# BESTSELLER IT GLOBAL SERVICE DESK – VISIT REPORT

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| **Visit done by** |  |
| **date** | **30/10/2019** | **FROM** | **00:00** | **TO** | **00:00** |
| **date** | Click here to enter a date. | **FROM** | **00:00** | **TO** | **00:00** |
| **date** | Click here to enter a date. | **FROM** | **00:00** | **TO** | **00:00** |
| **Purpose of the visit (for invoicing it)** |  |
| Please remember to choose the correct purpose of the visit option. This affects the way the store is invoiced.DOES IT appear in the opening LIST?  |
| **SLA for this store (only for Wincor)** |  |
| **Additional invoicing (NEW!)** |  |

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| **Shop Nº** |  | **Shop Name** |  |
| **Address** |  |
| **Postal Code** |  | **City** |  | **Country** |  |
| **Shop Phone # 1** |  | **Shop Phone # 2** |  |

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| **HARDWARE INSTALLED (BOS)** |  | **HARDWARE INSTALLED (POS)** |
| **BOS PC** |  | **QTY** |  |  | **POS PC** |  | **QTY** |  |
| **BOS MONITOR** |  | **QTY** |  | **POS C. DISPLAY** |  | **QTY** |  |
| **BOS A4 PRINTER** |  | **QTY** |  | **POS R. PRINTER** |  | **QTY** |  |
| **LABEL PRINTER** |  | **QTY** |  | **POS C. DRAWER** |  | **QTY** |  |
| **INV. SCANNER** |  | **QTY** |  | **POS SCREEN** |  | **QTY** |  |
| **CISCO ASA** |  | **QTY** |  | **POS SCANNER** |  | **QTY** |  |
| **OTHER** |  | **QTY** |  | **EFT (HW)** |  | **QTY** |  |

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| **SOFTWARE INSTALLED** |  | **MEDIA SYSTEM** |
| **MS OFFICE** |  | **QTY** |  |  | **SYSTEM NAME**  |  | **QTY** |  |

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| **CASES RELATED FOR INVOICING**  |  | **By sending this visit report, you confirm that what needs to be invoiced, is explained in that case.** |
| **CASE NUMBER** |  |  |

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| **How many BOS systems were in the store?** |  | **How many POS systems were in the store?** |
| **Before visit** |  | **After visit** |  |  | **Before visit** |  | **After visit** |  |

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| **DO YOU HAVE ANY COMMENTS REGARDING THE INSTALLATION?** |
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| TECHNICIAN SIGNATURE | CUSTOMER SIGNATURE |

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| List of MODELS/serials you want to ADD, MOVE to other store or REMOVE.Please remove all serials linked to this store and only add the ones that appear here:\*YES: all serials linked will be removed, no need to use ACTION “remove” for any HW.\*NO: in the case you need to cancel/remove HW from this store, please do it below. |  |

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| **NCR HW**  | **MODEL** | **SERIAL NUMBER** |  |  |
| **BOS COMPUTER 1** |  |  |  |  |
| **BOS COMPUTER 2** |  |  |  |  |
| **BOS COMPUTER 3** |  |  |  |  |
| **BOS MONITOR 1** |  |  |  |  |
| **BOS MONITOR 2** |  |  |  |  |
| **BOS MONITOR 3** |  |  |  |  |
| **POS COMPUTER 1** |  |  |  |  |
| **POS COMPUTER 2** |  |  |  |  |
| **POS COMPUTER 3** |  |  |  |  |
| **POS COMPUTER 4** |  |  |  |  |
| **POS DISPLAY 1** |  |  |  |  |
| **POS DISPLAY 2** |  |  |  |  |
| **POS DISPLAY 3** |  |  |  |  |
| **POS DISPLAY 4** |  |  |  |  |
| **POS CUST. DISPLAY 1** |  |  |  |  |
| **POS CUST. DISPLAY 2** |  |  |  |  |
| **POS CUST. DISPLAY 3** |  |  |  |  |
| **POS CUST. DISPLAY 4** |  |  |  |  |
| **POS RECEIPT PRINTER 1** |  |  |  |  |
| **POS RECEIPT PRINTER 2** |  |  |  |  |
| **POS RECEIPT PRINTER 3** |  |  |  |  |
| **POS RECEIPT PRINTER 4** |  |  |  |  |
| **POS CASH DRAWER 1** |  |  |  |  |
| **POS CASH DRAWER 2** |  |  |  |  |
| **POS CASH DRAWER 3** |  |  |  |  |
| **POS CASH DRAWER 4** |  |  |  |  |
| **POS SCANNER 1** |  |  |  |  |
| **POS SCANNER 2** |  |  |  |  |
| **POS SCANNER 3** |  |  |  |  |
| **POS SCANNER 4** |  |  |  |  |

NEW PRICELIST and PACKAGE description

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|  | **EUR\*\*** |
| **New opening/renovation with training | 582 EUR** | 582,00 |
| *An IT Servicedesk technician will visit the store to install the IT systems and train the employees.* *The price includes 3 hours on site pr. unit\* + 1 hour of staff training. Travel costs are included.*  |  |
| **New opening/renovation without training | 522 EUR** | 522,00 |
| *An IT Servicedesk technician will visit the store to install the IT systems. The price includes* *3 hours on site pr. unit\*. Travel costs are included* |  |
| **Floorwalking / VIP opening | 120 EUR** | 120,00 |
| *An IT Servicedesk technician will visit the store on opening date, to assist with any possible problems/ doubts.* *Price includes 2,5 hours on site and is including travel costs (prerequisite is that the technician is already on site for installation)* |  |
| **Healthcare | 250 EUR** | 250,00 |
| *An IT Servicedesk technician will visit the store for doing a healthcare check* *on how the IT systems are installed and connected.* *Includes 2 hours on site and is including travel costs.* |  |
| **Onsite pr. Hour | 60 EUR** | 60,00 |
| *Price per hour for an onsite IT Servicedesk service. This is also the price that is* *charged is the IT Service Desk resources has to wait onsite because the shop is not ready.* *Does not include travel cost.*  |  |

\*A unit is defined as one Pos or one bos

\*\*Prices are only valid if the described conditions are met.

ADDITIONAL SERVICE PRICELIST

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| **1. Late ordering the opening / renovation | +25% per week** |
| *A shop opening/renovation must be ordered at least 4 weeks in advance of requested equipment delivery date\** *For each week closer to the opening an additional 25% will be added to the opening/renovation price, ending at 100% additional.*  |
| **2. Shop not ready for IT Technical | Original price** |
| *In case the shop is not ready\*\* and have not cancelled the IT Technician the partner will be invoiced the full price* *and have to make a new booking according to section 1.*  |
| **3. Shop not ready – options** |
| 1. *IT Technician can wait onsite until the shop is ready. If a hotel stay is needed this is invoiced to the partner*

*along with cost for meals. |* ***60 EUR per hour*** |
| 1. *IT Technician can leave and come back at an agreed time. |* ***Travel cost + Late ordering fee (see bullit 1)***
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| **4. Late cancelation** |
| *If the shop cancel an opening or renovation and the technician has not initiated travel or all cost can be reimbursed* *it is free. If travel is initiated or cost can’t be reimbursed cost of travel must be paid.*  |
| **5. Moving installation date | 100 EUR** |
| *If the installation date is moved earlier then than the original planned date an additional fee will be added to the price.* |

\*Must be at least 2 days before store opening

\*\*Ready means 2 days before installation there must be electricity in the store, internet is installed and all equipment is verified delivered.