



Run Sheet

Osama Shahhoud 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Shahhoud, Osama	Jobs on Run	1
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Job # 4220564	Customer	HCL ADIDAS UK DISPATCH			Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 17:00	Contact Name	.		ADIDAS TRAFFORD PARK Trafford Park Stretford Manchester M17 1QD
Activity	MANPOWER	Contact Phone	.		
Priority	ND 1700				
Ref 1	ADIDAS_BF_14/08/25				
Ref 2	9200048056				
No. of Parts	0				

Instructions 1	Instructions 2
We will need visits from 12th to 15th and from 19th till 22nd.Tuesday 12th – Friday 15th – Osama Shahhoud (4 full days) Tuesday 19th – Friday 22nd – Osama Shahhoud (4 full days)	

Job Notes

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

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time



Run Sheet

Nadeem Saleem 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Saleem, Nadeem	Jobs on Run	9
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Job # 4221674	Customer	POSTURITE LIMITED			Job Address
SLA Window	13/08/2025 07:15 - 14/08/2025 17:00	Contact Name		HUZAIFA MOHAMMED	HUZAIFA MOHAMMED 52 QUEENS ROAD FULWOOD PRESTON PR2 3EA
Activity	CHAIR INSTALL	Contact Phone		07426684011	
Priority	ND 1700				
Ref 1	DEL1611783				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
*** Customer Instructions: *** Please call 1 hour before arrival.Customer Ref / PO: BOSR:277 PO300027Items 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

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19462190301	9784311BLA	Positiv ME 300, Lumbar, Height				

Engineer Closure Notes	On Site Time	Off Site Time



Run Sheet

Nadeem Saleem 14/08/2025

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Job # 4222055	Customer	PayPoint Network Ltd_Collections			Job Address		
SLA Window	13/08/2025 15:20 - 14/08/2025 17:00	Contact Name	GANESWARAN MUNDAPODI		MP FOOD NEWS & WINE 3 OXFORD ROAD, WATERLOO LIVERPOOL L22 8QE		
Activity	COLLECTION	Contact Phone	07930944032				
Priority	ND 1700						
Ref 1	31101170						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
PP1 Mr Ganeswaran Mundapodi 07747112698	31265848

Job Notes

In Items

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

Returned Items

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



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Job # 4222124	Customer	POSTURITE LIMITED		Job Address
SLA Window	13/08/2025 16:25 - 14/08/2025 17:00	Contact Name	EDWARD BEATTIE	EDWARD BEATTIE 24 UTTING AVENUE ANFIELD LIVERPOOL L4 7UR
Activity	CHAIR INSTALL	Contact Phone	07455898005	
Priority	ND 1700			
Ref 1	DEL1611339			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>*** Customer Instructions: *** ***RFD***Please call 1 hour before arrival.Customer Ref / PO: 6000273779Items on order:</p> <p>https://rico.jotform.com/222823708509055?refNumber=DEL1611339&address=Edward%20Beattie%2020Utting%20Avenue%20LIVERPOOL%20Anfield%20L4%200UR</p>	<p>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.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19464798101	100144166	Positiv Plus High No Neck No A				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19464798301	100144166	Positiv Plus High No Neck No A				

Engineer Closure Notes

	Customer Print
	Customer Signature



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Job # 4221936	Customer	Vista Retail Support Limited		Job Address
SLA Window	13/08/2025 09:00 - 14/08/2025 17:00	Contact Name	.	MCDONALDS - NCR PRENTON WAY PRENTON, BIRKENHEAD
Activity	NON TECH EXCHANGE	Contact Phone	.	MERSEYSIDE PRENTON, BIRKENHEAD CH43 3DU
Priority	ND 1700			
Ref 1	3371293			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3371293 We need a swap out for the drive thru receipt printer . Printing out faint with lines ? Full postal code of the Site : CH43 3DU ? Store Number : 01592 Prenton	***BACK DOOR SWAP ONLY*** MCD-PRT-CT-S2000-RP 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?
19464016401	MCD-PRT-CT-S2000-RP	MCD-PTR-CTS2000S25UWH				



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Job # 4221872	Customer	Computacenter - Astra Zeneca			Job Address
SLA Window	14/08/2025 10:00 - 14/08/2025 18:00	Contact Name		Emlyn Riley	Astrazeneca Speke Reception
Activity	DELIVERY	Contact Phone		+447903914577	Astrazeneca Speke Reception To Jay Galloway, Plot 6, Renaissance Way SPEKE England L24 9JW
Priority	ND 1700				
Ref 1	WOT000388355				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Deliver device only no collection should be required	{"Procure Catalog ID 1":"NEW_Lenovo_Standard_Laptop","Procure Quantity 1":1,"Requested by date":"2025-08-13","Customer Catalog ID":"NEW_Lenovo_Standard_Laptop","Cost Center Name":"CC_0000231968_4000_NAM Depreciation & Manpower Process Order 2","Cost Center Account Number":"CC_0000231968_4000_NAM"}

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
194621881	00000000004592628GB-NEW	Len TP T14s G4 AMD R5	GM0XX90K			

Returned Items

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



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Job # 4218692	Customer	Computacenter - Astra Zeneca		Job Address
SLA Window	14/08/2025 10:00 - 14/08/2025 18:00	Contact Name	Lynn McLaughlin	Astrazeneca Speke Reception. Astrazeneca Speke Reception.
Activity	COLLECTION	Contact Phone		To Jay Galloway, Plot 6, Renaissance Way SPEKE England L24 9JW
Priority	ND 1700			
Ref 1	WOT000380675			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Collect items using packaging already on site	{"Remove Serial 1":"PC26EB7B""Remove Item 1":"Please collect and remove single device." "Requested by date":"2025-08-14""Customer Catalog ID": " " "Cost Center Name":"CC_0000231968_4000_NAM Depreciation & Manpower Process Order 2""Cost Center Account Number":"CC_0000231968_4000_NAM"}

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?
194505435	Please collect and remove single device.	Please collect and remove single device.	PC26EB7B			

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



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Job # 4218694	Customer	Computacenter - Astra Zeneca			Job Address
SLA Window	14/08/2025 10:00 - 14/08/2025 18:00	Contact Name	Sean Franey		Walk Up - Liverpool - Speke
Activity	COLLECTION	Contact Phone	123456		Walk Up - Liverpool - Speke To Jay Galloway, Plot 6
Priority	ND 1700				Renaissance Way, Boulevard
Ref 1	WOT000376331				LIVERPOOL L24 9JW
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Collect items using packaging already on site	{"Remove Serial 1":"PC2AK6MA","Remove Item 1":"Please collect and remove single device,""Requested by date": "2025-08-14","Customer Catalog ID": " " "Cost Center Name": "CC_0000231443_4000_NAM Validation Services" "Cost Center Account Number": "CC_0000231443_4000_NAM"}

Job Notes

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

Returned Items					
Request	Part	Description	Serial	Asset	Part Status
194505437	Please collect and remove single device.	Please collect and remove single device.	PC2AK6MA		

Engineer Closure Notes			On Site Time	Off Site Time



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Job # 4219766	Customer	Computacenter - Astra Zeneca			Job Address
SLA Window	14/08/2025 10:00 - 14/08/2025 18:00	Contact Name		Emlyn Riley	Astrazeneca Speke Reception
Activity	COLLECTION	Contact Phone		+447903914577	Astrazeneca Speke Reception To Jay Galloway, Plot 6, Renaissance Way SPEKE England L24 9JW
Priority	ND 1700				
Ref 1	WOT000385284				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Collect items using packaging already on site	{"Remove Serial 1":"PC2FJTKY""Remove Item 1":"Please collect and remove single device." "Requested by date": "2025-08-14" "Customer Catalog ID": " " "Cost Center Name": "CC_0000231968_4000_NAM Depreciation & Manpower Process Order 2" "Cost Center Account Number": "CC_0000231968_4000_NAM"}

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?
194546004	Please collect and remove single device.	Please collect and remove single device.	PC2FJTKY			

Engineer Closure Notes	On Site Time	Off Site Time



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Nadeem Saleem 14/08/2025

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Job # 4220197	Customer	FUJITSU SERVICES LIMITED - BANKS HOME USERS			Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 18:00	Contact Name	ZAIN AHMED		371 PLODDER LANE 371 PLODDER LANE FARNWORTH BOLTON BL4 0JU
Activity	NON TECH EXCHANGE	Contact Phone	07467417942		
Priority	ND 1800				
Ref 1	5317420 / INC9044704				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Zain.Ahmed@rbs.co.uk / _NWHUBFTC	Engineer to deliver/collect at customer front door. Assigned engineer to contact user in advance of attendance to confirm approximate ETA. Record asset / serial number information as per current NatWest process. Re-use supplied packaging for return item and ensure packaging is secure for transport. If faulty item is unavailable then decline the exchange return the assigned part and close the call with supporting comments.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19456921301						

Returned Items

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



Run Sheet

John Paul Barron 14/08/2025

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Job # 4222245	Customer	Computacenter Limited - Nat West		Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 17:00	Contact Name	GARETH PEARCE	NATWEST 33 EASTGATE STREET CHESTER CH1 1LG
Activity	NON TECH EXCHANGE	Contact Phone	07812698963	
Priority	ND 1700			
Ref 1	24456695232\\\\\\			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
NWB laptop swap	Serial: CKGF4QF92R

Job Notes

In Items

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

Returned Items

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



Run Sheet

John Paul Barron 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	7
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Job # 4221801	Customer	Computacenter Limited - HSBC			Job Address
SLA Window	13/08/2025 10:42 - 14/08/2025 16:30	Contact Name	KIRSTY.TAYLORRYAN@MANDSBANK.CO		COMPUTACENTER HSBC MARKS & SPENCER CHESTER BUSINESS PARK CHESTER CHESHIRE WEST AND CHESTER KINGS MEADOW CHESTER BUSINESS PARK CHESTER CH99 9FB
Activity	TECH EXCHANGE	Contact Phone	07837292985		
Priority	ND 1600				
Ref 1	RITM36122164				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
You must call HSBC to close the call on all HSBC branch or office visits all unsuccessful & escalations on 0114 252 8180 or 0114 252 8254 This call will either be a Laptop/ Thin Client Terminal/Monitor/Tablet. You must not leave site until the device is operational**. If a Black Box is sent out by HSBC all items must fit inside the Black Box (no inserts are to be removed) and returned back to CC HSBC	Standard Laptop

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19463241801						



Run Sheet

John Paul Barron 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	7
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Job # 4221873	Customer	Computacenter Limited		Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 17:00	Contact Name	James Riley	LLOYDS BANKING GROUP PLC (008102783
Activity	NON TECH EXCHANGE	Contact Phone	07827020881	Chester Business Park, Herons Way
Priority	ND 1700			Chester Business Park, Herons Way
Ref 1	24459119			CH4 9FB
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
RSG-VA Contact Name - James Riley Contact Number - 07827020881 Location - Chester Cawley House CH4 9FB - Heritage - Device - WINDOWS Make - ead Office - Laptop Device - WINDOWS PPD - Yes - Type - Part - 470716	No Instructions

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

19463344801	4711625	LBG:PPD HP 840 G11 16GB				

Returned Items					
Request	Part	Description	Serial	Asset	Part Status
19463345001	4711625	LBG:PPD HP 840 G11 16GB			

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



Run Sheet

John Paul Barron 14/08/2025

Date 14/08/2025 **Depot** Warrington **Driver** Barron, John Paul **Jobs on Run** 7

Job # 4221981	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 15:00	Contact Name	Tracy Challoner	Kellogg Management Services (Europe Bryn Lane Portable Foods EU_WrxPF_FF_Nr_Tech_Dept WREXHAM LL13 9UT
Activity	REPAIR WITH PARTS	Contact Phone	01618694490	
Priority	ND FIX			
Ref 1	11788718			
Ref 2				
No. of Parts	4			

Instructions 1

PLEASE CALL TRACEY ONCE ON ROUTE TO SITE FOR SITE ACCESS
Tracey on site until 3pm

Intervention #: 2 SLA: 04/08/2025 17:00-----ASSET INFORMATION-----
SupportModuleName: CX9400WhiteMFP;ProductID: A3CT9400;TagCode: 6X941EU_WrxPES_Fenk: V56437469;SerialNumber: 326801495862198;SkuIdentifier: Technical 3D2D0373Model: 7580-678---ACCOUNT INFORMATION---Next Business day fix. Monday to Friday. 09:00 to 17:00Customer help desk should provide local contact; they will also alert security that a LNX tech is coming on site.If a tech is going to replace the system card or set the device back to factory defaults
they will need to call Mark Chaddock at 2699616474 or 269-816-3030 or Randy Mayberry 2695011463 or 2699616586
to reconfigure the device properly.Onsite exchange instructions: Always send a tech for onsite exchanges

Instructions 2

Job Notes

In Items

Returned Items

Engineer Closure Notes

	Customer Print
	Customer Signature



Run Sheet

John Paul Barron 14/08/2025

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John Paul Barron 14/08/2025

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Run Sheet

John Paul Barron 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	7
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Job # 4221957	Customer	CXM		Job Address
SLA Window	14/08/2025 10:00 - 14/08/2025 17:00	Contact Name	MATT SHAW	THE WHITE HORSE CHURTON CHESTER ROAD THE WHITE HORSE, CHURTON CHESTER CH3 6LA
Activity	INSTALL	Contact Phone	7507107938	
Priority	ND 1700			
Ref 1	5894400			
Ref 2				
No. of Parts	7			

Instructions 1	Instructions 2
SITE OPEN FROM 10:00AM *ELAVON* : Despatch/Install EN73001/Axium DX8000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN73002/Axium DX8000 Charging Base x 1	H2-5122317-15227730 (WIFI) Elavon TID: 15227730; Date Time Logged: 20250813131003; Terminal ID: 210212315802; Profile Number: 15227730 Other Info

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?
19464065701	EN60009	KPN SIM CARD-(GB)				
19464065801	EN73001	Axium DX8000 (WIFI/4G)				
19464065901	EN73002	Axium DX8000 Charging Base				

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



Run Sheet

John Paul Barron 14/08/2025

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John Paul Barron 14/08/2025

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Job # 4221955	Customer	CXM		Job Address
SLA Window	14/08/2025 10:00 - 14/08/2025 17:00	Contact Name	MATT SHAW	THE WHITE HORSE CHURTON CHESTER ROAD THE WHITE HORSE, CHURTON CHESTER CH3 6LA
Activity	INSTALL	Contact Phone	7507107938	
Priority	ND 1700			
Ref 1	5894399			
Ref 2				
No. of Parts	7			

Instructions 1	Instructions 2
SITE OPENS AT 10:00AM *ELAVON* : Despatch/Install EN73001/Axium DX8000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN73002/Axium DX8000 Charging Base x 1	H2-5122315-15227728 (WIFI) Elavon TID: 15227728; Date Time Logged: 20250813131003; Terminal ID: 210212315801; Profile Number: 15227728 Other Info

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?
19464065201	EN60009	KPN SIM CARD-(GB)				
19464065301	EN73001	Axium DX8000 (WIFI/4G)				
19464065401	EN73002	Axium DX8000 Charging Base				

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



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John Paul Barron 14/08/2025

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Job # 4218166	Customer	Computacenter Horizon Project		Job Address
SLA Window	07/08/2025 14:40 - 14/08/2025 17:00	Contact Name	GARETH BROCKLEY	GARETH BROCKLEY 42 HAZELHURST WAY TARPORLEY CW6 9YH
Activity	TECH EXCHANGE	Contact Phone	7788737991	
Priority	ND 1700			
Ref 1	43487800CLF516			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Home User full exchange 9:00 - 17:00 any issues call PLEASE RECORD SERIAL NUMBERS IN and OUT any issues call 07591984016 (Rachel)	Collect legacy device

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19448561001						

Returned Items



Run Sheet

Stephen Fitton 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	8
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Job # 4221923	Customer	CDW			Job Address
SLA Window	13/08/2025 13:11 - 14/08/2025 17:00	Contact Name	FAO LOUISE ASHLEY		11 BROOK AVENUE 11 BROOK AVENUE STOCKTON HEATH WARRINGTON WA4 2RY
Activity	COLLECTION	Contact Phone	07769901448		
Priority	ND 1700				
Ref 1	SCTASK1235904				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ATTEND SITE COLLECT AND RETURN EQUIPMENT TO CDW.	ATTEND SITE COLLECT AND RETURN LEAVER EQUIPMENT TO CDW. EQUIPMENT TO BE COLLECTED: 2xlaptop 1xdock G2 . 1xphone 1xheadset

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19463991601						

Returned Items



Run Sheet

Stephen Fitton 14/08/2025

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Job # 4221825	Customer	Computacenter - Kingfisher			Job Address
SLA Window	13/08/2025 11:16 - 14/08/2025 17:00	Contact Name	ELIZABETH FARINHA	B&Q B & Q PLC	
Activity	TECH EXCHANGE	Contact Phone	+44 151 427 448	NEW MERSEY RETAIL PARK SPEKE ROAD LIVERPOOL L24 8QB	
Priority	ND 1700				
Ref 1	24459279				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	Till hostname:GBBQ01297POS31P Till number: 31 What element of the till is impacted?: PED VERIFONE P400

Job Notes

In Items

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

Returned Items

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



Run Sheet

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Job # 4221824	Customer	HCL Barclays		Job Address
SLA Window	13/08/2025 09:30 - 14/08/2025 15:00	Contact Name	DANIEL STREET	BARCLAYS BANK PLC BARCLAYS BANK PLC 46-50 LORD STREET LIVERPOOL L2 1TD
Activity	TECH EXCHANGE	Contact Phone	07508408529	
Priority	ND 1600			
Ref 1	INC1039842484			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Monitor exchange	

Job Notes

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

Returned Items					
Request	Part	Description	Serial	Asset	Part Status

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



Run Sheet

Stephen Fitton 14/08/2025

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Job # 4222105	Customer	HCL Barclays		Job Address
SLA Window	13/08/2025 16:16 - 14/08/2025 15:00	Contact Name	LORRAINE HARRISON	BARCLAYS BANK PLC BARCLAYS BANK PLC 46-50 LORD STREET LIVERPOOL L2 1TD
Activity	TECH EXCHANGE	Contact Phone	07811355414	
Priority	ND 1600			
Ref 1	INC1039853173			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Keyboard exchange	None entered

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19464762901	SWIPE KEYBOARD	SWIPE KEYBOARD-ACCESS				

Returned Items

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



Run Sheet

Stephen Fitton 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	8
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Job # 4221741	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	13/08/2025 09:00 - 14/08/2025 20:00	Contact Name	LIVERPOOL LIME STREET NLC9613 NT Depot	Northern Rail MT (Liverpool) Liverpool Lime Street Station, Liverpool Merseyside Liverpool L1 1JD
Activity	TECH EXCHANGE	Contact Phone	0161 822 2152	
Priority	ND 1900			
Ref 1	C5317593			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 14/08/2025 20:00 SLA: ND 14/08/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE 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 5317593 Problem Web Service qws_uk Wed 13 Aug 2025 08:19:06 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=INC18023407 call.problem=NLC9613 Liverpool Lime Street 020 - 112386 NLC 9613 Site Liverpool Lime Str call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=8/13/2025 9:18:31 AM ##### Call 5317593 Problem Web Service qws_uk Wed 13 Aug 2025 08:19:06 A+C+P ...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19462527501	_NRMIUM020DE	RCIE:M020 NORTHERN MOBILE LIVE	02000303002020	118741		
19462527901	_SXASSET-LABELS	SXASSET-LABELSV2				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19462527701	_NRMIIUM020DE	RFID: M20 NORTHERN MOBILE LIVE	02000303002020	18741		
19462528101	_SXASSET-LABELS	SXASSET-LABELSV2				

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



Run Sheet

Stephen Fitton 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	8
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Job # 4222160	Customer	Computacenter Limited		Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 17:00	Contact Name	Jennifer Myers	LLOYDS BANKING GROUP PLC (008102783 12 Ennismore 12 Ennismore L13 2AT
Activity	NON TECH EXCHANGE	Contact Phone	07713731315	
Priority	ND 1700			
Ref 1	24458290			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
RSG-VA Contact Name - Jennifer Myers Contact Number - 07713731315 Locion - 12 Ennismore Rd Old Swan Liverpool L13 2AT - Heritage - Device WINDOWS Make - Head Office - Laptop Device - WINDOWS PPD - Yes - Type	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19464172901	4776298	LBG:HP 830 G9 i5 16GB - G8 REP				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19464173101	4776298	LBG:HP 830 G9 i5 16GB - G8 REP				

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print



Run Sheet

Stephen Fitton 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	8
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Job # 4222213	Customer	Vista Retail Support Limited		Job Address
SLA Window	13/08/2025 17:27 - 14/08/2025 17:00	Contact Name		MCDONALDS - NCR SWITCH ISLAND LEISURE PARK DUNNINGS BRIDGE ROAD
Activity	TECH EXCHANGE	Contact Phone		BOOTLE LANCASHIRE
Priority	ND 1700			BOOTLE
Ref 1	3371632			L30 6TQ
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3371632: The store needs HME head 1402 but they received the wrong model.	Replace MCD-KIT-HSET-HS6200 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?
19465072601	MCD-KIT-HSET-HS6200	KIT-HSET-HS6200				



Run Sheet

Stephen Fitton 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	8
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Job # 4222212	Customer	Vista Retail Support Limited		Job Address
SLA Window	13/08/2025 17:26 - 14/08/2025 17:00	Contact Name		LIDL KING STREET MERSEYSIDE SAINT HELENS WA10 2JZ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3371128			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3371128 - LID007310221 Part ID -?HHT-ZEB-TC57-LID	Replace HHT-ZEB-TC57-LID 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?
19465071901	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items					
Request	Part	Description	Serial	Asset	Part Status
19465072101					

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



Run Sheet

Claire Booth 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Booth, Claire	Jobs on Run	8
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Job # 4221910	Customer	Computacenter PwC NON TECH EXCHANGE		Job Address
SLA Window	13/08/2025 13:03 - 14/08/2025 17:30	Contact Name	RAKESH RAMANNA	P W C P W C 1 HARDMAN SQUARE MANCHESTER M3 3EB
Activity	TECH EXCHANGE	Contact Phone	-	
Priority	ND 1700			
Ref 1	PAR0393903			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
PWC - Laptop Swap	<p>Deliver Device - :SWP:PW:DLM GB HP EliteBook X G1i - :SWP:PW:DLM GB HP EliteBook X G1i - 00000000004828238</p> <p>Collect Device - UK040862 - Lenovo X1 Yoga G6 / PF3VF7A5</p>

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19463957701						

Returned Items



Run Sheet

Claire Booth 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Booth, Claire	Jobs on Run	8
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Job # 4222217	Customer	Computacenter PwC NON TECH EXCHANGE		Job Address
SLA Window	13/08/2025 17:34 - 14/08/2025 17:30	Contact Name	RAKESH RAMANNA	P W C P W C 1 HARDMAN SQUARE MANCHESTER M3 3EB
Activity	TECH EXCHANGE	Contact Phone	-	
Priority	ND 1700			
Ref 1	PAR0394075			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
PWC - Laptop Swap	deliver device - :SWP:PW:DLM GB HP EliteBook X G1i - :SWP. collect device - UK031759 - HP 840 G8 i7/5CG2123DXP

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19465093701						

Returned Items

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



Run Sheet

Claire Booth 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Booth, Claire	Jobs on Run	8
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Job # 4221797	Customer	Computacenter Limited - HSBC		Job Address
SLA Window	13/08/2025 10:42 - 14/08/2025 17:00	Contact Name	CHINYERE OHIO	COMPUTACENTER HSBC 16 SILVERCROFT STREET FLAT 1202 VICTORIA RESIDENCE MANCHESTER SILVERCROFT STREET MANCHESTER M15 4ZE
Activity	COLLECTION	Contact Phone	07903980929	
Priority	ND 1600			
Ref 1	RITM35743985			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Home collection Observe Social Distancing You must collect the device type listed using the empty box sent out by HSBC. All items must fit inside box provided to be accepted. It is 1 main part per box ONLY. Peripherals can be added to the box for collection this can be either a pass phone or RSA token ONLY. For unsuccessful jobs additional parts & escalations contact HSBC on 0114 252 8180 or 0114 252 8254. No serials required If a Black Box is sent out by HSBC all items must fit inside the Black Box (no inserts are to be removed) and returned back to CC HSBC</p>	<p>Return Of Hardware For Leavers - Laptop</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19463240601						

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19463240801						

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



Run Sheet

Claire Booth 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Booth, Claire	Jobs on Run	8
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Job # 4221857	Customer	HCL Barclays			Job Address
SLA Window	13/08/2025 12:08 - 14/08/2025 17:00	Contact Name	SUDHARSHAN RAMESH KUMAR		FLAT 217 FLAT 217 7 NOBEL WAY MANCHESTER M1 7FU
Activity	COLLECTION	Contact Phone	07518489624		
Priority	ND 1600				
Ref 1	TASK3064691				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Peripheral collection - Please use Tote	Cables keyboard and Mouse needs to be collected

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19463665201	HCL Tote	HCL Tote				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19463665401	HCL Tote	HCL Tote				

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print
	Customer Signature



Run Sheet

Claire Booth 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Booth, Claire	Jobs on Run	8
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Job # 4221859	Customer	HCL Barclays			Job Address
SLA Window	13/08/2025 12:11 - 14/08/2025 17:00	Contact Name	SUDHARSHAN RAMESH KUMAR		FLAT 217 FLAT 217 7 NOBEL WAY MANCHESTER M1 7FU
Activity	COLLECTION	Contact Phone	07518489624		
Priority	ND 1600				
Ref 1	TASK3064724				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Monitor collection - Please use Tote	None entered

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19463672501	HCL Tote	HCL Tote				

Returned Items



Run Sheet

Claire Booth 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Booth, Claire	Jobs on Run	8
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Job # 4222071	Customer	PayPoint Unscheduled		Job Address
SLA Window	13/08/2025 15:26 - 14/08/2025 17:00	Contact Name	MOHAMMED LATIF KHAN	SHAH JI SUPER STORE 298 CLAREMONT ROAD MANCHESTER M14 4EP
Activity	COLLECTION	Contact Phone	07867489887	
Priority	ND 1700			
Ref 1	31127824			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PP1 Mr. Mohammed Latif Khan 07867489887	Unscheduled collection - ensure you have the letter for site (available on google drive 34043489

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

Claire Booth 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Booth, Claire	Jobs on Run	8
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Job # 4221004	Customer	HCL Barclays		Job Address
SLA Window	12/08/2025 13:25 - 14/08/2025 17:00	Contact Name	RABIA ANWAR	60 WERNETH HALL ROAD 60 WERNETH HALL ROAD OLDHAM OL8 4BB
Activity	COLLECTION	Contact Phone	07903810455	
Priority	ND 1600			
Ref 1	TASK3058353			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Monitor collection - please use large box	None entered

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19460359401	HCL Large box	Carton box 610 x 457 x 457mm				

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Run Sheet

Claire Booth 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Booth, Claire	Jobs on Run	8
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Job # 4221006	Customer	HCL Barclays		Job Address
SLA Window	12/08/2025 13:26 - 14/08/2025 17:00	Contact Name	RABIA ANWAR	60 WERNETH HALL ROAD 60 WERNETH HALL ROAD OLDHAM OL8 4BB
Activity	COLLECTION	Contact Phone	07903810455	
Priority	ND 1600			
Ref 1	TASK3058378			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Monitor collection - please use large box	None entered

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19460365801	HCL Large box	Carton box 610 x 457 x 457mm				

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Run Sheet

David Ranson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	6
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Job # 4222201	Customer	Computacenter - Morrisons BAU		Job Address
SLA Window	14/08/2025 08:00 - 14/08/2025 12:00	Contact Name	SIOBHAN JEFFERY	MORRISONS MANUFACTORY MORRISONS MANUFACTORY WHARTON ROAD WINSFORD CW7 3BB
Activity	TECH EXCHANGE	Contact Phone	07761303770	
Priority	Priority MC			
Ref 1	REQ000011265584			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Install Monitor	Install monitor for user Siobhan Jeffery 07761303770

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	
				Customer Signature	



Run Sheet

David Ranson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	6
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Job # 4222015	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 17:00	Contact Name	Store Manager 6425	Boots UK Limited Barn Road Pharmacy Printer CONGLETON CW12 1LJ
Activity	CONSUMABLE INSTALL	Contact Phone	01260276977	
Priority	ND 1700			
Ref 1	1-540075310495			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 18/08/2025 17:00-----ASSET INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO RS SI TRDDeviceTagCustomer: EPSr2 Pharmacy PrinterSerialNumber: 45147GHH487XDProductIdentifier: 35S0330Model: 4514-630Physical Location:</p> <p>----ACCOUNT INFORMATION----VIP customer. MPS customer.Break Fix Monday Saturday 08:00 18:00 Sunday & Bank Holidays (excl. Xmas day) 10:00 -16:00.Maintenance kits 3 days Monday Friday 8:00 18:00Important: Call scheduler/control tower to set ETA expectation with customer For SEV1 (4 hour fix) tasks call the Boots engineer line (2nd level) to ask for the missing information -they can be contacted on the number - 0330 123 9000 option 9. If dialing from the Republic of Ireland the number is 00 44 330123 9000Please note that option 9 is theEngineer..... option and is unannounced as this line is also for use by Boots colleagues. ConfigurationsTray 1 A4 Plain paperTray 2 A4 Custom type 2 (where available)MP Feeder Custom type 6Toner Darkness 6 (mono printers)Toner Darkness 3 (colour printers)EPOS printers PPDS MUST be turnedON.....MS510dn printers MUST have Paper Change Prompts configured as below in the 2 + 6 configuration menu on bootup:..... "Action for Prompts" - Select the "Use current" optionAll printers must be on the below FW level (or higher)Lexmark MS510dn LW71.PR2.P025-0Lexmark CS510de LW71.VY4.P025-0Lexmark MX511dhe LW71.SB4.P025-0</p>	-----ACTIVITY DESCRIPTION----Please Install part(s)---INSTRUCTIONS-----

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
194643424	40X8282	MS51x SVC Maint Kit Fuser 220				

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



Run Sheet

David Ranson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	6
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Job # 4221839	Customer	Computacenter - Kingfisher			Job Address
SLA Window	13/08/2025 11:33 - 14/08/2025 17:00	Contact Name	JEANETTE WILKINSON		B&Q B & Q PLC STATHAM STREET MACCLESFIELD SK11 6XF
Activity	TECH EXCHANGE	Contact Phone	+44 7533 748856		
Priority	ND 1700				
Ref 1	24459420				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	Till hostname: gbbq01379sco82p Till number: 82 Peripheral make/model(Please copy and paste CI): DS8178 Handheld or presentation scanner: Handheld Is it happening for one or all products?: na Product(s) information: na Description of issue: The hand scanner has no red beam it's not charging either (goes orange then once it's taken off it goes red) they don't have spare batteries either to try Contact name/number: Jeanette Wilkinson 44 7533 748856

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



Run Sheet

David Ranson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	6
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Job # 4221869	Customer	Computacenter - Astra Zeneca			Job Address
SLA Window	14/08/2025 10:00 - 14/08/2025 18:00	Contact Name	Ros Smith		Mill Court Reception Mill Court Reception To Craig Wrench, Silk Road Business Park, Charter MACCLESFIELD England SK10 2NA
Activity	DELIVERY	Contact Phone	+447469408823		
Priority	ND 1700				
Ref 1	WOT000367571				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Deliver device only no collection should be required	{"Procure Catalog ID 1": "NEW_Lenovo_Travel_Laptop", "Procure Quantity 1": "1", "Requested by date": "2025-08-14", "Customer Catalog ID": " NEW_Lenovo_Travel_Laptop", "Cost Center Name": "CC_0000001565_UK10_EUSAP Ops & IT Finance UK", "Cost Center Account Number": "CC_0000001565_UK10_EUSAP"}

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
194505821	000000000004693827	7GB-NEW_Len TP X1 CARB G12 i7 LTE	PF5BHEGB			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
194505823						

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



Run Sheet

David Ranson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	6
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Job # 4221870	Customer	Computacenter - Astra Zeneca		Job Address
SLA Window	14/08/2025 10:00 - 14/08/2025 18:00	Contact Name	Declan Sutcliffe	Mill Court Reception Mill Court Reception To Craig Wrench, Silk Road Business Park, Charter
Activity	DELIVERY	Contact Phone	-	MACCLESFIELD England SK10 2NA
Priority	ND 1700			
Ref 1	WOT000376393			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Deliver device only no collection should be required	{"Procure Catalog ID 1": "NEW_Lenovo_Travel_Laptop", "Procure Quantity 1": "1", "Requested by date": "2025-08-14", "Customer Catalog ID": " NEW_Lenovo_Travel_Laptop", "Cost Center Name": "CC_0000003772_UK10_EUSAP Apprentices", "Cost Center Account Number": "CC_0000003772_UK10_EUSAP"}

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
194505829	000000000004693827	7GB-NEW_Len TP X1 CARB G12 i7 LTE	PF5BHJZ4			



Run Sheet

David Ranson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	6
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Job # 4222206	Customer	Vista Retail Support Limited		Job Address
SLA Window	13/08/2025 17:18 - 14/08/2025 17:00	Contact Name		WHITBREAD ALPHAGATE DRIVE DENTON LANCASHIRE MANCHESTER M34 3SH
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3371557			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3371557: *SNP Network* Close cash drawer error on till 01/ SLIM0822 / Bar / Till No. 01 / replacement	Replace WHIT-CDR-CBS-0822 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?
19465030001	WHIT-CDR-CBS-0822	WHIT-CDR-CBS-0822				

Returned Items

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



Run Sheet

Daniel Hanson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4221810	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address		
SLA Window	13/08/2025 10:45 - 14/08/2025 20:00	Contact Name	RUNCORN EAST NLC2294 TFW STATION			
Activity	TECH EXCHANGE_R	Contact Phone	01928 759518			
Priority	ND 1900					
Ref 1	C5317534					
Ref 2						
No. of Parts	1					

Instructions 1	Instructions 2
<p>Previous WPB - A power supply was sent instead of USB cable. PED is fully functional however an error message will appear on the TOM intermittently. Henry at Star trains was updated ND 13/08/2025 20:00 SLA: ND 13/08/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWGNCTTV2AMBBLK-5M x 1</p>	<p>Problem: [ME] Miura Desktop PED USB Cable faulty Root Cause: Unknown Action: Engineer to replace the Miura Desktop PED USB Cable Test: In Use URL: Call history:: ##### Call 5317534 Problem Web Service qws_uk Tue 12 Aug 2025 12:14:37 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000AT045TA23 contract.pkey=23200 call.poms=1 call.zip=WA7 6EP call.address=Barnfield Avenue call.city=Runcorn call.customerid=INC18019916 call.problem=NLC2294 RUNCORN EAST NLC 2294 Site RUNCORN EAST Window 30 Serial Number 200468 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUPEDCBL call.priority=2-Medium call.datereported=8/12/2025 1:14:02 PM ##### Call 5317534 Problem Web Service qws_uk Tue 12 Aug 2025 12:14:37 A+C+P *** Ticket Reopened previous ref: 5317507 *** Logs show that PED keeps disconnecting please can we have an engineer attend site... </p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19463250901	_TWGNCTTV2AM	MBBL165 MUSBA-M TO USBB-M TFW				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19463251101	_TWGNCTTV2AM	MBBLK65MUSBA-M TO USBB-M TFW				

Engineer Closure Notes

	Customer Print
	Customer Signature



Run Sheet

Daniel Hanson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4221877	Customer	Computacenter Limited		Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 17:00	Contact Name	Ryan Murray	LLOYDS BANKING GROUP PLC (008102783
Activity	NON TECH EXCHANGE	Contact Phone	07484762895	44 Arndale, Beechwood 44 Arndale, Beechwood WA73HR
Priority	ND 1700			
Ref 1	24459246			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
RSG-VA Contact Name - Ryan Murray Contact Number - 07484762895 Location - 44 Arndale Beechwood Runcorn WA73HR - Heritage - Device - WINDO Make - Head Office - Laptop Device - WINDOWS PPD - Yes - Type - Part	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19463332101	4711625	LBG:PPD HP 840 G11 16GB				



Run Sheet

Daniel Hanson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4221771	Customer	Computacenter Limited		Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 17:00	Contact Name	Danielle Yates	LLOYDS BANKING GROUP PLC (008102783
Activity	NON TECH EXCHANGE	Contact Phone	+447887247916	145 Cotton Lane 145 Cotton Lane WA7 5NE
Priority	ND 1700			
Ref 1	24456951r			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
RSG-VA Contact Name - Danielle Yates Contact Number - 07887247916 Locion - 145 Cotton Lane Runcorn Cheshire WA7 5NE - Heritage - Device -INDOWS Make - Head Office - Laptop Device - WINDOWS PPD - Yes - Type -	

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 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4221989	Customer	Computacenter - Kingfisher			Job Address		
SLA Window	13/08/2025 14:02 - 14/08/2025 17:00	Contact Name	MATTHEW CASH-FRANCIS		SCREWFIX SCREWFIX UNIT 2-3 BRICKFIELD PARK RHYL LL18 2AZ		
Activity	TECH EXCHANGE	Contact Phone	+44 1745 343331				
Priority	ND 1700						
Ref 1	24459540						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
Please swap unit	Description: HOST NAME: kf4ce9211h7w IP ADDRESS OF PC: 10.66.248.104 PED Model: PEDVX820 DUET / PEDV200cs: PEDVX820 DUET OPERATING SYSTEM: W 10 MANAGER OR TILL: Till TILL NO: 04 LOCATION OF DEVICE: SFDRA2-Rhyl Trade Counter FAULT DESCRIPTION: cashier account is locked cannot be used CONTACT NAME/CONTACT NUMBER: +44 1745 343331 Matthew Cash-Francis

Job Notes

In Items

Returned Items

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



Run Sheet

Daniel Hanson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4222224	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	13/08/2025 17:42 - 14/08/2025 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	C5317687			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
ND 14/08/2025 20:00 SLA: ND 14/08/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE 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 5317687 Problem Web Service qws_uk Wed 13 Aug 2025 17:42:06 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8566TA23 contract.pkey=23200 call.poms=1 call.zip=LL31 9NB call.address=Conwy Road call.city=Llandudno Junction call.customerid=INC18029851 call.problem=NLC9616 Llandudno Junction 020 - 113094 NLC 9616 Site Llandudno Junction RS call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=8/13/2025 6:41:41 PM ##### Call 5317687 Problem Web Service qws_uk Wed 13 Aug 2025 17:42:06 A+C+P ...

Job Notes

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

Returned Items					
Request	Part	Description	Serial	Asset	Part Status

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



Run Sheet

Daniel Hanson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4221930	Customer	Vista Retail Support Limited		Job Address
SLA Window	13/08/2025 13:17 - 14/08/2025 17:00	Contact Name		LIDL HOLYHEAD, LLANFAWR ROAD ANGLESEY HOLYHEAD LL65 2BS
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3369363			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3369363 - Replace HHT-ZEB-TC57-LID Passcode - 15560221	Replace HHT-ZEB-TC57-LID 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?
19464012701	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items

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



Run Sheet

Daniel Hanson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4222228	Customer	Centrex Services		Job Address
SLA Window	13/08/2025 17:44 - 14/08/2025 17:00	Contact Name		LIDL LIDL CARDIFF ROAD PWLLHELI LL53 5NU
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	INC11457968			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
replace phone with user follow script	Phone Original Fault: Aerial broken Troubleshooting Attempted: n/a Long Aerial Fitted?: Yes Call Number: INC11457968 Store Number: LID01297 Store Name: Pwllheli Type Of Phone: BT Phone Store Contact: Store manager Tel Number: +443330380561 Store Address: Cardiff Road LL53 5NU Pwllheli Date Of Attendance: NBD

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19465119401						



Run Sheet

Daniel Hanson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4221336	Customer	CXM		Job Address
SLA Window	12/08/2025 17:00 - 14/08/2025 17:00	Contact Name	PETER GARDEN	GWYNANT LIMITED LLYN GWYNANT CAMPSITE NANT GWYNANT CAERNARFON LL55 4NW
Activity	TECH EXCHANGE	Contact Phone	7487571072	
Priority	ND 1700			
Ref 1	5893970			
Ref 2				
No. of Parts	10			

Instructions 1	Instructions 2
<p>*ELAVON* : Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN70156/Tetra Move 5000 x 1: Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Collect EN70156/Tetra Move 5000 SNO: 201597303191017915219327: Collect EN70157/PWN32410153A SNO: 220857313161294524319725: Collect EN60009/Part no. K003 SNO: 8931087115077180560LAN_UK_0130651: SWAP OUT/SWAP OUT</p>	<p>LAN_UK_0130651 Simon +35319055069 Repeat Swap (GPRS) 24/7 Elavon TID: 15207153; Date Time Logged: 20250811071005; Terminal ID: 210208712303; Profile Number: 15207153
 Other Info If the Merchant refuses access to the location for the installation/replacement of the terminal or is absent from the location please try to encourage them or their staff to allow the device to be left at the location as it is a fully configured device via GPRS and only requires connection to power. If this can be arranged please record the name of the person who gave consent. In case of any issues with the installation the Merchant should contact the Elavon Helpdesk.</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19461372201	EN60009	KPN SIM CARD-(GB)				
19461372301	EN70156	Tetra Move 5000-(FR)				
19461372401	EN70157	Tetra Move 5000 Base-(FR)				

Engineer Closure Notes

		Customer Print
		Customer Signature



Run Sheet
Daniel Hanson 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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In Items for Job # 4221336 page 1 of 1



Run Sheet

Simon Heath 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	6
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Job # 4221820	Customer	Computacenter - Kingfisher		Job Address
SLA Window	13/08/2025 11:05 - 14/08/2025 17:00	Contact Name	GARETH MAYHEW	SCREWFIX SCREWFIX PENNY LANE HAYDOCK ST HELENS WA11 9SQ
Activity	TECH EXCHANGE	Contact Phone	+44 1942 723911	
Priority	ND 1700			
Ref 1	24458263			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	<p>Host name: kf4ce9281r3f</p> <p>User's availability (not store opening times): 9-5 this week</p> <p>Has the till been restarted?: yes</p> <p>Error message or description of fault: user profile can not be loaded</p> <p>Description: HOST NAME: kf4ce9281r3f</p> <p>IP ADDRESS OF PC: 10.68.100.105</p> <p>PED Model: PEDVX820 DUET</p> <p>OPERATING SYSTEM: windows 10</p> <p>MANAGER OR TILL: till</p> <p>TILL NO: 20</p> <p>LOCATION OF DEVICE: SFDQB6-Haydock Trade Counter</p> <p>FAULT DESCRIPTION: Till 20 wont come on till is on but wont go past "cashier" you press enter and fusion screen shows then that happens this was the old ticket INC6078937. Keeps restarting</p> <p>CONTACT NAME/CONTACT NUMBER: +44 1942 723911</p>

Job Notes

In Items						

Returned Items						

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



Run Sheet

Simon Heath 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	6
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Job # 4222069	Customer	PayPoint Unscheduled		Job Address
SLA Window	13/08/2025 15:26 - 14/08/2025 17:00	Contact Name	CHRISTINE TYRER	HAYDOCK NEWS 327 CHURCH ROAD, HAYDOCK ST. HELENS MERSEYSIDE WA11 0LT
Activity	COLLECTION	Contact Phone	07708722422	
Priority	ND 1700			
Ref 1	31125843			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PP1; Pin Pad; Zebra Printer Ms. Christine Tyrer 07708722422	Unscheduled collection - ensure you have the letter for site (available on google drive 34045165 37760317 Zebra Printer

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
		Customer Signature



Run Sheet

Simon Heath 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	6
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Job # 4221790	Customer	Computacenter Limited		Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 17:00	Contact Name	Nisha Dubey	LLOYDS BANKING GROUP PLC (008102783
Activity	NON TECH EXCHANGE	Contact Phone	07957773213	122 Britannia Drive 122 Britannia Drive PR2 2DY
Priority	ND 1700			
Ref 1	24457644r			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
RSG-VA Contact Name - Nisha Dubey Contact Number - 07957773213 Locati - 122 Britannia Drive Preston PR2 2YD - Heritage - Device - WINDOWSake - Head Office - Laptop Device - WINDOWS PPD - Yes - Type - Part -	

Job Notes

In Items

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

Returned Items

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



Run Sheet

Simon Heath 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	6
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Job # 4222096	Customer	Computacenter Limited - HSBC		Job Address
SLA Window	13/08/2025 16:09 - 14/08/2025 16:30	Contact Name	ALISON.OGILVIEBOOTH@HSBC.COM	COMPUTACENTER HSBC 35 MARKET STREET LANCASTER Lancashire LA1 1JQ
Activity	TECH EXCHANGE	Contact Phone	07508792857	
Priority	ND 1600			
Ref 1	RITM36082982			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
You must call HSBC to close the call on all HSBC branch or office visits all unsuccessful & escalations on 0114 252 8180 or 0114 252 8254 This call will either be a Laptop/ Thin Client Terminal/Monitor/Tablet. You must not leave site until the device is operational**. If a Black Box is sent out by HSBC all items must fit inside the Black Box (no inserts are to be removed) and returned back to CC HSBC	Standard Laptop

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19464743701						



Run Sheet

Simon Heath 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	6
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Job # 4222214	Customer	Vista Retail Support Limited	Job Address
SLA Window	13/08/2025 17:28 - 14/08/2025 17:00	Contact Name	WHITBREAD
Activity	TECH EXCHANGE	Contact Phone	LANCASTER BUSINESS PARK
Priority	ND 1700		LANCASHIRE
Ref 1	3372265		LANCASTER
Ref 2			LA1 3PE
No. of Parts	1		

Instructions 1	Instructions 2
3372265: *SNP Network* Cable replacement / Encoder network cable / Ambiance server encoder / Back office / Susan Grant/ Cable Replacement	Replace WHIT-CAB-CAT5-2M 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?
19465077401	WHIT-CAB-CAT5-2M	Cat 5 Cable 2M				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19465077601						



Run Sheet

Simon Heath 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	6
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Job # 4222235	Customer	Fujitsu Services Limited - Star Trains - P2PE			Job Address
SLA Window	13/08/2025 17:51 - 14/08/2025 20:00	Contact Name	BARROW IN FURNESS NLC1812 NT Depot		Northern Rail MT (Barrow in Furness)
Activity	TECH EXCHANGE	Contact Phone	01618222435		Central Station, Barrow In Furness, Cumbria
Priority	ND 1900				Cumbria
Ref 1	C5317688				Barrow in Furness
Ref 2					LA14 5QZ
No. of Parts	0				

Instructions 1	Instructions 2
ND 14/08/2025 20:00 SLA: ND 14/08/2025 20:00 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 5317688 Problem Web Service qws_uk Wed 13 Aug 2025 17:51:05 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8485TA23 contract.pkey=23200 call.poms=1 call.zip=LA14 5QZ call.address=Central Station Barrow In Furness Cumbria call.customerid=INC18029865 call.problem=NLC1812 Barrow in Furness 020 - 111295 PED - Tamper alert NLC 1812 Site Barr call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=8/13/2025 6:50:28 PM ##### Call 5317688 Problem Web Service qws_uk Wed 13 Aug 2025 17:51:05 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	



Run Sheet

David Hargreaves 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	5
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Job # 4222007	Customer	Centrex Services		Job Address
SLA Window	14/08/2025 10:00 - 14/08/2025 10:00	Contact Name	TBA	Integrated Tech 61-95 St James Building, Oxford Street Manchester M1 6Ej
Activity	MANPOWER	Contact Phone	TBA	
Priority	Timed			
Ref 1	119208			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Could you provide assistance for our engineer tomorrow at 10:00. Engineer will assist ours collecting a large screen.	ANY ISSUES AT ALL PLEASE CONTACT CENTREX 01670 528780. THIS WOULD INCLUDE ANYTHING WHICH PREVENTS A SUCCESSFUL RESOLUTION BE IT TECHNICAL ACCESS ISSUES OR QUERIES ON PROCESSES - ANY ISSUES AT ALL PLEASE CONTACT US.

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

David Hargreaves 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	5
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Job # 4221993	Customer	Fujitsu Services Limited - whitbread			Job Address
SLA Window	13/08/2025 09:00 - 14/08/2025 18:00	Contact Name	Molly Case		Whitegate Inn BROADWAY Lancashire OLDHAM OL9 8DW
Activity	MANPOWER	Contact Phone	01616811373		
Priority	ND 1800				
Ref 1	C5317649				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
ND 14/08/2025 18:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT=	<p>Problem: [TC] Ingenico Lane 3000/Pax A920 to be investigated/reconfigured Root Cause: Unknown Action: Investigate/reconfigure PED following TSS guide. Ensure unit loads fully to planet logo with 3 green dots shown/waiterscreen with wifi connection bars shown. PED MUST NOT BE REMOVED FROM SITE Ensure correct serial number located as percall details before job started otherwise escalate to TA team. PLEASE UPDATE CALL WITH NOTES SHOWING ALL WORK UNDERTAKENON SITE. Test: Site to test URL: Call history:: ##### Call 5317649 Problem Web Service QWS_EXT Wed 13 Aug 2025 13:41:39 A+C+P agent.loginname=QWS_EXT equipment.assettag=WHBGB000000BE205TY13 contract.pkey=23170 call.poms=1 call.orgname=Whitegate Inn call.customerid=TASK0316230 call.problem=*SNP Network*New PED not connected to network/ Lane 3000 / restaurant / Molly Case / Connecting Ped to network call.modifiedby=QWebServices category.name=GBR/WHB/workpackage/PEDCONFIG call.priority=2-Medium ##### Call 5317649 Problem Web Service QWS_EXT Wed 13 Aug 2025 13:41:39 A+C+P "Check if *NO CI* should be used - KB0015233 Date and time window when the site will be able to accept an engineer visit: anytime...</p>

Job Notes

In Items

Returned Items

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



Run Sheet

David Hargreaves 14/08/2025

Date 14/08/2025 **Depot** Warrington **Driver** Hargreaves, David **Jobs on Run** 5

Job # 4221758	Customer	Fujitsu Services Ltd -Telefonica - P2PE		Job Address
SLA Window	13/08/2025 09:20 - 14/08/2025 18:00	Contact Name	Heather	Middleton UNIT G14 Rochdale MIDDLETON M24 4EL
Activity	TECH EXCHANGE	Contact Phone	+441615273702	
Priority	ND 1900			
Ref 1	C5317602			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>**Please ask them to sign in with security on arrival. **</p> <p>ND 14/08/2025 18:00 SLA: ND 14/08/2025 18:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _O2INGLANE3000 x 1</p>	<p>Problem: [P2PE] Faulty Ingenico Lane 3000 PED Root Cause: Unknown Action: Confirm fault and if necessary replace and configure new PED following normal P2PE procedures configuring for VCom asdocumented. Engineer MUST confirm new PED is powered and contact the Fujitsu Managed Service Desk on 0203 949 3514 andrequest they arrange activation of the new serial. Test: Engineer to check new PED has power. User to test when activated. URL: Call history: ##### Call 5317602 Problem Web Service qws_uk Wed 13 Aug 2025 09:19:07 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0582TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007255199 call.problem=HW - 0582 - 05 - PED replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/PED_LANE_3000 call.priority=2-Medium call.datereported=8/13/2025 9:19:04 AM ##### Call 5317602 Problem Web Service qws_uk Wed 13 Aug 2025 09:19:07 A+C+P SITE OPENING TIMES [Middleton] Mon-Sat: 09:00-17:30 Sun: 10:00-16:00...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19462579301	_O2INGLANCE300	P2P:CPD:LANE 3000:VMO2 RETAIL	22191733301110	1025707150		

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19462579501	_O2INGLANE300	P2P:CPD:LANE 3000:VM02 RETAIL	22191733301110	1025707150		

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



Run Sheet

David Hargreaves 14/08/2025

Date	14/08/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	5
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Job # 4221918	Customer	NCR TESCO HHT			Job Address
SLA Window	14/08/2025 09:00 - 14/08/2025 17:00	Contact Name	JAMES LLOYD		TESCO WOOD ST GREATER MANCHESTER GREATER MANCHESTER M24 5RA
Activity	TECH EXCHANGE	Contact Phone	3450269989		
Priority	ND 1700				
Ref 1	7522501927				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
<p>Country:GB Summary:Country: UK Summary: UK/ROI::Stores::Honeywell PDA::No Power Subject: Honeywell PDA - CT45 - Power issue Till number: Till serial number:23258b4bf3 Date:13.08.2025 Problem description / Error message: ----- Varshitha M Aug 13 2025 10:46 Serial no: 23258b4bf3 Build: Stock Troubleshooting: Tried powering on the device (Yes/No): Yes Tried charging the device (Yes/No): Yes Tried swapping out the battery (Yes/No): Yes Advised store that the PDA will be swapped in the next 24 to 48 business hours. Advised to check the updates on Tesco Help. </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.* This can only be charged as a 15 minute call to the customer.* The Engineer should remain on site until completed. <p>The engineer must carefully record arrival on site and departure times.</p> <ul style="list-style-type: none">* No extra time on site customer charge to be added

Job Notes

In Items

Returned Items

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



Run Sheet

Date	14/08/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	5
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Job # 4221856	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	13/08/2025 12:07 - 14/08/2025 20:00	Contact Name	BURNLEY MANCHESTER ROAD NLC2549	NOTIFICATION - STAR
Activity	TECH EXCHANGE	Contact Phone	01282 455690	Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs Lancashire Burnley BB11 1JZ
Priority	ND 1900			
Ref 1	C5317610			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 14/08/2025 20:00 SLA: ND 14/08/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICED x 1	Problem: [P2PE] Miura M020 Desktop 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 5317610 Problem Web Service qws_uk Wed 13 Aug 2025 10:16:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2549TA23 contract.pkey=23200 call.poms=1 call.zip=BB11 1JZ call.address=Burnley Manchester Road Station Manchester Road Burnley Lancashire Lancs call.customerid=INC18026615 call.problem=NLC2549 BURNLEY MANCHESTER ROAD NLC 2549 Site BURNLEY MANCHESTER ROAD Window 3 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUD020PED call.priority=2-Medium call.datereported=8/13/2025 11:15:32 AM ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19463662401	_NRMIIUM020DE	NRMIUM020 NORTHERN DESKTOP LIVE	02000303002020046686			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19463662501	_NRMIUM020DE	REM020 NORTHERN DESKTOP LIVE	02000303002020046686			

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

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
HCL Barclays	19463665201	TASK3064691	4221857	COLLECTION	FLAT 217, FLAT 217, 7 NOBEL WAY, MANCHESTER, M1 7FU	Claire Booth	13/08/2025 12:08 14/08/2025 17:00	14/08/2025	
HCL Barclays	19463672501	TASK3064724	4221859	COLLECTION	FLAT 217, FLAT 217, 7 NOBEL WAY, MANCHESTER, M1 7FU	Claire Booth	13/08/2025 12:11 14/08/2025 17:00	14/08/2025	
PayPoint Unscheduled	(No Items)	31127824	4222071	COLLECTION	SHAH JI SUPER STORE, 298 CLAREMONT ROAD, MANCHESTER, M14 4EP	Claire Booth	13/08/2025 15:26 14/08/2025 17:00	14/08/2025	
Computacenter Limited - HSBC	19463240601	RITM35743985	4221797	COLLECTION	COMPUTACENTER HSBC, 16 SILVERCROFT STREET FLAT 1202 VICTORIA RESIDENCE MANCHESTER, SILVERCROFT STREET, MANCHESTER, M15 4ZE	Claire Booth	13/08/2025 10:42 14/08/2025 17:00	14/08/2025	
Computacenter PwC NON TECH EXCHANGE	19463957701	PAR0393903	4221910	TECH EXCHANGE	P W C, P W C, 1 HARDMAN SQUARE, MANCHESTER, M3 3EB	Claire Booth	13/08/2025 13:03 14/08/2025 17:30	14/08/2025	
Computacenter PwC NON TECH EXCHANGE	19465093701	PAR0394075	4222217	TECH EXCHANGE	P W C, P W C, 1 HARDMAN SQUARE, MANCHESTER, M3 3EB	Claire Booth	13/08/2025 17:34 14/08/2025 17:30	14/08/2025	
HCL Barclays	19460359401	TASK3058353	4221004	COLLECTION	60 WERNETH HALL ROAD, 60 WERNETH HALL ROAD, OLDHAM, OL8 4BB	Claire Booth	12/08/2025 13:25 14/08/2025 17:00	14/08/2025	
HCL Barclays	19460365801	TASK3058378	4221006	COLLECTION	60 WERNETH HALL ROAD, 60 WERNETH HALL ROAD, OLDHAM, OL8 4BB	Claire Booth	12/08/2025 13:26 14/08/2025 17:00	14/08/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter - Kingfisher	(No Items)	24459540	4221989	TECH EXCHANGE	SCREWFIX , SCREWFIX, UNIT 2-3, BRICKFIELD PARK, RHYL, LL18 2AZ	Daniel Hanson	13/08/2025 14:02 14/08/2025 17:00	14/08/2025	
Fujitsu Services Limited - Star Trains - P2PE	(No Items)	C5317687	4222224	TECH EXCHANGE	TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB	Daniel Hanson	13/08/2025 17:42 14/08/2025 20:00	14/08/2025	
Centrex Services	19465119401	INC11457968	4222228	TECH EXCHANGE	LIDL, LIDL, CARDIFF ROAD, PWLLHELI, LL53 5NU	Daniel Hanson	13/08/2025 17:44 14/08/2025 17:00	14/08/2025	
CXM	19461372001	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
CXM	19461372002	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
CXM	19461372003	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
CXM	19461372004	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
CXM	19461372005	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
CXM	19461372006	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
CXM	19461372007	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
CXM	19461372008	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
CXM	19461372009	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
CXM	19461372010	5893970	4221336	TECH EXCHANGE	GWYNANT LIMITED, LLYN GWYNANT CAMPSITE, NANT GWYNANT, CAERNARFON, LL55 4NW	Daniel Hanson	12/08/2025 17:00 14/08/2025 17:00	14/08/2025	
Vista Retail Support Limited	19464012701	3369363	4221930	TECH EXCHANGE	LIDL, HOLYHEAD, LLANFAWR ROAD, ANGLESEY, HOLYHEAD, LL65 2BS	Daniel Hanson	13/08/2025 13:17 14/08/2025 17:00	14/08/2025	
Computacenter Limited	(No Items)	24456951r	4221771	NON TECH EXCHANGE	LLOYDS BANKING GROUP PLC (008102783, 145 Cotton Lane , 145 Cotton Lane , WA7 5NE	Daniel Hanson	14/08/2025 09:00 14/08/2025 17:00	14/08/2025	



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Warehouse manifest

Summary (contd.)

Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - ME	19463250901	C5317534	4221810	TECH EXCHANGE_R	TRANSPORT FOR WALES, Barnfield Avenue, MERSEYSIDE, Runcorn, WA7 6EP	Daniel Hanson	13/08/2025 10:45 14/08/2025 20:00	14/08/2025	
Computacenter Limited	19463332101	24459246	4221877	NON TECH EXCHANGE	LLOYDS BANKING GROUP PLC (008102783, 44 Arndale, Beechwood , 44 Arndale, Beechwood , WA73HR	Daniel Hanson	14/08/2025 09:00 14/08/2025 17:00	14/08/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19463662401	C5317610	4221856	TECH EXCHANGE	Northern Rail - STAR, Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs, Lancashire, Burnley, BB11 1JZ	David Hargreaves	13/08/2025 12:07 14/08/2025 20:00	14/08/2025	
Centrex Services	(No Items)	119208	4222007	MANPOWER	Integrated Tech, 61-95 St James Building, Oxford Street, Manchester, M1 6Ej	David Hargreaves	14/08/2025 10:00 14/08/2025 10:00	14/08/2025	
Fujitsu Services Ltd -Telefonica - P2PE	19462579301	C5317602	4221758	TECH EXCHANGE	Middleton, UNIT G14, Rochdale, MIDDLETON, M24 4EL	David Hargreaves	13/08/2025 09:20 14/08/2025 18:00	14/08/2025	
NCR TESCO HHT	(No Items)	7522501927	4221918	TECH EXCHANGE	TESCO, WOOD ST, GREATER MANCHESTER, GREATER MANCHESTER, M24 5RA	David Hargreaves	14/08/2025 09:00 14/08/2025 17:00	14/08/2025	
Fujitsu Services Limited - whitbread	(No Items)	C5317649	4221993	MANPOWER	Whitegate Inn, BROADWAY, Lancashire, OLDHAM, OL9 8DW	David Hargreaves	13/08/2025 09:00 14/08/2025 18:00	14/08/2025	



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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***	194643424	1-54007531049 5	4222015	CONSUMABLE INSTALL	Boots UK Limited, Barn Road, Pharmacy Printer, CONGLETON, CW12 1LJ	David Ranson	14/08/2025 09:00 14/08/2025 17:00	14/08/2025	
Computacenter - Morrisons BAU	(No Items)	REQ000011265 584	4222201	TECH EXCHANGE	MORRISONS MANUFACTORY, MORRISONS MANUFACTORY, WHARTON ROAD, WINSFORD, CW7 3BB	David Ranson	14/08/2025 08:00 14/08/2025 12:00	14/08/2025	
Vista Retail Support Limited	19465030001	3371557	4222206	TECH EXCHANGE	WHITBREAD, ALPHAGATE DRIVE, DENTON, LANCASHIRE, MANCHESTER, M34 3SH	David Ranson	13/08/2025 17:18 14/08/2025 17:00	14/08/2025	
Computacenter - Astra Zeneca	194505821	WOT000367571	4221869	DELIVERY	Mill Court Reception, Mill Court Reception, To Craig Wrench, Silk Road Business Park, Charter , MACCLESFIELD, England, SK10 2NA	David Ranson	14/08/2025 10:00 14/08/2025 18:00	14/08/2025	
Computacenter - Astra Zeneca	194505829	WOT000376393	4221870	DELIVERY	Mill Court Reception, Mill Court Reception, To Craig Wrench, Silk Road Business Park, Charter , MACCLESFIELD, England, SK10 2NA	David Ranson	14/08/2025 10:00 14/08/2025 18:00	14/08/2025	
Computacenter - Kingfisher	(No Items)	24459420	4221839	TECH EXCHANGE	B&Q, B & Q PLC, STATHAM STREET, MACCLESFIELD, SK11 6XF	David Ranson	13/08/2025 11:33 14/08/2025 17:00	14/08/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter Limited - Nat West	(No Items)	24456695232\\ \\"	4222245	NON TECH EXCHANGE	NATWEST, 33 EASTGATE STREET, CHESTER, CH1 1LG	John Paul Barron	14/08/2025 09:00 14/08/2025 17:00	14/08/2025	
CXM	19464065501	5894400	4221957	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065502	5894400	4221957	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065503	5894400	4221957	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065504	5894400	4221957	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065505	5894400	4221957	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065506	5894400	4221957	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065507	5894400	4221957	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065001	5894399	4221955	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065002	5894399	4221955	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065003	5894399	4221955	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065004	5894399	4221955	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065005	5894399	4221955	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065006	5894399	4221955	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
CXM	19464065007	5894399	4221955	INSTALL	THE WHITE HORSE CHURTON, CHESTER ROAD, THE WHITE HORSE, CHURTON, CHESTER, CH3 6LA	John Paul Barron	14/08/2025 10:00 14/08/2025 17:00	14/08/2025	
Computacenter Limited	19463344801	24459119	4221873	NON TECH EXCHANGE	LLOYDS BANKING GROUP PLC (008102783, Chester Business Park, Herons Way , Chester Business Park, Herons Way , CH4 9FB	John Paul Barron	14/08/2025 09:00 14/08/2025 17:00	14/08/2025	



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Summary (contd.)

Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter Limited - HSBC	19463241801	RITM36122164	4221801	TECH EXCHANGE	COMPUTACENTER HSBC, MARKS & SPENCER CHESTER BUSINESS PARK CHESTER CHESHIRE WEST AND CHESTER, KINGS MEADOW, CHESTER BUSINESS PARK, CHESTER, CH99 9FB	John Paul Barron	13/08/2025 10:42 14/08/2025 16:30	14/08/2025	
Computacenter Horizon Project	19448561001	43487800CLF5 16	4218166	TECH EXCHANGE	GARETH BROCKLEY, 42 HAZELHURST WAY, TARPORLEY, CW6 9YH	John Paul Barron	07/08/2025 14:40 14/08/2025 17:00	14/08/2025	
Xerox (UK) Technical***DO NOT INVOICE***	194641095	11788718	4221981	REPAIR WITH PARTS	Kellogg Management Services (Europe, Bryn Lane, Portable Foods, EU_WrxPF_FF_Nr_Tech_Dept, WREXHAM, LL13 9UT)	John Paul Barron	14/08/2025 09:00 14/08/2025 15:00	14/08/2025	
Xerox (UK) Technical***DO NOT INVOICE***	194641099	11788718	4221981	REPAIR WITH PARTS	Kellogg Management Services (Europe, Bryn Lane, Portable Foods, EU_WrxPF_FF_Nr_Tech_Dept, WREXHAM, LL13 9UT)	John Paul Barron	14/08/2025 09:00 14/08/2025 15:00	14/08/2025	
Xerox (UK) Technical***DO NOT INVOICE***	194641103	11788718	4221981	REPAIR WITH PARTS	Kellogg Management Services (Europe, Bryn Lane, Portable Foods, EU_WrxPF_FF_Nr_Tech_Dept, WREXHAM, LL13 9UT)	John Paul Barron	14/08/2025 09:00 14/08/2025 15:00	14/08/2025	
Xerox (UK) Technical***DO NOT INVOICE***	194641091	11788718	4221981	REPAIR WITH PARTS	Kellogg Management Services (Europe, Bryn Lane, Portable Foods, EU_WrxPF_FF_Nr_Tech_Dept, WREXHAM, LL13 9UT)	John Paul Barron	14/08/2025 09:00 14/08/2025 15:00	14/08/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
FUJITSU SERVICES LIMITED - BANKS HOME USERS	19456921301	5317420 / INC9044704	4220197	NON TECH EXCHANGE	371 PLODDER LANE, 371 PLODDER LANE, FARNWORTH, BOLTON, BL4 0JU	Nadeem Saleem	14/08/2025 09:00 14/08/2025 18:00	14/08/2025	
Vista Retail Support Limited	19464016401	3371293	4221936	NON TECH EXCHANGE	MCDONALDS - NCR, PRENTON WAY, PRENTON, BIRKENHEAD, MERSEYSIDE, PRENTON, BIRKENHEAD, CH43 3DU	Nadeem Saleem	13/08/2025 09:00 14/08/2025 17:00	14/08/2025	
PayPoint Network Ltd_Collections	(No Items)	31101170	4222055	COLLECTION	MP FOOD NEWS & WINE, 3 OXFORD ROAD, WATERLOO, LIVERPOOL, L22 8QE	Nadeem Saleem	13/08/2025 15:20 14/08/2025 17:00	14/08/2025	
Computacenter - Astra Zeneca	194621881	WOT000388355	4221872	DELIVERY	Astrazeneca Speke Reception, Astrazeneca Speke Reception, To Jay Galloway, Plot 6, Renaissance Way, SPEKE, England, L24 9JW	Nadeem Saleem	14/08/2025 10:00 14/08/2025 18:00	14/08/2025	
Computacenter - Astra Zeneca	(No Items)	WOT000380675	4218692	COLLECTION	Astrazeneca Speke Reception., Astrazeneca Speke Reception., To Jay Galloway, Plot 6, Renaissance Way, SPEKE, England, L24 9JW	Nadeem Saleem	14/08/2025 10:00 14/08/2025 18:00	14/08/2025	
Computacenter - Astra Zeneca	(No Items)	WOT000376331	4218694	COLLECTION	Walk Up - Liverpool - Speke, Walk Up - Liverpool - Speke, To Jay Galloway, Plot 6 Renaissance Way, Boulevard, LIVERPOOL, L24 9JW	Nadeem Saleem	14/08/2025 10:00 14/08/2025 18:00	14/08/2025	
Computacenter - Astra Zeneca	(No Items)	WOT000385284	4219766	COLLECTION	Astrazeneca Speke Reception, Astrazeneca Speke Reception, To Jay Galloway, Plot 6, Renaissance Way, SPEKE, England, L24 9JW	Nadeem Saleem	14/08/2025 10:00 14/08/2025 18:00	14/08/2025	
POSTURITE LIMITED	19464798101	DEL1611339	4222124	CHAIR INSTALL	EDWARD BEATTIE, 24 UTTING AVENUE, ANFIELD, LIVERPOOL, L4 7UR	Nadeem Saleem	13/08/2025 16:25 14/08/2025 17:00	14/08/2025	
POSTURITE LIMITED	19462190301	DEL1611783	4221674	CHAIR INSTALL	HUZAIFA MOHAMMED, 52 QUEENS ROAD, FULWOOD, PRESTON, PR2 3EA	Nadeem Saleem	13/08/2025 07:15 14/08/2025 17:00	14/08/2025	



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Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
HCL ADIDAS UK DISPATCH	(No Items)	ADIDAS_BF_14 /08/25	4220564	MANPOWER	ADIDAS TRAFFORD PARK, Trafford Park, Stretford, Manchester, M17 1QD	Osama Shahhoud	14/08/2025 09:00 14/08/2025 17:00	14/08/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter Limited - HSBC	19464743701	RITM36082982	4222096	TECH EXCHANGE	COMPUTACENTER HSBC, 35 MARKET STREET, LANCASTER, LANCASHIRE, LA1 1JQ	Simon Heath	13/08/2025 16:09 14/08/2025 16:30	14/08/2025	
Vista Retail Support Limited	19465077401	3372265	4222214	TECH EXCHANGE	WHITBREAD, LANCASTER BUSINESS PARK, LANCASTER, LANCASHIRE, LANCASTER, LA1 3PE	Simon Heath	13/08/2025 17:28 14/08/2025 17:00	14/08/2025	
Fujitsu Services Limited - Star Trains - P2PE	(No Items)	C5317688	4222235	TECH EXCHANGE	Northern Rail MT (Barrow in Furness), Central Station, Barrow In Furness, Cumbria, Cumbria, Barrow in Furness, LA14 5QZ	Simon Heath	13/08/2025 17:51 14/08/2025 20:00	14/08/2025	
Computacenter Limited	(No Items)	24457644r	4221790	NON TECH EXCHANGE	LLOYDS BANKING GROUP PLC (008102783, 122 Britannia Drive , 122 Britannia Drive , PR2 2DY	Simon Heath	14/08/2025 09:00 14/08/2025 17:00	14/08/2025	
PayPoint Unscheduled	(No Items)	31125843	4222069	COLLECTION	HAYDOCK NEWS, 327 CHURCH ROAD, HAYDOCK, ST. HELENS, MERSEYSIDE, WA11 0LT	Simon Heath	13/08/2025 15:26 14/08/2025 17:00	14/08/2025	
Computacenter - Kingfisher	(No Items)	24458263	4221820	TECH EXCHANGE	SCREWFIX, SCREWFIX, PENNY LANE, HAYDOCK, ST HELENS, WA11 9SQ	Simon Heath	13/08/2025 11:05 14/08/2025 17:00	14/08/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19462527501	C5317593	4221741	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Stephen Fitton	13/08/2025 09:00 14/08/2025 20:00	14/08/2025	
Fujitsu Services Limited - Star Trains - P2PE	19462527901	C5317593	4221741	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Stephen Fitton	13/08/2025 09:00 14/08/2025 20:00	14/08/2025	
Computacenter Limited	19464172901	24458290	4222160	NON TECH EXCHANGE	LLOYDS BANKING GROUP PLC (008102783, 12 Ennismore , 12 Ennismore , L13 2AT	Stephen Fitton	14/08/2025 09:00 14/08/2025 17:00	14/08/2025	
HCL Barclays	(No Items)	INC1039842484	4221824	TECH EXCHANGE	BARCLAYS BANK PLC, BARCLAYS BANK PLC, 46-50 LORD STREET, LIVERPOOL, L2 1TD	Stephen Fitton	13/08/2025 09:30 14/08/2025 15:00	14/08/2025	
HCL Barclays	19464762901	INC1039853173	4222105	TECH EXCHANGE	BARCLAYS BANK PLC, BARCLAYS BANK PLC, 46-50 LORD STREET, LIVERPOOL, L2 1TD	Stephen Fitton	13/08/2025 16:16 14/08/2025 15:00	14/08/2025	
Computacenter - Kingfisher	(No Items)	24459279	4221825	TECH EXCHANGE	B&Q, B & Q PLC, NEW MERSEY RETAIL PARK, SPEKE ROAD, LIVERPOOL, L24 8QB	Stephen Fitton	13/08/2025 11:16 14/08/2025 17:00	14/08/2025	
Vista Retail Support Limited	19465072601	3371632	4222213	TECH EXCHANGE	MCDONALDS - NCR, SWITCH ISLAND LEISURE PARK DUNNINGS BRIDGE ROAD, BOOTLE, LANCASHIRE, BOOTLE, L30 6TQ	Stephen Fitton	13/08/2025 17:27 14/08/2025 17:00	14/08/2025	
Vista Retail Support Limited	19465071901	3371128	4222212	TECH EXCHANGE	LIDL, KING STREET, MERSEYSIDE, SAINT HELENS, WA10 2JZ	Stephen Fitton	13/08/2025 17:26 14/08/2025 17:00	14/08/2025	
CDW	19463991601	SCTASK1235904	4221923	COLLECTION	11 BROOK AVENUE, 11 BROOK AVENUE, STOCKTON HEATH, WARRINGTON, WA4 2RY	Stephen Fitton	13/08/2025 13:11 14/08/2025 17:00	14/08/2025	