



# Run Sheet

Daniel Hanson 01/01/2025

Date	01/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4053785	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	31/12/2024 14:32 - 01/01/2025 14:00	Contact Name	MANAGER	CO-OPERATIVE RETAIL SERVICES LTD
Activity	TECH EXCHANGE	Contact Phone	01613420949	CO-OPERATIVE RETAIL SERVICES LTD
Priority	4HR			135-141 WITTINGTON ROAD
Ref 1	02105642			MANCHESTER
Ref 2				M16 8EE
No. of Parts	0			

Instructions 1	Instructions 2
38960826//79138//ppd	SiteID: 79138 - Co-op - Whalley Range TID: 38960826 : Swap Required - Generated from Salesforce

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 # 4053566	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	01/01/2025 08:00 - 01/01/2025 12:00	Contact Name	MANAGER	WALLGATE NEWS WALLGATE NEWS 20 WALLGATE WIGAN WN1 1JU
Activity	TECH EXCHANGE	Contact Phone	07845111043	
Priority	Priority MC			
Ref 1	02104711			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please call 30 mins prior to attending as site will be closed.  37768598//02104711//RP10  07845111043	Swap reason: App Support / TL Requested

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	



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Job # 4053564	Customer	Computacenter - Kingfisher		Job Address
SLA Window	01/01/2025 09:00 - 01/01/2025 17:00	Contact Name	Rosemary Walker	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	-	Unit 1 Craven Drive Southerns Business Park Bamber Bridge
Priority	ND 1700			Unit 1 Craven Drive Southerns Business Park Bamber Bridge
Ref 1	24199432r			Business Park Bamber Bridge PR5 6BZ
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2

Job Notes

In Items

Returned Items

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

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



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<b>Date</b>	01/01/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Hanson, Daniel	<b>Jobs on Run</b>	6
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Job # 4053614	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	01/01/2025 09:00 - 01/01/2025 16:00	Contact Name	Catherine Kane Duty manager	TESCO Stores Limited 96-98 Whitegate Dr BLACKPOOL FY3 9DA
Activity	REPAIR WITH PARTS	Contact Phone	03333450579	
Priority	8HR			
Ref 1	11552070			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>Intervention #: 2 SLA: 31/12/2024 11:30-----ASSET  INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: Lap 1 Express  MS811SerialNumber: 40635C6605H4MProductIdentifier: 40G0230Model:  4063-430---ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores &amp; CFC.....s (Dot Com Centres) - Break Fix ..... 8 Hour Fix. Monday .....  Saturday 09:00 ..... 17:00. Sunday 10:00 ..... 16:00. Including Public holidays (excluding Christmas Day)Head Office &amp; DC.....s - Break Fix ..... 8 Hour Fix. Monday ..... Friday 09:00 ..... 17:00.Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 07880 038032 (HO Only not DC.....s)Pharmacy - Break Fix ..... 4 Hour Fix. Monday .....  Saturday 09:00 ..... 17:00. Sunday 10:00 ..... 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA ..... MONDAY ..... FRIDAY 09:00 ..... 17:00RETAIL STORE  ONLY:-..... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 &amp; 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models  MS811  MX710  CS410  MS510  Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	-----ACTIVITY DESCRIPTION----Help Desk Reference 26834886. [200.03] now showing on display. 46 in history. [242.03] pick roller and tray.Spoke to Katherine.Have difficulty going up through the trays. It is in different trays it is jammed. It gets stuck in ALL of the trays at various times.The paper restraints are broken on all Tray 3 and Tray 4.Tray 3 is on universal and cannot be set to A4.OfficeLAP1MS81140635C6605H4M78.240.0.51Catherine Kane07708359318HBSLA 31/12/2024 at 11:30 DDD 02/01/2025 at 11:30---INSTRUCTIONS-----Technical Notes -----DCN. 2nd; D. Hanson 4052638 31/12: Repapixed trays 3 and 4 insert for tray 2 need replacing

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
	41X0976	MS71x SVC Tray Insert MS81x SV				
	40X8106	MS81x SVC Tray Insert 550 Sht				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
	41X0976	MS71x SVC Tray Insert MS81x SV				
	40X8106	MS81x SVC Tray Insert 550 Sht				

Engineer Closure Notes	On Site Time	Off Site Time
<b>Customer Print</b>		
<b>Customer Signature</b>		



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Job # 4053819	Customer	Computacenter - Kingfisher		Job Address
SLA Window	01/01/2025 15:16 - 01/01/2025 20:00	Contact Name	.	SCREWFIX DIRECT LTD SCREWFIX DIRECT LTD UNIT 2
Activity	TECH EXCHANGE	Contact Phone	.	MORSTON POINT BOLTON BL2 1HA
Priority	ND 1700			
Ref 1	24199839			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
4220648 - Verifone PED VX820 Duet Bundle 02/01	TILL NUMBER: till 02  IP ADDRESS: 10.65.80.142  PTID: 31555215  PED MODEL: PEDVX820 DUET  SERIAL NUMBER: 321-350-969  CURRENT DOWNLOAD VERSION ON WEBCOM: V03.52.01.99998  CONFIG RE-DOWNLOADED: y  SOFTWARE RE-DOWNLOADED: y  LOCATION OF THE DEVICE ON SITE: till 2  PHYSICAL DAMAGE (BROKEN PLASTIC/SCREEN/KEYBOARD): no  FAULT DESCRIPTION: PDQ cannot connect to the internet keeps saying connection failed regardless of cable and port changes

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



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<b>Date</b>	01/01/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Hanson, Daniel	<b>Jobs on Run</b>	6
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<b>Job #</b> 4053842	<b>Customer</b>	Computacenter - Kingfisher		<b>Job Address</b>
<b>SLA Window</b>	01/01/2025 09:00 - 01/01/2025 17:00	<b>Contact Name</b>	Janice Ransom	KINGFISHER INFORMATION TECHNOLOGY ( Redclyffe Road Trafford Park Redclyffe Road Trafford Park M41 7LG
<b>Activity</b>	TECH EXCHANGE	<b>Contact Phone</b>	-	
<b>Priority</b>	ND 1700			
<b>Ref 1</b>	24199794			
<b>Ref 2</b>				
<b>No. of Parts</b>	1			

Instructions 1	Instructions 2
<p>Till number: 31 Make/Model: TH250 RECEIPT PRINTER Description: ###Please ensure previous tickets have been checked ### *EPOS Service*** Ti hostname: GBBQ01360POS31P Till number: 31 What element of the till</p>	<p>No Instructions</p>

## **Job Notes**

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18651522201	4601620	KING:TH250 POS printer + Cable				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18651522401	4601620	KING:TH250 POS printer + Cable				

Engineer Closure Notes

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



# Run Sheet

## Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter - Kingfisher	(No Items)	24199839	4053819	TECH EXCHANGE	SCREWFIX DIRECT LTD, SCREWFIX DIRECT LTD, UNIT 2, MORSTON POINT, BOLTON, BL2 1HA	Daniel Hanson	01/01/2025 15:16 01/01/2025 20:00	01/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****		11552070	4053614	REPAIR WITH PARTS	TESCO Stores Limited, 96-98 Whitegate Dr, BLACKPOOL, FY3 9DA	Daniel Hanson	01/01/2025 09:00 01/01/2025 16:00	01/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****		11552070	4053614	REPAIR WITH PARTS	TESCO Stores Limited, 96-98 Whitegate Dr, BLACKPOOL, FY3 9DA	Daniel Hanson	01/01/2025 09:00 01/01/2025 16:00	01/01/2025	
Paypoint Network Limited - UK	(No Items)	02105642	4053785	TECH EXCHANGE	CO-OPERATIVE RETAIL SERVICES LTD, CO-OPERATIVE RETAIL SERVICES LTD, 135-141 WITTINGTON ROAD, MANCHESTER, M16 8EE	Daniel Hanson	31/12/2024 14:32 01/01/2025 14:00	01/01/2025	
Computacenter - Kingfisher	18651522201	24199794	4053842	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Redclyffe Road Trafford Park , Redclyffe Road Trafford Park , M41 7LG	Daniel Hanson	01/01/2025 09:00 01/01/2025 17:00	01/01/2025	
Computacenter - Kingfisher	(No Items)	24199432r	4053564	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit 1 Craven Drive Southings Business Park Bamber Bridge, Unit 1 Craven Drive Southings Business Park Bamber Bridge, PR5 6BZ	Daniel Hanson	01/01/2025 09:00 01/01/2025 17:00	01/01/2025	
Paypoint Network Limited - UK	(No Items)	02104711	4053566	TECH EXCHANGE	WALLGATE NEWS, WALLGATE NEWS, 20 WALLGATE, WIGAN, WN1 1JU	Daniel Hanson	01/01/2025 08:00 01/01/2025 12:00	01/01/2025	