



# Run Sheet

## Daniel Hanson 28/09/2025

<b>Date</b>	28/09/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Hanson, Daniel	<b>Jobs on Run</b>	5
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Job # 4252653	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	27/09/2025 11:00 - 28/09/2025 17:00	Contact Name	Sam	Warrington 4 The Mall Warrington Warrington WA1 1QE
Activity	NON TECH EXCHANGE	Contact Phone	+447743456195	
Priority	ND 1700			
Ref 1	C5321014			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 28/09/2025 17:00 SLA: ND 28/09/2025 17:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1	Problem: [BDS] Keyboard mac style aluminium USB Root Cause: UNKNOWN Action: Engineer to supply replacement white keyboard. If store require please collect faulty keyboard for disposal. Test: User to test URL: Call history:: ##### Call 5321014   Problem   Web Service   qws_uk   Sat 27 Sep 2025 09:41:21   A+C+P  agent.loginname=qws_uk equipment.assettag=TELGB000000T0512TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007348281 call.problem=HW - 0007 - 07 - Keyboard white replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KBUSBMAC call.priority=2-Medium call.datereported=9/27/2025 9:41:18 AM  ##### Call 5321014   Problem   Web Service   qws_uk   Sat 27 Sep 2025 09:41:21   A+C+P  SITE OPENING TIMES [ Telford ] Mon-Sat: 09:00-17:30 Sun: 10:30-16:30  SPECIAL INSTRUCTIONS...

## Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19613101101	GNCKDBUSB-MAC	8GB MAC STYLE ALUMINIUM:USB				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19613101301	GNCKDBUSB-MAC	GNCKDBUSB-MAC STYLE ALUMINIUM:USB				

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



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Date	28/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4252675	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	27/09/2025 13:25 - 28/09/2025 17:00	Contact Name	YASMINE ROBERTS	WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	133671035			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941 Incident	<p>Please see KB0106284- PACT Fault: Other 041 - Cheadle</p> <p>27/09 - @RICO - Please find below notes. Closure Code NA - No Access to customer site Engineer Notes Intercom just beeps and doesn't connect no access to site waited 10mins tried multiple times doesnt connect Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202509261234 Web Logging: Locker: CH1-55-PED TPV Number (8 Digits): 15041055 Serial Number: 192547303461103311016891 Asset Number: PAN00102173 Model Ingenico 2500 Location: SS Cupboard Issue: This PED has been found in the Tracka Locker CH1 -55 but it is no longer connected to the associated device. Please can it be collected Incident INC6766225 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.</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	On Site Time	Off Site Time
		Customer Print
		Customer Signature



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Date	28/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4252684	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	27/09/2025 14:26 - 28/09/2025 17:00	Contact Name	YASMINE ROBERTS	WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	133686853			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941 Incident	Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle  Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202509271313 Web Logging: Locker: CH2-34-PED TPV Number (8 Digits):15041104 Serial Number: 192497303461103310961667 Asset Number: PAN00096620 Model Ingenico 2500 Location: 041 - Cheadle Issue: The PED is not holding its charge. After charging overnight PED is down to 1 bar after approximately 20 mins. I have also charged the PED using a different charging cable. Incident INC6766968 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941

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 28/09/2025

Date	28/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4252703	Customer	DieboldNixdorf_WIPRO			Job Address
SLA Window	27/09/2025 18:52 - 28/09/2025 17:00	Contact Name	YASMINE ROBERTS		WIPRO LIMITED WIPRO LIMITED
Activity	TECH EXCHANGE P2PE	Contact Phone			CHEADLE WILMSLOW ROAD JL041 CHEADLE
Priority	ND 1700				CHEADLE SK8 3BZ
Ref 1	133688859				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941	Ingenico 2500 - PED isn%27t charging - 041 Cheadle  Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202509271747 Locker: CH2-70-PED TPV Number (8 Digits):15041140 Serial Number:192577303461103311058919 Asset Number:PAN00097313 Model Ingenico 2500 Location:SS Cupboard Issue:PED is not holding its charge. PED has been charged overnight in the locker and the battery bars are showing as full. Within 10 minutes the bars drop to one. Incident INC6767047 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941

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

Daniel Hanson 28/09/2025

Date	28/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4252664	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	28/09/2025 09:00 - 28/09/2025 17:00	Contact Name	YASMINE ROBERTS	WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	COLLECTION	Contact Phone	-	
Priority	ND 1700			
Ref 1	133673571			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please see KB0106284- PACT Fault: Other 041 - Cheadle	Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202509261436 *delete as applicable Please provide relevant information below to be sent to Diebold: Hostname: Serial Number: Model number: Fault: *NOTE: If this is for a JL CHS Estimator laptop please use the PRE: JL CHS Estimator Laptop pre weblog template as this captures extra details needed Incident INC6766262 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.

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

## Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
DieboldNixdorf_WIPRO	(No Items)	133671035	4252675	TECH EXCHANGE P2PE	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	27/09/2025 13:25 28/09/2025 17:00	28/09/2025	
DieboldNixdorf_WIPRO	(No Items)	133686853	4252684	TECH EXCHANGE P2PE	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	27/09/2025 14:26 28/09/2025 17:00	28/09/2025	
DieboldNixdorf_WIPRO	(No Items)	133688859	4252703	TECH EXCHANGE P2PE	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	27/09/2025 18:52 28/09/2025 17:00	28/09/2025	
DieboldNixdorf_WIPRO	(No Items)	133673571	4252664	COLLECTION	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	28/09/2025 09:00 28/09/2025 17:00	28/09/2025	
Fujitsu Services Limited - Telefonica TC	19613101101	C5321014	4252653	NON TECH EXCHANGE	Warrington, 4 The Mall, Warrington, Warrington, WA1 1QE	Daniel Hanson	27/09/2025 11:00 28/09/2025 17:00	28/09/2025	