

SERVICE TAG

(ALL details must be completed before the tag can be processed) Call Summary

CUPID NO/ SERVICE TAG NO.

SECTION 1 : TYPE OF MATERIAL RETURN

SO NUMBER/REQUEST ID NUMBER	SHIPPED DATE (DD/MM/YY)	RECEIVED DATE (DD/MM/YY)
CSO NUMBER/CASE ID NUMBER		

SECTION 2 : FAILURE INFORMATION

FAULT TYPE (MAY TICK MORE THAN ONE)

- DOA UNUSED
 INTERMITTENT DEFECTIVE
 COSMETIC OR PHYSICAL DAMAGE

PLEASE ENTER SPECIFICAT **VALID 6 DIGITS** Comp TIA

Opening System	Modifier	Action	Actual Failure Description

FAILURE CODE (INVALID)OR BLANK FAULT CODE MAY VOID YOUR WARRANTY CLAIM):
 COMMENTS (detailed description not included in failure code such as steps to reproduce problem, other diagnostics error codes etc.)

SECTION 3 : SERVICE EVENT INFORMATION

SPARE PART NUMBER □900000-XXX NO PART USED	SPARE PART DESCRIPTION		
MACHINE SERIAL NUMBER	MACHINE DATE OF PURCHASE (DD/MM/YY)	PART WARRANTY	LABOUR WARRANTY
MACHINE MODEL NUMBER & DESCRIPTION	ORIGINAL PART RMA NO. (DOA SPARE ONLY)	ON SITE WARRANTY	
DATE & TIME OF FAILURE REPORTED (DD/MM/YY HH : MM)		DATE & TIME OF SERVICE EVEN COMPLETION (MM/DD/YY HH:MM)	

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SECTION 4 : SERVICE PROVIDER INFORMATION

SERVICE PROVIDER ID	SERVICE PROVIDER NAME AND ADDRESS	
SERVICE PROVIDERPO NUMBER	CITY :	
SERVICE PROVIDER REFERENCE NUMBER	TEL. :	
TECHNICIAN NAME (PRINT)	TECHNICIAN SIGNATURE	SERVICE PROVIDER SIGNATURE/SEAL

SECTION 5 : CUSTOMER INFORMATION

SERVICE PROVIDER ID	CUSTOMER ADDRESS OR STAMP
SERVICE PROVIDER ID	
SERVICE PROVIDER ID	
CITY :	
TEL. :	