

SERVICE CALL REPORT



14103

Ensure Support Services (India) Limited

C-87, NEE Sastri Road, 1st Floor Nagappa Complex, Thillai Nagar, Trichy - 620 018.
Telephone: +91 - 431 - 4051630 / 4011333. E-mail: servtry@ensureservices.in

Customer Name : Nehru memorial college Work Order No. Amc/72/18/00887
Contact Person : Mr. Ramesh Tel. No: _____
Address : Puthanampatti Mobile No: 9750895059
E-mail ID: _____

PRINCIPLE				CALL TYPE			
<input type="checkbox"/> HP	<input type="checkbox"/> EPSON	<input type="checkbox"/> SAMSUNG	<input type="checkbox"/> RTB	<input type="checkbox"/> Warranty	<input type="checkbox"/> Re-Repair	<input type="checkbox"/> AMC B2B	<input type="checkbox"/> P.M
<input type="checkbox"/> LENOVO	<input type="checkbox"/> LIPI	<input checked="" type="checkbox"/> OTHERS	<input checked="" type="checkbox"/> ONSITE	<input type="checkbox"/> Warranty - Chargeable	<input type="checkbox"/> AMC Non-Comp.	<input type="checkbox"/> Site Inspection	<input type="checkbox"/> Paid Job
<input type="checkbox"/> ACER	<input type="checkbox"/> KONICA	<u>IBM</u>		<input checked="" type="checkbox"/> AMC Comp.	<input type="checkbox"/> AMC Pre-Inspection	Customer Type : <input type="checkbox"/> End User <input type="checkbox"/> Channel Partner	
<input type="checkbox"/> DELL	<input type="checkbox"/> TOSHIBA	_____		<input type="checkbox"/> Installation			
<input type="checkbox"/> CANON	<input type="checkbox"/> WEP	_____					

Call Received		Engineer Arrived		Call Completed		System Down Hours	Product Category :	
Date	Time	Date	Time	Date	Time		Model Name :	Model No. :
		<u>23/10/18</u>	<u>10.45 am</u>	<u>23/10/18</u>	<u>2.45 pm</u>		<u>Server</u>	<u>IBM</u>
Power <input type="checkbox"/> Direct <input checked="" type="checkbox"/> UPS Earth Ratings		L-N <u>230V</u>	N-E <u>0</u>	V L-E <u>230V</u>	Serial No. : <u>0BRKYK6</u>			
						Prin. Ref. No. : _____		
						Order No. : _____		

Problem Reported: Server Auto restart issue.

Problem Diagnosed: Checked. Problem found on Power Pedel card.

Repair Action : So, Power Pedel card replaced. DSA log taken and checked. It is ok.

Spares		Defective		Replacement		
Sl.No.	Part No.	Part Description	Sl.No.	Part No.	Part Description	Sl.No.

Engineer Remarks	Engineer Signature <u>M.S. Kumar</u>	Call Status <input checked="" type="checkbox"/> Call Closed <input type="checkbox"/> Pending for Spares <input type="checkbox"/> To be escalated <input type="checkbox"/> Under Observation <input type="checkbox"/> Pending for approval <input type="checkbox"/> Others
	Engineer Name <u>M.S. Komanan</u>	

Dear Customer, Kindly rate your satisfaction level with this Service experience

<input type="checkbox"/> 10	<input type="checkbox"/> 9	<input type="checkbox"/> 8
<input type="checkbox"/> 7	<input type="checkbox"/> 6	<input type="checkbox"/> 5
<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2
<input type="checkbox"/> 1		

Customer Remarks (Incase the call status is closed, I confirm the reported problem is resolved)
23/10/18
 Customer Signature

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15675

Customer Name : Nehru Memorial collage Work Order No. _____
 Contact Person : Mr. Ramesh Tel. No: _____
 Address : Putthanampatti Mobile No: 97508 95089
 E-mail ID: _____

PRINCIPLE				CALL TYPE			
<input type="checkbox"/> HP	<input type="checkbox"/> EPSON	<input type="checkbox"/> SAMSUNG	<input type="checkbox"/> RTB	<input type="checkbox"/> Warranty	<input type="checkbox"/> Re-Repair	<input type="checkbox"/> AMC B2B	<input type="checkbox"/> P.M
<input type="checkbox"/> LENOVO	<input type="checkbox"/> LIPI	<input checked="" type="checkbox"/> OTHERS	<input checked="" type="checkbox"/> ONSITE	<input type="checkbox"/> Warranty - Chargeable	<input type="checkbox"/> AMC Non-Comp.	<input type="checkbox"/> Site Inspection	<input type="checkbox"/> Paid Job
<input type="checkbox"/> ACER	<input type="checkbox"/> KONICA	<u>IBM</u>		<input checked="" type="checkbox"/> AMC Comp.	<input type="checkbox"/> AMC Pre-Inspection	Customer Type : <input type="checkbox"/> End User <input type="checkbox"/> Channel Partner	
<input type="checkbox"/> DELL	<input type="checkbox"/> TOSHIBA			<input type="checkbox"/> Installation			
<input type="checkbox"/> CANON	<input type="checkbox"/> WEP						

Call Received		Engineer Arrived		Call Completed		System Down Hours	Product Category : <u>Server</u>	
Date	Time	Date	Time	Date	Time		Model Name : <u>IBM</u>	Model No. : <u>X3300 MY</u>
		<u>06/10/18</u>	<u>5pm</u>	<u>06/10/18</u>	<u>8:20 pm</u>		Serial No. : <u>06RKYK6</u>	
Power <input type="checkbox"/> Direct <input checked="" type="checkbox"/> UPS Earth Ratings L-N <u>230V</u> N-E <u>0V</u> L-E <u>230V</u>							Prin. Ref. No. : _____	Order No. : _____

Problem Reported: Blue screen error on intermittently (Restart issue)

Problem Diagnosed: Checked. Operating system reinstalled by customer. And DSA log taken.

Repair Action: DSA log share to our Enterprise team.

Spares	Defective			Replacement		
Sl.No.	Part No.	Part Description	Sl.No.	Part No.	Part Description	Sl.No.

Engineer Remarks	Engineer Signature <u>M.S. Kumar</u>	Call Status <input type="checkbox"/> Call Closed <input type="checkbox"/> Pending for Spares <input type="checkbox"/> To be escalated <input checked="" type="checkbox"/> Under Observation <input type="checkbox"/> Pending for approval <input type="checkbox"/> Others
	Engineer Name <u>M.S. KUMARAN</u>	

Dear Customer, Kindly rate your satisfaction level with this Service experience

<input checked="" type="checkbox"/> 10	<input type="checkbox"/> 9	<input type="checkbox"/> 8
<input type="checkbox"/> 7	<input type="checkbox"/> 6	<input type="checkbox"/> 5
<input type="checkbox"/> 4	<input type="checkbox"/> 3	<input type="checkbox"/> 2
<input type="checkbox"/> 1		

Customer Remarks (Incase the call status is closed, I confirm the reported problem is resolved)
Please solve problem quickly

[Signature]
 Customer Signature

GSTIN : 33AAEF15644Q1ZY

GST INVOICE

ORIGINAL FOR RECIPIENT

ICORE INFO SOLUTIONS

NO.53, 1ST FLOOR, DAMAN TOWER, PALAIYAM BAZZAR, WORAIVUR, Trichy - 620003

Mobile : 9943699883, Ph : 9944020195,

(P)
22/11/19

Invoice No. : S1900154	Trans. Name :
Invoice Date : 15/11/2019	Vechical No. :
State : Tamil Nadu	State Code : TN/33
	Paymode : CREDIT

Details of Receiver Billed to	Details of Consignee Shipped to
NEHRU MEMORIAL COLLEGE PUTHANAMPATTI Trichy Tamil Nadu State Code : TN/33	NEHRU MEMORIAL COLLEGE PUTHANAMPATTI Trichy State Code : TN

S.No.	Item Name	HSN Code	Quantity	Rate	GST %	GST Amt	Amount
1	SERVICE CHARGES FOR LAPTOP (REPLACE CHARGING IC)		1.00	1650.00	18.00	251.69	1398.31
2	ASUS LAPTOP K53 BATTERY	8507	1.00	1950.00	18.00	297.46	1652.54

3600
Hidden Laptop equipment service
22/11/19

Total Qty : 2				Total Before Tax	3050.85
Sales Amt	%	CGST Amt	%	SGST Amt	Amount
3050.85	9.00	274.58	9.00	274.58	3600.00
3050.85		274.58		274.58	3600.00
Add IGST					0.00
RoundOff					0.00
Net Amount					3600.00

Working company Authority

Amount In Words : Three Thousand Six Hundred Rupees Only	
AC Name : ICORE INFO SOLUTIONS	For ICORE INFO SOLUTIONS
Bank AC No. : 00000035075297619	
Bank Name : STATE BANK OF INDIA	
Branch IFSC : SBIN0016391	Authorised Signatory

Terms & Conditions. (E & O.E.)
1) Goods once sold will not be taken back. 2) Subject to 'Trichy' Jurisdiction only.

Laptop service and Laptop Battery charge (new)
S. S.

GSTIN : 33AAEFI5644Q1ZY

GST INVOICE

ORIGINAL FOR RECIPIENT

ICORE INFO SOLUTIONS

NO.53, 1ST FLOOR, DAMAN TOWER, PALAIYAM BAZZAR, WORAIYUR, Trichy - 620003

Mobile : 9943699883, Ph : 9944020195,

Invoice No. : S1900155	Trans. Name :
Invoice Date : 15/11/2019	Vehical No. :
State : Tamil Nadu	State Code : TN/33
	Paymode : CREDIT

Details of Receiver Billed to	Details of Consignee Shipped to
NEHRU MEMORIAL COLLEGE PUTHANAMPATTI Trichy Tamil Nadu State Code : TN/33	NEHRU MEMORIAL COLLEGE RUTHANAMPATTI Trichy State Code : TN


Partly Paid 3000/- 15/11/19

S.No.	Item Name	HSN Code	Quantity	Rate	GST %	GST Amt	Amount
1	SERVICE CHARGS FOR DELL MOTHERBOARD		1.00	1500.00	18.00	228.81	1271.19
	SERVICE CHARGES FOR DELL SMPS		1.00	1500.00	18.00	228.81	1271.19

Total Qty : 2						Total Before Tax	2542.37
Sales Amt	%	CGST Amt	%	SGST Amt	Amount	Add CGST	228.82
2542.38	9.00	228.82	9.00	228.82	3000.00	Add SGST	228.82
2542.38		228.82		228.82	3000.00	Add IGST	0.00
						RoundOff	0.00
						Net Amount	3000.00

Amount In Words : Three Thousand Rupees Only

AC Name	: ICORE INFO SOLUTIONS
Bank AC No.	: 00000035075297619
Bank Name	: STATE BANK OF INDIA
Branch IFSC	: SBIN0016391

For ICORE INFO SOLUTIONS

 Authorised Signatory

Terms & Conditions. (E & O.E.)
 1) Goods once sold will not be taken back. 2) Subject to 'Trichy' Jurisdiction only.

Received and install (NOW working) S. Sharma.