



Run Sheet

Daniel Hanson 21/04/2025

Date	21/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4141613	Customer	Fujitsu - Star – TFW - TC		Job Address
SLA Window	20/04/2025 09:37 - 21/04/2025 20:00	Contact Name	CHESTER NLC2412 TFW HUB STATION	TRANSPORT FOR WALES City Road CHESHIRE Chester CH1 3NS
Activity	TECH EXCHANGE	Contact Phone	02920 320193	
Priority	ND 1900			
Ref 1	C5308985			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 21/04/2025 20:00 SLA: ND 21/04/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= FUJFTP-638WSL110 x 1	<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 5308985 Problem Web Service qws_uk Sun 20 Apr 2025 09:36:35 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000AT016TRT3 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road call.city=Chester call.customerid=INC17434085 call.problem=NLC2412 CHESTER Fujitsu Thermal Printer 69002717 printer is jammed refusing to call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TFWFPR call.priority=2-Medium call.datereported=4/20/2025 10:35:51 AM</p> <p>##### Call 5308985 Problem Web Service qws_uk Sun 20 Apr 2025 09:36:35 A+C+P...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19084293201	FUJFTP-638WSL1PWR	THERMAL W/CHARGER				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19084293401	FUJFTP-638WSL	IPUR: THERMAL W/CHARGER				

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



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Job # 4141622	Customer	Fujitsu Services Limited - EE			Job Address		
SLA Window	20/04/2025 11:51 - 21/04/2025 21:00	Contact Name	R896 BIRKENHEAD (Connected)		ORANGE (BIRKENHEAD)		
Activity	NON TECH EXCHANGE	Contact Phone	0845 0971 896		Unit 28, The Pyramid Shopping Centre, Grange Road MERSEYSIDE Birkenhead CH41 2ZL		
Priority	ND 1900						
Ref 1	C5308987						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
ND 21/04/2025 21:00 SLA: ND 21/04/2025 21:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELNX12TAB 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 5308987 Problem Web Service qws_uk Sun 20 Apr 2025 10:41:35 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O0096TRB2 contract.pkey=22856 call.poms=1 call.zip=CH41 2ZL call.address=Unit 28 The Pyramid Shopping Centre Grange Road call.city=Birkenhead call.customerid=INC17434278 call.customerid=INC17434278 call.problem=FOH - Lenovo X12 - Tablet works only when plugged in / replacement needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=4/20/2025 11:40:50 AM ##### Call 5308987 Problem Web Service qws_uk Sun 20 Apr 2025 10:41:35 A+C+P...

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	



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Job # 4141640	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	20/04/2025 14:21 - 21/04/2025 13:00	Contact Name	MANAGER	WINE CELLAR WINE CELLAR 74 MARTINS LANE WALLASEY CH44 1BW
Activity	TECH EXCHANGE	Contact Phone	07722111221	
Priority	4HR			
Ref 1	02284969			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
33392569//31173983//T3	<p>Case Number: 02284969</p> <p>Swap type: Swap Required</p> <p>Swap reason: PPOS Unit Problem</p> <p>Device Type: PP1</p> <p>TID Number: 33392569</p> <p>Serial Number:</p> <p>Site ID: 31173983</p> <p>Description: The terminal is connected to the internet showing on moki last seen 1 min but not authenticating and transacting so need a swap</p>

Job Notes

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

Returned Items



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Job # 4141658	Customer	Paypoint Network Limited - UK			Job Address
SLA Window	20/04/2025 16:10 - 21/04/2025 13:00	Contact Name			STAY LOCAL FRESH FOOD STORE
Activity	TECH EXCHANGE	Contact Phone	07897498999		STAY LOCAL FRESH FOOD STORE
Priority	4HR				169 PARK ROAD
Ref 1	02285000				TOXTETH
Ref 2					LIVERPOOL
No. of Parts	0				L8 6SE

Instructions 1	Instructions 2
37602773//31250460//PPMINI	<p>Case Number: 02285000</p> <p>Swap type: Swap Required</p> <p>Swap reason: App Support Only - Reached Capacity</p> <p>Device Type: PayPoint Mini</p> <p>TID Number: 37602773</p> <p>Serial Number: P25022AN20764</p> <p>Site ID: 31250460</p> <p>Description: PP MINI Capacity issue</p>

Job Notes

In Items



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Job # 4141530	Customer	Computacenter - Kingfisher		Job Address
SLA Window	19/04/2025 14:20 - 21/04/2025 17:00	Contact Name	CASSIE SLY	B&Q B & Q PLC RACECOURSE RETAIL PARK ORMSKIRK ROAD LIVERPOOL L9 5AN
Activity	TECH EXCHANGE	Contact Phone	0151 524 1001	
Priority	ND 1700			
Ref 1	24324310			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>B&Q NEW beetle built with details; Build completed SN: 53R0256264 GBBQ01132SCO31P</p> <p>for</p> <p>Till hostname: GBBQ01132SCO81P</p> <p>Till number: 81</p> <p>Peripheral make/model(Please copy and paste CI): BEETLE M-III</p> <p>System details (K1/M1/R1 found on EC portal): WINCOR - 1012012 / Sep 9 2016 02:00 AM / Motherboard_K2.0-H81-uATX_AB</p> <p>Are there still sales are any sales left on the till?: No</p> <p>Description of Issue: Till 81 till does not turn on - the button does not respond</p> <p>Contact name/number: Cassie Sly / 0151 524 1001</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
190841609						

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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Daniel Hanson 21/04/2025

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Job # 4141647	Customer	Computacenter - Kingfisher			Job Address		
SLA Window	21/04/2025 09:00 - 21/04/2025 17:00	Contact Name	PAUL HARRISON		SCREWFIX SCREWFIX DIRECT UNIT 6-8		
Activity	TECH EXCHANGE	Contact Phone	01704 540775		OLD HALL FARM BUSINESS PARK SOUTHPORT PR9 7RJ		
Priority	ND 1700						
Ref 1	24324543						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
PLEASE SWAP UNIT	SCREWFIX Description: HOST NAME: kf8cg81340y5 LOCATION OF THE DEVICE ON SITE: SFdfa6-Southport Evolution // Till 02 FAULT DESCRIPTION: Motorola scanner has developed a break in the cable. Replacement required. FIX ATTEMPTS: physical damage IS THE STORE/SITE ABLE TO ACCEPT AN ENGINEER VISIT?: yes IS THERE A WORKAROUND: yes STORE/SITE OPENING TIMES: Monday to Saturday 7am until 8pm // Easter opening hours can be different CONTACT NAME/CONTACT NUMBER: 01704 540775 / Paul Harrison

Job Notes

In Items

Returned Items

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



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Daniel Hanson 21/04/2025

Date	21/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4141629	Customer	Verifone UK LTD		Job Address
SLA Window	20/04/2025 12:11 - 21/04/2025 16:00	Contact Name	CHRISTIAN DAVIES	STONEGATE - SLUG AND LETTUCE B 8-14 QUEEN STREET BLACKPOOL LANCASHIRE LANCASHIRE FY1 1PD
Activity	TECH EXCHANGE	Contact Phone	01253629930	
Priority	Timed			
Ref 1	G351970			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 34841576 Inbound Serial No. = 333-852-188 IP Gateway = 10.83.74.62 Terminal IP Address = 10.83.74.33 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1595 Login Pin = 1595 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Notes = Phone number: 01253629930 Contact: Christian Davies PED Serial Number: 333-852-188 Summary of Fault: Roaming PED buttons not working. Pressing normally no obstruction but button 2 and 3 do not work. Site Access Times: B Text Alerts: N What is required Fault Category = Faulty Keypad</p>	<p>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-2673892</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19084316201	R-Vx680 WiFi-03	70X0B8999BD	321-002-042			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19084316401	R-Vx680 WiFi-03	70X080999D	321-002-042			

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



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Daniel Hanson 21/04/2025

Date	21/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4141652	Customer	Verifone UK LTD		Job Address
SLA Window	20/04/2025 15:46 - 21/04/2025 18:00	Contact Name	LOUISE WALLS	STONEGATE - BULL HOTEL - 90669
Activity	TECH EXCHANGE	Contact Phone	1253895598	2 BLACKPOOL OLD ROAD POULTON-LE-FYLDE LANCASHIRE LANCASHIRE FY6 7DH
Priority	ND 1800			
Ref 1	G351973			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 31705946 Inbound Serial No. = 316-462-724 IP Gateway = 10.83.81.30 Terminal IP Address = 10.83.81.3 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1140 Login Pin = 1140 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 -22:30 Notes = Phone number: 01253895598 Contact: louise walls PED Serial Number: 316-462-724 Summary of Fault: Tamper Site Access Times: Slot A Text Alerts: N What is required from Verifone: Replace PED Fault Category = Tamper Mode	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-2673899

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19084356201	R-Vx680 WiFi-03.70X68099BD		333-522-664			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19084356401	R-Vx680 WiFi-03.70X68099BD		333-522-664			

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print
	Customer Signature



Run Sheet

David Ranson 21/04/2025

Date	21/04/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	1
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Job # 4141338	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	21/04/2025 09:00 - 21/04/2025 13:00	Contact Name	NEW MILLS NEWTOWN NLC2769 NT STAT	ON	Northern Rail - STAR New Mills Newtown Railway Station, Station Yard, Newtown, New Mills, E Mancs Cheshire High Peak SK22 3JW
Activity	TECH EXCHANGE_R	Contact Phone	01663 749410		
Priority	4HR				
Ref 1	C5308882				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Previous DOA - Printer exchanged and Till rebooted but printing blank tickets. Spoke to Star Support who authorised to abort. Please note: Ticket office closed until Monday (6:30 until 13:30) Tried contacting Rico TS but no answer. ND 18/04/2025 20:00 SLA: ND 18/04/2025 20:00 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 5308882 Problem Web Service qws_uk Thu 17 Apr 2025 12:16:35 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2769TA23 contract.pkey=23200 call.poms=1 call.zip=SK22 3JW call.address>New Mills Newtown Railway Station Station Yard Newtown New Mills E Mancs call.city=High Peak call.customerid=INC17426242 call.problem=NLC2769 NEW MILLS NEWTOWN Magnetic write failure call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=4/17/2025 1:16:06 PM...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19083022901	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	33598			

Returned Items

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 - Star – TFW - TC	19084293201	C5308985	4141613	TECH EXCHANGE	TRANSPORT FOR WALES, City Road, CHESHIRE, Chester, CH1 3NS	Daniel Hanson	20/04/2025 09:37 21/04/2025 20:00	21/04/2025	
Fujitsu Services Limited - EE	(No Items)	C5308987	4141622	NON TECH EXCHANGE	ORANGE (BIRKENHEAD), Unit 28, The Pyramid Shopping Centre, Grange Road, MERSEYSIDE, Birkenhead, CH41 2ZL	Daniel Hanson	20/04/2025 11:51 21/04/2025 21:00	21/04/2025	
Paypoint Network Limited - UK	(No Items)	02284969	4141640	TECH EXCHANGE	WINE CELLAR, WINE CELLAR, 74 MARTINS LANE, WALLASEY, CH44 1BW	Daniel Hanson	20/04/2025 14:21 21/04/2025 13:00	21/04/2025	
Verifone UK LTD	19084316201	G351970	4141629	TECH EXCHANGE	STONEGATE - SLUG AND LETTUCE B, 8-14 QUEEN STREET, BLACKPOOL, LANCASHIRE, LANCASHIRE, FY1 1PD	Daniel Hanson	20/04/2025 12:11 21/04/2025 16:00	21/04/2025	
Verifone UK LTD	19084356201	G351973	4141652	TECH EXCHANGE	STONEGATE - BULL HOTEL - 90669, 2 BLACKPOOL OLD ROAD, POULTON-LE-FYLDE, LANCASHIRE, LANCASHIRE, FY6 7DH	Daniel Hanson	20/04/2025 15:46 21/04/2025 18:00	21/04/2025	
Paypoint Network Limited - UK	(No Items)	02285000	4141658	TECH EXCHANGE	STAY LOCAL FRESH FOOD STORE, STAY LOCAL FRESH FOOD STORE, 169 PARK ROAD, TOXTETH, LIVERPOOL, L8 6SE	Daniel Hanson	20/04/2025 16:10 21/04/2025 13:00	21/04/2025	
Computacenter - Kingfisher	190841609	24324310	4141530	TECH EXCHANGE	B&Q, B & Q PLC, RACECOURSE RETAIL PARK, ORMSKIRK ROAD, LIVERPOOL, L9 5AN	Daniel Hanson	19/04/2025 14:20 21/04/2025 17:00	21/04/2025	
Computacenter - Kingfisher	(No Items)	24324543	4141647	TECH EXCHANGE	SCREWFIX, SCREWFIX DIRECT, UNIT 6-8, OLD HALL FARM BUSINESS PARK, SOUTHPORT, PR9 7RJ	Daniel Hanson	21/04/2025 09:00 21/04/2025 17:00	21/04/2025	



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	19083022901	C5308882	4141338	TECH EXCHANGE_R	Northern Rail - STAR, New Mills Newtown Railway Station, Station Yard, Newtown, New Mills, E Mancs, Cheshire, High Peak, SK22 3JW	David Ranson	21/04/2025 09:00 21/04/2025 13:00	21/04/2025	