

## Acceptance report

---

### What is the Acceptance Report and what is its purpose

**Acceptance is a legal act made by the customer (client)** who confirms that work, or a part of the work, has been completed, or some other performance has been completed, and it is correct and in good quality; any possible reservations are stated in the report. **The Acceptance report is used as proof that an acceptance procedure has been made.**

The acceptance procedure enables the verification of the quality of the delivered performance and to state reservations directly during the acceptance of the work or its part. Otherwise, a subsequent complaint procedure is initiated. The acceptance procedure can also involve carrying out tests that have been stipulated. In some cases it is advisable to separate the act of actual handover (see the Handover report) and the act of acceptance that follows a thorough inspection of outputs.

### When is the document prepared

Every time when it is **necessary to confirm that project outputs are correct.** For example during a handover of performed work, or its part, or during a handover of documentation. The acceptance criteria should form a part of the contract.

### Who participates in the preparation process

The acceptance procedure is organised by the Project Manager, **the actual acceptance is usually carried out by a specialist in the given field on behalf of the client in cooperation with the contractor's representative.**

### When is the document used

The party handing over the output will ask the customer to confirm in the Acceptance report that the output is complete and in the quality stipulated by the contractual terms and conditions. The document **is usually used as a supporting document when invoicing for the outputs or their part.**

### Process of preparing the document

1. Fill in the project header, identify the contractor and the customer.
2. Specify the subject matter of acceptance, ideally referring to specifications of the contract, including the contract number.
3. Fill in the list of reservations based on the customer's reservations and the agreed procedure for remedy.
4. Customer's decision to accept / not to accept.
5. Fill in the place and date of the acceptance.
6. Both parties shall confirm the handover by signing the signature sheet.
7. Make an original copy for both parties to the handover.

## Notes

In order to avoid any potential future disputes, it is advisable to describe the procedure of acceptance and classification of defects in a contract.

*Section 1 The finished multimedia classroom shall be delivered by the Contractor to the Customer along with any relevant documentation and training for the classroom administrator.*

At this point the Contractor shall hand over keys to the administrator, train the administrator and hand over any relevant documentation. The administrator shall formally confirm that they have access to the classroom, that the computers and data projector are in situ, and that the administrator was trained and received relevant documentation on how to use the classroom and its equipment.

*Section 2 The Customer is obliged to accept the classroom within 14 days in the form of a joint acceptance procedure that will be completed by signing an acceptance report.*

We have 14 days to test everything and make a list of defects. It is advisable to invite the contractor to the acceptance procedure as many problems can often be explained and resolved on site. An acceptance report is made.

*Section 3 Performance is accepted, there are no defects. Performance is accepted with reservations, if there is no more than one B defect or five C defects. Performance is not accepted if there is an A defect, two or more B defects, or six and more C defects.*

In order to avoid any further disputes, the following types of defects will be stated in the contract: e.g. A – very serious defect preventing operation, B – a defect preventing operation of a part of the work, C – any other defect not preventing operation. The contract should also state the maximum number of defects for an acceptance procedure to pass with reservations. If the number of defects is higher, the works are not accepted and returned to the contractor for completion.

If the parties do not agree on the defects, their classifications or the result of the acceptance procedure, a report is made stating the opinions of the respective parties. This report is used for further negotiations concerning the results of the acceptance procedure, or court settlement.

## Example of a completed form

### Acceptance Report

|                           |  |
|---------------------------|--|
| <b>Project name:</b>      | Further teacher training in order to improve the quality of language lessons |
| <b>Contractor:</b>        | Computer Express, supplier for Ministry of Education projects                |
| <b>Client (customer):</b> | SPŠST Dámská, Dámská 3, Praha 1  |

| ACCEPTANCE             |  |
|------------------------|--|
| Subject of acceptance: | 20 HP530 notebooks, including installed OS Win7 and other SW pursuant to the contract on delivery of HW made on 12/03/2012. PC delivered in original packaging with accessories in accordance with a handover report dated 25/05/2012. |

| LIST OF RESERVATIONS:                               |  |  |
|---|--|--|
| Reservations  | Gravity pursuant to the contract                           | Deadline and method of resolving the reservations              |
| Antivirus program licence is not activated          | C – other defects not preventing operation                 | The licence will be activated by the contractor by 03/06/2012. |
|   |  |  |
|   |  |  |
|   |  |  |
|   |  |  |
|   |  |  |
|   |  |  |
| ACCEPTANCE RESULT                                   |  |  |
| <input checked="" type="checkbox"/> <b>accepted</b> | <input type="checkbox"/> <b>accepted with reservations</b> | <input checked="" type="checkbox"/> <b>not-accepted</b>        |

|                    |                   |
|--------------------|-------------------|
| <b>Place:</b>      | Dámská 3, Praha 1 |
| <b>Date, time:</b> | 28/05/2012, 14:00 |

| SIGNATURE SHEET:   |                                 |             |            |
|--------------------|---------------------------------|-------------|------------|
| Client (customer): |                                 | Contractor: |            |
| Name:              | Prokop Buben, school accountant | Name:       | Karel Pixa |
| Signature:         |                                 | Signature:  |            |