



Run Sheet

John Paul Barron 01/03/2025

Date	01/03/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	3
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Job # 4103914	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	28/02/2025 15:49 - 01/03/2025 09:51	Contact Name	WIGAN WALLGATE NLC2406 NT STATION	Northern Rail - STAR Wigan Wallgate Railway Station, Wallgate, Wigan, Lancs Lancashire Wigan WN1 1BB
Activity	MANPOWER	Contact Phone	0161 822 2140	
Priority	4HR			
Ref 1	C5305124			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
4HR 01/03/2025 09:51 SLA: 01/03/2025 09:51 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT=	Problem: [ME] Engineer Only - Desktop Root Cause: Unknown Action: Engineer Only - Desktop Test: Working URL: Call history: ##### Call 5305124 Problem Web Service qws_uk Fri 28 Feb 2025 15:49:03 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2406TAA3 contract.pkey=23200 call.poms=1 call.zip=WN1 1BB call.address=Wigan Wallgate Railway Station Wallgate Wigan Lancs call.customerid=INC17102956 call.problem=NLC2406 WIGAN WALLGATE 30 NLC 2406 Site Name WIGAN WALLGATE Window 30 Problem call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/ENGDesk call.priority=2-Medium call.datereported=2/28/2025 4:48:28 PM ##### Call 5305124 Problem Web Service qws_uk Fri 28 Feb 2025 15:49:03 A+C+P ...

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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Job # 4103494	Customer	Fujitsu Services Limited - Telefonica ME		Job Address
SLA Window	01/03/2025 09:00 - 01/03/2025 17:00	Contact Name	Simon	O2 WIGAN 0335 GRAND ARCADE SHOPPING CENTRE WIGAN WN1 1BH
Activity	TECH EXCHANGE	Contact Phone	+447590451309	
Priority	8HR			
Ref 1	C5305072			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
8HR 01/03/2025 17:00 SLA: 8HR 01/03/2025 17:00 PART2= PART3= PART4= ALT1=_O2HEP3DS22AV ALT2= ALT3= ALT4= TEXT= _O2HEP3DS22AV-V1-23 x 1 ***ACCESS APPROVED*** BY Caroline Keating Assistant Manager Grand Arcade Shopping Centre 23 Crompton St Wigan WN1 1BH 07468 742762	Problem: [ME] HP Engage Flex PRO Till Base Unit faulty Root Cause: Unknown Action: Confirm fault and replace whole unit as required with pre-built base. Configure as documented. **For Disk Corruption or Sick Disk base unit MUST be replaced **. Replacement base is pre-built but requires on-site configuration - see notes.**Contact Fujitsu Managed Services to handover before closing call**. Test: Engineers to test and handover to Managed Services for updates. URL: Call history::: ##### Call 5305072 Problem Web Service qws_uk Fri 28 Feb 2025 09:37:15 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0335TZZ2 contract.pkey=23245 call.poms=1 call.customerid=INC000006982918 call.problem=HW - 0335 - 01- Base Unit - Disk errors call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/EngageFlex2023 call.priority=3-High call.datereported=2/28/2025 9:37:13 AM ##### Call 5305072 Problem Web Service qws_uk Fri 28 Feb 2025 09:37:15 A+C+P SITE OPENING TIMES [Wigan] Mon-Sat: 09:00-17:30 Sun: 10:30-16:30...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18899267801	_O2HEP3DS22AV	P/C/R2BNGAGE FLEX PRO:V1 2023				

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



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Job # 4103477	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	28/02/2025 09:44 - 01/03/2025 19:00	Contact Name	ST ANNES-ON-THE-SEA NLC2672 NT STA	Northern Rail - STAR St. Annes Railway Station, St. Andrews Road North, Lytham St. Annes, Lancs Lancashire Lytham St. Annes FY8 2JE
Activity	TECH EXCHANGE	Contact Phone	01253 789240	
Priority	ND 1900			
Ref 1	C5305074			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 01/03/2025 19:00 SLA: ND 01/03/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1	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 5305074 Problem Web Service qws_uk Fri 28 Feb 2025 09:43:34 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2672TA23 contract.pkey=23200 call.poms=1 call.zip=FY8 2JE call.address=St. Annes Railway Station St. Andrews Road North Lytham St. Annes Lancs call.customerid=INC17100493 call.problem=NLC2672 ST ANNES-ON-THE-SEA NLC 2672 Site ST ANNES-ON-THE-SEA Window 30 Seri call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=2/28/2025 10:43:05 AM ##### Call 5305074 Problem Web Service qws_uk Fri 28 Feb 2025 09:43:34 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18899170801	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	32618			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18899171001	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	32618			

Engineer Closure Notes

Customer Print	
Customer Signature	



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Daniel Hanson 01/03/2025

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Job # 4103497	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	28/02/2025 10:01 - 01/03/2025 19:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT	
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954		
Priority	ND 1900				
Ref 1	C5305065				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 01/03/2025 19:00 SLA: ND 01/03/2025 19:00 PART2= PART3= PART4= ALT1=_MYMIK100202-000-MP ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1	Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history: ##### Call 5305065 Problem Web Service qws_uk Fri 28 Feb 2025 08:44:05 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17085288 call.problem=++ 27/2 ATTEMPT 1 ++ NLC2242 Liverpool Central Steatite CCST Printer 474 auto non-issuing tickets call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=2/28/2025 9:43:41 AM ##### Call 5305065 Problem Web Service qws_uk Fri 28 Feb 2025 08:44:05 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18899284101	_SLMIK100202-00BTRP	STEATITE THERMAL TKT				

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



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Job # 4103974	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	28/02/2025 16:33 - 01/03/2025 19:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	
Priority	ND 1900			
Ref 1	C5305107			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 01/03/2025 19:00 SLA: ND 01/03/2025 19:00 PART2= PART3= PART4= ALT1=_MYMIK100202-000-MP ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1</p>	<p>Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history:: ##### Call 5305107 Problem Web Service qws_uk Fri 28 Feb 2025 13:23:45 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17102309 call.problem=NLC2242 Liverpool Central Steatite CCST Printer 899 LIVERPOOL CENTRAL NLC2242 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=2/28/2025 2:22:49 PM</p> <p>##### Call 5305107 Problem Web Service qws_uk Fri 28 Feb 2025 13:23:45 A+C+P...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18901519101	_SLMIK100202-00974	STEATITE THERMAL TKT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18901519301	_SLMIK100202-00091	STEATITE THERMAL TKT				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4103977	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	28/02/2025 16:34 - 01/03/2025 19:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEYRAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT	
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954		
Priority	ND 1900				
Ref 1	C5305106				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 01/03/2025 19:00 SLA: ND 01/03/2025 19:00 PART2= PART3= PART4= ALT1=_MYMIK100202-000-MP ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1	Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history: ##### Call 5305106 Problem Web Service qws_uk Fri 28 Feb 2025 13:23:34 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17102300 call.problem=NLC2242 Liverpool Central Steatite CCST Printer 375 LIVERPOOL CENTRAL NLC224 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=2/28/2025 2:22:48 PM ##### Call 5305106 Problem Web Service qws_uk Fri 28 Feb 2025 13:23:34 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18901533301	_SLMIK100202-00BTRP	STEATITE THERMAL TKT				

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



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Daniel Hanson 01/03/2025

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Job # 4103978	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	28/02/2025 16:35 - 01/03/2025 19:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	
Priority	ND 1900			
Ref 1	C5305104			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 01/03/2025 19:00 SLA: ND 01/03/2025 19:00 PART2= PART3= PART4= ALT1=_MYMIK100202-000-MP ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1</p>	<p>Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history:: ##### Call 5305104 Problem Web Service qws_uk Fri 28 Feb 2025 13:21:34 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17102287 call.problem=NLC2242 Liverpool Central Steatite CCST Printer 1172 LIVERPOOL CENTRAL NLC22 call.modifiedby=QWebServices call.businessimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=2/28/2025 2:21:11 PM</p> <p>##### Call 5305104 Problem Web Service qws_uk Fri 28 Feb 2025 13:21:34 A+C+P...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18901541501	_SLMIK100202-001	STEATITE THERMAL TKT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18901541701	_SLMIK100202-0001	STEATITE THERMAL TKT				

Engineer Closure Notes

Customer Print		
Customer Signature		



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Daniel Hanson 01/03/2025

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Job # 4104019	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	28/02/2025 18:09 - 01/03/2025 19:00	Contact Name	LIVERPOOL CENTRAL M2GO NLC2242 MER HUB STATION	RHEES STAR TRDN	Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954		
Priority	ND 1900				
Ref 1	C5305136				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 01/03/2025 19:00 SLA: ND 01/03/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 x 1	Problem: [TC] Newbury ND4020 Mark II Required Root Cause: Unknown Action: Engineer to replace the faulty Newbury Data printer at depot. Please record serial numbers in & out. Test: N/A Depot swap URL: Call history: ##### Call 5305136 Problem Web Service qws_uk Fri 28 Feb 2025 18:08:34 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB000000M4034TRD3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17103702 call.problem=LIVERPOOL CENTRAL M2GO NLC2242 MER HUB STATION Newbury printer 30709 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=2/28/2025 7:07:49 PM ##### Call 5305136 Problem Web Service qws_uk Fri 28 Feb 2025 18:08:34 A+C+P LIVERPOOL CENTRAL M2GO NLC2242 MER HUB STATION Newbury printer 30709...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18901863101	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	40505			

Returned Items

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



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Daniel Hanson 01/03/2025

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Job # 4103895	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	28/02/2025 15:30 - 01/03/2025 13:00	Contact Name	MANAGER	10 O'CLOCK SHOP 10 O'CLOCK SHOP 34 POULTON ROAD WALLASEY CH44 9DQ
Activity	TECH EXCHANGE	Contact Phone	01516373034	
Priority	4HR			
Ref 1	02201725			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34043154//52390/T3	<p>Case Number: 02201725</p> <p>Swap type: Swap Required</p> <p>Swap reason: Printer Fault</p> <p>Device Type: PP1</p> <p>TID Number: 34043154</p> <p>Serial Number:</p> <p>Site ID: 52390</p> <p>Description: Called agent regarding sims agent was getting the error of auto cutter error rebooted the terminal got agent to hold down power button for ten seconds ffa and config call also sent issue not resolved agent has then noticed some damage to the printer - swap required - Best contact Number - 01516373034 - Name - Mr Puvanenthiran Kandaiah</p>

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



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Daniel Hanson 01/03/2025

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Job # 4103830	Customer	Fujitsu Services Limited - Telefonica TC			Job Address
SLA Window	01/03/2025 09:00 - 01/03/2025 13:29	Contact Name	Emily		Chester - Broughton Shopping Pk UNIT 12B Cheshire West and Chester CHESTER CH4 0DP
Activity	TECH EXCHANGE	Contact Phone	+447885477691		
Priority	8HR				
Ref 1	C5305114				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
8HR 01/03/2025 13:29 SLA: 8HR 01/03/2025 13:29 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= ELOE179069 x 1	<p>Problem: [TC] Monitor ELO ET1717L 17 touch screen (some versions have external PSU) Root Cause: UNKNOWN Action: Engineer to test and if necessary replace 17 Touch Screen Monitor. Replacement may have different power requirements and required new cables to be fitted as part of replacement procedure - see engineers guide for details. Test: Contact Service Desk to fully test URL: Call history: ##### Call 5305114 Problem Web Service qws_uk Fri 28 Feb 2025 14:25:04 A+C+P</p> <p>agent.loginnname=qws_uk equipment.assettag=TELGB000000T0569TZZ2 contract.pkey=23245 call.poms=1 call.customerid=INC000006984025 call.problem=HW - 0569 - 03 - ELO - "Error starting Alignment program" call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/VHPET1717L call.priority=3-High call.datereported=2/28/2025 2:25:02 PM</p> <p>##### Call 5305114 Problem Web Service qws_uk Fri 28 Feb 2025 14:25:04 A+C+P</p> <p>SITE OPENING TIMES [Chester - Broughton Shopping Pk] Mon-Sat: 09:00-18:00 Sun: 10:30-17:00 ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18900806801	ELOE179069	MON:ET1717L:W/PSU & STAND				

Returned Items

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



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Job # 4103607	Customer	CXM		Job Address
SLA Window	28/02/2025 11:40 - 01/03/2025 17:00	Contact Name	WORYA MOHAMMADPOUR	MCR OFF LICENCE 48 MANCHESTER ROAD
Activity	INSTALL	Contact Phone	07845853638	DENTON MANCHESTER M34 3LE
Priority	ND 1700			
Ref 1	5817988			
Ref 2				
No. of Parts	8			

Instructions 1	Instructions 2
<p>*ELAVON* : Despatch/Install EN70156/Tetra Move 5000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN70157/Tetra Move 5000 BT Base x 1</p>	<p>H2-5046888-15114382 (GPRS) Elavon TID: 15114382; Date Time Logged: 20250228111005; Terminal ID: 210208308501; Profile Number: 15114382
 Other Info If the Merchant refuses access to the location for the installation/replacement of the terminal or is absent from the location please try to encourage them or their staff to allow the device to be left at the location as it is a fully configured device via GPRS and only requires connection to power. If this can be arranged please record the name of the person who gave consent. In case of any issues with the installation the Merchant should contact the Elavon Helpdesk.</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18900013401	EN60009	KPN SIM CARD-(GB)				
18900013501	EN70156	Tetra Move 5000-(FR)				
18900013601	EN70157	Tetra Move 5000 Base-(FR)				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Run Sheet

Gideon Ajulo 01/03/2025

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Job # 4103467	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	28/02/2025 09:36 - 01/03/2025 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	C5305060			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 01/03/2025 19:00 SLA: ND 01/03/2025 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 5305060 Problem Web Service qws_uk Fri 28 Feb 2025 08:28:34 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=INC17099966 call.problem=NLC3701 Chester 020-043404. PED - Blank screen NLC 3701 Site Chester RSPID call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=2/28/2025 9:28:11 AM ##### Call 5305060 Problem Web Service qws_uk Fri 28 Feb 2025 08:28:34 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18899082801	_SXASSET-LABELSV2					
18899081801	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020112951			

Returned Items

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



Run Sheet

Gideon Ajulo 01/03/2025

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Job # 4103836	Customer	Vista Retail Support Limited		Job Address
SLA Window	28/02/2025 14:33 - 01/03/2025 17:00	Contact Name		ONE STOP 162 RHUDDLAN ROAD, RHYL CLWYD RHYL LL18 2RF
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3209048			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
3209048 2737UKO - Ricoh Printer is not printing clear Monday: 0700 - 2200 Tuesday: 0700 - 2200 Wednesday: 0700 - 2200 Thursday: 0700 - 2200 Friday: 0700 - 2200 Saturday: 0700 - 2200 Sunday: 0700 - 2200	Replace OST-PTR-HP-E40040 OST-PTR-HP-TRAY2 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?
18900864501	OST-PTR-HP-E40040	OST-PTR-HP-E40040				
18900864502	OST-PTR-HP-TRAY2	OST-PTR-HP-TRAY2				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18900864701						
18900864801						



Run Sheet

Gideon Ajulo 01/03/2025

Date	01/03/2025	Depot	Warrington	Driver	Ajulo, Gideon	Jobs on Run	4
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Job # 4103487	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	28/02/2025 09:55 - 01/03/2025 19:00	Contact Name	LLANDUDNO JUNCTION NLC9616 TFW Dep	TRANSPORT FOR WALES (Llandudno Junction) Conwy Road Gwynedd Llandudno Junction LL31 9NB
Activity	TECH EXCHANGE	Contact Phone	02920 320 178 / 02920 320 342	
Priority	ND 1900			
Ref 1	C5305064			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 01/03/2025 19:00 SLA: ND 01/03/2025 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**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5305064 Problem Web Service qws_uk Fri 28 Feb 2025 08:42:05 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8566TA23 contract.pkey=23200 call.poms=1 call.zip=LL31 9NB call.address=Conwy Road call.city=Llandudno Junction call.customerid=INC17070571 call.problem=NLC9616 Llandudno Junction PED wont pair call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=2/28/2025 9:41:17 AM ##### Call 5305064 Problem Web Service qws_uk Fri 28 Feb 2025 08:42:05 A+C+P *** Ticket Reopened...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18899209801	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	112985		
18899210301	_SXASSET-LABEL	SXASSET-LABELSV2				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18899210001	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	112985		
18899210501	_SXASSET-LABEL	SXASSET-LABELSV2				

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



Run Sheet

Gideon Ajulo 01/03/2025

Date	01/03/2025	Depot	Warrington	Driver	Ajulo, Gideon	Jobs on Run	4
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Job # 4103738	Customer	Fujitsu - Star – TFW - TC		Job Address
SLA Window	28/02/2025 13:07 - 01/03/2025 19:00	Contact Name	BANGOR (GWYNEDD) NLC2471 TFW HUB	STRANSPORT FOR WALES Holyhead Road GWYNEDD Bangor LL57 1LZ
Activity	TECH EXCHANGE	Contact Phone	01248 353202	
Priority	ND 1900			
Ref 1	C5305101			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 01/03/2025 19:00 SLA: ND 01/03/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _KENEWND4020MK2 x 1</p>	<p>Problem: [TC] Newbury ND4020 Mark II Required Root Cause: Unknown Action: Engineer to replace the faulty Newbury Data printer at depot. Please record serial numbers in & out. Test: N/A Depot swap URL: Call history:: ##### Call 5305101 Problem Web Service qws_uk Fri 28 Feb 2025 13:06:33 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000AT005TRD3 contract.pkey=23200 call.poms=1 call.zip=LL57 1LZ call.address=Holyhead Road call.city=Bangor call.customerid=INC17102182 call.problem=BANGOR (GWYNEDD) NLC2471 TFW HUB STATION call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TFWND4020MK2 call.priority=2-Medium call.datereported=2/28/2025 2:05:48 PM</p> <p>##### Call 5305101 Problem Web Service qws_uk Fri 28 Feb 2025 13:06:33 A+C+P</p> <p>BANGOR (GWYNEDD) NLC2471 TFW HUB STATION - Newbury data printer 33432 ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18900457601	_KENEWND4020	MKT:ND4020 MK2:TFW:RICO	38560			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18900457801	_KENEWND4020	MKT:ND4020 MK2:TFW:RICO	38560			

Engineer Closure Notes

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 - Telefonica TC	18900806801	C5305114	4103830	TECH EXCHANGE	Chester - Broughton Shopping Pk, UNIT 12B, Cheshire West and Chester, CHESTER, CH4 0DP	Daniel Hanson	01/03/2025 09:00 01/03/2025 13:29	01/03/2025	
Paypoint Network Limited - UK	(No Items)	02201725	4103895	TECH EXCHANGE	10 O'CLOCK SHOP, 10 O'CLOCK SHOP, 34 POULTON ROAD, WALLASEY, CH44 9DQ	Daniel Hanson	28/02/2025 15:30 01/03/2025 13:00	01/03/2025	
Fujitsu Services Limited - Star Trains	18899284101	C5305065	4103497	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	28/02/2025 10:01 01/03/2025 19:00	01/03/2025	
Fujitsu Services Limited - Star Trains	18901519101	C5305107	4103974	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	28/02/2025 16:33 01/03/2025 19:00	01/03/2025	
Fujitsu Services Limited - Star Trains	18901533301	C5305106	4103977	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	28/02/2025 16:34 01/03/2025 19:00	01/03/2025	
Fujitsu Services Limited - Star Trains	18901541501	C5305104	4103978	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	28/02/2025 16:35 01/03/2025 19:00	01/03/2025	
Fujitsu Services Limited - Star Trains	18901863101	C5305136	4104019	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	28/02/2025 18:09 01/03/2025 19:00	01/03/2025	
CXM	18900013201	5817988	4103607	INSTALL	MCR OFF LICENCE, 48 MANCHESTER ROAD, DENTON, MANCHESTER, M34 3LE	Daniel Hanson	28/02/2025 11:40 01/03/2025 17:00	01/03/2025	
CXM	18900013202	5817988	4103607	INSTALL	MCR OFF LICENCE, 48 MANCHESTER ROAD, DENTON, MANCHESTER, M34 3LE	Daniel Hanson	28/02/2025 11:40 01/03/2025 17:00	01/03/2025	
CXM	18900013203	5817988	4103607	INSTALL	MCR OFF LICENCE, 48 MANCHESTER ROAD, DENTON, MANCHESTER, M34 3LE	Daniel Hanson	28/02/2025 11:40 01/03/2025 17:00	01/03/2025	
CXM	18900013204	5817988	4103607	INSTALL	MCR OFF LICENCE, 48 MANCHESTER ROAD, DENTON, MANCHESTER, M34 3LE	Daniel Hanson	28/02/2025 11:40 01/03/2025 17:00	01/03/2025	
CXM	18900013205	5817988	4103607	INSTALL	MCR OFF LICENCE, 48 MANCHESTER ROAD, DENTON, MANCHESTER, M34 3LE	Daniel Hanson	28/02/2025 11:40 01/03/2025 17:00	01/03/2025	
CXM	18900013206	5817988	4103607	INSTALL	MCR OFF LICENCE, 48 MANCHESTER ROAD, DENTON, MANCHESTER, M34 3LE	Daniel Hanson	28/02/2025 11:40 01/03/2025 17:00	01/03/2025	
CXM	18900013207	5817988	4103607	INSTALL	MCR OFF LICENCE, 48 MANCHESTER ROAD, DENTON, MANCHESTER, M34 3LE	Daniel Hanson	28/02/2025 11:40 01/03/2025 17:00	01/03/2025	
CXM	18900013208	5817988	4103607	INSTALL	MCR OFF LICENCE, 48 MANCHESTER ROAD, DENTON, MANCHESTER, M34 3LE	Daniel Hanson	28/02/2025 11:40 01/03/2025 17:00	01/03/2025	



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 - P2PE	18899082801	C5305060	4103467	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Gideon Ajulo	28/02/2025 09:36 01/03/2025 19:00	01/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18899081801	C5305060	4103467	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Gideon Ajulo	28/02/2025 09:36 01/03/2025 19:00	01/03/2025	
Vista Retail Support Limited	18900864501	3209048	4103836	TECH EXCHANGE	ONE STOP, 162 RHUDDLAN ROAD., RHYL, CLWYD, RHYL, LL18 2RF	Gideon Ajulo	28/02/2025 14:33 01/03/2025 17:00	01/03/2025	
Vista Retail Support Limited	18900864502	3209048	4103836	TECH EXCHANGE	ONE STOP, 162 RHUDDLAN ROAD., RHYL, CLWYD, RHYL, LL18 2RF	Gideon Ajulo	28/02/2025 14:33 01/03/2025 17:00	01/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18899209801	C5305064	4103487	TECH EXCHANGE	TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB	Gideon Ajulo	28/02/2025 09:55 01/03/2025 19:00	01/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18899210301	C5305064	4103487	TECH EXCHANGE	TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB	Gideon Ajulo	28/02/2025 09:55 01/03/2025 19:00	01/03/2025	
Fujitsu - Star – TFW - TC	18900457601	C5305101	4103738	TECH EXCHANGE	TRANSPORT FOR WALES, Holyhead Road, GWYNEDD, Bangor, LL57 1LZ	Gideon Ajulo	28/02/2025 13:07 01/03/2025 19:00	01/03/2025	



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	18899170801	C5305074	4103477	TECH EXCHANGE	Northern Rail - STAR, St. Annes Railway Station, St. Andrews Road North, Lytham St. Annes, Lancs, Lancashire, Lytham St. Annes, FY8 2JE	John Paul Barron	28/02/2025 09:44 01/03/2025 19:00	01/03/2025	
Fujitsu Services Limited - Star Trains - ME	(No Items)	C5305124	4103914	MANPOWER	Northern Rail - STAR, Wigan Wallgate Railway Station, Wallgate, Wigan, Lancs, Lancashire, Wigan, WN1 1BB	John Paul Barron	28/02/2025 15:49 01/03/2025 09:51	01/03/2025	
Fujitsu Services Limited - Telefonica ME	18899267801	C5305072	4103494	TECH EXCHANGE	O2 WIGAN 0335, GRAND ARCADE SHOPPING CENTRE, WIGAN, WN1 1BH	John Paul Barron	01/03/2025 09:00 01/03/2025 17:00	01/03/2025	