

<b>Company</b> (Company Name)		<b>Your Name</b> (User Name)	
<b>Date</b> (Date Issue first experienced / requested)		<b>Tel. #</b> (Direct / Mobile if possible)	
<b>Company Profile</b> (Company/Profile in ManSys, i.e. Live, Test)		<b>Email</b> (For responses)	
<b>Are you the only user experiencing this issue?</b>	YES / NO	<b>Your Reference:</b> (if applicable)	
<b>Does the error generate an Email?</b>	YES / NO	<b>Has the error email been sent?</b>	YES / NO
<b>Severity of Issue</b> (tick appropriate box)	<input type="checkbox"/> Critical    Whole company not working <input type="checkbox"/> High        User unable to work but others ok / Function unusable, no workaround <input type="checkbox"/> Medium     Inconsistent error does not stop user working / workaround available <input type="checkbox"/> Low         Noticeable but not interrupting user ability to work		
<b>Network Issue?</b>	Connection issues, network speed or timeout messages – contact local / IT support.		
<input type="checkbox"/>	Issue with ManSys (Run Time Error generated, Data incorrect etc.)		
<input type="checkbox"/>	Configuration Change Request (popup, selection, open using summary, screen design, document or report etc.)		
<input type="checkbox"/>	Enhancement Request (addition or change in functionality)		
<input type="checkbox"/>	Other (anything else)		
<b>Enter Details of Issue / Change Request</b> (Please include as much detail as possible and attached supporting documentation. Include Transaction references, document names, report titles, Hot List names etc.)			
<b>Module / Option Affected</b> (Enquiries, Sourcing, Quotes, Shipping etc.)			
<b>Screen Number</b> (MCS???)			
<b>Attachments Included?</b> (Please give details)			
<b>ManSys Use Only</b>			
Date Received		Ticket Number	
Actioned By		Assigned To	
Updated By		Resolved?	