



Run Sheet

Daniel Hanson 23/03/2025

Date	23/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4121224	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	23/03/2025 09:00 - 23/03/2025 16:00	Contact Name	3668 Llandudno Opticians	Boots UK Limited Victoria Centre (NEXT TO O2) Mostyn St Opticians printer LLANDUDNO LL30 2NG
Activity	REPAIR WITH PARTS	Contact Phone	01492879977	
Priority	ND FIX			
Ref 1	11645271			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>*NO SITE PERMIT AS STORE IS OUTSIDE OF SHOPPING CENTRE AS PER STAFF INFORMATION*</p> <p>Intervention #: 1 SLA: 23/03/2025 16:00-----ASSET INFORMATION---ProductName: MONO MFP MX511dhe 220v EMEA P2DeviceTagCustomer: OfficeSerialNumber: 70156PHH14WN4ProductIdentifier: 35S5709Model: 7015-675Physical Location:</p> <p>---ACCOUNT INFORMATION---VIP customer. MPS customer.Break Fix Monday Saturday 08:00 18:00 Sunday & Bank Holidays (excl. Xmas day) 10:00 -16:00.Maintenance kits 3 days Monday Friday 8:00 18:00Important: Call scheduler/control tower to set ETA expectation with customer For SEV1 (4 hour fix) tasks call the Boots engineer line (2nd level) to ask for the missing information -they can be contacted on the number - 0330 123 9000 option 9. If dialing from the Republic of Ireland the number is 00 44 330123 9000Please note that option 9 is the Engineer.....option and is unannounced as this line is also for use by Boots colleagues. ConfigurationsTray 1 A4 Plain paperTray 2 A4 Custom type 2 (where available)MP Feeder Custom type 6Toner Darkness 6 (mono printers)Toner Darkness 3 (colour printers)EPOS printers PPDS MUST be turnedON.....MS510dn printers MUST have Paper Change Prompts configured as below in the 2 + 6 configuration menu on bootup:..... "Action for Prompts" - Select the "Use current" optionAll printers must be on the below FW level (or higher)Lexmark MS510dn LW71.PR2.P025-0Lexmark CS510de LW71.VY4.P025-0Lexmark MX511dhe LW71.SB4.P025-0</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000004742453. Spoke to Becky user advised printer is posting tray empty errors despite tray being fully loaded. Also user mentioned when it was feeding paper it jammed frequently with 241.06 errors. I talked user through reseating tray guides to hold paper securely and reseated tray but still showing tray empty and not recognising paper. Please investigate.MS510Opticians printerBecky Smith 01412879977SN 70156PHH14WN4IP 10.48.154.51AR ETA 23/03/25 @ 16:00----INSTRUCTIONS-----Technical Notes -----Tech to investigate pick / feed issues from tray 1 and tray 1 not recognising there is paper in the tray.CB.</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 # 4121175	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	22/03/2025 09:53 - 23/03/2025 20:00	Contact Name	HOLYHEAD NLC7830 TFW Depot	TRANSPORT FOR WALES (Holyhead)
Activity	TECH EXCHANGE	Contact Phone	02920 320 322 / 07741 249 783	Station Approach Gwynedd Holyhead LL65 1DQ
Priority	ND 1900			
Ref 1	C5306933			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 23/03/2025 20:00 SLA: ND 23/03/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE 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 5306933 Problem Web Service qws_uk Sat 22 Mar 2025 09:50:34 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8565TA23 contract.pkey=23200 call.poms=1 call.zip=LL65 1DQ call.address=Station Approach call.city=Holyhead call.customerid=INC17259119 call.problem=NLC7830 Holyhead 02000303002020112212 PED - Tamper alert call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=3/22/2025 10:50:01 AM ##### Call 5306933 Problem Web Service qws_uk Sat 22 Mar 2025 09:50:34 A+C+P ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18985600801	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020047813			
18985601201	_SXASSET-LABEL	SXASSET-LABELSV2				



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Job # 4121235	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	22/03/2025 15:20 - 23/03/2025 21:00	Contact Name	R476 BLACKPOOL (Connected), HOUNDSH		ORANGE-BLACKPOOL Unit....7, Houndsill Shopping Centre LANCASHIRE Blackpool: Houndsil FY1 4HU
Activity	NON TECH EXCHANGE	Contact Phone	0845 0971 476		
Priority	ND 1900				
Ref 1	C5306958				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 23/03/2025 21:00 SLA: ND 23/03/2025 21:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELENX12TAB x 1	<p>Problem: [BDS] LENOVO X12 TABLET ** BACK DOOR SWAP ** Root Cause: UNKNOWN Action: LENOVO X12 TABLET ** BACK DOOR SWAP ** CONTACT STORE MANAGER AND EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAINPSU KEYBOARD AND PEN. RECORD SERIAL AND ASSET DETAILS FOR BOTH INGOING AND OUTCOMING UNITS. BOX OLD UNIT AND RETURN VIANORMAL PROCESS Test: N/A URL: Call history:: ##### Call 5306958 Problem Web Service qws_uk Sat 22 Mar 2025 14:41:34 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O0476TRB2 contract.pkey=22856 call.poms=1 call.zip=FY1 4HU call.address=Unit....7 Houndsill Shopping Centre call.city=Blackpool: Houndsil call.customerid=INC17259199 call.problem=FOH - Lenovo X12 Tablet - Unable to do rebuild configuration // Replacement needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=3/22/2025 3:41:13 PM ##### Call 5306958 Problem Web Service qws_uk Sat 22 Mar 2025 14:41:34 ...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18985775301	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items					On Site Time	Off Site Time
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18985775501	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Engineer Closure Notes					Customer Print



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Job # 4121185	Customer	Fujitsu Services Limited - Telefonica TC			Job Address
SLA Window	22/03/2025 10:33 - 23/03/2025 16:30	Contact Name	Jack		O2 ROCHDALE 63 MARKET WAY Rochdale OL16 1EA
Activity	TECH EXCHANGE	Contact Phone	+441706394802		
Priority	ND 1900				
Ref 1	C5306935				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 23/03/2025 16:30 SLA: ND 23/03/2025 16:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= ELOE179069 x 1	<p>Problem: [TC] Monitor ELO ET1717L 17 touch screen (some versions have external PSU) Root Cause: UNKNOWN Action: Engineer to test and if necessary replace 17 Touch Screen Monitor. Replacement may have different power requirements and required new cables to be fitted as part of replacement procedure - see engineers guide for details. Test: Contact Service Desk to fully test URL: Call history: ##### Call 5306935 Problem Web Service qws_uk Sat 22 Mar 2025 10:32:28 A+C+P agent.loginnname=qws_uk equipment.assettag=TELGB000000T0523TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007021986 call.problem=HW - 0523 - 02 - ELO Screen not working call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/VHPET1717L call.priority=2-Medium call.datereported=3/22/2025 10:32:26 AM ##### Call 5306935 Problem Web Service qws_uk Sat 22 Mar 2025 10:32:28 A+C+P SITE OPENING TIMES [Rochdale] Mon-Sat: 09:00-17:30 Sun: 10:30-16:30 ...</p>

Job Notes

In Items

Returned Items

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



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Date	23/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4121222	Customer	Computacenter - Kingfisher		Job Address
SLA Window	22/03/2025 14:04 - 23/03/2025 16:00	Contact Name	CHERYL PARSONS	B & Q PLC B & Q PLC REDCLYFFE ROAD URMSTON MANCHESTER M41 7LG
Activity	TECH EXCHANGE	Contact Phone	01617468443	
Priority	ND 1700			
Ref 1	24292338			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
4601591 - DB Beetle M-III R Series 23/03	<p>Till hostname: GBBQ01360SCO85P</p> <p>Till number: 85</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 per INC5884765 it has been reported that the printer and scanner on till 85 are not connecting. The Engineer has attended to the Site to investigate the issue he reports he has unplugged the cables and plugged them back in with the issue persisting Engineer has recommended for the Beetle to be replaced</p> <p>Contact name/number: Cheryl Parsons - +441617468443</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 - EE	18985775301	C5306958	4121235	NON TECH EXCHANGE	ORANGE-BLACKPOOL, Unit....7, Hounds Hill Shopping Centre, LANCASHIRE, Blackpool: Hounds Hill, FY1 4HU	Daniel Hanson	22/03/2025 15:20 23/03/2025 21:00	23/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189857420	11645271	4121224	REPAIR WITH PARTS	Boots UK Limited, Victoria Centre (NEXT TO O2), Mostyn St, Opticians printer, LLANDUDNO, LL30 2NG	Daniel Hanson	23/03/2025 09:00 23/03/2025 16:00	23/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18985600801	C5306933	4121175	TECH EXCHANGE	TRANSPORT FOR WALES (Holyhead), Station Approach, Gwynedd, Holyhead, LL65 1DQ	Daniel Hanson	22/03/2025 09:53 23/03/2025 20:00	23/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18985601201	C5306933	4121175	TECH EXCHANGE	TRANSPORT FOR WALES (Holyhead), Station Approach, Gwynedd, Holyhead, LL65 1DQ	Daniel Hanson	22/03/2025 09:53 23/03/2025 20:00	23/03/2025	
Computacenter - Kingfisher	(No Items)	24292338	4121222	TECH EXCHANGE	B & Q PLC, B & Q PLC, REDCLYFFE ROAD, URMSTON, MANCHESTER, M41 7LG	Daniel Hanson	22/03/2025 14:04 23/03/2025 16:00	23/03/2025	
Fujitsu Services Limited - Telefonica TC	18985617801	C5306935	4121185	TECH EXCHANGE	O2 ROCHDALE, 63 MARKET WAY, Rochdale, OL16 1EA	Daniel Hanson	22/03/2025 10:33 23/03/2025 16:30	23/03/2025	