2024 12:00 AM
DATE STARTED : 07/14/2024 2:16 PM
DATE FINISHED :
DATE CLAIMED :

COVERAGE DETAILS

Product Sold By POWER MAC CENTER. INC.
Purchase Date 12-12-2015
Coverage End Date 12-12-2016
Purchase Country Philippines

MCPP DETAILS

ELIGIBLE : REF No.
MCPP Validity Date : to

CUSTOMER SERVICE

Customer Reported Symptom

Others

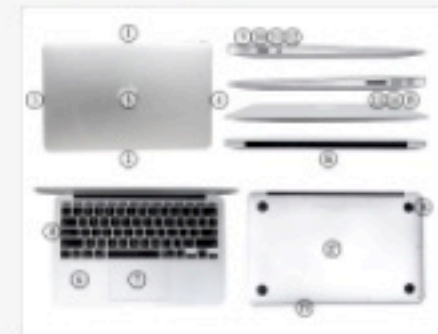
Reported Issue

See Assessment Report

Initial Assessment

- ISSUE WAS ENCOUNTERED UPON INITIAL TEST
- RUN QUICK HEALTH CHECK : WIFI FAILED
-RECOMMENDATION : FOR FURTHER DIAGNOSIS
DIAGNOSIS:SDSDSDSXCXCXCXCXCFDFDSDFFSDK
SADFSFDSFDSFMK
astFFSDFSDSDF
- ISSUE WAS ENCOUNTERED UPON INITIAL TEST
- RUN QUICK HEALTH CHECK : WIFI FAILED
-RECOMMENDATION : FOR FURTHER

Visual Mechanical Inspection



1. dent on the upper right corner of the enclosure
19. MINIMAL SCRATCHES

Frontline Notes

***UNIT IS FOR FURTHER DIAGNOSIS
**UNIT IS SUBJECT FOR THOROUGH INSPECTION AND DIAGNOSIS BY ENGINEER

Accessories

none

Serial

CSO : DOP GENERAL SANTOS

ENGINEER Start Repair Diagnostics

Technician Verified Component / Issue (s)

APPLE EXTERNAL TRACKPAD SOLID STATE DRIVE ISSUES

Steps to Reproduce

TEST FFFSFF SDSDSDSDSD SDSDASDASDA ASDASDA
SASDWSDSWDCSACS CSCS
SCSCSCSDCSDSDAS

Recommendation

-FOR MLB REPLACEMENT

Escalation ID

TESTD CSCODEID

Escalation Attachment

Technical Status

ENGINEER : NOT APPLICABLE

PARTS MANAGEMENT

1	1/1/2024	661	A	BATTERY KIT,	5	5	SB	AEP
EE GHHS; Awaiting Parts								
2	5/14/2024	661	A	BATTERY KIT,	1	1	SUPER ASP REVIEW	AEP
EE GSNY;								
3		661	A	BATTERY KIT,	1	1		AEP
EE GSNY;								
								EE

Order Notes

TRANSACTION REPAIR NOTES

- DAPHNE BASCOGUIN** (Site Supervisor) 05/12/2024 5:14:38 PM
 - ERICK ESPEDILLON** (Full Access) 05/13/2024 1:06:08 PM
 - ERICK ESPEDILLON** (Full Access) 05/13/2024 1:09:24 PM
 - ERICK ESPEDILLON** (Full Access) 05/13/2024 1:09:42 PM
 - ARVIN JAY BAUTISTA** (Site Supervisor) 05/13/2024 1:22:09 PM
- 05/13/2024 11:22:04 AM
FULL NAME: JOHN KENNETH A. BAEZA
AUTHORIZED REPRESENTATIVE COMPANY NAME:
ADDRESS: SITIO TULAY CASIGURAN SORSOGON
CONTACT NUMBER: 09482846582
EMAIL ADDRESS: LOIDA.ALVARADO@YAHOO.COM

ORDER PARTS

Service Quotation

No.	Date Ordered	Part No.	Part Category	Mode	Parts Description	Qty	KBB S.No	KGB S.No	Item Warranty	Dispatch ID	Date Approved	Date Mark Completed
1						1	DLXV50JBHPDX					

PAYMENT INFORMATION

SQ Creation Date : 05/13/2024
SQ Expiration Date : 5/22/2024
SQ Status : APPROVED
ERICK ESPEDILLON
05/08/2024 11:19:11 AM



For Pull Out ? YES NO
Tag as Unclaimed? YES NO
FOR DISPOSAL

Qty	Description	Part Number	Price Mode	Amount	Discount %	Discount Amount	Discount Description
1	CHUBB PARTICIPATION FEE	CHUBB-PF	SRP	₱8,198.00			
1	SILVER, TOP CASE WITH BATTERY, ANSI	661-07947	BATT	₱14,960.00			
1	AIRPODS 2ND GEN, RIGHT, CI/AR, INT	Z661-10473	SRP	₱4,960.00			
1	BATTERY, IPHONE 14	661-30373	AEP	₱4,080.00			

Date	Invoice ID	OR No.	Description	Payment Mode	Terms	Amount Paid
03/28/2023 12:00 AM			SHIPPING FEE	CASH	FP	

+ Add Part Service Code DOP Shipping Code
LAST MODIFIED BY : NJR 04/03/27 RLL
LAST MODIFIED DATE : 05/13/2024 12:47:47 PM

Discount in TOTAL COST	Discount Description
% % PHP PHP	

TOTAL COST : ₱34,198.00
PAID AMOUNT :
BALANCE : ₱34,198.00

Paynatics Billing ID

1234566ASDF
09/30/2022 15:14:10 AM

+ Add Payment Details

Remarks :

LAST MODIFIED BY : JOHN NITIMARI ESPRITU
LAST MODIFIED DATE : 05/23/2024 7:25:42 PM

Daily Payment Monitoring