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Case# : _____ Rep : _____

Date : _____ Co. Name : _____

Time : _____ Contact : _____

Guidelines on How to Report Software Situation in MOD2

Step-1: ***Describe in detail what you want to do or tell us what happened. (i.e. Print Report, Invoice, Packing List, etc.)***

Step-2: ***Give us the options you selected or tell us what you did , if any.***
Ex. "I used the Main Option <F1> Sales then <F4> Reports then..."

Step-3: ***Explain to us what you are expecting to see.***
Ex. "I expected the Sales Report to show the Open Invoices for the period, but instead it shows all invoices for the period." or "How do I get the Open Invoices for the period xx to yy?"

Step-4: ***Document for us if possible any related screen shots, printouts or any evidence for us to be with them in the same context. If a printout is not available, you may write down the messages that appeared on your screen. If there are similar printouts that you can reproduce, you may write the things that you would like us to see on the printout.***

We need the above procedures to produce an effective and fast way of assisting your company. Answer the above and attach any information that may contribute to help us solve the problem in MOD2.

Suggestions: *Do the following procedure.*

Please advise us whether the suggestions worked or not, so we can think of a better way of solving the situation in MOD2.

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