



Run Sheet  
Daniel Hanson 20/04/2025

<b>Date</b>	20/04/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Hanson, Daniel	<b>Jobs on Run</b>	5
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4141481	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	20/04/2025 08:00 - 20/04/2025 12:00	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	Priority MC			
Ref 1	C5308937			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 19/04/2025 19:00  SLA: ND 19/04/2025 19:00 PART2=  PART3=  PART4=  ALT1=  ALT2=  ALT3=  ALT4= TEXT=  _KEZEBTC56DJ-1PAZU4P x 1</p>	<p>Problem: [ME] Zebra TC56 Set Number ** not working Root Cause: Unknown Action: Engineer to replace the Zebra TC56 retaining the Sim Card &amp; ISM Card as applicable.Engineer to contact Star Support to get the HHT added to the TOC network. Once on the Network Engineer will need to Pair the peripherals.Contact Starsupport for assistance Test: Site to test URL:  Call history:  ##### Call 5308937   Problem   Web Service   qws_uk   Fri 18 Apr 2025 13:43:36   A+C+P    agent.loginname=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=INC17430486  call.problem=NLC3701  Chester    353857082696713  Not turning on  call.modifiedby=QWebServices  call.businessimpact=Urgent (TD)  category.name=GBR/STR/workpackage/TC56KE  call.priority=2-Medium  call.datereported=4/18/2025 2:43:09 PM...</p>

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19083238801	_KEZEBTC56DJ-1PAZUW	AN HSPA+/LTE/CDMA:BT	19086522500836	.	Not Used	

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19083239001	_KEZEBTC56DJ-1PAZLW4P	AN HSPA+/LTE/CDMA:BT	19086522500836	.	Good	

## **Engineer Closure Notes**

	<b>Customer Print</b>
	<b>Customer Signature</b>



# Run Sheet

Daniel Hanson 20/04/2025

Date	20/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4141482	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	20/04/2025 08:00 - 20/04/2025 12:00	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	Priority MC			
Ref 1	C5308939			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 19/04/2025 19:00 SLA: ND 19/04/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KEZEBTC56DJ-1PAZU4P x 1	Problem: [ME] Zebra TC56 Set Number ** not working Root Cause: Unknown Action: Engineer to replace the Zebra TC56 retaining the Sim Card & ISM Card as applicable.Engineer to contact Star Support toget the HHT added to the TOC network. Once on the Network Engineer will need to Pair the peripherals.Contact Starsupport for assistan Test: Site to test URL: Call history:: ##### Call 5308939   Problem   Web Service   qws_uk   Fri 18 Apr 2025 13:46:05   A+C+P  agent.loginname=qws_uk equipment.assettag=STRGB000000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17430498 call.problem=NLC3701 Chester  353857082698495 Not turning on call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=4/18/2025 2:45:26 PM...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19083252701	_KEZEBTC56DJ-1PAZU4P	AN HSPA+/LTE/CDMA:BT	.	.	Not Used	

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



# Run Sheet

Daniel Hanson 20/04/2025

Date	20/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4141484	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	20/04/2025 08:00 - 20/04/2025 12:00	Contact Name	PORT SUNLIGHT NLC2198 MER HUB STATION	PORT SUNLIGHT NLC2198 MER HUB STATION	MERSEYRAIL Greendale Road MERSEYSIDE Port Sunlight CH62 4XB
Activity	TECH EXCHANGE	Contact Phone	0151 955 2456		
Priority	Priority MC				
Ref 1	C5308929				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 19/04/2025 19:00 SLA: ND 19/04/2025 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 5308929   Problem   Web Service   qws_uk   Fri 18 Apr 2025 12:10:13   A+C+P  agent.loginname=qws_uk equipment.assettag=STRGB000000M4026TRD3 contract.pkey=23200 call.poms=1 call.zip=CH62 4XB call.address=Greendale Road call.city=Port Sunlight call.customerid=INC17430215 call.problem=NLC2198 PORT SUNLIGHT Newbury Printer Jamming call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=4/18/2025 1:09:45 PM  ##### Call 5308929   Problem   Web Service   qws_uk   Fri 18 Apr 2025 12:10:13   A+C+P ...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19083047001	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	40759	.	Not Used	



# Run Sheet

Daniel Hanson 20/04/2025

Date	20/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4141530	Customer	Computacenter - Kingfisher			Job Address
SLA Window	19/04/2025 14:20 - 20/04/2025 17:00	Contact Name	CASSIE SLY		B&Q B & Q PLC
Activity	TECH EXCHANGE	Contact Phone	0151 524 1001		RACECOURSE RETAIL PARK ORMSKIRK ROAD LIVERPOOL L9 5AN
Priority	ND 1700				
Ref 1	24324310				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>B&amp;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 Contact name/number: Cassie Sly / 0151 524 1001</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	



# Run Sheet

Daniel Hanson 20/04/2025

Date	20/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4141533	Customer	Computacenter - Kingfisher		Job Address
SLA Window	19/04/2025 14:33 - 20/04/2025 17:00	Contact Name	PAUL HARRISON	SCREWFIX SCREWFIX DIRECT UNIT 6-8 OLD HALL FARM BUSINESS PARK SOUTHPORT PR9 7RJ
Activity	TECH EXCHANGE	Contact Phone	01704 540775	
Priority	ND 1700			
Ref 1	24324543			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>SCREWFIX Description: HOST NAME: kf8cg81340y5</p> <p>LOCATION OF THE DEVICE ON SITE: SF DFA6-Southport Evolution // Till 02</p> <p>FAULT DESCRIPTION: Motorola scanner has developed a break in the cable. Replacement required.</p> <p>FIX ATTEMPTS: physical damage</p> <p>IS THE STORE/SITE ABLE TO ACCEPT AN ENGINEER VISIT?: yes</p> <p>IS THERE A WORKAROUND: yes</p> <p>STORE/SITE OPENING TIMES: Monday to Saturday 7am until 8pm // Easter opening hours can be different</p> <p>CONTACT NAME/CONTACT NUMBER: 01704 540775 / Paul Harrison</p>

Job Notes

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

Returned Items



# 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	19083238801	C5308937	4141481	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	20/04/2025 08:00 20/04/2025 12:00	20/04/2025	
Fujitsu Services Limited - Star Trains - ME	19083252701	C5308939	4141482	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	20/04/2025 08:00 20/04/2025 12:00	20/04/2025	
Fujitsu Services Limited - Star Trains	19083047001	C5308929	4141484	TECH EXCHANGE	MERSEYRAIL, Greendale Road, MERSEYSIDE, Port Sunlight, CH62 4XB	Daniel Hanson	20/04/2025 08:00 20/04/2025 12:00	20/04/2025	
Computacenter - Kingfisher	(No Items)	24324310	4141530	TECH EXCHANGE	B&Q, B & Q PLC, RACECOURSE RETAIL PARK, ORMSKIRK ROAD, LIVERPOOL, L9 5AN	Daniel Hanson	19/04/2025 14:20 20/04/2025 17:00	20/04/2025	
Computacenter - Kingfisher	(No Items)	24324543	4141533	TECH EXCHANGE	SCREWFIX, SCREWFIX DIRECT, UNIT 6-8, OLD HALL FARM BUSINESS PARK, SOUTHPORT, PR9 7RJ	Daniel Hanson	19/04/2025 14:33 20/04/2025 17:00	20/04/2025	