

Customer Signoff Report

FIELD SERVICE
Classic grid

WORK ORDER

WO-2026-8843

ASSET

POS-BOR-12

STATUS

**Accepted with
monitoring notes**

Report	FSR-2026-4110
Service date	2026-05-28
Customer	Mavuno Retail Group
Customer reference	CUST-MAV-2048
Site	Borrowdale Flagship Store
Site reference	SITE-BOR-001
Asset	POS-BOR-12 - Self-checkout Terminal
Priority	Customer acceptance
SLA target	2026-05-28T18:00:00+02:00
Arrival / completion	2026-05-28T17:30:00+02:00 / 2026-05-28T17:55:00+02:00
Safety status	No open safety issue
External system	InstallFlow
Integration reference	SIGN-POS-8843
Approval status	Customer accepted
Retention class	CUSTOMER-ACCEPTANCE-10Y
Recommendations	Keep assisted monitoring open and close final acceptance after two trading days.

ENTERPRISE SERVICE CONTROLS

WORK ORDER WO-2026-8843	TECHNICIAN ID TECH-063
ASSET TAG POS-BOR-12	SLA TARGET 2026-05-28T18:00:00+02:00
SAFETY STATUS No open safety issue	INTEGRATION REF SIGN-POS-8843
APPROVAL Customer accepted	RETENTION CUSTOMER-ACCEPTANCE-10Y

SERVICE TASKS

Code	Description	Hours	Result
REVIEW	Review completed installation and open monitoring items with customer	0.25	Completed

ACCEPT	Record customer acceptance supplied by buyer workflow	0.15	Accepted
NEXT	Confirm monitoring owner and support escalation path	0.1	Confirmed

TECHNICIAN	CUSTOMER	SUPERVISOR

ENTERPRISE SERVICE BOUNDARY
Teleza renders work-order evidence from buyer-owned service systems. Scheduling, dispatch, asset authority, inventory movement, payroll, statutory inspection, and proof-of-signature remain buyer responsibilities.