

Tech Name:

Engineering and Service Departments
After Hours Service Call Worksheet

START DATE		START TIME	
Who called:	Name:		
	Employer:		
Contact Info:	Tel.		
	E-Mail:		
About what:	Site:		
	Address:		
The caller must consent to having knowledge of the following charges BEFORE proceeding:			
<u>If they have a service contract with CSL:</u>			
<i>They have called a 24-hour emergency service line for which the allotment of scheduled hours in their service contract does not cover. Unscheduled emergency service calls are charged out at \$170/hour.</i>			
<u>If they do not have a service contract:</u>			
<i>Unscheduled emergency service calls are charged out at \$190/hour.</i>			
<u>Minumum charges apply as follows:</u>			
<i>Telephone assistance only - 1 hour. Remote connection to site - 2 hours. Trip to site - 4 hours. These charges do not cover parts and materials and still apply in cases where the issue cannot be immediately rectified.</i>			
Who is to be billed for this work?			
Description of the Issue as explained by the caller:			
Chronological description of work performed:			
Outstanding Issues at conclusion of service call:			
END DATE	END TIME	Milage:	

****Email this completed form to the financial controller and service@controlsolutions.ca to obtain a WO# for eTime.**

****Submit pick-lists and expense reports with receipts for items used.**

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Additional Notes / Overflow:

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