



Run Sheet

Daniel Hanson 04/11/2025

Date	04/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4279779	Customer	RICO Depots	Job Address
SLA Window	- 04/11/2025 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



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Job # 4278462	Customer	NCR TESCO HHT		Job Address
SLA Window	04/11/2025 09:00 - 04/11/2025 17:00	Contact Name	HARRY WALMSLEY WALMSLEY	TESCO 5 ALLERTON RD LIVERPOOL L18 1LG
Activity	TECH EXCHANGE	Contact Phone	NA	
Priority	ND 1700			
Ref 1	7530502784			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Country: UK Summary: - Subject: Honeywell PDA - CT45 - Physical Damage. Country:GB Summary:Country: UK Summary: - Subject: Honeywell PDA - CT45 - Physical Damage Till number: Till serial number:23259B3CD6 Date:01.11.2025 Problem description / Error message: ----- Harry Walmsley Nov 1 2025 20:59 The screen is broken and the pda needs replacing Attachment(s): 1762010942738336721792861278944.jpg - https://tescosupportcentre.zendesk.com/attachments/token/rx5hOJAnm1WzOWqcl5qC0tUE4/Tmaseat762010942738336721592861278944.jpg customer.</p>	<ul style="list-style-type: none">* The engineer must record the serial in and serial out.* The engineer must take a clear photo of the rear of the delivered GOOD unit with the serial number SN visible.* The SN format is 10 digits long normally starting with "23....."* The store must present a Defective unit. If not then the engineer must not swap the item and must return the GOOD unit back to warehouse.* Tmaseat762010942738336721592861278944.jpg customer.* The Engineer should remain on site until completed.* The engineer must carefully record arrival on site and departure times.* No extra time on site customer charge to be added

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
197317395	S2881097526	Staged Honeywell PDA CT45XP				

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



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Job # 4279320	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	04/11/2025 08:00 - 04/11/2025 19:00	Contact Name	Caroline Wood	Northern Rail MT (Liverpool) Liverpool Lime Street Station, Liverpool Merseyside
Activity	TECH EXCHANGE	Contact Phone	01618222152	Liverpool L1 1JD
Priority	ND 1900			
Ref 1	C5323859			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 04/11/2025 20:00 SLA: ND 04/11/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT=	<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 5323859 Problem Web Service qws_uk Mon 03 Nov 2025 11:07:48 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8495TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JD call.address=Liverpool Lime Street Station Liverpool call.customerid=INC18356434 call.problem=++020-118594++NLC9613 Liverpool Lime Street 020-118594 Declining all payments call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMUUM020PED call.priority=2-Medium call.datereported=11/3/2025 12:07:09 PM ##### Call 5323859 Problem Web Service qws_uk Mon 03 Nov 2025 11:07:48 A+C+P Incident Number :- INC18356434 Call Fujitsu Rail Desk :- Yes Replacement Parts required :- Yes PED :- Yes Serial / ID: 020-118594 Troubleshoot existing H/W :- Yes Call Star Support before leaving :- Yes Engineer Work Instructions :- Engineer should make sure they contact Fujitsu Rail Desk for updating asset details and he should not leave the site without pairing the Miura PED. +++++ NLC9613 Liverpool Lime Street 020-118594 Declining all payments NLC 9613 Site Liverpool Lime Street RSPID 5006 Set Number 30 Serial Number 020-118594 Fault Code Fault Summary Declining all payments Problem Details Declining all payments and users unable to access menu. Shows communication error but PED is connected to Zebra Contact Name Caroline Wood Contact Number 01618222152 Contact E-Mail Opening Times (Mon-Fri) 24/7 Opening Times (Saturday) 24/7 Opening Times (Sunday) 24/7 Remarks: Category is:Mobile.Hardware and Subcategory is:Miura PED – Serial Supplied Equipment Data from QWS: KS:....</p>

Job Notes

In Items

Returned Items

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



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Job # 4279650	Customer	Computacenter Limited		Job Address
SLA Window	04/11/2025 09:00 - 04/11/2025 15:00	Contact Name	Jack Tanner-Davies	LLOYDS BANKING GROUP PLC (008102783
Activity	TECH EXCHANGE	Contact Phone	01515519801	210 Grange Road, 210 Grange Road, CH41 6NZ
Priority	ND 1500			
Ref 1	24566626			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
RSG-VA Contact Name - Jack Tanner-Davies Contact Number - 01515519801eritage - Halifax Location - Birkenhead 210 Grange Road CH41 6NZ Devi - PED Make - Moby Device - PED PPD - No Part - 4444195 Ingenico Mobi	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19735443401	4444195	Moby 8500 Bluetooth Ped				

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Job # 4279690	Customer	Computacenter Limited		Job Address
SLA Window	04/11/2025 09:00 - 04/11/2025 15:00	Contact Name	Stephanie Clarke	LLOYDS BANKING GROUP PLC (008102783
Activity	TECH EXCHANGE	Contact Phone	01515519801	210 Grange Road, 210 Grange Road, CH41 6NZ
Priority	ND 1500			
Ref 1	24566657			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
RSG-VA Contact Name - Stephanie Clarke Contact Number - 01515519801 Hitage - Halifax Location - Birkenhead 210 Grange Road CH41 6NZ Device PED Make - Moby Device - PED PPD - No Part - 4444195 Ingenico Mobi 85	No Instructions

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19735443101	4444195	Moby 8500 Bluetooth Ped				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19735443301	4444195	Moby 8500 Bluetooth Ped				



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Job # 4279752	Customer	POSTURITE LIMITED			Job Address
SLA Window	03/11/2025 18:26 - 04/11/2025 17:00	Contact Name	LISA LEUTY		LISA LEUTY THE CAPITAL BUILDING LIVERPOOL LIVERPOOL L3 9PP
Activity	CHAIR INSTALL	Contact Phone	07581123765		
Priority	ND 1700				
Ref 1	DEL1641240				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Please call 1 hour before arrival.Customer Ref / PO: HME779413/Items on order:	Tech to deliver assemble and demonstrate CHAIR(S) features and functions for the end user. Tech MUST also take PHOTOS of the chair once built and ALL other peripherals sent out for the user. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries please call Northampton CSC while onsite Tel: 0203 356 7627. Once the job is completed please click this link to open and complete the form.

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19736462501	1814001	Positiv SE Chair				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19736462701	1814001	Positiv SE Chair				



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Job # 4279598	Customer	Computacenter - Waitrose		Job Address
SLA Window	03/11/2025 15:36 - 04/11/2025 22:00	Contact Name	THE MANAGER	WAITROSE LTD WAITROSE LTD THREE TUNS LANE FORMBY LIVERPOOL L37 4AJ
Activity	TECH EXCHANGE	Contact Phone	00000	
Priority	ND 1700			
Ref 1	24566245			
Ref 2	PO Monthly			
No. of Parts	1			

Instructions 1	Instructions 2
Please swap unit	Asset: Epson Till Printer TMH6000II Generic Serial No: GENERIC-0232
	Category: Hardware SubCategory: Boot Issue
	Till showing Error - "Missing.POS"
	Web logging
	Make/Model: Epson Till Printer TMH6000II
	Till Number: 025
	Serial Number (S/N):749TP025
	Fault/Attempted Triage: Till showing Error - "Missing.POS". 025 is not working
	this has been rebooted multiple times
	cabled removed
	all lights are on...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19735842201	4856848	WAIT:EPSON TMH6000II Printer	8Q5FJ23			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19735842401	4856848	WAIT:EPSON TMH6000II Printer	8Q5FJ23			

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



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Job # 4278949	Customer	POSTURITE LIMITED			Job Address
SLA Window	03/11/2025 08:49 - 04/11/2025 17:00	Contact Name	DANIEL BURTON		DANIEL BURTON 29 BUCKINGHAM ROAD LIVERPOOL L31 7DN
Activity	DESK INSTALL	Contact Phone	07712274286		
Priority	ND 1700				
Ref 1	DEL1643598				
Ref 2					
No. of Parts	5				

Instructions 1	Instructions 2
*** Customer Instructions: *** Please call 1 hour before arrival.Customer Ref / PO: FAC10026693Items on order:	Tech to deliver assemble and demonstrate DESK(S) features and functions for the end user. Tech MUST also take PHOTOS of the PRODUCT(S) once built. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries please call Northampton CSC while onsite Tel: 0203 356 7627. Once the job is completed please click this link to open and complete the form.

Job Notes

In Items

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

See Items Overleaf

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

See Items Overleaf

Engineer Closure Notes	On Site Time	Off Site Time



Run Sheet
Daniel Hanson 04/11/2025

Date	04/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Returned Items for Job # 4278949 page 1 of 1



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Job # 4279563	Customer	Fujitsu Services Limited - Telefonica TC		Job Address	
SLA Window	03/11/2025 15:02 - 04/11/2025 20:00	Contact Name	Chil	<p>O2 AINTREE UNIT 7 TOPHAM DRIVE Liverpool L9 5AY</p>	
Activity	NON TECH EXCHANGE	Contact Phone	+07708755435		
Priority	ND 1900				
Ref 1	C5323881				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 04/11/2025 20:00 SLA: ND 04/11/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1	<p>Problem: [BDS] Keyboard mac style aluminium USB Root Cause: UNKNOWN Action: Engineer to supply replacement white keyboard. If store require please collect faulty keyboard for disposal. Test: User to test URL:</p> <p>Call history::</p> <pre>##### Call 5323881 Problem Web Service qws_uk Mon 03 Nov 2025 15:00:17 A+C+P</pre> <p>agent.loginname=qws_uk equipment.assettag=TELGB000000T0489TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007409470 call.problem=HW - 0489 - 06 - Keyboard white replacement (Faulty) call.modifiedby=QWebServices call.businessimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KBUSBMAC call.priority=2-Medium call.dateremoved=11/3/2025 3:00:14 PM</p> <pre>##### Call 5323881 Problem Web Service qws_uk Mon 03 Nov 2025 15:00:17 A+C+P</pre> <p>SITE OPENING TIMES [Aintree] Mon-Fri: 09:00-20:00 Sat: 09:00-18:00 Sun: 10:30-16:30</p> <p>...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19735673901	GNCKDBUSB-MAC	CUSTOM MAC STYLE ALUMINIUM:USB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19735674101	GNCKDBUSB-M	KBD MEC STYLE ALUMINIUM:USB				

Engineer Closure Notes

	Customer Print
	Customer Signature



Run Sheet

Daniel Hanson 04/11/2025

Date	04/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4279772	Customer	Computacenter - Waitrose			Job Address
SLA Window	03/11/2025 19:39 - 04/11/2025 17:00	Contact Name	MANAGER		WAITROSE LTD WAITROSE LTD THREE TUNS LANE FORMBY LIVERPOOL L37 4AJ
Activity	TECH EXCHANGE	Contact Phone	0000		
Priority	ND 1700				
Ref 1	24566245				
Ref 2	PO Monthly				
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	Asset: Epson Till Printer TMH6000II Generic Serial No: GENERIC-0232 Category: Hardware SubCategory: Boot Issue Till showing Error - "Missing.POS" Web logging Make/Model: Epson Till Printer TMH6000II Till Number: 025 Serial Number (S/N):749TP025 Fault/Attempted Triage: Till showing Error - "Missing.POS". 025 is not working this has been rebooted multiple times cabled removed all lights are on goes to a computer screen and then goes back to rebooting

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 04/11/2025

Date	04/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4279780	Customer	RICO Depots	Job Address
SLA Window	- 04/11/2025 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



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter Limited	19735443401	24566626	4279650	TECH EXCHANGE	LLOYDS BANKING GROUP PLC (008102783, 210 Grange Road, , 210 Grange Road, , CH41 6NZ	Daniel Hanson	04/11/2025 09:00 04/11/2025 15:00	04/11/2025	
Computacenter Limited	19735443101	24566657	4279690	TECH EXCHANGE	LLOYDS BANKING GROUP PLC (008102783, 210 Grange Road, , 210 Grange Road, , CH41 6NZ	Daniel Hanson	04/11/2025 09:00 04/11/2025 15:00	04/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	197345968	C5323859	4279320	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Daniel Hanson	04/11/2025 08:00 04/11/2025 19:00	04/11/2025	
NCR TESCO HHT	197317395	7530502784	4278462	TECH EXCHANGE	TESCO, 5 ALLERTON RD, LIVERPOOL, LIVERPOOL, L18 1LG	Daniel Hanson	04/11/2025 09:00 04/11/2025 17:00	04/11/2025	
POSTURITE LIMITED	19736462501	DEL1641240	4279752	CHAIR INSTALL	LISA LEUTY, THE CAPITAL BUILDING, LIVERPOOL, LIVERPOOL, L3 9PP	Daniel Hanson	03/11/2025 18:26 04/11/2025 17:00	04/11/2025	
POSTURITE LIMITED	19733452801	DEL1643598	4278949	DESK INSTALL	DANIEL BURTON, 29 BUCKINGHAM ROAD, LIVERPOOL, L31 7DN	Daniel Hanson	03/11/2025 08:49 04/11/2025 17:00	04/11/2025	
POSTURITE LIMITED	19733452802	DEL1643598	4278949	DESK INSTALL	DANIEL BURTON, 29 BUCKINGHAM ROAD, LIVERPOOL, L31 7DN	Daniel Hanson	03/11/2025 08:49 04/11/2025 17:00	04/11/2025	
POSTURITE LIMITED	19733452803	DEL1643598	4278949	DESK INSTALL	DANIEL BURTON, 29 BUCKINGHAM ROAD, LIVERPOOL, L31 7DN	Daniel Hanson	03/11/2025 08:49 04/11/2025 17:00	04/11/2025	
POSTURITE LIMITED	19733452804	DEL1643598	4278949	DESK INSTALL	DANIEL BURTON, 29 BUCKINGHAM ROAD, LIVERPOOL, L31 7DN	Daniel Hanson	03/11/2025 08:49 04/11/2025 17:00	04/11/2025	
POSTURITE LIMITED	19733452805	DEL1643598	4278949	DESK INSTALL	DANIEL BURTON, 29 BUCKINGHAM ROAD, LIVERPOOL, L31 7DN	Daniel Hanson	03/11/2025 08:49 04/11/2025 17:00	04/11/2025	
Computacenter - Waitrose	19735842201	24566245	4279598	TECH EXCHANGE	WAITROSE LTD, WAITROSE LTD, THREE TUNS LANE, FORMBY, LIVERPOOL, L37 4AJ	Daniel Hanson	03/11/2025 15:36 04/11/2025 22:00	04/11/2025	
Computacenter - Waitrose	(No Items)	24566245	4279772	TECH EXCHANGE	WAITROSE LTD, WAITROSE LTD, THREE TUNS LANE, FORMBY, LIVERPOOL, L37 4AJ	Daniel Hanson	03/11/2025 19:39 04/11/2025 17:00	04/11/2025	
Fujitsu Services Limited - Telefonica TC	19735673901	C5323881	4279563	NON TECH EXCHANGE	O2 AINTREE, UNIT 7 TOPHAM DRIVE, Liverpool, L9 5AY	Daniel Hanson	03/11/2025 15:02 04/11/2025 20:00	04/11/2025	