**[Asterisk (\*) indicates required fields](http://dict.cn/big5/Asterisk%20%28%2A%29%20indicates%20required%20fields)**

|  |  |  |
| --- | --- | --- |
| **\*Customer - Company** | **Country/Region** | **Issue Date** |
|  |  |  |
| **Customer –Technician Contact Window** | **\*SP Sales Name(Extension Number)** |
| **Name** |  | **Email** |  | **Name** |  | **Ext.** |  |
| **\*S/O Number** | **\*Shipment Date** | **RMA Number** | **RMA Date** |
|  |  |  |  |
| **\*SP Product Information** |
|  | **\*Part Number** | **\*Quantity** | **\*Failure Rate** | **\*Serial Number** | **\*Warranty (yrs)** |
| 1 |  |  |  |  |  |
| 2 |  |  |  |  |  |
| 3 |  |  |  |  |  |
| **\*Customer Platform – Hardware** |  |  |  |
| **Category** | **PC/****Motherboard** | **NoteBook/****Pad PC** | **Mobile Phone/****Camera** | **Car Recorder/****Card Reader** | **Other****\_\_\_\_\_\_\_\_\_\_\_\_** |
| **Brand** |  |  |  |  |  |
| **Model** |  |  |  |  |  |
| **\*Customer Platform - OS** |
| **\*Operating System** | **\*Version** | **\*Service Pack** |
| Wind10 Win8.1 Win7 LinuxOthers\_\_\_\_\_\_\_\_\_\_ | Enterprise Pro HomeOthers\_\_\_ \_\_\_\_\_\_\_ |  |
| Android IOS Others\_\_\_\_\_\_\_\_\_\_ |  |  |
| **Customer Platform - Test Program & Interface** |
| **Program**  |  | **Ver.** |  | **USB** | 1.1 |
| **\*Problem/Return Reasons (Multiple Checks)** |
| **DOA(**Dead on arrival, Never work**)****Was working for** Select One**months, but defect suddenly, cannot work again****It works, but NOT stable**(Please describe detail in the problem description)**It works, but the performance not meet the requirement** (Please describe the requirement and test tool in the problem description)**Compatibility Issue** (Please describe the detail in the problem description)**Show ERROR Message** (Please attached the picture/screenshot of the error message)**Problem with bundled software** (Please describe the detail in the problem description)**Other**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **\*Phenomena (Multiple Checks)** |
| **Data Loss/Corrupt****Write Protection****Work in some PC/NB/devices, but Not work for the specified PC/NB/devices****Slow writing speed as \_\_\_\_\_\_\_\_MB/s****Slow reading speed as \_\_\_\_\_\_\_\_MB/s**I**nsufficient Capacity as \_\_\_\_\_\_\_\_GB****Cannot be detected by the specified device** **SSD, cannot install operating system (system cannot boot up after installing OS)****SSD, system is not stable after installing the SSD** |
| **\*Problem Description** |
| Please describe more detail as much as possible. \* error message/ screenshot\* pictures\* can be reproduced on other platform?\* duplicate procedure**Problem can be reproduced by the exact procedure** (Please describe the procedures in the problem description)**Problem can NOT be reproduced** |
| **\*Customer’s or Sales' Request about this issue** |
|  |