

FIELD SERVICE REPORT

Ref No _____ Service ID _____

Contact Name _____ Tel. _____ E-mail _____

Company Name _____

Address _____

Warranty Status ☐ In Warranty ☐ MA Contract ☐ PerCall ☐ Install ☐ PM ☐ Other _____

Request Date _____ Service Date _____ Started Time _____ Finished Time _____

Severity level ☐ 1. Urgent ☐ 2. Critical ☐ 3. Not Critical

Product _____ Model/PN _____ S/N _____

Subject/Symptoms _____

Action _____

Remark _____

Service Status ☐ Closed (ทดสอบแล้ว สามารถทำงานได้ดี ปกติ) ☐ Pending Next Date _____

Parts Usage

Part Number		Description	Serial No.		Qty
Removed	Installed		Removed	Installed	

Case Assignment and Customer Acknowledgement

Engineer: _____ Signature: _____

The customer acknowledges receiving the material and services indicated on the face of hereof. This authorization will be accepted in lieu of purchase order when attached to the invoice **submitted for payment** of said service.

Customer: _____ Title: _____ Signature: _____

Customer Satisfaction Survey

Questions	Level of Satisfaction				
	1	2	3	4	5
	Need to be improved	Poor	Fair	Good	Excellent
1 How do you rate the service quality you receive?					
2 How do you rate the service knowledge of the engineer?					
3 How do you rate the service mind of the engineer?					
4 How do you rate the politeness of the engineer?					

Consent to Collect, Use and Disclose Personal Data for Service

I _____, who sign the FIELD SERVICE REPORT agree and consent that vServePlus Co., Ltd., its affiliates, and authorized companies of vServePlus Co., Ltd. will collect, use, and/or disclose the personal data such as name, surname, address, telephone number, mobile phone number, and email for the purpose of services according to the information provided in this document.

Sign _____ Data Subject

Privacy Policy: www.vserveplus.co.th/th/index.php/about-vserveplus/privacy-policy.html

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White for Engineer

Pink for Customer