



Run Sheet

Daniel Hanson 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4115160	Customer	Paypoint Network Limited - UK			Job Address
SLA Window	14/03/2025 15:40 - 15/03/2025 13:00	Contact Name	MR. HEMANGKUMAR SHAH		FREYS CONVENIENCE STORE NEWS PICS 14 DAVYHULME CIRCLE URMSTON MANCHESTER M41 0SS
Activity	TECH EXCHANGE	Contact Phone	01617482645		
Priority	4HR				
Ref 1	02226234				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
34048457//31116421//T3	<p>Please swap terminal due to damage screen</p> <p>Please see attached photo and case raised to complaints from NRFN- 02224897</p>

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?



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Job # 4114870	Customer	Computacenter - Kingfisher			Job Address
SLA Window	14/03/2025 11:27 - 15/03/2025 17:00	Contact Name	DYLAN GARVEY		SCREWFIX SCREWFIX UNIT 2
Activity	TECH EXCHANGE	Contact Phone	01617631956		BRACKEN TRADE PARK BURY BL9 9QP
Priority	ND 1700				
Ref 1	24280451				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
kf swap vx820 ped 15/03	TILL NUMBER: 01 IP ADDRESS: 10.69.190.141 PTID: 30757687 PED MODEL: PEDVX820 DUET SERIAL NUMBER: 329-252-251 CURRENT DOWNLOAD VERSION ON WEBCOM: V03.52.01.99998 CONTACT NAME/CONTACT NUMBER: 01617631956/ Dylan Garvey

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



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Date	15/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4114657	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	15/03/2025 07:00 - 15/03/2025 11:00	Contact Name	BURNLEY MANCHESTER ROAD NLC2549 N	North West Rail - STAR Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs Lancashire Burnley BB11 1JZ
Activity	TECH EXCHANGE	Contact Phone	01282 455690	
Priority	4HR			
Ref 1	C5306210			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>4HR 14/03/2025 10:00 SLA: 4HR 14/03/2025 10:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1</p>	<p>Problem: [ME] Newbury ND4020 Mark II Required Root Cause: UNKNOWN Action: Make every attempt to repair the printer first before swap. Please call site before dispatching Eng. Clerk will need to come OFF shift BEFORE the new ticket printer is attached. If they do not do this then the replacement printer will not work. Eng MUST Test: IN USE URL: Call history:: ##### Call 5306210 Problem Web Service qws_uk Thu 13 Mar 2025 20:10:34 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000N2549TA21 contract.pkey=23200 call.poms=1 call.zip=BB11 1JZ call.address=Burnley Manchester Road Station Manchester Road Burnley Lancashire Lancs call.customerid=INC17194895 call.problem=NLC2549 BURNLEY MANCHESTER ROAD Newbury ticket printer NLC 2549 Site BURNLEY call.modifiedby=QWebServices call.businessimpact=Total Down (TO) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=4-Critical call.datereported=3/13/2025 9:09:59 PM...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18957269701	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	33107			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18957269901	_NRNEWND4020	MAGNETIC TICKET DT 203DPI	33107			

Engineer Closure Notes

	Customer Print	
	Customer Signature	



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Job # 4114758	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	15/03/2025 07:00 - 15/03/2025 11:00	Contact Name	BURNLEY MANCHESTER ROAD NLC2549	NATIONAL - STAR	Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs Burnley BB11 1JZ
Activity	TECH EXCHANGE	Contact Phone	01282 455690		
Priority	4HR				
Ref 1	C5306209				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
4HR15/03/2025 11:00 08:01 PART2= PART3= PART4= ALT1=_NRNEW4633006200 ALT2= ALT3= ALT4= TEXT= _SXNEW4633006200 x 1	Problem: [ME] Newbury Ticket Printer PSU dead no power Root Cause: Possible dead PSU Action: Investigate check connections to PSU from the Mains. Check the PSU is connected to the Printer & the Printer Powerswitch is turned on. Replace the PSU if required following Engineers documentation. Contact Star Support for assistance. Test: with STAR SUPPORT URL: Call history:: ##### Call 5306209 Problem Web Service qws_uk Thu 13 Mar 2025 20:09:04 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000N2549TA21 contract.pkey=23200 call.poms=1 call.zip=BB11 1JZ call.address=Burnley Manchester Road Station Manchester Road Burnley Lancashire Lancs call.customerid=INC17194892 call.problem=NLC2549 BURNLEY MANCHESTER ROAD Newbury ticket printer NLC 2549 Site BURNLE call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/STR/workpackage/NRNEWPSU call.priority=4-Critical...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18957923801	_SXNEW4633006200	PSU:24V:ND4020				

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



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Job # 4114963	Customer	Computacenter - Kingfisher			Job Address
SLA Window	14/03/2025 12:45 - 15/03/2025 17:00	Contact Name	JASON ASH		B&Q B & Q PLC UNIT 1 SOUTH RINGS BUSINESS PARK PRESTON PR5 6BZ
Activity	TECH EXCHANGE	Contact Phone	0 1772 628322		
Priority	ND 1700				
Ref 1	24283203				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	KINGFISHER Till hostname: GBBQ01291POS30P Till number: 30 What element of the till is impacted?: PED CARD ACCEPTANCE ISSUE? Card insert/Chip & Pin working? N Contactless payments working? N Peripheral make/model(Please copy and paste CI): PED VERIFONE P400 PED serial number: 807-022-792 PTID (Shown on the back): 38591001 What screen is showing on the PED: 'connecting 1 of 3' What is the till showing on the screen: device health error: 1 Description of issue: as of today the PED on Till30 stopped working properly it is only displaying a message about 'connecting 1 of 3'. Restarted the Till already - didn't help. Contact name/number: Jason Ash +44 1772 628322

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

Engineer Closure Notes	On Site Time	Off Site Time



Run Sheet

Daniel Hanson 15/03/2025

Date 15/03/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 11

Job # 4115211	Customer	Vista Retail Support Limited		Job Address
SLA Window	14/03/2025 16:11 - 15/03/2025 17:00	Contact Name		H SAMUEL UNIT 19 MARKET WALK LANCASHIRE CHORLEY PR7 1DE
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3222259			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3222259: Till 02 Monitor.	Replace SIG-MON-15-CRM Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960154501	SIG-MON-15-CR	M15 till monitor CREAM				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18960154701						

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



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Date 15/03/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 11

Job # 4115319	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	14/03/2025 17:50 - 15/03/2025 17:30	Contact Name	Mo	O2 Bolton - Market Street 0070 43-47 MARKET STREET BOLTON BL1 1BQ
Activity	TECH EXCHANGE	Contact Phone	+441204957255	
Priority	ND 1900			
Ref 1	C5306342			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 15/03/2025 17:30 SLA: ND 15/03/2025 17:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1	Problem: [TC] Keyboard mac style aluminium USB Root Cause: UNKNOWN Action: mac style aluminium USB keyboard needs replacing. Test: Engineer or User to test URL: Call history:: ##### Call 5306342 Problem Web Service qws_uk Fri 14 Mar 2025 17:49:22 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB00000T0070TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007007743 call.problem=HW - 0070 - 06 - Keyboard white replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/KBUSBMAC call.priority=2-Medium call.datereported=3/14/2025 5:49:20 PM ##### Call 5306342 Problem Web Service qws_uk Fri 14 Mar 2025 17:49:22 A+C+P SITE OPENING TIMES [Bolton - Market Street] Mon-Fri: 09:30-17:30 Sat: 09:00-17:30 Sun: 10:30-16:30 SPECIAL INSTRUCTIONS...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960625101	GNCKDBUSB-MAC	STYLIC STYLE ALUMINIUM:USB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18960625301	GNCKDBUSB-MAC	GNCKDBUSB-MAC STYLE ALUMINIUM:USB				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4114733	Customer	Pret Tech Mahindra (UK) BAU		Job Address
SLA Window	14/03/2025 08:56 - 15/03/2025 17:00	Contact Name		UNIT R1, ARNDALE CENTRE, MANCH
Activity	TECH EXCHANGE	Contact Phone	01618322014	UNIT R1, ARNDALE CENTRE, MANCH
Priority	ND 1700			UNIT R1, ARNDALE CENTRE, MANCH
Ref 1	INC1351995			MANCHESTER ARNDALE CENTRE
Ref 2				MANCHESTER M4 3AQ
No. of Parts	1			

Instructions 1	Instructions 2
Replacement of Till4 is Required	<p>If the Engineer is facing any issues on site please call - Pret Command Centre 02076601338 & Pret Service Desk - 0207 827 8827</p> <p>Issue: Damaged//Till 04 / Screen Faulty / Need replacement / S/N: 9205122899</p> <p>Shop No.: UK0543</p> <p>Please avoid the shop during Rush Hours 12 pm to 2 pm. Please contact the shop beforehand if you are going to attend during this time.</p> <p>1. Kindly check the connections of the Till. 2. Please replace Till screen and follow the SOP for the installation. 3. After replacing the new Till screen please configure the Till. 4. After completing all the above steps if you still have any issues then contact the Pret Command Centre or Pret Service Desk 5. Please share the working status of the device with Pret Helpdesk and the shop user.</p> <p>Note: Please ensure the serial numbers IN and OUT are captured when whole units are exchanged along with the photos of working and damaged devices.</p> <p>Shop Timings: Friday: 7:30.....am.....7:30.....pm Saturday: 7:30.....am.....7:30.....pm...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18957663001	PAMTILL625UK-0	Till 625X - Till (New Model)	4032BAC24088649			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18957663201	PAMTILL625UK-0	Till 625X - Till (New Model)	4032BAC24088649			

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



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Job # 4115240	Customer	Vista Retail Support Limited	Job Address
SLA Window	14/03/2025 16:29 - 15/03/2025 17:00	Contact Name	LIDL 3-4 WILMSLOW PARK LANCASHIRE MANCHESTER M13 9PD
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3222216		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3222216 Brief Description: Defective damaged or lost equipment Mobile Office Lost Full Description: PM Interface: This ticket was created by a store employee store deputy manager or store manager.	Replace HHT-ZEB-TC57-LID Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960237701	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				



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Job # 4115073	Customer	Computacenter - Kingfisher			Job Address
SLA Window	15/03/2025 09:00 - 15/03/2025 17:00	Contact Name	LORRAINE WINFIELD	B & Q PLC	
Activity	TECH EXCHANGE	Contact Phone	01614294000	B & Q PLC	
Priority	ND 1700			GEORGES ROAD	
Ref 1	24280085			STOCKPORT	
Ref 2				SK4 1DR	
No. of Parts	0				

Instructions 1	Instructions 2
Till hostname: GBBQ01279SCO82P Till number: 82 Peripheral make/model(Please copy and paste CI): SOFTWARE REIMAGE - USB DEVICE System details (K1/M1/R1 found on EC portal): K2.1-H81-uATX Are there still sales are any sales left on the till?: No Description of Issue: Lorraine reported that their Till82 is not booting up correctly since they resumed work this morning to turn on the till. Contact name/number: Lorraine Winfield / 01614294000	kf swap beetle 15/03

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



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Date	15/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4115218	Customer	Vista Retail Support Limited	Job Address
SLA Window	14/03/2025 16:11 - 15/03/2025 17:00	Contact Name	LIDL 114 HEMPSHAW LANE CHESHIRE STOCKPORT SK1 4LG
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3222638		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3222638: : Missing / Lost Zebra device	Replace HHT-ZEB-TC57-LID Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960155401	HHT-ZEB-TC57-LID	BHT-ZEB-TC57-LID				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18960155601						

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print



Run Sheet

David Ranson 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	9
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Job # 4115202	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	14/03/2025 16:07 - 15/03/2025 19:00	Contact Name	BIRKENHEAD NORTH NLC2145 MER STAT	ONE MERSEYRAIL Station Road MERSEYSIDE Birkenhead CH41 7AZ	
Activity	TECH EXCHANGE	Contact Phone	0151 955 2465		
Priority	ND 1900				
Ref 1	C5306330				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 15/03/2025 19:00 SLA: ND 15/03/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SXGNSTAR203-SPCR x 1	Problem: [ME] PED backplate spacers needed Root Cause: unknown Action: engineer to install PED backplate spacers to backplate as necessary. Test: Engineer check after installation. URL: Call history: ##### Call 5306330 Problem Web Service qws_uk Fri 14 Mar 2025 16:07:04 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000M4008TA23 contract.pkey=23200 call.poms=1 call.zip=CH41 7AZ call.address=Station Road call.city=Birkenhead call.customerid=INC17199899 call.problem=BIRKENHEAD NORTH NLC2145 MER STATION Desktop PED window 30 020-046674 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STAR203-SPCR call.priority=2-Medium call.datereported=3/14/2025 5:06:42 PM ##### Call 5306330 Problem Web Service qws_uk Fri 14 Mar 2025 16:07:04 A+C+P BIRKENHEAD NORTH NLC2145 MER STATION Desktop PED window 30 020-046674...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960139801	_SXGNSTAR203	MICRORED BACKPLATE SPACER SET				

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



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David Ranson 15/03/2025

Date 15/03/2025 **Depot** Warrington **Driver** Ranson, David **Jobs on Run** 9

Job # 4115209	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	14/03/2025 16:09 - 15/03/2025 19:00	Contact Name	BIRKENHEAD NORTH NLC2145 MER STAT	MERSEY RAIL Station Road MERSEYSIDE Birkenhead CH41 7AZ
Activity	TECH EXCHANGE	Contact Phone	0151 955 2465	
Priority	ND 1900			
Ref 1	C5306331			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 15/03/2025 19:00 SLA: ND 15/03/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SXMIUM020-CRAD03 x 1</p>	<p>Problem: [ME] Miura Desktop PED Cradle faulty Root Cause: Unknown Action: Engineer to replace the Miura Desktop PED Cradle Test: Customer to test after installation URL: Call history:: ##### Call 5306331 Problem Web Service qws_uk Fri 14 Mar 2025 16:09:33 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4008TA23 contract.pkey=23200 call.poms=1 call.zip=CH41 7AZ call.address=Station Road call.city=Birkenhead call.customerid=INC17199968 call.problem=BIRKENHEAD NORTH NLC2145 MER STATION Desktop PED window 30 020-046674 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/M020-CRAD03 call.priority=2-Medium call.datereported=3/14/2025 5:09:02 PM</p> <p>##### Call 5306331 Problem Web Service qws_uk Fri 14 Mar 2025 16:09:33 A+C+P</p> <p>BIRKENHEAD NORTH NLC2145 MER STATION Desktop PED window 30 020-046674 ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960147601	_SXMIIUM020-CR	AD01:CRAD03 DESKTOP				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18960147801	_SXMIIUM020-CR	AD013:CRAD03 DESKTOP				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4115217	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	14/03/2025 16:11 - 15/03/2025 19:00	Contact Name	BIRKENHEAD NORTH NLC2145 MER STAT	ONE MERSEY RAIL	Station Road
Activity	TECH EXCHANGE	Contact Phone	0151 955 2465	MERSEYSIDE	Birkenhead
Priority	ND 1900			CH41 7AZ	
Ref 1	C5306332				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 15/03/2025 19:00 SLA: ND 15/03/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _MYGNCTTV2AMBBLK-5M x 1	Problem: [ME] Miura Desktop PED USB Cable faulty Root Cause: Unknown Action: Engineer to replace the Miura Desktop PED USB Cable Test: In Use URL: Call history:: ##### Call 5306332 Problem Web Service qws_uk Fri 14 Mar 2025 16:11:04 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000M4008TA23 contract.pkey=23200 call.poms=1 call.zip=CH41 7AZ call.address=Station Road call.city=Birkenhead call.customerid=INC17199975 call.problem=BIRKENHEAD NORTH NLC2145 MER STATION Desktop PED window 30 020-046674 NLC 2145 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEMIUPEDCBL call.priority=2-Medium call.datereported=3/14/2025 5:10:44 PM ##### Call 5306332 Problem Web Service qws_uk Fri 14 Mar 2025 16:11:04 A+C+P BIRKENHEAD NORTH NLC2145 MER STATION Desktop PED window 30 020-046674 ...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960153501	_MYGNCTTV2AMBBLK-5M	USBA-M TO USBB-M MERSEY				

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



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David Ranson 15/03/2025

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Job # 4115270	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	14/03/2025 16:32 - 15/03/2025 13:00	Contact Name	MANAGER	PREMIER STORES PREMIER STORES 7 DAWPOOL DRIVE BROMBOROUGH WIRRAL CH62 6DE
Activity	TECH EXCHANGE	Contact Phone	01513345309	
Priority	4HR			
Ref 1	02226373			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
38951208//14821//T3	Swap reason: Total power loss

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time



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David Ranson 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	9
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Job # 4114998	Customer	Computacenter - Kingfisher		Job Address
SLA Window	14/03/2025 13:22 - 15/03/2025 17:00	Contact Name	HEATHER LLOYD	SCREWFIX SCREWFIX UNIT 2D INTERLINQ TRADE PARK DEESIDE CH5 2DW
Activity	TECH EXCHANGE	Contact Phone	01244 533018	
Priority	ND 1700			
Ref 1	24283341			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit.	TILL NUMBER: 5 IP ADDRESS: 10.67.104.145 PTID: 30671201 PED MODEL: VX820 Duet SERIAL NUMBER: 329-130-710 CURRENT DOWNLOAD VERSION ON WEBCOM: V03.52.01.99998 CONTACT NAME/CONTACT NUMBER: Heather Lloyd 01244 533018

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

Engineer Closure Notes				On Site Time	Off Site Time
				Customer Print	
				Customer Signature	



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Job # 4115118	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	14/03/2025 15:24 - 15/03/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire Cheshire Chester CH1 3NS
Priority	ND 1900			
Ref 1	C5306317			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 15/03/2025 19:00 SLA: ND 15/03/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1	Problem: [P2PE] Miura M020 PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5306317 Problem Web Service qws_uk Fri 14 Mar 2025 14:58:35 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17199700 call.problem=NLC3701 Chester 20112720 NLC 3701 Site Chester RSPID 3119 Set Number 11 Ser call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=3/14/2025 3:57:48 PM ##### Call 5306317 Problem Web Service qws_uk Fri 14 Mar 2025 14:58:35 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18959904401	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	112944		
18959904801	_SXASSET-LABEL	SXASSET-LABELSV2				

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



Run Sheet

David Ranson 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	9
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Job # 4115239	Customer	Vista Retail Support Limited	Job Address
SLA Window	14/03/2025 16:29 - 15/03/2025 17:00	Contact Name	SUPERDRUG STORES PLC 39-41 HIGH STREET HIGH STREET CONGLETON CW12 1AU
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3220627		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3220627: POS 4 Customer Display is not responding. Please replace cable and display. ASW-MON-WIN-BA92 ASW-CAB-WIN-BA92	Replace ASW-MON-WIN-BA92 Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960238601	ASW-MON-WIN-BA92	BA92 monitor PC-touch Blac				

Returned Items					
Request	Part	Description	Serial	Asset	Part Status
18960239101					

Engineer Closure Notes				On Site Time	Off Site Time
				Customer Print	
				Customer Signature	



Run Sheet

David Ranson 15/03/2025

Date 15/03/2025 **Depot** Warrington **Driver** Ranson, David **Jobs on Run** 9

Job # 4115276	Customer	Vista Retail Support Limited		Job Address
SLA Window	14/03/2025 16:47 - 15/03/2025 17:00	Contact Name		SAVERS 31 HIGH STREET CHEADLE SK8 1AX
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3222822			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3222822 - Receipt Printer on POS 2 is printing out faded. Please replace. ASW-PTR-WIN-TH250	Replace ASW-PTR-WIN-TH250 Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

[View Details](#) | [Edit](#) | [Delete](#)

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960405201	ASW-PTR-WIN-T	H250cor TH250 Black USB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18960405501						

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

David Ranson 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	9
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Job # 4115064	Customer	Verifone UK LTD		Job Address
SLA Window	14/03/2025 09:00 - 15/03/2025 16:00	Contact Name	HEATHER N/A	STONEGATE - SLUG AND LETTUCE D
Activity	TECH EXCHANGE	Contact Phone	01614341011	651 WILMSLOW ROAD 651 WILMSLOW ROAD GREATER MANCHESTER M20 6QZ
Priority	Timed			
Ref 1	G350334			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 33147827 Inbound Serial No. = 330-507-705 IP Gateway = 10.83.21.190 Terminal IP Address = 10.83.21.162 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1409 Login Pin = 1409 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Purchase Pin = Notes = Fault Category =Terminal Will Not Switch On	MUST ATTEND BETWEEN 12:00 AND 16:00 If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2669637

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items



Run Sheet

Simon Heath 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	8
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Job # 4115214	Customer	Vista Retail Support Limited		Job Address
SLA Window	14/03/2025 09:00 - 15/03/2025 17:00	Contact Name	.	MCDONALDS - CAPGEMINI LIVERPOOL ROAD PAGE MOSS, HUYTON
Activity	NON TECH EXCHANGE	Contact Phone	.	KNOWSLEY LANCASHIRE KNOWSLEY L36 3YB
Priority	ND 1700			
Ref 1	3221989			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Opening Hours are:- Monday-Sunday 7am-11pm	***BACK DOOR SWAP ONLY*** MCD-PTR-STAR-FVP10 Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960154201	MCD-PTR-STAR-FMRCOKIT-STAFVP10					



Run Sheet

Simon Heath 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	8
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Job # 4115279	Customer	Vista Retail Support Limited	Job Address
SLA Window	14/03/2025 16:54 - 15/03/2025 17:00	Contact Name	SAVERS 551-553 PRESCOT ROAD OLD SWAN LIVERPOOL L13 5UX
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3207821		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3207821 HHT Scanner screen is not responding to touch and when trying to scan using gun scanner not working/lighting up red. Please attend site with replacement scanner. TC51 SUP-SCN-HHT-ZEB-TC51 S/N : 20284522504094 Monday - Wednesday 8:30 a.m. ? 6:00 p.m. Thursday - Friday 8:30 a.m. ? 7:00 p.m. Saturday 8:30 a.m. ? 6:00 p.m. Sunday 10:00 a.m. ? 4:00 p.m.	Replace SUP-SCN-HHT-ZEB-TC51 Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REF DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960443001	SUP-SCN-HHT-ZEB-TC51					

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

Simon Heath 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	8
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Job # 4115190	Customer	Verifone UK LTD			Job Address		
SLA Window	14/03/2025 15:56 - 15/03/2025 18:00	Contact Name	KATE LAWLESS		STONEGATE - OLD SWAN - 9175706		
Activity	TECH EXCHANGE	Contact Phone	07577327715		1 ST OSWALDS STREET		
Priority	ND 1800				LIVERPOOL		
Ref 1	G350409				1 ST OSWALDS STREET		
Ref 2					LIVERPOOL		
No. of Parts	1				MERSEYSIDE		
					L13 5SA		

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 28558876 Inbound Serial No. = 321-010-201 IP Gateway = 10.83.86.62 Terminal IP Address = 10.83.86.35 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1332 Login Pin = 1332 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Purchase Pin = Notes = Fault Category =Tamper Mode	MUST BE ATTENDED AT THE WEEKEND. DO NOT ATTEND MON - FRI If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2669801

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960104801	R-Vx680 WiFi-03.70X68099BD		321-065-629			

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

Simon Heath 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	8
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Job # 4115215	Customer	Vista Retail Support Limited	Job Address
SLA Window	14/03/2025 16:11 - 15/03/2025 17:00	Contact Name	SAVERS 60 MEDWAY, THE STRAND SHOPPING CENTRE BOOTLE L20 4SR
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3222423		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
2632606 HHT Screen damaged. Flashing screen Monday - Saturday 09:00 - 17:30 Sunday 10:00 - 16:30	Replace SCN-SYM-LS9208-LON Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960153901	SCN-SYM-LS9208-LON	SCN-SYM-LS9208-LON				



Run Sheet

Simon Heath 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	8
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Job # 4115351	Customer	Computacenter - Kingfisher			Job Address
SLA Window	15/03/2025 09:00 - 15/03/2025 17:00	Contact Name	SARAH DALEY		KINGFISHER INFORMATION TECHNOLOGY (
Activity	NON TECH EXCHANGE	Contact Phone	0151 524 1001		Racecourse Industrial Estate
Priority	ND 1700				Ormskirk Road
Ref 1	24280188				Racecourse Industrial Estate
Ref 2					Ormskirk Road
No. of Parts	1				L9 5AN

Instructions 1	Instructions 2
KINGFISHER Till hostname: gbbq01132sco81 Till number: 81 Peripheral make/model(Please copy and paste CI): BEETLE M-III System details (K1/M1/R1 found on EC portal): Motherboard_K1.0-Q87-uATX_AB Are there still sales are any sales left on the till?: no Description of Issue:Beetle wont turn on> though there is a green light showing that there is power to it but it wont come on it is also red in ME Contact name/number: Sarah Daley +44 151 524 1001	

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
189606079						

Returned Items

Engineer Closure Notes					On Site Time	Off Site Time
					Customer Print	
					Customer Signature	



Run Sheet

Simon Heath 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	8
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Job # 4115046	Customer	CONSILLION(UK) LIMITED			Job Address
SLA Window	14/03/2025 14:20 - 15/03/2025 17:00	Contact Name		POSTMASTER	POST OFFICE POST OFFICE 126 BISPHAM ROAD SOUTHPORT PR9 7BJ
Activity	TECH EXCHANGE	Contact Phone			
Priority	ND 1700				
Ref 1	SC513581				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Note counter replacement	<p>..... ensure collected machine is like for like with replacement (NC3500) .Please ensure NC3500 is packed correctly including removal of plastic note guides and Power lead and pack with all the correct white foam in the slots provided.</p> <p>..... Please use instruction guide provided by Consillion collected unit to be returned to Rico Wokingham.</p> <p>..... IF IN THE UNLIKELY OCCASION UNIT IS D.O.A please LEAVE THE NEW UNIT THERE AND RAISE A NEW CALL & collect old unit.</p> <p>..... Please ensure no RED BAD RETURNS LABEL is stuck on box and please use the plastic wallet on the side of the box for the returns label.</p> <p>..... Please use the plastic wallet provided and do not destroy as the wallets and boxes are frequently reused.</p> <p>..... PLEASE DO NOT PUT TAPE OVER ANY OF THE EXISTING LABELS ON THE BOX THESE BOXES ARE REUSED AND NEED TO BE KEPT IN GOOD CONDITION. I HAVE PUT THIS ON ALL PREVIOUS DETAILS FOR THE LAST MONTHS BUT IT KEEPS HAPPENING.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18959492601						

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

Simon Heath 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	8
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Job # 4115308	Customer	Centrex Services		Job Address
SLA Window	14/03/2025 17:38 - 15/03/2025 18:00	Contact Name		LIDL GREAT BRITAIN LTD LIDL GREAT BRITAIN LTD 91 PRESTON ROAD STANDISH WIGAN WN6 0JF
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	INC10520262			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Swap/install/test/collect/record serials</p>	<p>Discount Printer Original Fault: MDP Lost or misplaced. Troubleshooting Attempted: N/A a) When did the issue start?: 13/03 b) Any error messages?: N/A c) Has the device been rebooted?: N/A d) What firmware version is being used?: Unable to get as lost e) Is the MDP working in any other areas of the store?: No Make/Model?: Bixolon Part Number: LID03-CTX-Bixolon XM720WK Printer Call Number: INC10520262 Store Number: LID01350 Store Name: Wigan Store Contact: Store Manager Tel Number: +443330380533 Store Address: Preston Road 91 WN6 0JF Wigan Date Of Attendance: NBD</p> <p>ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 THIS WOULD INCLUDE ANYTHING WHICH PREVENTS A SUCCESFUL RESOLUTION BE IT TECHNICAL ACCESS ISSUES OR QUERIES ON PROCESSES - ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 PLEASE CONTACT CENTREX AFTER 30 MINUTES ON SITE</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960598601						

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18960598801						

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Simon Heath 15/03/2025

Date	15/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	8
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Job # 4115277	Customer	Vista Retail Support Limited	Job Address
SLA Window	14/03/2025 16:54 - 15/03/2025 17:00	Contact Name	SUPERDRUG STORES PLC UNIT 27 GRAND ARCADE SHOPPING CENTRE WIGAN WN1 1BH
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3207540		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3207540 HHT keeps turning off. Battery has been swapped charger is not the issue it's just this HHT. Please replace TC51 S/N: 16334522502050 SUP-SCN-HHT-ZEB-TC51	Replace SUP-SCN-HHT-ZEB-TC51 Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960446201	SUP-SCN-HHT-ZEB-TC51					

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18960446401						

Engineer Closure Notes	On Site Time	Off Site Time
Customer Print		
Customer Signature		



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - ME	18957269701	C5306210	4114657	TECH EXCHANGE	Northern Rail - STAR, Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs, Lancashire, Burnley, BB11 1JZ	Daniel Hanson	15/03/2025 07:00 15/03/2025 11:00	15/03/2025	
Fujitsu Services Limited - Star Trains - ME	18957923801	C5306209	4114758	TECH EXCHANGE	Northern Rail - STAR, Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs, Lancashire, Burnley, BB11 1JZ	Daniel Hanson	15/03/2025 07:00 15/03/2025 11:00	15/03/2025	
Fujitsu Services Limited - Telefonica TC	18960625101	C5306342	4115319	TECH EXCHANGE	O2 Bolton - Market Street 0070, 43-47 MARKET STREET, BOLTON, BL1 1BQ	Daniel Hanson	14/03/2025 17:50 15/03/2025 17:30	15/03/2025	
Computacenter - Kingfisher	(No Items)	24280451	4114870	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT 2, BRACKEN TRADE PARK, BURY, BL9 9QP	Daniel Hanson	14/03/2025 11:27 15/03/2025 17:00	15/03/2025	
Vista Retail Support Limited	18960237701	3222216	4115240	TECH EXCHANGE	LIDL, 3-4 WILMSLOW PARK, LANCASHIRE, MANCHESTER, M13 9PD	Daniel Hanson	14/03/2025 16:29 15/03/2025 17:00	15/03/2025	
Pret Tech Mahindra (UK) BAU	18957663001	INC1351995	4114733	TECH EXCHANGE	UNIT R1, ARNDALE CENTRE, MANCH, UNIT R1, ARNDALE CENTRE, MANCH, UNIT R1, ARNDALE CENTRE, MANCH, MANCHESTER ARNDALE CENTRE, MANCHESTER, M4 3AQ	Daniel Hanson	14/03/2025 08:56 15/03/2025 17:00	15/03/2025	
Paypoint Network Limited - UK	(No Items)	02226234	4115160	TECH EXCHANGE	FREYS CONVENIENCE STORE, NEWS PICS, 14 DAVYHULME CIRCLE, URMSTON, MANCHESTER, M41 0SS	Daniel Hanson	14/03/2025 15:40 15/03/2025 13:00	15/03/2025	
Computacenter - Kingfisher	(No Items)	24283203	4114963	TECH EXCHANGE	B&Q, B & Q PLC, UNIT 1, SOUTH RINGS BUSINESS PARK, PRESTON, PR5 6BZ	Daniel Hanson	14/03/2025 12:45 15/03/2025 17:00	15/03/2025	
Vista Retail Support Limited	18960154501	3222259	4115211	TECH EXCHANGE	H SAMUEL, UNIT 19 MARKET WALK, LANCASHIRE, CHORLEY, PR7 1DE	Daniel Hanson	14/03/2025 16:11 15/03/2025 17:00	15/03/2025	
Vista Retail Support Limited	18960155401	3222638	4115218	TECH EXCHANGE	LIDL, 114 HEMPSHAW LANE, CHESHIRE, STOCKPORT, SK14LG	Daniel Hanson	14/03/2025 16:11 15/03/2025 17:00	15/03/2025	
Computacenter - Kingfisher	(No Items)	24280085	4115073	TECH EXCHANGE	B & Q PLC, B & Q PLC, GEORGES ROAD, STOCKPORT, SK4 1DR	Daniel Hanson	15/03/2025 09:00 15/03/2025 17:00	15/03/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	18959904401	C5306317	4115118	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	David Ranson	14/03/2025 15:24 15/03/2025 19:00	15/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18959904801	C5306317	4115118	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	David Ranson	14/03/2025 15:24 15/03/2025 19:00	15/03/2025	
Fujitsu Services Limited - Star Trains - ME	18960139801	C5306330	4115202	TECH EXCHANGE	MERSEYRAIL, Station Road, MERSEYSIDE, Birkenhead, CH41 7AZ	David Ranson	14/03/2025 16:07 15/03/2025 19:00	15/03/2025	
Fujitsu Services Limited - Star Trains - ME	18960147601	C5306331	4115209	TECH EXCHANGE	MERSEYRAIL, Station Road, MERSEYSIDE, Birkenhead, CH41 7AZ	David Ranson	14/03/2025 16:09 15/03/2025 19:00	15/03/2025	
Fujitsu Services Limited - Star Trains - ME	18960153501	C5306332	4115217	TECH EXCHANGE	MERSEYRAIL, Station Road, MERSEYSIDE, Birkenhead, CH41 7AZ	David Ranson	14/03/2025 16:11 15/03/2025 19:00	15/03/2025	
Computacenter - Kingfisher	(No Items)	24283341	4114998	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT 2D, INTERLINQ TRADE PARK, DEESIDE, CH5 2DW	David Ranson	14/03/2025 13:22 15/03/2025 17:00	15/03/2025	
Paypoint Network Limited - UK	(No Items)	02226373	4115270	TECH EXCHANGE	PREMIER STORES, PREMIER STORES, 7 DAWPOOL DRIVE, BROMBOROUGH, WIRRAL, CH62 6DE	David Ranson	14/03/2025 16:32 15/03/2025 13:00	15/03/2025	
Vista Retail Support Limited	18960238601	3220627	4115239	TECH EXCHANGE	SUPERDRUG STORES PLC, 39-41 HIGH STREET, HIGH STREET, CONGLETON, CW12 1AU	David Ranson	14/03/2025 16:29 15/03/2025 17:00	15/03/2025	
Verifone UK LTD	(No Items)	G350334	4115064	TECH EXCHANGE	STONEGATE - SLUG AND LETTUCE D, 651 WILMSLOW ROAD, 651 WILMSLOW ROAD, GREATER MANCHESTER, M20 6QZ	David Ranson	14/03/2025 09:00 15/03/2025 16:00	15/03/2025	
Vista Retail Support Limited	18960405201	3222822	4115276	TECH EXCHANGE	SAVERS, 31 HIGH STREET, CHEADLE, SK8 1AX	David Ranson	14/03/2025 16:47 15/03/2025 17:00	15/03/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Verifone UK LTD	18960104801	G350409	4115190	TECH EXCHANGE	STONEGATE - OLD SWAN - 9175706, 1 ST OSWALDS STREET LIVERPOOL, 1 ST OSWALDS STREET LIVERPOOL, MERSEYSIDE, L13 5SA	Simon Heath	14/03/2025 15:56 15/03/2025 18:00	15/03/2025	
Vista Retail Support Limited	18960443001	3207821	4115279	TECH EXCHANGE	SAVERS, 551-553 PRESCOT ROAD, OLD SWAN, LIVERPOOL, L13 5UX	Simon Heath	14/03/2025 16:54 15/03/2025 17:00	15/03/2025	
Vista Retail Support Limited	18960153901	3222423	4115215	TECH EXCHANGE	SAVERS, 60 MEDWAY, THE STRAND SHOPPING CENTRE, BOOTLE, L20 4SR	Simon Heath	14/03/2025 16:11 15/03/2025 17:00	15/03/2025	
Vista Retail Support Limited	18960154201	3221989	4115214	NON TECH EXCHANGE	MCDONALDS - CAPGEMINI, LIVERPOOL ROAD PAGE MOSS, HUYTON, KNOWSLEY, LANCASHIRE, KNOWSLEY, L36 3YB	Simon Heath	14/03/2025 09:00 15/03/2025 17:00	15/03/2025	
Computacenter - Kingfisher	189606079	24280188	4115351	NON TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Racecourse Industrial Estate Ormskirk Road, Racecourse Industrial Estate Ormskirk Road, L9 5AN	Simon Heath	15/03/2025 09:00 15/03/2025 17:00	15/03/2025	
CONCISION(UK) LIMITED	18959492601	SC513581	4115046	TECH EXCHANGE	POST OFFICE, POST OFFICE, 126 BISPHAM ROAD, SOUTHPORT, PR9 7BJ	Simon Heath	14/03/2025 14:20 15/03/2025 17:00	15/03/2025	
Vista Retail Support Limited	18960446201	3207540	4115277	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 27, GRAND ARCADE, SHOPPING CENTRE, WIGAN, WN1 1BH	Simon Heath	14/03/2025 16:54 15/03/2025 17:00	15/03/2025	
Centrex Services	18960598601	INC10520262	4115308	TECH EXCHANGE	LIDL GREAT BRITAIN LTD, LIDL GREAT BRITAIN LTD, 91 PRESTON ROAD, STANDISH, WIGAN, WN6 0JF	Simon Heath	14/03/2025 17:38 15/03/2025 18:00	15/03/2025	