



Run Sheet

Daniel Hanson 17/08/2025

Date	17/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4224035	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	17/08/2025 09:00 - 17/08/2025 16:00	Contact Name	417 Wrexham Duty manager	Wm Morrison Supermarkets plc RUTHIN ROAD Home delivery WREXHAM LL13 7TU
Activity	REPAIR WITH PARTS	Contact Phone	01978364181	
Priority	ND FIX			
Ref 1	11804155			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 17/08/2025 16:00-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: MONT417PRN42SerialNumber: 406401201DCYWProductIdentifier: 5G0220Model: 4064-430Physical Location:</p> <p>---ACCOUNT INFORMATION---MPS Customer. MPS Breakfix SLA Monday to Saturday 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & M312 devices are only connected via USB. Not networked.Risk assessment and method statement to be provided on demand.Engineer to report to customer authorized representative and sign in the visitors book.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000036484898. Spoke to Josh user advised printer is jamming with 661.13 and tray 1 pops open about 1cm when printing and this jam occurs. Suspect tray insert is broken please replace tray insert.MS823Home deliveryJosh Shackleton 01978364181 SN 406401201DCYWIP 10.12.212.42AR ETA 17/08/25 @ 17:00---INSTRUCTIONS-----Technical Notes -----Tech to investigate tray 1 pops open and is causing paper jams. No trays in stock. Pls EMO & go.CB.</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
194740212	41X1108	MS82x SVC Rollers pick				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
194740214	41X1108	MS82x SVC Rollers pick				

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



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Date	17/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4224044	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	17/08/2025 09:00 - 17/08/2025 16:00	Contact Name	271 Colwyn Bay Duty manager	Wm Morrison Supermarkets plc Seaview Road Prnt 2 COLWYN BAY LL29 8DG
Activity	REPAIR WITH PARTS	Contact Phone	01492533868	
Priority	ND FIX			
Ref 1	11804157			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 17/08/2025 16:00-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: MONT271PRN2SerialNumber: 40636C66076YHProductIdentifier: 40G0230Model: 4063-430Physical Location:</p> <p>---ACCOUNT INFORMATION---MPS Customer. MPS Breakfix SLA Monday to Saturday 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & M312 devices are only connected via USB. Not networked.Risk assessment and method statement to be provided on demand.Engineer to report to customer authorized representative and sign in the visitors book.</p>	<p>-----ACTIVITY DESCRIPTION---Help Desk Reference INC000036484443. Spoke to Kerren user advised printer is posting 149.00 redrive motor service error POR does not clear. Please investigate and resolve issue. MS811 PRN2 Admin Kerren Jones 01492 533 868 SN 40636C66076YH IP 10.20.218.22 AR ETA 17/08/25 @ 16:00---INSTRUCTIONS-----Technical Notes -----Tech to investigate 149.00 redrive motor unable to drive the redrive assy. Pls EMO & go.CB.</p>

Job Notes

For more information about the study, please contact Dr. [REDACTED] at [REDACTED].

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
194740759	40X7570	MS81x SVC Controller ms810 ms8				
194740755	40X7744	MS81x SVC Fuser 01 220V LRP A4				
194740751	40X7602	MS81x SVC Other Drive / motion				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
194740761	40X7570	MS81x SVC Controller ms810 ms8				
194740757	40X7744	MS81x SVC Fuser 01 220V LRP A4				
194740753	40X7602	MS81x SVC Other Drive / motion				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Date	17/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4224074	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	16/08/2025 09:00 - 17/08/2025 23:30	Contact Name	PORT SUNLIGHT NLC2198 MER HUB STATION	PORT SUNLIGHT NLC2198 MER HUB STATION	MERSEYRAIL Greendale Road MERSEYSIDE Port Sunlight CH62 4XB
Activity	TECH EXCHANGE	Contact Phone	0151 955 2456		
Priority	ND 1900				
Ref 1	C5317863				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 17/08/2025 20:00 SLA: ND 17/08/2025 20:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 x 1	Problem: [TC] Newbury ND4020 Mark II Required Root Cause: Unknown Action: Engineer to replace the faulty Newbury Data printer at depot. Please record serial numbers in & out. Test: N/A Depot swap URL: Call history: ##### Call 5317863 Problem Web Service qws_uk Sat 16 Aug 2025 14:57:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000M4026TRD3 contract.pkey=23200 call.poms=1 call.zip=CH62 4XB call.address=Greendale Road call.city=Port Sunlight call.customerid=INC18043323 call.problem=NLC2198 Port Sunlight NLC 2198 Site Port Sunlight Window Serial Number 4047 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=8/16/2025 3:56:25 PM ##### Call 5317863 Problem Web Service qws_uk Sat 16 Aug 2025 14:57:05 A+C+P NLC2198...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19474201701	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	33279			

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



Run Sheet

Daniel Hanson 17/08/2025

Date	17/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4224082	Customer	Fujitsu Services Limited - EE			Job Address		
SLA Window	16/08/2025 12:00 - 17/08/2025 18:00	Contact Name	4130 Trafford Centre		Trafford Centre U35 129/131 Peel Avenue, Trafford Park		
Activity	NON TECH EXCHANGE	Contact Phone	,		Trafford Manchester M17 8BN		
Priority	ND 1800						
Ref 1	C5317861						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
ND 17/08/2025 18:00 SLA: ND 17/08/2025 18:00 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 5317861 Problem Web Service qws_uk Sat 16 Aug 2025 14:39:07 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O4130TRB2 contract.pkey=22856 call.poms=1 call.zip=M17 8BN call.address=U35 129/131 Peel Avenue Trafford Park call.city=Manchester call.customerid=INC18043243 call.problem=Hardware - Lenovo X12 - Broken screen replacement of tablet with SN PW-04GDYJ needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=8/16/2025 3:38:37 PM ##### Call 5317861 Problem Web Service qws_uk Sat 16 Aug 2025 14:39:07 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19474222801	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19474223001	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

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



Run Sheet

Daniel Hanson 17/08/2025

Date	17/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4224083	Customer	Fujitsu Services Limited - EE			Job Address		
SLA Window	16/08/2025 15:15 - 17/08/2025 21:00	Contact Name	4130 Trafford Centre		Trafford Centre U35 129/131 Peel Avenue, Trafford Park		
Activity	NON TECH EXCHANGE	Contact Phone			Trafford Manchester M17 8BN		
Priority	ND 1900						
Ref 1	C5317862						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
ND 17/08/2025 21:00 SLA: ND 17/08/2025 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 5317862 Problem Web Service qws_uk Sat 16 Aug 2025 14:40:34 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O4130TRB2 contract.pkey=22856 call.poms=1 call.zip=M17 8BN call.address=U35 129/131 Peel Avenue Trafford Park call.city=Manchester call.customerid=INC18043218 call.problem=Hardware - Lenovo X12 - Broken screen replacement of tablet with SN PW-06FFBX needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=8/16/2025 3:39:54 PM ##### Call 5317862 Problem Web Service qws_uk Sat 16 Aug 2025 14:40:34 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19474223201	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19474223401	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

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



Run Sheet

Daniel Hanson 17/08/2025

Date 17/08/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 6

Job # 4224037	Customer	Computacenter - Kingfisher		Job Address
SLA Window	16/08/2025 10:49 - 17/08/2025 15:00	Contact Name	JULIE REID	B&Q B & Q PLC BURTON ROAD KENDAL LA9 7JU
Activity	TECH EXCHANGE	Contact Phone	01539817000	
Priority	ND 1700			
Ref 1	24463104			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>Till hostname: GBBQ01234POS01P</p> <p>Till number: 01</p> <p>Peripheral make/model(Please copy and paste CI): BEETLE M-III</p> <p>System details (K1/M1/R1 found on EC portal): K1.0-Q87-uATX</p> <p>Are there still sales are any sales left on the till?: no</p> <p>Description of Issue: as of yesterday Till01 keeps turning itself off after like 30-60 minutes giving out weird beeps before that. It is also very hard to boot it up as it kind of start gives out some beeps and turns itself off Contact name/number: Julie Reid tel:+441539817000</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



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	19474201701	C5317863	4224074	TECH EXCHANGE	MERSEYRAIL, Greendale Road, MERSEYSIDE, Port Sunlight, CH62 4XB	Daniel Hanson	16/08/2025 09:00 17/08/2025 23:30	17/08/2025	
Computacenter - Kingfisher	(No Items)	24463104	4224037	TECH EXCHANGE	B&Q, B & Q PLC, BURTON ROAD, KENDAL, LA9 7JU	Daniel Hanson	16/08/2025 10:49 17/08/2025 15:00	17/08/2025	
Xerox (UK) Technical***DO NOT INVOICE****	194740212	11804155	4224035	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, RUTHIN ROAD, Home delivery, WREXHAM, LL13 7TU	Daniel Hanson	17/08/2025 09:00 17/08/2025 16:00	17/08/2025	
Xerox (UK) Technical***DO NOT INVOICE****	194740759	11804157	4224044	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Seaview Road, Prnt 2, COLWYN BAY, LL29 8DG	Daniel Hanson	17/08/2025 09:00 17/08/2025 16:00	17/08/2025	
Xerox (UK) Technical***DO NOT INVOICE****	194740755	11804157	4224044	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Seaview Road, Prnt 2, COLWYN BAY, LL29 8DG	Daniel Hanson	17/08/2025 09:00 17/08/2025 16:00	17/08/2025	
Xerox (UK) Technical***DO NOT INVOICE****	194740751	11804157	4224044	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Seaview Road, Prnt 2, COLWYN BAY, LL29 8DG	Daniel Hanson	17/08/2025 09:00 17/08/2025 16:00	17/08/2025	
Fujitsu Services Limited - EE	19474222801	C5317861	4224082	NON TECH EXCHANGE	Trafford Centre, U35 129/131 Peel Avenue, Trafford Park, Trafford, Manchester, M17 8BN	Daniel Hanson	16/08/2025 12:00 17/08/2025 18:00	17/08/2025	
Fujitsu Services Limited - EE	19474223201	C5317862	4224083	NON TECH EXCHANGE	Trafford Centre, U35 129/131 Peel Avenue, Trafford Park, Trafford, Manchester, M17 8BN	Daniel Hanson	16/08/2025 15:15 17/08/2025 21:00	17/08/2025	