



Run Sheet

Mark Hosie 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	3
------	------------	-------	------------	--------	-------------	-------------	---

Job # 4218777	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	09/08/2025 08:00 - 09/08/2025 14:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire Cheshire Chester CH1 3NS
Priority	6HR			
Ref 1	C5317262			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>6HR 09/08/2025 14:00 SLA: 6HR 09/08/2025 14:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1</p>	<p>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**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history:: ##### Call 5317262 Problem Web Service qws_uk Fri 08 Aug 2025 10:42:34 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC18002154 call.problem=NLC3701 Chester 020 - 118539 PED - Tamper alert NLC 3701 Site Chester RSPID call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=8/8/2025 11:41:48 AM ##### Call 5317262 Problem Web Service qws_uk Fri 08 Aug 2025 10:42:34 A+C+P...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19451124501	_SXASSET-LABEL	SXASSET-LABELSV2				
19451124101	_TWMIUM020DE	M2E:M020 TFW MOBILE LIVE	02000303002020	118782		

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19451124701	_SXASSET-LABEL	SXASSET-LABELSV2				
19451124301	_TWMIUM020DE	R2E:M020 TFW MOBILE LIVE	02000303002020	118782		

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Mark Hosie 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	3
------	------------	-------	------------	--------	-------------	-------------	---

Job # 4218671	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	08/08/2025 09:06 - 09/08/2025 18:00	Contact Name	LLANDUDNO JUNCTION NLC9616 TFW Dep	TRANSPORT FOR WALES (Llandudno Junction) Conwy Road Gwynedd Llandudno Junction LL31 9NB	
Activity	TECH EXCHANGE	Contact Phone	02920 320 178 / 02920 320 342		
Priority	ND 1800				
Ref 1	C5317252				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 09/08/2025 19:00 SLA: ND 09/08/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KEZEBTC56DJ-1PAZU4P x 1	<p>Problem: [ME] Zebra TC56 Set Number ** not working Root Cause: Unknown Action: Engineer to replace the Zebra TC56 retaining the Sim Card & ISM Card as applicable.Engineer to contact Star Support toget the HHT added to the TOC network. Once on the Network Engineer will need to Pair the peripherals.Contact Starsupport for assistan Test: Site to test URL: Call history:: ##### Call 5317252 Problem Web Service qws_uk Fri 08 Aug 2025 09:06:35 A+C+P</p> <pre>agent.loginname=qws_uk equipment.assettag=STRGB000000H8566TA23 contract.pkey=23200 call.poms=1 call.zip=LL31 9NB call.address=Conwy Road call.city=Llandudno Junction call.customerid=INC18000882 call.problem=NLC9616 Llandudno Junction/Colwyn Bay Zebra / TC56 Loosing charge on any ba call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=8/8/2025 10:06:15 AM ...</pre>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19450440101	_KEZEBTC56DJ-1PAZU4P	AN HSPA+/LTE/CDMA:BT				

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



Run Sheet

Mark Hosie 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	3
------	------------	-------	------------	--------	-------------	-------------	---

Job # 4219183	Customer	Centrex Services		Job Address
SLA Window	08/08/2025 17:46 - 09/08/2025 17:00	Contact Name		LIDL GREAT BRITAIN LTD LIDL GREAT BRITAIN LTD 20 HIGH STREET BANGOR LL57 1DQ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	INC11431305			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
swap test record serials	CALL CENTREX WITH ANY ISSUES 01670528780 Phone Original Fault: Phone cannot turn on Troubleshooting Attempted: Held down on/off button removed battery and placed back in but issue persists Long Aerial Fitted?: N/A Call Number: INC11431305 Store Number: LID00757 Store Name: Bangor Type Of Phone: BT Store Contact: SM Tel Number: 3330380779 Store Address: High Street 20 LL57 1DQ Bangor United Kingdom Date Of Attendance: ASAP

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19453319601						

Returned Items

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



Run Sheet

Daniel Hanson 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4218961	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	09/08/2025 09:00 - 09/08/2025 17:00	Contact Name	0606 Tamworth Suty Manager	Lidl Great Britain Limited Eastgate Way, Manor Park WH Team Manager Office RUNCORN WA7 1NT
Activity	REPAIR WITH PARTS	Contact Phone	01928532835	
Priority	ND FIX			
Ref 1	11796186			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 09/08/2025 17:00-----ASSET INFORMATION---ProductName: CX922de MFP High Volt DZ AT BA BE BG HRDeviceTagCustomer: LGB220-5B-04112SerialNumber: 7559040018939ProductIdentifier: 32C0231Model: 7559-378Physical Location: WH Team Manager Office Ground ---ACCOUNT INFORMATION--->> USB ports are disabled. FW update with laptop and crossover cable>> Firmware freeze (do not update)>> Device menu is password securedCredentials are:Username: LEXPassword: L3xm4rk123!!(Keep confidential!)To log in follow next steps:1. Click on the three bars in the top right corner of the device screen2. Click on first line (PIN)3. Choose Login Method: User Name/Password4. Enter Username and Password and press Login button>> Tech PIN: (168432) for supplies menu>> Before device reset due to repair (a.) or new device installation (b.) or controller board exchange (c.) follow next steps:a.) Device reset 1. Gather IP address data from device 2. Reset device (from diagnostic menu) 3. Reenter IP address data 4. Call your dispatch for device reconfig. 5. Manually restart device after reconfig.b.) Controller board exchange 1. Gather IP address data from device (network settings page or call your dispatch team and provide hostname). 2. Install new controller board 3. Leave device disconnected from network! 4. Start device and print network settings page (to get new MAC address) 5. Enter IP address data and report new MAC to your local customer contact person ask thisperson to inform the internal LIDL IT about the new MAC. 6. Connect device to network. 7. Call your dispatch for device reconfig. 8. Manually restart device after reconfig.c.) Mechanical replacement 1. Gather IP address data from device 2. Install new device and connect to network 3. Call your dispatch for device reconfig. 4. Manually restart device after reconfig.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC11412524. Damaged front cover hingesGyula advised that front cover + hinges are damaged. Front cover is only held by magnets and nylon strips. Please checkCX922Transport OfficeSN: 7559040018939IP: 105.40.197.12Gyula07968835345SLA 9.08.25 by the end of business day.MK---INSTRUCTIONS-----Technical Notes -----DCN. @CSC: Please EMO & GO. @TECH: Please investigate potential Customer Damage to Front cover/hinges. Note compatibility info in manual - only 1 door type available other is on back-order.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
194516003	41X4160	CX92x SVC Cover Front door KIT				
194515999	40X9761	MX91x SVC Other General SVC Fr				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
194516005	41X4160	CX92x SVC Cover Front door KIT				
194516001	40X9761	MX91x SVC Other General SVC Fr				

Engineer Closure Notes

		Customer Print
		Customer Signature



Run Sheet

Daniel Hanson 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4218849	Customer	Vista Retail Support Limited		Job Address
SLA Window	08/08/2025 09:00 - 09/08/2025 17:00	Contact Name	.	MCDONALDS - NCR NEW MERSEY RETAIL PARK SPEKE ROAD, SPEKE
Activity	NON TECH EXCHANGE	Contact Phone	.	LIVERPOOL LANCASHIRE LIVERPOOL L24 8QB
Priority	ND 1700			
Ref 1	3366403			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3366403 Star MC-Label3 Printer Swap out Opening Hours are:- Monday-Sunday 7am-11pm	***BACK DOOR SWAP ONLY*** 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

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19451472601	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				



Run Sheet

Daniel Hanson 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4218669	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	08/08/2025 09:00 - 09/08/2025 13:00	Contact Name	LIVERPOOL LIME STREET NLC9613 NT Deb	Northern Rail MT (Liverpool) Liverpool Lime Street Station, Liverpool Merseyside Liverpool L1 1JD
Activity	TECH EXCHANGE_R	Contact Phone	0161 822 2152	
Priority	4HR			
Ref 1	C5317190			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Previous DOA - Old device doesn't boot up and the Bluetooth doesn't connect on the replacement device DOA Tried to restart the Bluetooth with the feed button 4HR 07/08/2025 16:43 SLA: 4HR 07/08/2025 16:43 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRZEBZQ51-BUE00E00 x 1</p>	<p>Problem: [ME] Zebra ZQ-511 Printer faulty Root Cause: Unknown Action: Depot swap pair with the phone as per Engineering Guide ** NO TICKET MEDIA MUST BE LEFT IN RETURN PRINTER. Contact StarService Desk for assistance. Test: In use URL: Call history:: ##### Call 5317190 Problem Web Service qws_uk Thu 07 Aug 2025 12:44:05 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000H8495TAA3 contract.pkey=23200 call.poms=1 call.zip=L1 1JD call.address=Liverpool Lime Street Station Liverpool call.customerid=INC17997735 call.problem=LIVERPOOL LIME STREET NLC9613 NT Depot Zebra Printer set 28 - XXRAJ224600374 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMTZQ511 call.priority=2-Medium call.datereported=8/7/2025 1:43:16 PM</p> <p>##### Call 5317190 Problem Web Service qws_uk Thu 07 Aug 2025 12:44:05 A+C+P</p> <p>LIVERPOOL LIME STREET NLC9613 NT Depot Zebra Printer set 28 - XXRAJ224600374...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19450415401	_NRZEBZQ51-BU	EURO511 DT:MEDIAW 3.15/80MM				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19450415601	_NRZEBZQ51-BU	EPU20511 DT:MEDIAW 3.15/80MM				

Engineer Closure Notes

	Customer Print
	Customer Signature



Run Sheet

Daniel Hanson 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4219077	Customer	Vista Retail Support Limited		Job Address
SLA Window	08/08/2025 09:00 - 09/08/2025 17:00	Contact Name	.	MCDONALDS - NCR STONEDALE RETAIL PARK EAST LANCASHIRE ROAD
Activity	NON TECH EXCHANGE	Contact Phone	.	LIVERPOOL LANCASHIRE LIVERPOOL L11 9DH
Priority	ND 1700			
Ref 1	3367040			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3367040 -	<p>***BACK DOOR SWAP ONLY*** MCD-PRT-CT-S2000-RP 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?
19452879001	MCD-PRT-CT-S2000M	PTR-CTS2000S25UWH				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19452879201						

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



Run Sheet

Daniel Hanson 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4218990	Customer	Verifone UK LTD		Job Address
SLA Window	08/08/2025 14:08 - 09/08/2025 18:00	Contact Name	CRAIG SNEESBY	STONEGATE - SEFTON ARMS - 3500 1-7 BALDWIN STREET ST. HELENS LANCASHIRE LANCASHIRE WA10 2RS
Activity	TECH EXCHANGE	Contact Phone	01744 22065	
Priority	ND 1800			
Ref 1	G356051			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 28558263 Inbound Serial No. = 321-009-588 IP Gateway = 10.83.65.222 Terminal IP Address = 10.83.65.193 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1402 Login Pin = 1402 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Notes = N/A Fault Category = OS Software / App Issue	MUST BE ATTENDED AT THE WEEKEND. DO NOT ATTEND MON - FRI If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2685621

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 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4218992	Customer	Verifone UK LTD		Job Address
SLA Window	08/08/2025 14:08 - 09/08/2025 18:00	Contact Name	CRAIG SNEESBY	STONEGATE - SEFTON ARMS - 3500 1-7 BALDWIN STREET ST. HELENS LANCASHIRE LANCASHIRE WA10 2RS
Activity	TECH EXCHANGE	Contact Phone	01744 22065	
Priority	ND 1800			
Ref 1	G356050			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 33564789 Inbound Serial No. = 331-031-587 IP Gateway = 10.83.65.222 Terminal IP Address = 10.83.65.195 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1402 Login Pin = 1402 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Notes = N/A Fault Category = OS Software / App Issue	MUST BE ATTENDED AT THE WEEKEND. DO NOT ATTEND MON - FRI If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2685620

Job Notes

In Items						

Returned Items						

Engineer Closure Notes	On Site Time	Off Site Time



Run Sheet

Daniel Hanson 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4219095	Customer	Vista Retail Support Limited		Job Address
SLA Window	08/08/2025 16:02 - 09/08/2025 17:00	Contact Name		H SAMUEL 43 MERSEYWAY STOCKPORT CHESHIRE STOCKPORT SK1 1QE
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3364715			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
3364715: Till 4's monitor is not displaying any feed.	Replace SIG-MON-15-CRM CAB-SVGA-15PIN-STD Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REF 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?
19452946701	SIG-MON-15-CRM	15 till monitor CREAM				
19452946702	CAB-SVGA-15PIN-STD	SVGA-15PIN-STD				



Run Sheet

Daniel Hanson 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4218987	Customer	Vista Retail Support Limited		Job Address
SLA Window	08/08/2025 14:05 - 09/08/2025 17:00	Contact Name		MCDONALDS - NCR 42-44 WELLINGTON ROAD SOUTH
Activity	TECH EXCHANGE	Contact Phone		STOCKPORT CHESHIRE STOCKPORT SK1 3SS
Priority	ND 1700			
Ref 1	3366835			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3366835 - Side 3 label printer broken and requires swapout. Printer will print one label before displaying a red light and stopping printing. It requires manually opening FSE to attend and Follow back door swap out process for Printer Serial Number: S/N:2640023081300286	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

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19452376701	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				



Run Sheet

John Paul Barron 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	3
------	------------	-------	------------	--------	-------------------	-------------	---

Job # 4216245	Customer	Computacenter - Kingfisher		Job Address
SLA Window	09/08/2025 09:00 - 09/08/2025 13:00	Contact Name	Debbie Taylor	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	+44 1204 365676	Bolton Gate Retail Park Roundhill Way
Priority	ND 1300			Bolton Gate Retail Park Roundhill Way
Ref 1	24445951			BL1 2SL
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01057SCO83P Till number: 83 Peripheral make/modellease copy and paste CI):TH250 RECEIPT PRINTER Description of issue:int quality is poor receipts are barely readable Contact name/number	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19438550201	4601620	KING:TH250 POS printer + Cable				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19438550401	4601620	KING:TH250 POS printer + Cable				

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print



Run Sheet

John Paul Barron 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	3
------	------------	-------	------------	--------	-------------------	-------------	---

Job # 4216282	Customer	Computacenter - Kingfisher			Job Address
SLA Window	09/08/2025 09:00 - 09/08/2025 13:00	Contact Name	Thomas Wilson		KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	+44 1524 847363		Unit 3, Northgate White Lund Industrial Estate, Morecambe
Priority	ND 1300				Unit 3, Northgate White Lund Industrial Estate, Morecambe
Ref 1	24445540				LA3 3AY
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
TILL NUMBER: 20 IP ADDRESS: 10.67.226.144 PTID: 30776000 PED MODE PEDVX820 DUET SERIAL NUMBER: 329-291-618 CURRENT DOWNLOAD VERSION WEBCOM: V03.52.01.99998 CONFIG RE-DOWNLOADED: no SOFTWARE RE-DOWNLO	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19438548201	4220648	KING:Verifone PED VX820 Duet B				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19438548401	4220648	KING:Verifone PED VX820 Duet B				

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



Run Sheet

John Paul Barron 09/08/2025

Date	09/08/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	3
------	------------	-------	------------	--------	-------------------	-------------	---

Job # 4218676	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	08/08/2025 09:22 - 09/08/2025 19:00	Contact Name	BLACKPOOL NORTH NLC1828 NT Depot	Northern Rail MT (Blackpool) Talbot Road, Blackpool Lancashire Blackpool FY1 2AB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2105	
Priority	ND 1900			
Ref 1	C5317246			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 09/08/2025 19:00 SLA: ND 09/08/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICE 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**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5317246 Problem Web Service qws_uk Fri 08 Aug 2025 07:17:38 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC17993334 call.problem=NLC1828 Blackpool North 020-113971 PED - Bluetooth option not available call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=8/8/2025 8:17:11 AM ##### Call 5317246 Problem Web Service qws_uk Fri 08 Aug 2025 07:17:38 A+C+P ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19450501401	_NRMIUM020DE	M2P:M020 NORTHERN MOBILE LIVE	02000303002020	118219		
19450502001	_SXASSET-LABEL	SXASSET-LABELSV2				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19450501601	_NRMIUM020DE	M2P:M020 NORTHERN MOBILE LIVE	02000303002020	118219		
19450502201	_SXASSET-LABEL	SXASSET-LABELSV2				

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - ME	19450415401	C5317190	4218669	TECH EXCHANGE_R	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Daniel Hanson	08/08/2025 09:00 09/08/2025 13:00	09/08/2025	
Vista Retail Support Limited	19452879001	3367040	4219077	NON TECH EXCHANGE	MCDONALDS - NCR, STONEDALE RETAIL PARK EAST LANCASHIRE ROAD, LIVERPOOL, LANCASHIRE, LIVERPOOL, L11 9DH	Daniel Hanson	08/08/2025 09:00 09/08/2025 17:00	09/08/2025	
Vista Retail Support Limited	19451472601	3366403	4218849	NON TECH EXCHANGE	MCDONALDS - NCR, NEW MERSEY RETAIL PARK SPEKE ROAD, SPEKE, LIVERPOOL, LANCASHIRE, LIVERPOOL, L24 8QB	Daniel Hanson	08/08/2025 09:00 09/08/2025 17:00	09/08/2025	
Vista Retail Support Limited	19452946701	3364715	4219095	TECH EXCHANGE	H SAMUEL, 43 MERSEYWAY, STOCKPORT, CHESHIRE, STOCKPORT, SK1 1QE	Daniel Hanson	08/08/2025 16:02 09/08/2025 17:00	09/08/2025	
Vista Retail Support Limited	19452946702	3364715	4219095	TECH EXCHANGE	H SAMUEL, 43 MERSEYWAY, STOCKPORT, CHESHIRE, STOCKPORT, SK1 1QE	Daniel Hanson	08/08/2025 16:02 09/08/2025 17:00	09/08/2025	
Vista Retail Support Limited	19452376701	3366835	4218987	TECH EXCHANGE	MCDONALDS - NCR, 42-44 WELLINGTON ROAD SOUTH, STOCKPORT, CHESHIRE, STOCKPORT, SK1 3SS	Daniel Hanson	08/08/2025 14:05 09/08/2025 17:00	09/08/2025	
Verifone UK LTD	(No Items)	G356051	4218990	TECH EXCHANGE	STONEGATE - SEFTON ARMS - 3500, 1-7 BALDWIN STREET, ST. HELENS, LANCASHIRE, LANCASHIRE, WA10 2RS	Daniel Hanson	08/08/2025 14:08 09/08/2025 18:00	09/08/2025	
Verifone UK LTD	(No Items)	G356050	4218992	TECH EXCHANGE	STONEGATE - SEFTON ARMS - 3500, 1-7 BALDWIN STREET, ST. HELENS, LANCASHIRE, LANCASHIRE, WA10 2RS	Daniel Hanson	08/08/2025 14:08 09/08/2025 18:00	09/08/2025	
Xerox (UK) Technical***DO NOT INVOICE****	194516003	11796186	4218961	REPAIR WITH PARTS	Lidl Great Britain Limited, Eastgate Way, Manor Park, WH Team Manager Office, RUNCORN, WA7 1NT	Daniel Hanson	09/08/2025 09:00 09/08/2025 17:00	09/08/2025	
Xerox (UK) Technical***DO NOT INVOICE****	194515999	11796186	4218961	REPAIR WITH PARTS	Lidl Great Britain Limited, Eastgate Way, Manor Park, WH Team Manager Office, RUNCORN, WA7 1NT	Daniel Hanson	09/08/2025 09:00 09/08/2025 17:00	09/08/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter - Kingfisher	19438550201	24445951	4216245	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Bolton Gate Retail Park Roundhill Way, Bolton Gate Retail Park Roundhill Way, BL1 2SL	John Paul Barron	09/08/2025 09:00 09/08/2025 13:00	09/08/2025	
Fujitsu Services Limited - Star Trains - P2PE	19450501401	C5317246	4218676	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	08/08/2025 09:22 09/08/2025 19:00	09/08/2025	
Fujitsu Services Limited - Star Trains - P2PE	19450502001	C5317246	4218676	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	08/08/2025 09:22 09/08/2025 19:00	09/08/2025	
Computacenter - Kingfisher	19438548201	24445540	4216282	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit 3, Northgate White Lund Industrial Estate, Morecambe, Unit 3, Northgate White Lund Industrial Estate, Morecambe, LA3 3AY	John Paul Barron	09/08/2025 09:00 09/08/2025 13:00	09/08/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19451124501	C5317262	4218777	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Mark Hosie	09/08/2025 08:00 09/08/2025 14:00	09/08/2025	
Fujitsu Services Limited - Star Trains - P2PE	19451124101	C5317262	4218777	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Mark Hosie	09/08/2025 08:00 09/08/2025 14:00	09/08/2025	
Fujitsu Services Limited - Star Trains - ME	19450440101	C5317252	4218671	TECH EXCHANGE	TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB	Mark Hosie	08/08/2025 09:06 09/08/2025 18:00	09/08/2025	
Centrex Services	19453319601	INC11431305	4219183	TECH EXCHANGE	LIDL GREAT BRITAIN LTD, LIDL GREAT BRITAIN LTD, 20 HIGH STREET, BANGOR, LL57 1DQ	Mark Hosie	08/08/2025 17:46 09/08/2025 17:00	09/08/2025	