



**ADVANCED
BLENDING
SOLUTIONS_{LLC}**

**REMOTE SERVICE CASE REPORT
EXAMPLE**

Customer: XXX SMITH

Contact: JOHN DOE

Location: PLASTICS, MI

Beginning Hour Bank Balance: 20 Hours

Hours Used This Case: 4.25 Hours

Ending Hour Bank Balance: 15.75 Hours

Call Detail:

CUSTOMER REQUESTED REMOTE SERVICE FOR A ISSUE WITH BLENDING EQUIPMENT. THIS WAS ON SUNDAY, XX/XX/XXXX, 5:00 PM CST

Date: XX/XX/XXXX

ABS Case#: RSP00000X

Billing Type: T&M

Code Status: Closed

Close Status Approved By: XXX

ABS Technician: James Wood

Customer p.o.: XXX-XXX-XXX-XX

Case Report:

CUSTOMER HAS ISSUE WITH BLENDER NOT RUNNING. REMOTED IN TO CUSTOMERS SYSTEM AND FOUND AN ALARM CONDITION FOR LOW LEVEL OF MATERIAL IN BLENDER A HOPPER 2. CUSTOMER CORRECTED, MONITORED TO ENSURE NO FURTHER PROBLEMS. ONLINE FOR 2 HOUR 35 MINUTES. HOURS USED = 2:45 X 1.5 = 4:25 HOURS TOTAL