

Service Handover Report

FIELD SERVICE
Dense operational

WORK ORDER

WO-2026-8843

ASSET

POS-BOR-12

STATUS

Handover completed

Report	FSR-2026-4108
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	Project closeout
SLA target	2026-05-28T18:00:00+02:00
Arrival / completion	2026-05-28T16:30:00+02:00 / 2026-05-28T17:45:00+02:00
Safety status	Store staff briefed
External system	InstallFlow
Integration reference	HAND-POS-8843
Approval status	Customer operations reviewed
Retention class	HANDOVER-RECORD-7Y
Recommendations	Store supervisor to confirm final acceptance after two trading days of monitoring.

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 Store staff briefed	INTEGRATION REF HAND-POS-8843
APPROVAL Customer operations reviewed	RETENTION HANDOVER-RECORD-7Y

SERVICE TASKS

Code	Description	Hours	Result
TRAIN	Walk through restart, receipt roll replacement, and support escalation	0.5	Completed

DOCS	Share asset tag, warranty contact, and monitoring window	0.35	Completed
OPEN	Record open observation items for customer acceptance	0.25	Documented

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.