



# Run Sheet

Daniel Hanson 21/06/2025

Date	21/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4184882	Customer	RICO Depots	Job Address
SLA Window	- 21/06/2025 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



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Job # 4184603	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	20/06/2025 09:00 - 21/06/2025 17:30	<b>Contact Name</b>		R282 BURNLEY (Connected)	ORANGE (BURNLEY) 52 The Mall (Unit 1/1A), Charter Walk Shopping Centre LANCASHIRE Burnley BB11 1BA
Activity	NON TECH EXCHANGE	<b>Contact Phone</b>		0845 0971 282	
Priority	ND 1700				
Ref 1	C5313513				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 21/06/2025 21:00 SLA: ND 21/06/2025 21:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELENX12TAB x 1	Problem: [BDS] LENOVO X12 TABLET ** BACK DOOR SWAP ** Root Cause: UNKNOWN Action: LENOVO X12 TABLET ** BACK DOOR SWAP ** CONTACT MANAGER & EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAIN PSUKEYBOARD AND PEN. CONFIRM SERIAL NUMBER OUT IS AS LOGGED. DO NOT SWAP IF DIFFERENT - ESCALATE WHILE ON SITE. Test: N/A URL: Call history:: ##### Call 5313513   Problem   Web Service   qws_uk   Fri 20 Jun 2025 12:28:06   A+C+P  agent.loginname=qws_uk equipment.assettag=EELGB000000O0282TRB2 contract.pkey=22856 call.poms=1 call.zip=BB11 1BA call.address=52 The Mall (Unit 1/1A) Charter Walk Shopping Centre call.city=Burnley call.customerid=INC17765246 call.problem=Hardware - Lenovo X12 - Tablet is not turning on - replacement of tablet with SN PW0999Q7 needed   Re-open INC17737249 call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=6/20/2025 1:27:16 PM  ##### Call 5313513   Problem   Web Service   qws_uk   Fri 20 Jun 2025 12:28:06   A+C+P...

Job Notes

In Items

Returned Items

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



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Job # 4184578	Customer	Vista Retail Support Limited	Job Address
SLA Window	20/06/2025 12:27 - 21/06/2025 17:00	Contact Name	LIDL BEEZON ROAD KENDAL LA9 6EL
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3310159		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3310159 Brief Description: Defective damaged or lost equipment   Mobile Office  ----- Is the device defective physically damaged or lost? : Defective passcode: 19340778	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

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19288821701	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				



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Job # 4184855	Customer	Computacenter - Kingfisher		Job Address
SLA Window	21/06/2025 09:00 - 21/06/2025 13:00	Contact Name	Matthew McFarlane	KINGFISHER INFORMATION TECHNOLOGY ( Redclyffe Road Trafford Park Redclyffe Road Trafford Park M41 7LG
Activity	TECH EXCHANGE	Contact Phone	+44 161 746 8443	
Priority	ND 1300			
Ref 1	24396654			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Description: HOST NAME: KF57J3J23 IP ADDRESS OF PC: 10.86.253.44 OPETING SYSTEM: W11 IF DELL7070 IS IT 90W or 130W: 90W LOCATION OF DEVI: 1360-Trafford Park FAULT DESCRIPTION: User called to report that th	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19290094801	4299311	KING:Dell OptiPlex 7070 Micro				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19290095001	4299311	KING:Dell OptiPlex 7070 Micro				

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print



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Job # 4184670	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	20/06/2025 14:11 - 21/06/2025 19:00	Contact Name	MANCHESTER OXFORD ROAD NLC2966 N	INTERIORail - STAR Oxford Road Station, Oxford Road Station Approach, Manchester, Inner Mancs Lancashire Manchester M1 6FU
Activity	TECH EXCHANGE	Contact Phone	0161 228 5431	
Priority	ND 1900			
Ref 1	C5313530			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 21/06/2025 19:00  SLA: ND 21/06/2025 19:00 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 5313530   Problem   Web Service   qws_uk   Fri 20 Jun 2025 14:11:04    A+C+P</p> <p>agent.loginname=qws_uk  equipment.assettag=STRGB00000N2966TA23  contract.pkey=23200  call.poms=1  call.zip=M1 6FU  call.address=Oxford Road Station  Oxford Road Station Approach  Manchester  Inner Mancs  call.customerid=INC17765682  call.problem=NLC2966  MANCHESTER OXFORD ROAD  NLC 2966 Site MANCHESTER OXFORD ROAD Window 3  call.modifiedby=QWebServices  call.busimpact=Urgent (TD)  category.name=GBR/STR/workpackage/NORTHTKMKII  call.priority=2-Medium  call.datereported=6/20/2025 3:10:27 PM</p> <p>##### Call 5313530   Problem   Web Service   qws_uk   Fri 20 Jun 2025 14:11:04  ...</p>

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19289232801	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	31541			

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19289233001	_NRNEWND4020	MAGNETIC TICKET DT 203DPI	31541			

Engineer Closure Notes

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



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Job # 4184883	Customer	RICO Depots	Job Address
SLA Window	- 21/06/2025 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

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		

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - EE	19288869401	C5313513	4184603	NON TECH EXCHANGE	ORANGE (BURNLEY), 52 The Mall (Unit 1/1A), Charter Walk Shopping Centre, LANCASHIRE, Burnley, BB11 1BA	Daniel Hanson	20/06/2025 09:00 21/06/2025 17:30	21/06/2025	
Vista Retail Support Limited	19288821701	3310159	4184578	TECH EXCHANGE	LIDL, BEEZON ROAD, KENDAL, LA9 6EL	Daniel Hanson	20/06/2025 12:27 21/06/2025 17:00	21/06/2025	
Fujitsu Services Limited - Star Trains - ME	19289232801	C5313530	4184670	TECH EXCHANGE	Northern Rail - STAR, Oxford Road Station, Oxford Road Station Approach, Manchester, Inner Mancs, Lancashire, Manchester, M1 6FU	Daniel Hanson	20/06/2025 14:11 21/06/2025 19:00	21/06/2025	
Computacenter - Kingfisher	19290094801	24396654	4184855	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Redclyffe Road Trafford Park , Redclyffe Road Trafford Park , M41 7LG	Daniel Hanson	21/06/2025 09:00 21/06/2025 13:00	21/06/2025	