



Run Sheet

Daniel Hanson 12/01/2025

Date	12/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4063001	Customer	RICO Depots	Job Address
SLA Window	- 12/01/2025 23:59	Contact Name	Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

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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Job # 4062922	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	12/01/2025 09:00 - 12/01/2025 11:18	Contact Name	Matt Sharon	TESCO Stores Limited Alderley Rd Lap 1 WILMSLOW SK9 1NZ
Activity	REPAIR WITH PARTS	Contact Phone	07519821909	
Priority	8HR			
Ref 1	11563961			
Ref 2				
No. of Parts	4			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 12/01/2025 11:18-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 1 Express MS811SerialNumber: 40635C6605GY7ProductIdentifier: 40G0230Model: 4063-430Physical Location:</p> <p>---ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day)Head Office & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17:00. Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 07880 038032 (HO Only not DC.....s)Pharmacy - Break Fix 4 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA MONDAY FRIDAY 09:00 17:00RETAIL STORE ONLY:-..... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 & 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 26928105. Paper jam remove tray 1 to clear duplex. [230.01]. Spoke to Matt on 07546448502 and he has checked all inside the printer and there is no paper visible. LAP1. IP 80.232.0.51. SLA Expires 12/01 11:17.----INSTRUCTIONS-----Technical Notes -----JB. Please investigate 230.01 Media remains on the sensor (duplex path) during the warm up sequence.</p>

Job Notes

In Items

See Items Overleaf

Returned Items

See Items Overleaf

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



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Job # 4062961	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	12/01/2025 09:00 - 12/01/2025 16:00	Contact Name	Emma option 9 Duty manager	Wm Morrison Supermarkets plc Pendle St NELSON BB9 7UZ
Activity	REPAIR WITH PARTS	Contact Phone	01282449196	
Priority	ND FIX			
Ref 1	11563979			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 12/01/2025 16:00-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: MONT104PRN2SerialNumber: 4064410111BRBProductIdentifier: 50G0220Model: 4064-430Physical Location:</p> <p>---ACCOUNT INFORMATION---MPS Customer. MPS Breakfix SLA Monday to Saturday 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & M312 devices are only connected via USB. Not networked.Risk assessment and method statement to be provided on demand.Engineer to report to customer authorized representative and sign in the visitors book.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000034336279. 241.16 paper loading errorEmma reported that engineer attended few days ago and printer is still jamming. According to engineer feedback tray 1c was replaced but Emma said that it wasn't please checkMS823PRN2SN: 4064410111BRBEmma01282 449196 option 9SLA 12.01.25 by the end of business day.MK----INSTRUCTIONS-----Technical Notes -----JB. (Relog) S. Fitton 4059015 08/01. Tray 1 insert replaced. Please investigate 241.16 Paper fed from tray 1 was picked but it never reached the sensor (input). Please take media feeder from option tray and use on tray 1 if required.</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
186866908	41X1108	MS82x SVC Rollers pick				
186866912	41X1649	MS82x SVC Tray 250-sheet				



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Job # 4062937	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	12/01/2025 09:00 - 12/01/2025 17:00	Contact Name	Matty Kitchen Duty manager	TESCO Stores Limited CHESTER ROAD Trafford Home shopping STRETFTORD M32 0RW
Activity	REPAIR WITH PARTS	Contact Phone	07821795002	
Priority	8HR			
Ref 1	11563340			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 2 SLA: 11/01/2025 16:55-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: Dot.Com MS811SerialNumber: 40635C6605WBMPProductIdentifier: 40G0230Model: 4063-430----ACCOUNT INFORMATION----VIP AND MPS CUSTOMER Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday Saturday 09:00 17 :00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day)Head Office & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17 :00.Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 07880 038032 (HO Only not DC.....s)Pharmacy - Break Fix 4 Hour Fix. Monday Saturday 09:00 17 :00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA MONDAY FRIDAY 09:00 17:00RETAIL STORE ONLY:..... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 & 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 26926264. called store printer was working in the morning in the afternoon printer would not turn on. checked power cable checked power switch etc. MS811Home shoppingS/N:40635C6605WBMP Address:88.149.8.31Contact:Matty Kitchen //07718527598SLA 11/01/25 16:55DDD 13/01/25 16:55JM---INSTRUCTIONS-----Technical Notes -----JB. 2nd (DOA) D. Hanson 4062653 11/01. Tried replacing power cable on original printer still dead swapped over printer get 140.10 main motor error check the connections to board all are connected DOA printer.</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
186866466	60-MS811DN-TE	Lexmark MS811DN - Tesco Only				



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Job # 4062932	Customer	Verifone UK LTD		Job Address
SLA Window	11/01/2025 12:21 - 14/01/2025 18:00	Contact Name	STEVEN	PIZZA EXPRESS - 3256 - MANCHES
Activity	TECH EXCHANGE	Contact Phone	0161 747 2121	UNIT R8A THE TRAFFORD CENTRE
Priority	ND 1800			UNIT R8A THE TRAFFORD CENTRE
Ref 1	G347259			M17 8EB
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.52.01.99991 Inbound PTID = 33567206 Inbound Serial No. = 331-063-297 IP Gateway = 0.0.0.0 Terminal IP Address = Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = PEPED WIFI Network WPA Password = CNhKBMmrNBNI0V7unLTbjPJo WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 3256 Login Pin = 3256 Primary System ID = 7866 SITE OPENING TIMES = Purchase Pin = Notes = Call Pizza Express IT Service Desk Fault Category =DOA access : TRAF722192	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-2662893

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18686642201	R-Vx680 WiFi-03.52X0889999D		314-455-482			



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Job # 4062939	Customer	Fujitsu - Star – TFW - TC		Job Address
SLA Window	11/01/2025 12:50 - 12/01/2025 20:00	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	C5301014			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 12/01/2025 20:00 SLA: ND 12/01/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= FUJFTP-638WSL110 x 1</p>	<p>Problem: [TC] PRINTER Root Cause: Unknown Action: Swap Fujitsu thermal printer & pair with phone following Engineers documentation.- Device ID xx RSP ID xxxx TFS REFxxxxxxxxx ** NO PARTS TO BE SENT DIRECT TO SITE ** Test: in use URL: Call history:: ##### Call 5301014 Problem Web Service qws_uk Sat 11 Jan 2025 12:50:04 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000H8566TRT3 contract.pkey=23200 call.poms=1 call.zip=LL31 9NB call.address=Conwy Road call.city=Llandudno Junction call.customerid=INC16778949 call.problem=NLC9616 Llandudno Junction/Colwyn Bay Fujitsu Thermal Printer 02003235 Print call.modifiedby=QWebServices call.businessimpact=Urgent (TD) category.name=GBR/STR/workpackage/TFWFPR call.priority=2-Medium call.datereported=1/11/2025 1:49:36 PM</p> <p>##### Call 5301014 Problem Web Service qws_uk Sat 11 Jan 2025 12:50:04 A+C+P...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18686658501	FUJFTP-638WSL	1PWR: THERMAL W/CHARGER				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18686658701	FUJFTP-638WSL	1PWR: THERMAL W/CHARGER				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Daniel Hanson 12/01/2025

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Job # 4063002	Customer	RICO Depots	Job Address
SLA Window	- 12/01/2025 23:59	Contact Name	Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

Job Notes

In Items

Returned Items

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

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
Xerox (UK) Technical***DO NOT INVOICE****	186866908	11563979	4062961	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Pendle St, NELSON, BB9 7UZ	Daniel Hanson	12/01/2025 09:00 12/01/2025 16:00	12/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186866912	11563979	4062961	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Pendle St, NELSON, BB9 7UZ	Daniel Hanson	12/01/2025 09:00 12/01/2025 16:00	12/01/2025	
Fujitsu - Star - TFW - TC	18686658501	C5301014	4062939	TECH EXCHANGE	TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB	Daniel Hanson	11/01/2025 12:50 12/01/2025 20:00	12/01/2025	
Verifone UK LTD	18686642201	G347259	4062932	TECH EXCHANGE	PIZZA EXPRESS - 3256 - MANCHES, UNIT R8A THE TRAFFORD CENTRE, UNIT R8A THE TRAFFORD CENTRE, M17 8EB	Daniel Hanson	11/01/2025 12:21 14/01/2025 18:00	12/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186866466	11563340	4062937	REPAIR WITH PARTS	TESCO Stores Limited, CHESTER ROAD, Trafford, Home shopping, STRETFORD, M32 0RW	Daniel Hanson	12/01/2025 09:00 12/01/2025 17:00	12/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186865959	11563961	4062922	REPAIR WITH PARTS	TESCO Stores Limited, Alderley Rd, Lap 1, WILMSLOW, SK9 1NZ	Daniel Hanson	12/01/2025 09:00 12/01/2025 11:18	12/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186865955	11563961	4062922	REPAIR WITH PARTS	TESCO Stores Limited, Alderley Rd, Lap 1, WILMSLOW, SK9 1NZ	Daniel Hanson	12/01/2025 09:00 12/01/2025 11:18	12/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186865950	11563961	4062922	REPAIR WITH PARTS	TESCO Stores Limited, Alderley Rd, Lap 1, WILMSLOW, SK9 1NZ	Daniel Hanson	12/01/2025 09:00 12/01/2025 11:18	12/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186865946	11563961	4062922	REPAIR WITH PARTS	TESCO Stores Limited, Alderley Rd, Lap 1, WILMSLOW, SK9 1NZ	Daniel Hanson	12/01/2025 09:00 12/01/2025 11:18	12/01/2025	