



Run Sheet

Simon Heath 15/10/2025

Date	15/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	12
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Job # 4265497	Customer	RICO Depots	Job Address
SLA Window	- 15/10/2025 23:59	Contact Name	Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

Job Notes

In Items

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

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

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



Run Sheet

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Job # 4265072	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	14/10/2025 15:42 - 15/10/2025 13:00	Contact Name	MANAGER	CHAPEL STORES CHAPEL STORES 62 OLIVE LANE DARWEN BB3 0ET
Activity	TECH EXCHANGE	Contact Phone	/	
Priority	4HR			
Ref 1	02622301			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
38952860//31174309//T3	<p>Case Number: 02622301</p> <p>Swap type: Swap Required</p> <p>Swap reason: Printer Fault</p> <p>Device Type: PP1</p> <p>TID Number: 38952860</p> <p>Serial Number:</p> <p>Site ID: 31174309</p> <p>Description: case 02619412 swap required please</p>

Job Notes

In Items

Returned Items

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

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



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Job # 4264778	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	14/10/2025 13:02 - 15/10/2025 13:00	Contact Name	MR S MALIK	MILL HILL BRIDGE STORE MILL HILL BRIDGE STORE 5 MILL HILL BRIDGE STREET BLACKBURN BB2 2QY
Activity	TECH EXCHANGE	Contact Phone	01254602193	
Priority	4HR			
Ref 1	02624357			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
31262278//89549/T3	Swap requested as PP1 is non op

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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Date	15/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	12
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Job # 4264928	Customer	Computacenter - Kingfisher		Job Address
SLA Window	14/10/2025 14:25 - 15/10/2025 17:00	Contact Name	ISMAIL KAZI	B & Q WAREHOUSE B & Q WAREHOUSE NOVA SCOTIA RETAIL PARK
Activity	TECH EXCHANGE	Contact Phone	01254678100	BOLTON ROAD BLACKBURN BB2 3QP
Priority	ND 1700			
Ref 1	24542515			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	<p>Category: I have a till query</p> <p>Sub Category: 1.) Seamless payment till</p> <p>Symptom: Beetle</p> <p>Till number: 40</p> <p>Description: *****Hello the till seems to be working fine now but as discussed with Ismail the PED shows maintenance required hence please assign this ticket to CC for replacing the PED.</p> <p>PED PTID - 38596511</p> <p>*****</p> <p>###Please ensure previous tickets have been checked ###</p> <p>Till hostname: GBBQ01173POS40P</p> <p>Till number: 40</p> <p>What element of the till is impacted?: PED</p> <p>...</p>

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

Customer Print	
Customer Signature	



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Simon Heath 15/10/2025

Date	15/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	12
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Job # 4264856	Customer	Computacenter Limited - HSBC			Job Address
SLA Window	14/10/2025 13:54 - 15/10/2025 16:30	Contact Name	REBECCA.ELIZABETH.BAILEY@HSBC.		COMPUTACENTER HSBC 60 CHURCH STREET BLACKBURN BLACKBURN WITH DARWEN BB1 5AS
Activity	TECH EXCHANGE	Contact Phone	07854500718		
Priority	ND 1600				
Ref 1	INC50361116				
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	X12 (Win11)

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19667500701						

Returned Items



Run Sheet

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Date	15/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	12
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Job # 4263192	Customer	Computacenter Horizon Project		Job Address
SLA Window	12/10/2025 14:24 - 15/10/2025 17:00	Contact Name	JAMES CUNLIFFE	JAMES CUNLIFFE MEADOWVILLE, WHALLEY ROAD, BILLINGTON BB7 9NW
Activity	TECH EXCHANGE	Contact Phone	7885598310	
Priority	ND 1700			
Ref 1	James Cunliffe_CLF553_1510			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Home User Full Exchange 9:00 - 17:00 Hand over new device ALONG WITH PERIPHERALS Record serial numberes IN AND OUT any issues call 07591984016 (Rachel)	Hand over new device along with peripherals and collect 5R544B3 and cables

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19659935501						

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19659935701						

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



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Simon Heath 15/10/2025

Date	15/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	12
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Job # 4265309	Customer	Computacenter - Kingfisher			Job Address
SLA Window	14/10/2025 19:23 - 15/10/2025 20:00	Contact Name	LYNN MILES-STICKLAND		SCREWFIX SCREWFIX 14 TRAFALGAR STREET BURNLEY BB11 1TQ
Activity	TECH EXCHANGE	Contact Phone	01282452424		
Priority	ND 1700				
Ref 1	24542840				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
swap ped bundle 15.10.25	swap ped bundle 15.10.25 Description: STORE LOCATION: UK TILL NUMBER: 02 IP ADDRESS: 10.65.132.142 PTID: 30757151 PED MODEL: VX820 DUET SERIAL NUMBER: 329-251-716 CURRENT DOWNLOAD VERSION ON WEBCOM: V03.52.01.99998 CONTACT NAME/CONTACT NUMBER: Lynn Miles-Stickland / 01282452424 WHEN IS THE USER AVAILABLE (Not store opening times): weekdays 7am-8pm

Job Notes

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



Run Sheet

Simon Heath 15/10/2025

Date	15/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	12
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Job # 4263880	Customer	HCL Barclays		Job Address
SLA Window	13/10/2025 14:08 - 15/10/2025 15:00	Contact Name	KATELYN DOYLE	BARCLAYS BANK PLC BARCLAYS BANK PLC 1-5 MARKET STREET BOLTON BL1 1BU
Activity	TECH EXCHANGE	Contact Phone	03301524040	
Priority	ND 1600			
Ref 1	INC1040206909			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Desktop exchange	Business Hours: Monday to Friday 9:30 am to 3 pm Users Current Device: Dell Inc. OptiPlex 7000 Series 7020 micro Old Serial Number or Asset Tag: BB30524845 New Serial Number or Asset Tag: BB30561995

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19663144101						



Run Sheet

Simon Heath 15/10/2025

Date	15/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	12
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Job # 4264846	Customer	Computacenter Limited		Job Address
SLA Window	15/10/2025 09:00 - 15/10/2025 17:00	Contact Name	Jennie Dootson	Bolton Hotel Street Bolton Hotel Street Hotel Street BOLTON England BL1 1DB
Activity	TECH EXCHANGE	Contact Phone	+447794753027	
Priority	ND 1700			
Ref 1	WOT000478791			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Deliver & collect legacy device using packaging from delivery	{"req_by_site_information":"lloyds_branch","req_for_site_information":"lloyds_branch"}

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
196662888	0000000000048413	SWP:LBG:DLM MS Surf Pro 9 i5/16/256-BW	D0F010FQ23073BF			

Returned Items

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



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Simon Heath 15/10/2025

Date	15/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	12
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Job # 4264753	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	15/10/2025 09:00 - 15/10/2025 12:00	Contact Name	BROMLEY CROSS NLC2697 NT STATION	Northern Rail - STAR Bromley Cross Railway Station, Chapeltown Road, Bromley Cross, Lancashire, Lancs Lancashire Bromley Cross BL7 9AG
Activity	COLLECTION	Contact Phone	0161 4397844	
Priority	4HR			
Ref 1	C5322072			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
*** Engineer to collect HDD on site *** SLA: 4HR 15/10/2025 12:00	

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 15/10/2025

Date 15/10/2025 **Depot** Warrington **Driver** Heath, Simon **Jobs on Run** 12

Job # 4264834	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	15/10/2025 08:00 - 15/10/2025 12:00	Contact Name	PARBOLD NLC2402 NT STATION	Northern Rail - STAR Parbold Railway Station, Station Road, Parbold, Wigan, Mersey Lancashire Parbold WN8 7NU
Activity	TECH EXCHANGE_R	Contact Phone	01257 464058	
Priority	4HR			
Ref 1	C5322218			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Previous NA - Ticket office closed. 4HR 15/10/2025 12:00 SLA: 4HR 15/10/2025 12:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1</p>	<p>Problem: [ME] Newbury ND4020 Mark II Required Root Cause: UNKNOWN Action: Make every attempt to repair the printer first before swap. Please call site before dispatching Eng. Clerk will need to come OFF shift BEFORE the new ticket printer is attached. If they do not do this then the replacement printer will not work. Eng MUST Test: IN USE URL: Call history:: ##### Call 5322218 Problem Web Service qws_uk Mon 13 Oct 2025 10:06:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2402TA23 contract.pkey=23200 call.poms=1 call.zip=WN8 7NU call.address=Parbold Railway Station Station Road Parbold Wigan Mersey call.customerid=INC18331395 call.problem=NLC2402 PARBOLD Window 30 - Newbury Data Printer 38098 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=10/13/2025 11:05:36 AM ...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19667448701	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	33235			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19667448901	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	33235			

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



Run Sheet

Simon Heath 15/10/2025

Date	15/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	12
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Job # 4265498	Customer	RICO Depots	Job Address
SLA Window	- 15/10/2025 23:59	Contact Name	Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

Job Notes

In Items

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

Returned Items

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



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter Limited - HSBC	19667500701	INC50361116	4264856	TECH EXCHANGE	COMPUTACENTER HSBC, 60 CHURCH STREET, BLACKBURN, BLACKBURN WITH DARWEN, BB1 5AS	Simon Heath	14/10/2025 13:54 15/10/2025 16:30	15/10/2025	
Computacenter - Kingfisher	(No Items)	24542840	4265309	TECH EXCHANGE	SCREWFIX, SCREWFIX, 14 TRAFALGAR STREET, BURNLEY, BB11 1TQ	Simon Heath	14/10/2025 19:23 15/10/2025 20:00	15/10/2025	
Paypoint Network Limited - UK	(No Items)	02624357	4264778	TECH EXCHANGE	MILL HILL BRIDGE STORE, MILL HILL BRIDGE STORE, 5 MILL HILL BRIDGE STREET, BLACKBURN, BB2 2QY	Simon Heath	14/10/2025 13:02 15/10/2025 13:00	15/10/2025	
Computacenter - Kingfisher	(No Items)	24542515	4264928	TECH EXCHANGE	B & Q WAREHOUSE, B & Q WAREHOUSE, NOVA SCOTIA RETAIL PARK, BOLTON ROAD, BLACKBURN, BB2 3QP	Simon Heath	14/10/2025 14:25 15/10/2025 17:00	15/10/2025	
Paypoint Network Limited - UK	(No Items)	02622301	4265072	TECH EXCHANGE	CHAPEL STORES, CHAPEL STORES, 62 OLIVE LANE, DARWEN, BB3 0ET	Simon Heath	14/10/2025 15:42 15/10/2025 13:00	15/10/2025	
Computacenter Horizon Project	19659935501	James Cunliffe_CLF55 3_1510	4263192	TECH EXCHANGE	JAMES CUNLIFFE, MEADOWVILLE, WHALLEY ROAD,, BILLINGTON, BB7 9NW	Simon Heath	12/10/2025 14:24 15/10/2025 17:00	15/10/2025	
HCL Barclays	19663144101	INC1040206909	4263880	TECH EXCHANGE	BARCLAYS BANK PLC, BARCLAYS BANK PLC, 1-5 MARKET STREET, BOLTON, BL1 1BU	Simon Heath	13/10/2025 14:08 15/10/2025 15:00	15/10/2025	
Computacenter Limited	196662888	WOT000478791	4264846	TECH EXCHANGE	Bolton Hotel Street, Bolton Hotel Street, Hotel Street, BOLTON, England, BL1 1DB	Simon Heath	15/10/2025 09:00 15/10/2025 17:00	15/10/2025	
Fujitsu Services Limited - Star Trains - ME	(No Items)	C5322072	4264753	COLLECTION	Northern Rail - STAR, Bromley Cross Railway Station, Chappeltown Road, Bromley Cross, Lancashire, Lancs, Lancashire, Bromley Cross, BL7 9AG	Simon Heath	15/10/2025 09:00 15/10/2025 12:00	15/10/2025	
Fujitsu Services Limited - Star Trains - ME	19667448701	C5322218	4264834	TECH EXCHANGE_R	Northern Rail - STAR, Parbold Railway Station, Station Road, Parbold, Wigan, Mersey, Lancashire, Parbold, WN8 7NU	Simon Heath	15/10/2025 08:00 15/10/2025 12:00	15/10/2025	