



Run Sheet

Daniel Hanson 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4151094	Customer	Vista Retail Support Limited	Job Address
SLA Window	02/05/2025 16:00 - 03/05/2025 17:00	Contact Name	LIDL COUNCILLOR LANE CHESHIRE CHEADLE SK8 5NU
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3260461		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3260461 -Select the reason you are requesting this equipment : Faulty* 3260472 - Brief Description: ? headset broken? 3248456 Brief Description: Requires new headset Mon - Sat 08:00-22:00 Sun 10:00-16:00	Replace SPK-VOC-HDSET-S5 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?
19126204601	SPK-VOC-HDSET	SPK-VOC-HDSET-S5				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19126204801						



Run Sheet

Daniel Hanson 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4151173	Customer	Vista Retail Support Limited	Job Address
SLA Window	02/05/2025 16:32 - 03/05/2025 17:00	Contact Name	LIDL COUNCILLOR LANE CHESHIRE CHEADLE SK8 5NU
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3260472		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3260461 -Select the reason you are requesting this equipment : Faulty* 3260472 - Brief Description: ? headset broken? 3248456 Brief Description: Requires new headset Mon - Sat 08:00-22:00 Sun 10:00-16:00	Replace SPK-VOC-HDSET-S5 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?
19126317701	SPK-VOC-HDSET	SPK-VOC-HDSET-S5				



Run Sheet

Daniel Hanson 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4150638	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	02/05/2025 10:10 - 03/05/2025 17:30	Contact Name		R576 DENTON (Connected)	EE DENTON Unit 1B, Crown Point, Shopping Park, Denton
Activity	NON TECH EXCHANGE	Contact Phone		0161 320 8326	GREATER MANCHESTER Manchester M34 3JP
Priority	ND 1700				
Ref 1	C5309863				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 03/05/2025 21:00 SLA: ND 03/05/2025 21:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELENX12TAB x 1	Problem: [BDS] LENOVO X12 TABLET ** BACK DOOR SWAP ** Root Cause: UNKNOWN Action: LENOVO X12 TABLET ** BACK DOOR SWAP ** CONTACT MANAGER & EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAIN PSUKEYBOARD AND PEN. CONFIRM SERIAL NUMBER OUT IS AS LOGGED. DO NOT SWAP IF DIFFERENT - ESCALATE WHILE ON SITE. Test: N/A URL: Call history:: ##### Call 5309863 Problem Web Service qws_uk Fri 02 May 2025 10:02:04 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O0576TRB2 contract.pkey=22856 call.poms=1 call.zip=M34 3JP call.address=Unit 1B Crown Point Shopping Park Denton call.city=Manchester call.customerid=INC17500173 call.problem=HW-Lenovo X12 Tablet-Smashed screen //replacement of tablet with SN PW-05NSB1 call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=5/2/2025 11:01:16 AM ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19123340601	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19123340801	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

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



Run Sheet

Daniel Hanson 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4150815	Customer	Computacenter - Kingfisher		Job Address
SLA Window	03/05/2025 09:00 - 03/05/2025 13:00	Contact Name	Matthew Buckley	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	+44 161 371 7830	Alexandria Court, Alexandria Drive Ashton Commerce Park
Priority	ND 1300			Alexandria Court, Alexandria Drive Ashton Commerce Park
Ref 1	24336952			OL7 0QN
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
No Instructions	No Instructions

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19125134901	4369401	KING:Dell 5090 MFF Screwfix Ma				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19125135201	4369401	KING:Dell 5090 MFF Screwfix Ma				

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



Run Sheet

Daniel Hanson 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4150692	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	05/05/2025 08:00 - 05/05/2025 15:00	Contact Name	MANCHESTER PICCADILLY (OTS) NLC3497	Adelphi Cross Country (Manchester) 7th Floor, Tower Block, Manchester Piccadilly Station Greater Manchester Manchester M1 2BP
Activity	TECH EXCHANGE	Contact Phone	0121 200 6302	
Priority	6HR			
Ref 1	C5309874			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 03/05/2025 19:00 SLA: ND 03/05/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _AXMIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1</p>	<p>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 5309874 Problem Web Service qws_uk Fri 02 May 2025 11:00:08 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000H8596TA23 contract.pkey=23200 call.poms=1 call.zip=M1 2BP call.address=7th Floor Tower Block Manchester Piccadilly Station call.city=Manchester call.customerid=INC17497446 call.problem=NLC3497 Manchester Piccadilly 020-112904 PED - Tamper alert NLC 3497 Site Ma call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/AXMIUM020PED call.priority=2-Medium call.datereported=5/2/2025 11:59:39 AM</p> <p>##### Call 5309874 Problem Web Service qws_uk Fri 02 May 2025 11:00:08 A+C+P...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19124759501	_AXMIUM020DE	M020 C COUNTRY MOBILE LIVE	02000303002020	14129		
19124760401	_SXASSET-LABEL	\$XASSET-LABELSV2				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19124759701	_AXMIUM020DE	R2P:M020 C COUNTRY MOBILE LIVE	02000303002020	114129		
19124760601	_SXASSET-LABELS	SXASSET-LABELSV2				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Daniel Hanson 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4150537	Customer	Fujitsu Services Limited - Star Trains - P2PE			Job Address
SLA Window	02/05/2025 08:58 - 03/05/2025 19:00	Contact Name	MANCHESTER VICTORIA NLC9654 NT Dep		Northern Rail MT (Manchester) Station Approach, Todd Street, Manchester Lancashire Manchester M3 1WY
Activity	TECH EXCHANGE	Contact Phone	0161 822 2094		
Priority	ND 1900				
Ref 1	C5309844				
Ref 2					
No. of Parts	2				

Instructions 1	Instructions 2
ND 03/05/2025 19:00 SLA: ND 03/05/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICE 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 5309844 Problem Web Service qws_uk Fri 02 May 2025 02:14:35 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8497TA23 contract.pkey=23200 call.poms=1 call.zip=M3 1WY call.address=Station Approach Todd Street Manchester call.customerid=INC17502876 call.problem=NLC9654 Manchester Victoria PED - PED Unresponsive call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=5/2/2025 3:13:52 AM ##### Call 5309844 Problem Web Service qws_uk Fri 02 May 2025 02:14:35 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19121836301	_NRMIUM020DE	M2P:M020 NORTHERN MOBILE LIVE	02000303002020	114214		
19121836701	_SXASSET-LABEL	SXASSET-LABELSV2				

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



Run Sheet

John Paul Barron 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	3
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Job # 4150803	Customer	Computacenter - Kingfisher		Job Address
SLA Window	03/05/2025 09:00 - 03/05/2025 13:00	Contact Name	Jason Ash	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	01772628322	Unit 1 Craven Drive Southerns Business Park Bamber Bridge
Priority	ND 1300			Unit 1 Craven Drive Southerns Business Park Bamber Bridge
Ref 1	24337054			PR5 6BZ
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
Till hostname: GBBQ01291POS32P Till number: 32 Peripheral make/model please copy and paste CI): BEETLE M-III System details (K1/M1/R1 found in EC portal): K1.0-Q87-uATX Contact name/number: Jason Ash // 0177262	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19121792201	4618558	KING:DB Beetle M-III K Series-				
19124540401	4618558	KING:DB Beetle M-III K Series-				



Run Sheet

John Paul Barron 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	3
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Job # 4150118	Customer	Fujitsu Services Limited - KFC			Job Address
SLA Window	03/05/2025 09:00 - 03/05/2025 15:15	Contact Name		KFC Preston New Road (Fusion)	Kentucky Fried Chicken Franc Preston New Road , cornelian way , cherry tree rd north , preston new rd , b Lancashire CORNELIAN WAY FY4 4NZ
Activity	TECH EXCHANGE	Contact Phone		+441253698962	
Priority	ND 1500				
Ref 1	C5309838				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 03/05/2025 15:15 SLA: ND 03/05/2025 15:15 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KCQSRKP-7500 x 1	Problem: [TC] [TC] KEYPAD Bump Bar for Fusion KVS site only (QSR system) TECH COURIER Root Cause: Unknown Action: Eng to check/replace KEYPAD Bump Bar for xceed controller Fusion KVS sites only (QSR system). To be used on both oneolder KP-4000 (PS/2) and a newer more common KP-7500 (USB). ** Mandatory Engineer must record Serial No In and Out ***TECH COURIER Test: Site to use ok URL: Call history:: ##### Call 5309838 Problem Web Service qws_uk Thu 01 May 2025 17:16:05 A+C+P agent.loginnname=qws_uk equipment.assettag=YUMGB00000000402TI03 contract.pkey=23199 call.poms=1 call.zip=FY4 4NZ call.address=Preston New Road cornelian way cherry tree rd north preston new rd b call.customerid=INC17479572 call.problem=[Approved by: Georgia Bratley] FC presenter - bump bar not working call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/YUM/workpackage/QSR Keyboard call.priority=2-Medium call.datereported=5/1/2025 6:15:21 PM ##### Call 5309838 Problem Web Service qws_uk Thu 01 May 2025 17:16:05 ...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19120783301	_KCQSRKP-7500	SEN:KEYPAD	47-032936			

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



Run Sheet

John Paul Barron 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	3
Job # 4150999		Customer		Xerox (UK) Technical***DO NOT INVOICE***		Job Address	
SLA Window		03/05/2025 09:00 - 03/05/2025 17:00		Contact Name	458 STORE MANAGER	Vision Express (UK) Limited Corner House Park Hindpool Road BARROW-IN-FURNESS LA14 2NE	
Activity		REPAIR WITH PARTS		Contact Phone	01229444509		
Priority		ND FIX					
Ref 1		11688508					
Ref 2							
No. of Parts		3					
Instructions 1				Instructions 2			
Intervention #: 1 SLA: 03/05/2025 17:00-----ASSET INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO RSDeviceTagCustomer: SerialNumber: 45147GHH4KNM2ProductIdentifier: 35S0330Model: 4514-630Physical Location: ---ACCOUNT INFORMATION---For stores ONLY - Maintenance kit covered only : Monday Friday 09:00 17:00. 3 Day SLAIf the customer is logging a break-fix service action direct the customer to their ITSS Team Tel: 0800 298 3355 Email: itstoresupport@visionexpress.comFor head office ONLY (Ruddington Fields Business Park Mere Way Nottingham NG11 6NZ) Break Fix - Next Business day fix. Monday Friday 09:00 17:00.Maintenance kit : Monday Friday 09:00 17:00. 3 Day SLA				-----ACTIVITY DESCRIPTION----Help Desk Reference PROACTIVE. Flashing op panel and panel unresponsive. to input. please also replace the maintenance kit as well as this is also required.Also it will require polygon conversion and all parts required to do this have been recommended. 41X0362 Polygon LSU (printhead)41X0366 Polygon Controller Board41X0363 Polygon LSU Mounting Bracket41X0759 Polygon LSU Cable10.50.71.14manager 01229444509---INSTRUCTIONS-----Technical Notes -----JB. Please investigate flashing op panel and panel unresponsive. to input. please also replace the maintenance kit as well as this is also required.			
Job Notes							
In Items							
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?	
191258130	40X8282	MS51x SVC Maint Kit Fuser 220					
191258134	40X8029	MX61x SVC Controller System Ca					
191258138	40X8292	MX61x SVC Op panels Op Panel-H					
Returned Items							
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?	
191258132	40X8282	MS51x SVC Maint Kit Fuser 220					
191258136	40X8029	MX61x SVC Controller System Ca					
191258141	40X8292	MX61x SVC Op panels Op Panel-H					
Engineer Closure Notes						On Site Time	Off Site Time
						Customer Print	
						Customer Signature	



Run Sheet

Stephen Fitton 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	4
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Job # 4151099	Customer	Vista Retail Support Limited		Job Address
SLA Window	02/05/2025 16:01 - 03/05/2025 17:00	Contact Name	.	MCDONALDS - CAPGEMINI UPTON BY PASS UPTON CHESHIRE UPTON CH49 6QG
Activity	NON TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3264942			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3264942 KVS53 printer is not printing backdoor swap out required Monday-Sunday 7am-11pm	**BACKDOOR SWAP ONLY** Replace MCD-PTR-LAB3-KIT 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?
19126208101	MCD-PTR-LAB3-	MCD-PTR-LAB3-KIT				



Run Sheet

Stephen Fitton 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	4
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Job # 4151100	Customer	Vista Retail Support Limited		Job Address
SLA Window	02/05/2025 16:01 - 03/05/2025 17:00	Contact Name	.	MCDONALDS - CAPGEMINI BROUGHTON SHOPPING PARK CHESTER ROAD, BROUGHTON
Activity	NON TECH EXCHANGE	Contact Phone	.	CHESTER CHESHIRE CHESTER CH4 0DP
Priority	ND 1700			
Ref 1	3265363			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3265363 Need to replace side 3 sticky printer Vista adviced INC2843693 (3262907) Opening Hours are:- Monday-Sunday 7am-11pm	**BACKDOOR SWAP ONLY** Replace MCD-PTR-LAB3-KIT 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?
19126208501	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				

Returned Items					
Request	Part	Description	Serial	Asset	Part Status
19126208701					

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



Run Sheet

Stephen Fitton 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	4
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Job # 4151207	Customer	Centrex Services		Job Address
SLA Window	02/05/2025 17:41 - 03/05/2025 18:00	Contact Name		LIDL GREAT BRITAIN LTD
Activity	TECH EXCHANGE	Contact Phone		LIDL GREAT BRITAIN LTD LOWER CARDIFF ROAD PWLLHELI LL53 5NF
Priority	ND 1700			
Ref 1	INC10813121			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Swap/install/test/collect/record serials	<p>Phone Original Fault: Store phone missing - the site needs a new one Troubleshooting Attempted: n/a Long Aerial Fitted?: Yes Call Number: INC10813121 Store Number: LID01297 Store Name: Pwllheli Type Of Phone: BT Store Contact: On duty store manager Tel Number: +443330380561 Store Address: Cardiff Road LL53 5NU Pwllheli United Kingdom Date Of Attendance: ASAP (This is the requested date of attendance usually Next Business Day)</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?
19126487001						

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19126487201						

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



Run Sheet

Stephen Fitton 03/05/2025

Date	03/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	4
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Job # 4150871	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	02/05/2025 13:10 - 03/05/2025 17:30	Contact Name	Alan	O2 CREWE 0338 51 MARKET STREET CREWE CW1 2EY
Activity	NON TECH EXCHANGE	Contact Phone	+441270589063	
Priority	ND 1900			
Ref 1	C5309892			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 03/05/2025 17:30 SLA: ND 03/05/2025 17:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _O2AKENVXB827/1 x 1</p>	<p>Problem: [BDS] Keyboard POS USB Access with MSR Root Cause: UNKNOWN Action: Engineer to supply replacement USB POS Keyboard with INTEGRATED MSR. Old keyboard must be similar with integrated MSRand MUST be collected and be collected and returned for repair (THESE KEYBOARDS ARE NOT CONSUMABLE).UPDATE CALL TOCONFIRM KEYBOARD MODEL COLLECTED. Test: User to test URL: Call history:: ##### Call 5309892 Problem Web Service qws_uk Fri 02 May 2025 13:09:23 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=TELGB000000T0338TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007097703 call.problem=HW - 0338 - 01 - Keyboard MSR replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KACCESSUSB call.priority=2-Medium call.datereported=5/2/2025 1:09:20 PM</p> <p>##### Call 5309892 Problem Web Service qws_uk Fri 02 May 2025 13:09:23 A+C+P</p> <p>SITE OPENING TIMES [Crewe] Mon-Sat: 09:30-17:30 Sun: 11:00-16:00 ...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19125432201	_O2AKENVXB827	KBD:POS:O2 STORES:W/USB CABLE				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19125432401	_O2AKENVXB827	KBD:POS:O2 STORES:W/USB CABLE				

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 - Star Trains - P2PE	19124759501	C5309874	4150692	TECH EXCHANGE	Arriva Trains Cross Country (Manchester), 7th Floor, Tower Block, Manchester Piccadilly Station, Greater Manchester, Manchester, M1 2BP	Daniel Hanson	05/05/2025 08:00 05/05/2025 15:00	03/05/2025	
Fujitsu Services Limited - Star Trains - P2PE	19124760401	C5309874	4150692	TECH EXCHANGE	Arriva Trains Cross Country (Manchester), 7th Floor, Tower Block, Manchester Piccadilly Station, Greater Manchester, Manchester, M1 2BP	Daniel Hanson	05/05/2025 08:00 05/05/2025 15:00	03/05/2025	
Fujitsu Services Limited - Star Trains - P2PE	19121836301	C5309844	4150537	TECH EXCHANGE	Northern Rail MT (Manchester), Station Approach, Todd Street, Manchester, Lancashire, Manchester, M3 1WY	Daniel Hanson	02/05/2025 08:58 03/05/2025 19:00	03/05/2025	
Fujitsu Services Limited - Star Trains - P2PE	19121836701	C5309844	4150537	TECH EXCHANGE	Northern Rail MT (Manchester), Station Approach, Todd Street, Manchester, Lancashire, Manchester, M3 1WY	Daniel Hanson	02/05/2025 08:58 03/05/2025 19:00	03/05/2025	
Fujitsu Services Limited - EE	19123340601	C5309863	4150638	NON TECH EXCHANGE	EE DENTON, Unit 1B, Crown Point, Shopping Park, Denton, GREATER MANCHESTER, Manchester, M34 3JP	Daniel Hanson	02/05/2025 10:10 03/05/2025 17:30	03/05/2025	
Computacenter - Kingfisher	19125134901	24336952	4150815	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Alexandria Court, Alexandria Drive Ashton Commerce Park, Alexandria Court, Alexandria Drive Ashton Commerce Park, OL7 0QN	Daniel Hanson	03/05/2025 09:00 03/05/2025 13:00	03/05/2025	
Vista Retail Support Limited	19126204601	3260461	4151094	TECH EXCHANGE	LIDL, COUNCILLOR LANE, CHESHIRE, CHEADLE, SK8 5NU	Daniel Hanson	02/05/2025 16:00 03/05/2025 17:00	03/05/2025	
Vista Retail Support Limited	19126317701	3260472	4151173	TECH EXCHANGE	LIDL, COUNCILLOR LANE, CHESHIRE, CHEADLE, SK8 5NU	Daniel Hanson	02/05/2025 16:32 03/05/2025 17:00	03/05/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - KFC	19120783301	C5309838	4150118	TECH EXCHANGE	Kentucky Fried Chicken Franc, Preston New Road , cornelian way , cherry tree rd north , preston new rd , b, Lancashire, CORNELIAN WAY, FY4 4NZ	John Paul Barron	03/05/2025 09:00 03/05/2025 15:15	03/05/2025	
Xerox (UK) Technical***DO NOT INVOICE***	191258130	11688508	4150999	REPAIR WITH PARTS	Vision Express (UK) Limited, Corner House Park, Hindpool Road, BARROW-IN-FURNESS, LA14 2NE	John Paul Barron	03/05/2025 09:00 03/05/2025 17:00	03/05/2025	
Xerox (UK) Technical***DO NOT INVOICE***	191258134	11688508	4150999	REPAIR WITH PARTS	Vision Express (UK) Limited, Corner House Park, Hindpool Road, BARROW-IN-FURNESS, LA14 2NE	John Paul Barron	03/05/2025 09:00 03/05/2025 17:00	03/05/2025	
Xerox (UK) Technical***DO NOT INVOICE***	191258138	11688508	4150999	REPAIR WITH PARTS	Vision Express (UK) Limited, Corner House Park, Hindpool Road, BARROW-IN-FURNESS, LA14 2NE	John Paul Barron	03/05/2025 09:00 03/05/2025 17:00	03/05/2025	
Computacenter - Kingfisher	19121792201	24337054	4150803	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit 1 Craven Drive Southrings Business Park Bamber Bridge, Unit 1 Craven Drive Southrings Business Park Bamber Bridge, PR5 6BZ	John Paul Barron	03/05/2025 09:00 03/05/2025 13:00	03/05/2025	
Computacenter - Kingfisher	19124540401	24337054	4150803	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit 1 Craven Drive Southrings Business Park Bamber Bridge, Unit 1 Craven Drive Southrings Business Park Bamber Bridge, PR5 6BZ	John Paul Barron	03/05/2025 09:00 03/05/2025 13:00	03/05/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Vista Retail Support Limited	19126208501	3265363	4151100	NON TECH EXCHANGE	MCDONALDS - CAPGEMINI, BROUGHTON SHOPPING PARK CHESTER ROAD, BROUGHTON, CHESTER, CHESHIRE, CHESTER, CH4 0DP	Stephen Fitton	02/05/2025 16:01 03/05/2025 17:00	03/05/2025	
Vista Retail Support Limited	19126208101	3264942	4151099	NON TECH EXCHANGE	MCDONALDS - CAPGEMINI, UPTON BY PASS, UPTON, CHESHIRE, UPTON, CH49 6QG	Stephen Fitton	02/05/2025 16:01 03/05/2025 17:00	03/05/2025	
Fujitsu Services Limited - Telefonica TC	19125432201	C5309892	4150871	NON TECH EXCHANGE	O2 CREWE 0338, 51 MARKET STREET, CREWE, CW1 2EY	Stephen Fitton	02/05/2025 13:10 03/05/2025 17:30	03/05/2025	
Centrex Services	19126487001	INC10813121	4151207	TECH EXCHANGE	LIDL GREAT BRITAIN LTD, LIDL GREAT BRITAIN LTD, LOWER CARDIFF ROAD, PWLLHELI, LL53 5NF	Stephen Fitton	02/05/2025 17:41 03/05/2025 18:00	03/05/2025	