



Run Sheet

Stephen Fitton 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	5
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Job # 4246782	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	19/09/2025 13:58 - 20/09/2025 13:00	Contact Name	MANAGER	PREMIER PREMIER 1 LINGHAM LANE WIRRAL CH46 7SA
Activity	TECH EXCHANGE	Contact Phone	01512808192	
Priority	4HR			
Ref 1	02568986			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
38955504//02568986//T3	Swap reason: Physical Damage

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

Stephen Fitton 20/09/2025

Date 20/09/2025 **Depot** Warrington **Driver** Fitton, Stephen **Jobs on Run** 5

Job # 4247061	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	19/09/2025 17:08 - 20/09/2025 13:00	Contact Name	MANAGER	SPAR SPAR STATION ROAD VALLEY PRECINCT HOLYHEAD LL65 3EB
Activity	TECH EXCHANGE	Contact Phone	/	
Priority	4HR			
Ref 1	02569848			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34561551//33095//PPD	Case Number: 02569848 Swap type: Swap Required Swap reason: Hardware damage Device Type: PPOS TID Number: 34561551 Serial Number: Site ID: 33095 Description: Case 127040 Terminal has damage to the USB port swap required

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	



Run Sheet

Stephen Fitton 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	5
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Job # 4246899	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	20/09/2025 09:00 - 20/09/2025 17:00	Contact Name	4143 Wrexham Duty Manager	ASDA STORES LIMITED Holt Road Store,Ground Floor WREXHAM LL13 8HL
Activity	REPAIR WITH PARTS	Contact Phone	01978367200	
Priority	ND FIX			
Ref 1	11840557			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 20/09/2025 17:00-----ASSET INFORMATION---ProductName: MONO MFP MX826ade EMEA P2' for ReturnDeviceTagCustomer: 4143SerialNumber: 7465039021F43ProductIdentifier: 3092019Model: 7465-836Physical Location: Store Ground Floor</p> <p>----ACCOUNT INFORMATION---MPS CUSTOMER.Site AccessVisitors to our stores will now be asked to enter through the customer entrance and sign in at the customer service desk or kiosk. Colleague entrances should no longer be used by visitors to stores. When you visit stores you'll need to sign in using the visitor log that will be located at the customer service desk and we have asked stores to make it accessible so that visitors do not have to join the customer queue. If you have driven to a store that has a tablet or logbook provided by a parking management company this will also be located on the desk for you to record your vehicle registration number. The colleague operating the desk will support you if you need to meet a member of the store team.For Fuser and Maintenance Kit Replacements (for Break Fix Calls) use the following P/Ns:MS81x / MX71x..... 41X1603 HY Fuser..... 41X1605 HY Fuser Maintenance KitMS82x / MX721 / MX722..... 41X2156 HY Fuser..... 41X2251 HY Fuser Maintenance KitRetail/Depot/HSC/cash office sites only: - Monday Friday 09:00 17:00 Next Business day fix. Specific devices have weekend break-fix entitlement Saturday 09:00 17:00 Sunday 10:00 16:00 Next Business day fixPharmacy locations only: - 4 hour FIX SLAMonday Saturday 09:00 17:00 Sunday & Bank Holidays 10:00 16:00 All Maintenance kits: - 3 day SLA. Monday Friday 09:00 17:00. Access hours: - HSC (Home Shopping Centres/Depots) - 8:00 - 16:00Stores - 8:00 - 18:00Cash Office - 8:00 - 12:00Pharmacy - 8:00 - 18:00</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC0880950. Spoke to Lisa user advised printer is jamming with 241.84 errors tray is set to A4 Rough/Cotton but user states she is not using cotton paper. Changed paper type back to plain paper but when user tried to print the printer displays load MP feeder with rough/cotton paper but unable to change back as printer stuck in 241.84 error loop please resolve paper jam and then correct paper type in both trays back to rough/cotton. MX826 Office Lisa Ellison 01978 367200 SN 7465039021F43 IP 10.125.26.146 AR ETA 20/09/25 @ 17:00----INSTRUCTIONS-----Technical Notes -----DCN. @TECH: Please investigate 241.84 (The motor (tray 1 pick) has stalled) and check paper type settings.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
195890048	41X1107	MS82x SVC Feeder media feeder				
195890055	41X1108	MS82x SVC Rollers pick				
195890059	41X1646	MX82x SVC Tray Insert 550 shee				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
195890050	41X1107	MS82x SVC Feeder media feeder				
195890057	41X1108	MS82x SVC Rollers pick				
195890061	41X1646	MX82x SVC Tray Insert 550 shee				

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



Run Sheet

Stephen Fitton 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	5
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Job # 4246655	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	19/09/2025 11:41 - 20/09/2025 19:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEYRAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	
Priority	ND 1900			
Ref 1	C5320426			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 20/09/2025 19:00 SLA: ND 20/09/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _MYMIUM020DEVICE 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 5320426 Problem Web Service qws_uk Fri 19 Sep 2025 11:40:11 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000M4034TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC18159408 call.problem=++PED++NLC2242 Liverpool Central Zebra / TC56 STAR mobile Issues NLC 2242 Site Na call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEMIUM020PED call.priority=2-Medium call.datereported=9/19/2025 12:39:34 PM ##### Call 5320426 Problem Web Service qws_uk Fri 19 Sep 2025 11:40:11 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19587373001	_SXASSET-LABELSV2					
19587372601	_MYMIUM020DE	MR2P:M020 MERSEYRL MOBILE LIVE	02000303002020043528			

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



Run Sheet

Stephen Fitton 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	5
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Job # 4246657	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	19/09/2025 11:41 - 20/09/2025 19:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEYRAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	
Priority	ND 1900			
Ref 1	C5320427			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 20/09/2025 19:00 SLA: ND 20/09/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _MYMIUM020DEVICE 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 5320427 Problem Web Service qws_uk Fri 19 Sep 2025 11:40:34 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000M4034TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC18196895 call.problem=++ PED ++ NLC2242 Liverpool Central Zebra / TC56 zebra mobile - Insufficient privileg call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEMIUM020PED call.priority=2-Medium call.datereported=9/19/2025 12:39:53 PM ##### Call 5320427 Problem Web Service qws_uk Fri 19 Sep 2025 11:40:34 A+C+P...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19587373901	_SXASSET-LABELSV2					
19587373501	_MYMIUM020DE	MR2P:M020 MERSEYRL MOBILE LIVE	02000303002020043454			



Run Sheet

John Paul Barron 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246908	Customer	Fujitsu Services Limited - Telefonica ME		Job Address
SLA Window	19/09/2025 15:42 - 20/09/2025 18:00	Contact Name	Callum	O2 LIVERPOOL - NEW MERSEY
Activity	TECH EXCHANGE	Contact Phone	+4401514941070	0461 SPEKE LIVERPOOL L24 8QB
Priority	ND 1900			
Ref 1	C5320467			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 20/09/2025 18:00 SLA: ND 20/09/2025 18:00 PART2= PART3= PART4= ALT1=_O2HEP3DS22AV ALT2= ALT3= ALT4= TEXT= _O2HEP3DS22AV-V1-23 x 1	<p>Problem: [ME] HP Engage Flex PRO Till Base Unit faulty Root Cause: Unknown Action: Confirm fault and replace whole unit as required with pre-built base. Configure as documented. **For Disk Corruption or Sick Disk base unit MUST be replaced **. Replacement base is pre-built but requires on-site configuration - see notes.**Contact Fujitsu Managed Services to handover before closing call**. Test: Engineers to test and handover to Managed Services for updates. URL: Call history:: ##### Call 5320467 Problem Web Service qws_uk Fri 19 Sep 2025 15:37:29 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB00000T0461TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007336877 call.problem=HP Engage Flex Pro - Dead / No Display call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/EngageFlex2023 call.priority=2-Medium call.datereported=9/19/2025 3:37:25 PM ##### Call 5320467 Problem Web Service qws_uk Fri 19 Sep 2025 15:37:29 A+C+P SITE OPENING TIMES [Liverpool - New Mersey] Mon-Wed: 09:30-18:00 Thu-Fri: 09:30-19:00...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19589083901	_O2HEP3DS22AV	P/CIR2BNGAGE FLEX PRO:V1 2023				

Returned Items

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



Run Sheet

John Paul Barron 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246770	Customer	Vista Retail Support Limited	Job Address
SLA Window	19/09/2025 13:51 - 20/09/2025 17:00	Contact Name	MCDONALDS - NCR STONEDALE RETAIL PARK EAST LANCASHIRE ROAD
Activity	TECH EXCHANGE	Contact Phone	LIVERPOOL LANCASHIRE LIVERPOOL L11 9DH
Priority	ND 1700		
Ref 1	3409824		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3409825;3409824;3409821;3409810 - please replace 4x headsets DT - Quail Digital Pro9 - Faulty Headset	Replace MCD-HSET-QUA 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?
19588499601	MCD-HSET-QUA	QUAIL HEADSET				



Run Sheet

John Paul Barron 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246771	Customer	Vista Retail Support Limited	Job Address
SLA Window	19/09/2025 13:51 - 20/09/2025 17:00	Contact Name	MCDONALDS - NCR STONEDALE RETAIL PARK EAST LANCASHIRE ROAD
Activity	TECH EXCHANGE	Contact Phone	LIVERPOOL LANCASHIRE LIVERPOOL L11 9DH
Priority	ND 1700		
Ref 1	3409825		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3409825;3409824;3409821;3409810 - please replace 4x headsets DT - Quail Digital Pro9 - Faulty Headset	Replace MCD-HSET-QUA Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REA) 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?
19588499901	MCD-HSET-QUA	QUAIL HEADSET				



Run Sheet

John Paul Barron 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246772	Customer	Vista Retail Support Limited	Job Address
SLA Window	19/09/2025 13:51 - 20/09/2025 17:00	Contact Name	MCDONALDS - NCR STONEDALE RETAIL PARK EAST LANCASHIRE ROAD
Activity	TECH EXCHANGE	Contact Phone	LIVERPOOL LANCASHIRE LIVERPOOL L11 9DH
Priority	ND 1700		
Ref 1	3409810		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3409825;3409824;3409821;3409810 - please replace 4x headsets DT - Quail Digital Pro9 - Faulty Headset	Replace MCD-HSET-QUA Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REA) 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?
19588499101	MCD-HSET-QUA	QUAIL HEADSET				



Run Sheet

John Paul Barron 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246886	Customer	Vista Retail Support Limited	Job Address
SLA Window	19/09/2025 15:14 - 20/09/2025 17:00	Contact Name	MCDONALDS - NCR STONEDALE RETAIL PARK EAST LANCASHIRE ROAD
Activity	TECH EXCHANGE	Contact Phone	LIVERPOOL LANCASHIRE LIVERPOOL L11 9DH
Priority	ND 1700		
Ref 1	3409821		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
<p>3409825;3409824;3409821;3409810 - please replace 4x headsets DT - Quail Digital Pro9 - Faulty Headset</p>	<p>Replace MCD-HSET-QUA 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.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19588952701	MCD-HSET-QUA	QUAIL HEADSET				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19588952901						

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

John Paul Barron 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246944	Customer	Vista Retail Support Limited	Job Address
SLA Window	19/09/2025 15:57 - 20/09/2025 17:00	Contact Name	LIDL WIGAN, 2 CHATSWORTH STREET, PEMBERTON LANCASHIRE WIGAN WN5 8BQ
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3409699		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3409699 Brief Description: 1x Lost zebra passcode: 134104504	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?
19589137001	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				



Run Sheet

John Paul Barron 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246689	Customer	Vista Retail Support Limited	Job Address
SLA Window	19/09/2025 12:03 - 20/09/2025 17:00	Contact Name	LIDL DARLINGTON STREET LANCASHIRE WIGAN WN1 1DL
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3404185		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
Passcode: 07534504 3286326: Faulty Zebra HHT	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?
19587583601	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19587583801						



Run Sheet

John Paul Barron 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246859	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	19/09/2025 14:59 - 20/09/2025 13:00	Contact Name	MNAAGER	MORRISONS DAILY MORRISONS DAILY 17 THE COMMON PARBOLD WIGAN WN8 7HA
Activity	TECH EXCHANGE	Contact Phone	01257 464319	
Priority	4HR			
Ref 1	02569259			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
38963747//60058//PPD	Swap reason: Hardware damage

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 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246599	Customer	Vista Retail Support Limited		Job Address
SLA Window	19/09/2025 11:19 - 20/09/2025 17:00	Contact Name		MCDONALDS - NCR KEW RETAIL PARK SCARISBRICK NEW ROAD SOUTHPORT LANCASHIRE SOUTHPORT PR8 5HW
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3409240			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3409240 - Headset doesn't work 24hrs	Replace MCD-PTR-LAB3-KIT 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?
19587052101	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				

Returned Items

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



Run Sheet

John Paul Barron 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4246687	Customer	Fujitsu Services Limited - Telefonica ME			Job Address
SLA Window	19/09/2025 12:02 - 20/09/2025 17:30	Contact Name	Zaiaa		O2 BURNLEY 46/48 THE MALL Burnley BB11 1BA
Activity	TECH EXCHANGE	Contact Phone	+447453449414		
Priority	ND 1900				
Ref 1	C5320436				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 20/09/2025 17:30 SLA: ND 20/09/2025 17:30 PART2= PART3= PART4= ALT1=_O2HEP3DS22AV ALT2= ALT3= ALT4= TEXT= _O2HEP3DS22AV-V1-23 x 1	Problem: [ME] HP Engage Flex PRO Till Base Unit faulty Root Cause: Unknown Action: Confirm fault and replace whole unit as required with pre-built base. Configure as documented. **For Disk Corruption or Sick Disk base unit MUST be replaced **. Replacement base is pre-built but requires on-site configuration - see notes.**Contact Fujitsu Managed Services to handover before closing call**. Test: Engineers to test and handover to Managed Services for updates. URL: Call history::: ##### Call 5320436 Problem Web Service qws_uk Fri 19 Sep 2025 12:00:10 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB00000T0519TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007336118 call.problem=HW - 0519 - 01 - Base Unit - HP boot up error call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/EngageFlex2023 call.priority=2-Medium call.datereported=9/19/2025 12:00:06 PM ##### Call 5320436 Problem Web Service qws_uk Fri 19 Sep 2025 12:00:10 A+C+P SITE OPENING TIMES [Burnley] Mon-Sat: 09:00-17:30 Sun: 10:00-16:00...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19587573001	_O2HEP3DS22AV	PCR2BNGAGE FLEX PRO:V1 2023				

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



Run Sheet

Daniel Hanson 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4246895	Customer	Computacenter - Kingfisher			Job Address
SLA Window	19/09/2025 15:27 - 20/09/2025 17:00	Contact Name	LUCY SMALLWOOD	B & Q B & Q PLC	
Activity	TECH EXCHANGE	Contact Phone	01298767200	STADEN BUSINESS PARK STADEN LANE BUXTON SK17 9RZ	
Priority	ND 1700				
Ref 1	24508774				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	Till hostname: GBBQ01314SCO83P Till number: 83 Peripheral make/model(Please copy and paste CI): ELO 15" TOUCHSCREEN Description of issue: Till 83 customer display freezes Contact name/number: Lucy Smallwood / 01298767200

Job Notes

In Items



Run Sheet

Daniel Hanson 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4246937	Customer	Vista Retail Support Limited		Job Address
SLA Window	19/09/2025 15:46 - 20/09/2025 17:00	Contact Name		MCDONALDS - NCR WHITEFIELD ROAD BREDBURY CHESHIRE BREDBURY SK6 2QR
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3409867			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3409867: KVS - Grill/Sticky printer not working	Replace MCD-PTR-LAB3-KIT 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?
19589102501	MCD-PTR-LAB3	MCD-PTR-LAB3-KIT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19589102701						

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



Run Sheet

Daniel Hanson 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4246577	Customer	Computacenter - Kingfisher		Job Address
SLA Window	19/09/2025 10:56 - 20/09/2025 17:00	Contact Name	AMY CHASE	SCREWFIX DIRECT
Activity	TECH EXCHANGE	Contact Phone	01614069450	SCREWFIX DIRECT ASHTON ROAD
Priority	ND 1700			BREDBURY
Ref 1	24494508			STOCKPORT
Ref 2				SK6 2QN
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	Availability: until 2:30pm today after 2:30PM ask for Sharon What error message do you see?: the screen turns off when it is moved Description: HOST NAME:kfgw4mnr3 IP ADDRESS OF PC:10.68.128.100 PED Model: PEDVX820 DUET / PEDV200cs: no PED found OPERATING SYSTEM: win 11 MANAGER OR TILL: managers pc TILL NO: not a till LOCATION OF DEVICE: managers desk CONTACT NAME/CONTACT NUMBER:+44 161 406 9450 Amy Chase

Job Notes

In Items

Returned Items

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



Run Sheet

Daniel Hanson 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4246766	Customer	Computacenter - Kingfisher			Job Address
SLA Window	19/09/2025 13:51 - 20/09/2025 17:00	Contact Name		HAROON MOHAMMED	SCREWFIX SCREWFIX UNIT 1
Activity	TECH EXCHANGE	Contact Phone		+441616532248	MIDDLETON TRADE PARK MANCHESTER M24 1QZ
Priority	ND 1700				
Ref 1	24507975				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	Description: HOST NAME: kf8cg8140zv0 IP ADDRESS OF THERMAL PRINTER: 10.66.80.125 OPERATING SYSTEM: Win11 TILL NO: 21 LOCATION OF DEVICE: Till 21 2nd Till on Trade FAULT DESCRIPTION: thermal printer needs to be restarted after each transaction. It only works for CONTACT NAME/CONTACT NUMBER: Haroon Mohammed 441616532248

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



Run Sheet

Daniel Hanson 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4246777	Customer	Computacenter - Kingfisher		Job Address
SLA Window	19/09/2025 13:56 - 20/09/2025 17:00	Contact Name	HAROON MOHAMMED	SCREWFIX SCREWFIX UNIT 1
Activity	TECH EXCHANGE	Contact Phone	+441616532248	MIDDLETON TRADE PARK MANCHESTER M24 1QZ
Priority	ND 1700			
Ref 1	24508032			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	TILL NUMBER: 20 IP ADDRESS: 10.66.80.144 PTID: 30646080 PED MODEL: PEDVX820 DUET SERIAL NUMBER: 327-965-562 CURRENT DOWNLOAD VERSION ON WEBCOM: V03.52.01.99998 CONFIG RE-DOWNLOADED: no SOFTWARE RE-DOWNLOADED: no LOCATION OF THE DEVICE ON SITE: Till20 PHYSICAL DAMAGE (BROKEN PLASTIC/SCREEN/KEYBOARD): no FAULT DESCRIPTION: PDQ went offline this morning cable was loose plugged it back in but now it displays a message about 'tampered' CONTACT NAME/CONTACT NUMBER: Haroon Mohammed 441616532248

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

Daniel Hanson 20/09/2025

Date	20/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4247133	Customer	Computacenter - Kingfisher		Job Address
SLA Window	20/09/2025 09:00 - 20/09/2025 17:00	Contact Name	DEIRDRE CURRAN	B & Q PLC B & Q PLC WESTHULME WAY OLDHAM OL1 2PH
Activity	TECH EXCHANGE	Contact Phone	+441616260066	
Priority	ND 1700			
Ref 1	24506036			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Till hostname: GBBQ01304POS32P Till number: 32 Peripheral make/model(Please copy and paste CI): BEETLE M-III System details (K1/M1/R1 found on EC portal): K1.0-Q87-uATX_AB Build number: 17763.7678 Are there still sales are any sales left on the till?: No Description of Issue: malware alert on device need to be delivered to B&Q Southampton LABS Contact name/number: +441616260066 / Deirdre Curran anyone can help	Please swap unit

Job Notes

In Items



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)	24507975	4246766	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT 1, MIDDLETON TRADE PARK, MANCHESTER, M24 1QZ	Daniel Hanson	19/09/2025 13:51 20/09/2025 17:00	20/09/2025	
Computacenter - Kingfisher	(No Items)	24508032	4246777	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT 1, MIDDLETON TRADE PARK, MANCHESTER, M24 1QZ	Daniel Hanson	19/09/2025 13:56 20/09/2025 17:00	20/09/2025	
Computacenter - Kingfisher	(No Items)	24506036	4247133	TECH EXCHANGE	B & Q PLC, B & Q PLC, WESTHULME WAY, OLDHAM, OL1 2PH	Daniel Hanson	20/09/2025 09:00 20/09/2025 17:00	20/09/2025	
Computacenter - Kingfisher	(No Items)	24508774	4246895	TECH EXCHANGE	B & Q , B & Q PLC, STADEN BUSINESS PARK, STADEN LANE, BUXTON, SK17 9RZ	Daniel Hanson	19/09/2025 15:27 20/09/2025 17:00	20/09/2025	
Computacenter - Kingfisher	(No Items)	24494508	4246577	TECH EXCHANGE	SCREWFIX DIRECT, SCREWFIX DIRECT, ASHTON ROAD, BREDBURY, STOCKPORT, SK6 2QN	Daniel Hanson	19/09/2025 10:56 20/09/2025 17:00	20/09/2025	
Vista Retail Support Limited	19589102501	3409867	4246937	TECH EXCHANGE	MCDONALDS - NCR, WHITEFIELD ROAD, BREDBURY, CHESHIRE, BREDBURY, SK6 2QR	Daniel Hanson	19/09/2025 15:46 20/09/2025 17:00	20/09/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Telefonica ME	19587573001	C5320436	4246687	TECH EXCHANGE	O2 BURNLEY, 46/48 THE MALL, Burnley, BB11 1BA	John Paul Barron	19/09/2025 12:02 20/09/2025 17:30	20/09/2025	
Vista Retail Support Limited	19588499601	3409824	4246770	TECH EXCHANGE	MCDONALDS - NCR, STONEDALE RETAIL PARK EAST LANCASHIRE ROAD, LIVERPOOL, LANCASHIRE, LIVERPOOL, L11 9DH	John Paul Barron	19/09/2025 13:51 20/09/2025 17:00	20/09/2025	
Vista Retail Support Limited	19588499901	3409825	4246771	TECH EXCHANGE	MCDONALDS - NCR, STONEDALE RETAIL PARK EAST LANCASHIRE ROAD, LIVERPOOL, LANCASHIRE, LIVERPOOL, L11 9DH	John Paul Barron	19/09/2025 13:51 20/09/2025 17:00	20/09/2025	
Vista Retail Support Limited	19588499101	3409810	4246772	TECH EXCHANGE	MCDONALDS - NCR, STONEDALE RETAIL PARK EAST LANCASHIRE ROAD, LIVERPOOL, LANCASHIRE, LIVERPOOL, L11 9DH	John Paul Barron	19/09/2025 13:51 20/09/2025 17:00	20/09/2025	
Vista Retail Support Limited	19588952701	3409821	4246886	TECH EXCHANGE	MCDONALDS - NCR, STONEDALE RETAIL PARK EAST LANCASHIRE ROAD, LIVERPOOL, LANCASHIRE, LIVERPOOL, L11 9DH	John Paul Barron	19/09/2025 15:14 20/09/2025 17:00	20/09/2025	
Fujitsu Services Limited - Telefonica ME	19589083901	C5320467	4246908	TECH EXCHANGE	O2 LIVERPOOL - NEW MERSEY 0461, SPEKE, LIVERPOOL, L24 8QB	John Paul Barron	19/09/2025 15:42 20/09/2025 18:00	20/09/2025	
Vista Retail Support Limited	19587052101	3409240	4246599	TECH EXCHANGE	MCDONALDS - NCR, KEW RETAIL PARK SCARISBRICK NEW ROAD, SOUTHPORT, LANCASHIRE, SOUTHPORT, PR8 5HW	John Paul Barron	19/09/2025 11:19 20/09/2025 17:00	20/09/2025	
Vista Retail Support Limited	19587583601	3404185	4246689	TECH EXCHANGE	LIDL, DARLINGTON STREET, LANCASHIRE, WIGAN, WN1 1DL	John Paul Barron	19/09/2025 12:03 20/09/2025 17:00	20/09/2025	
Vista Retail Support Limited	19589137001	3409699	4246944	TECH EXCHANGE	LIDL, WIGAN, 2 CHATSWORTH STREET, PEMBERTON, LANCASHIRE, WIGAN, WN5 8BQ	John Paul Barron	19/09/2025 15:57 20/09/2025 17:00	20/09/2025	
Paypoint Network Limited - UK	(No Items)	02569259	4246859	TECH EXCHANGE	MORRISONS DAILY, MORRISONS DAILY, 17 THE COMMON, PARBOLD, WIGAN, WN8 7HA	John Paul Barron	19/09/2025 14:59 20/09/2025 13:00	20/09/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Paypoint Network Limited - UK	(No Items)	02568986	4246782	TECH EXCHANGE	PREMIER, PREMIER, 1 LINGHAM LANE, WIRRAL, CH46 7SA	Stephen Fitton	19/09/2025 13:58 20/09/2025 13:00	20/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19587373001	C5320426	4246655	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Stephen Fitton	19/09/2025 11:41 20/09/2025 19:00	20/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19587372601	C5320426	4246655	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Stephen Fitton	19/09/2025 11:41 20/09/2025 19:00	20/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19587373901	C5320427	4246657	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Stephen Fitton	19/09/2025 11:41 20/09/2025 19:00	20/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19587373501	C5320427	4246657	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Stephen Fitton	19/09/2025 11:41 20/09/2025 19:00	20/09/2025	
Xerox (UK) Technical***DO NOT INVOICE****	195890048	11840557	4246899	REPAIR WITH PARTS	ASDA STORES LIMITED, Holt Road, Store, Ground Floor, WREXHAM, LL13 8HL	Stephen Fitton	20/09/2025 09:00 20/09/2025 17:00	20/09/2025	
Xerox (UK) Technical***DO NOT INVOICE****	195890055	11840557	4246899	REPAIR WITH PARTS	ASDA STORES LIMITED, Holt Road, Store, Ground Floor, WREXHAM, LL13 8HL	Stephen Fitton	20/09/2025 09:00 20/09/2025 17:00	20/09/2025	
Xerox (UK) Technical***DO NOT INVOICE****	195890059	11840557	4246899	REPAIR WITH PARTS	ASDA STORES LIMITED, Holt Road, Store, Ground Floor, WREXHAM, LL13 8HL	Stephen Fitton	20/09/2025 09:00 20/09/2025 17:00	20/09/2025	
Paypoint Network Limited - UK	(No Items)	02569848	4247061	TECH EXCHANGE	SPAR, SPAR, STATION ROAD, VALLEY PRECINCT, HOLYHEAD, LL65 3EB	Stephen Fitton	19/09/2025 17:08 20/09/2025 13:00	20/09/2025	