

# Service Repair Job Sheet



Job No. 89241  
 Customer ernest guevarra  
 Address ernest guevarra  
 17 iffley road  
 flat 9  
 oxford  
 oxfordshire  
 ox4 1ea  
 07972 578 237

Date Reported 5/10/2009 Time 10:07:34  
 Date On Bench 9/10/2009 Time 11:37:55  
 Date Fixed 13/10/2009 Time 16:03:21  
 Date Completed Time

Job Type 01 Chargeable  
 Engineer Sales Person

### Fault Description

WILL NOT CHARGE

CHARGER INCLUDED

PPO

### Items for Repair

M. code	Item	Serial Number
	17" powerbook g4	w861603xsx3
M. code	Item	Serial Number

### ACTION

- 09/10/09 - BW - CALLED CUSTOMER TO SAY IVE STARTED LOOKING AT IT.
- 09/10/09 - BW - MACHINE DOESN'T POWER ON WITH HIS ADAPTER - CHECKED THE FUSE AND ITS BLOWN - TESTED WITH A DIFFERENT MAINS PLUG BUT NO CHANGE - TESTED WITH ANOTHER 65 WATT ADAPTER AND ITS POWERING ON FINE - WILL LEAVE IT ON TO TEST AND CONFIRM ITS CHARGING THE BATTERY - BATTERY HAS OVER 800 CHARGE COUNTS -
- 13/10/09 - BW - CUSTOMER NEEDS A NEW POWER ADAPTER AND BATTERY PREPARED A QUOTE FOR BOTH - CUSTOMER MIGHT BE ABLE TO BUY CHEAPER ONES FROM SALES.
- 13/10/09-CL- CALLED CUSTOMER, NO ANSWER, LEFT A MESSAGE.
- 13/10/09-CL- CUSTOMER CALLED BACK, HE WILL PURCHASE BOTH PA & BATTERY FROM OXFORD AND WILL

Description	Part No.	GSX Number	Order No.	Ws	Ae	Po	Nu	Price
"Battery, Lithium Ion, 58W"	661-3809		SOR141280	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	£ 0.00
"Power Adapter, 65W"	661-3746		SOR141281	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	£ 0.00
				<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**Method of payment**

Account No.  Order No.

Credit Card No.  Expires

Cheque  Cash

Parts Total	£ 0.00
Warranty Extras	£ 0.00
Labour Total	£ 60.00
Call Out	
Net Total	£ 60.00
VAT	£ 9.00
<b>Grand Total</b>	<b>£ 69.00</b>

I confirm receipt of the above goods and services.

Signed ernest Print Name ERNEST GUEVARRA Date 1 NOVEMBER 2009



# Receipt



Ref **175529**  
Date 16/10/2009

Cust ID 61448  
Sales ID AWR

Description	Qty	Price
Apple 17" PowerBook	1	£87.00
Paid <b>Debit Card</b>	VAT	£11.35
	Total	£87.00

Vat No. 329014674

Tel: 0117 9225661

[www.western.co.uk](http://www.western.co.uk)



# Receipt



Ref **177452**  
Date 01/11/2009

Cust ID 61448  
Sales ID AWR

<b>Description</b>	<b>Qty</b>	<b>Price</b>
Apple 65w Portable Power	1	£54.00
Paid <b>Credit Card</b>	VAT	£7.04
	Total	£54.00

Vat No. 329014674

Tel: 01865 200201

[www.western.co.uk](http://www.western.co.uk)