

Tech. Name:

Engineering and Service Departments  
After Hours Service Call Worksheet

<b>START DATE:</b>		<b>START TIME:</b>	
Who Called:	Name:		
	Employer:		
Contact Info:	Tel.		
	E-Mail:		
About What:	Site:		
	Address:		
<p><b>The caller must consent to having knowledge of the following charges BEFORE proceeding:</b></p> <p><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.</i>  <i>Unscheduled emergency service calls are charged out at \$180/hour.</i></p> <p><u>If they do not have a service contract:</u>  <i>Unscheduled emergency service calls are charged out at \$220/hour.</i></p> <p><u>Minimum charges apply as follows:</u>  <i>Telephone assistance only - 1 hour. Remote connection to site - 2 hours. Trip to site - 4 hours.</i>  <i>These charges do not cover parts and materials and still apply in cases where the issue cannot be immediately rectified.</i></p>			
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:	Mileage:	

**\*\*Email this completed form to the financial controller and [service@controlsolutions.ca](mailto: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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