



MERCHANT TECHNICAL ISSUE FEEDBACK FORM

MERCHANT DETAILS						
BUSINESS NAME:						
BUSINESS REG NO:				DATE OF SIGNUP:		
MERCHANT ID:			TYPE OF BUSINESS:			
BUSINESS ADDRESS:						
TEL NO:			FAX NO:			
MOBILE NO:						
EMAIL ADDRESS:			WEBSITE ADDRESS:			
CONTACT PERSON DETAILS						
TITLE*:	MR. / MRS. / MS. / DR. / OTHERS (PLEASE SPECIFY): _____			SEX:	M / F	
FULL NAME:				DATE OF BIRTH (DD/MM/YYYY):		
NRIC NUMBER:			NATIONALITY:			
RACE:						
ADDRESS:						
TEL NO:			FAX NO:			
MOBILE NO:						
EMAIL ADDRESS:						
ADMINISTRATION						
CRM ISSUES:	LOG IN ISSUES:	TERMINAL ISSUES:				
Member not appear in the system	Unable to log in to www.ur2u.com	Unable to Print Receipts				
Member details incomplete	How to check transaction	Unable to do Settlement				
SMS Portal	How to check member details	Network Busy Errors				
Unable to search through Customer Segment	How to sent SMS	Damaged Terminal				
How to use CRM	How to change Password	Loss of Terminal				
Others (Please Specify):						
FOR MERCHANT OFFICE USE ONLY			FOR UR OFFICE USE ONLY			
APPROVED BY: _____ COMPANY STAMP AND SIGNATURE		RECEIVED BY: _____ NAME / SIGNATURE		APPROVED BY: _____ NAME / SIGNATURE		
REMARKS:			REMARKS:			
For Official Use						