

ACCEPTANCE PROTOCOL

Preliminary Acceptance Certificate (PAC) / Final Acceptance Certificate (FAC)

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○ **PAC — PRELIMINARY ACCEPTANCE CERTIFICATE**
(Functional delivery accepted, warranty period starts)

○ **FAC — FINAL ACCEPTANCE CERTIFICATE**
(All obligations fulfilled, project formally closed)

1. ACCEPTANCE IDENTIFICATION

Acceptance Ref	e.g. PAC-2026-001 / FAC-2026-001	Date Issued	DD/MM/YYYY
Project Name		Project Manager	
Contract / PO Ref		Customer Representative	
Delivery Location / Site		Acceptance Type	PAC / FAC

2. DELIVERABLES ACCEPTANCE — ITEM BY ITEM

#	Deliverable / Milestone	Ref / Version	Acceptance Criteria Met?	Comments
1			✓ Yes / ✗ No / Partial	
2			✓ Yes / ✗ No / Partial	
3			✓ Yes / ✗ No / Partial	
4			✓ Yes / ✗ No / Partial	
5			✓ Yes / ✗ No / Partial	
6			✓ Yes / ✗ No / Partial	

7			✓ Yes / ✗ No / Partial	
8			✓ Yes / ✗ No / Partial	

3. ACCEPTANCE CRITERIA CHECKLIST

Acceptance Criterion	Result	Evidence Ref	Customer Sign-off
All contracted deliverables listed in Section 2 are present and complete	PASS	DEL-001	
System / product performs all specified functions per requirements	PASS	SYS-TEST-001	
User Acceptance Testing (UAT) completed with result ≥ 95% pass rate	PASS	UAT-REPORT-001	
Performance targets met (response time, throughput, availability)	PASS	PERF-TEST-001	
All Critical and High defects resolved or formally waived	PASS	DEFECT-LOG-001	
Documentation handed over (user manuals, technical docs, as-builts)	PASS	HDOVER-001	
Training completed for designated end users and administrators	PASS	TRAIN-001	
Security and compliance requirements verified	PASS	SEC-001	
Data migration validated (if applicable)	N/A		
Warranty / support agreement signed and in effect	PASS	WARR-001	

4. OPEN ITEMS & CONDITIONS OF ACCEPTANCE

Ref	Open Item / Condition	Severity	Resolution Plan	Due
OI-01		Minor / Major		

OI-02		Minor / Major		
OI-03		Minor / Major		
OI-04		Minor / Major		
OI-05		Minor / Major		

5. WARRANTY & SUPPORT TERMS

Warranty Period	<i>e.g. 12 months from PAC date</i>	Support Level	<i>e.g. 8x5 / 24x7</i>
Warranty Start Date	<i>= PAC Date</i>	Warranty End Date	<i>= PAC Date + period</i>
Support Contact	<i>Name / email / phone</i>	Response SLA	<i>e.g. Critical: 4hrs</i>
Governed By	<i>Contract / SLA ref</i>	Escalation Contact	

6. ACCEPTANCE STATEMENT

By signing below, the Customer confirms that the deliverables listed in Section 2 have been received and functionally tested, and that the acceptance criteria in Section 3 have been satisfied. Open items listed in Section 4 are acknowledged and will be resolved within the agreed timeframe. This Acceptance Certificate (PAC/FAC) is issued without prejudice to the warranty obligations set out in Section 5.

7. SIGNATURES & AUTHORIZATION

Role	Name & Title	Signature	Date
Project Manager (Delivering Party)			
Customer Representative (Accepting Party)			
Technical Lead / System Owner			

Witness / PMO Representative			
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From the book: Project Management: From Initiation to Closure

The Acceptance Protocol is the legal and contractual proof that delivery occurred. A signed PAC starts the warranty clock. A signed FAC closes the project. Both require precision.

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