



Run Sheet

Daniel Hanson 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	17
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Job # 4283574	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	07/11/2025 09:00 - 08/11/2025 17:30	Contact Name	Robin	O2 CHESTER - EASTGATE 0437 17 EASTGATE STREET CHESTER CH1 1LG
Activity	TECH EXCHANGE	Contact Phone	+441244348585	
Priority	ND 1700			
Ref 1	C5324286			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/11/2025 17:30 SLA: ND 08/11/2025 17:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _O2ZEB510K-2PZU2P-A6 x 1	Problem: [TC] Zebra TC51 HHT faulty Root Cause: UNKNOWN Action: Engineer to test and confirm fault and if necessary replace whole unit and configure as documented. Engineer must contact Managed Service Desk on completion. Test: Engineer or User to test URL: Call history: ##### Call 5324286 Problem Web Service qws_uk Fri 07 Nov 2025 15:40:28 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0437TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007416597 call.problem=HW - 0437 - 01 - Zebra TC51 replacement (Faulty) call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/HHTC51 call.priority=2-Medium call.datereported=11/7/2025 3:40:25 PM ##### Call 5324286 Problem Web Service qws_uk Fri 07 Nov 2025 15:40:28 A+C+P SITE OPENING TIMES [Chester - Eastgate] Mon: 10:00-17:30 Tue-Sat: 09:00-17:30 Sun: 10:00-16:00 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19754266201	_O2ZEB510K-2PZU2P-A6	WWAN HSPA+/LTE/CDMA				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19754266401	_O2ZEB510K-2PZU2P-A6	WWAN HSPA+/LTE/CDMA				

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



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Job # 4283420	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/11/2025 13:03 - 08/11/2025 19:00	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	ND 1900			
Ref 1	C5324244			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/11/2025 19:00 SLA: ND 08/11/2025 19:00 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 5324244 Problem Web Service qws_uk Fri 07 Nov 2025 13:03:04 A+C+P agent.loginnname=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=INC18434179 call.problem=++020-118633++NLC3701 Chester PED - Tamper alert call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=11/7/2025 2:02:31 PM ##### Call 5324244 Problem Web Service qws_uk Fri 07 Nov 2025 13:03:04 A+C+P ...

Job Notes



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Job # 4283422	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/11/2025 13:04 - 08/11/2025 19:00	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	ND 1900			
Ref 1	C5324245			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 08/11/2025 19:00 SLA: ND 08/11/2025 19:00 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 5324245 Problem Web Service qws_uk Fri 07 Nov 2025 13:03:34 A+C+P agent.loginnname=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=INC18410350 call.problem=++020-122360++NLC3701 Chester 020-122360 PED - Tamper alert NLC 3701 Site Chester RSPID 31 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=11/7/2025 2:02:48 PM ##### Call 5324245 Problem Web Service qws_uk Fri 07 Nov 2025 13:03:34 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19753322201	_SXASSET-LABELSV2					
19753321801	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020121636			

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



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Job # 4283423	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/11/2025 13:04 - 08/11/2025 19:00	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	ND 1900			
Ref 1	C5324246			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 08/11/2025 19:00 SLA: ND 08/11/2025 19:00 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 5324246 Problem Web Service qws_uk Fri 07 Nov 2025 13:03:47 A+C+P agent.loginnname=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=INC18410339 call.problem=++020-112704++NLC3701 Chester 020-112704 PED - Tamper alert NLC 3701 Site Chester RSPID 31 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=11/7/2025 2:03:06 PM ##### Call 5324246 Problem Web Service qws_uk Fri 07 Nov 2025 13:03:47 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19753324301	_SXASSET-LABELSV2					
19753323601	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020121149			

Returned Items

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



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Job # 4283424	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/11/2025 13:04 - 08/11/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire
Priority	ND 1900			Cheshire
Ref 1	C5324247			Chester
Ref 2				CH1 3NS
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/11/2025 19:00 SLA: ND 08/11/2025 19:00 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 5324247 Problem Web Service qws_uk Fri 07 Nov 2025 13:04:04 A+C+P agent.loginnname=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=INC18398789 call.problem=++020-046957++ NLC3701 Chester 020-046957 NLC 3701 Site Chester RSPID 8532 Set Number 33 S call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=11/7/2025 2:03:26 PM ##### Call 5324247 Problem Web Service qws_uk Fri 07 Nov 2025 13:04:04 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19753326101	_TWMIUM020DE	MRQP:M020 TFW MOBILE LIVE	02000303002020	121649		

Returned Items

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



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Job # 4283425	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/11/2025 13:05 - 08/11/2025 19:00	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	ND 1900			
Ref 1	C5324251			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/11/2025 19:00 SLA: ND 08/11/2025 19:00 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 5324251 Problem Web Service qws_uk Fri 07 Nov 2025 13:05:34 A+C+P agent.loginnname=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=INC18437414 call.problem=++020-118679++NLC3701 Chester 020-118679 NLC 3701 Site Chester RSPID 3123 Set Number 15 S call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=11/7/2025 2:04:50 PM ##### Call 5324251 Problem Web Service qws_uk Fri 07 Nov 2025 13:05:34 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19753337101	_TWMIUM020DE	MRQP:M020 TFW MOBILE LIVE	02000303002020	121640		

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



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Job # 4283426	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/11/2025 13:05 - 08/11/2025 19:00	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	ND 1900			
Ref 1	C5324249			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/11/2025 19:00 SLA: ND 08/11/2025 19:00 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 5324249 Problem Web Service qws_uk Fri 07 Nov 2025 13:04:46 A+C+P agent.loginnname=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=INC18359081 call.problem=+++020-047639+++ NLC3701 Chester 020-047639 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=11/7/2025 2:04:06 PM ##### Call 5324249 Problem Web Service qws_uk Fri 07 Nov 2025 13:04:46 A+C+P ...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19753333201	_TWMIUM020DE	MR2P:M020 TFW MOBILE LIVE	02000303002020	121192		

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



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Job # 4283427	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/11/2025 13:05 - 08/11/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester) City Road, Cheshire
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	Cheshire Chester CH1 3NS
Priority	ND 1900			
Ref 1	C5324248			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 08/11/2025 19:00 SLA: ND 08/11/2025 19:00 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 5324248 Problem Web Service qws_uk Fri 07 Nov 2025 13:04:34 A+C+P</p> <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=INC18388681 call.problem=++020-118380 ++ NLC3701 Chester</p> <p>020-118380 Set 2 PED no bluetooth call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=11/7/2025 2:03:47 PM</p> <p>##### Call 5324248 Problem Web Service qws_uk Fri 07 Nov 2025 13:04:34 ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19753329501	_TWMIUM020DE	MOP:M020 TFW MOBILE LIVE	02000303002020	121163		

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19753329701	_TWMIUM020DE	MOP:M020 TFW MOBILE LIVE				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4283428	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/11/2025 13:05 - 08/11/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire
Priority	ND 1900			Cheshire
Ref 1	C5324250			Chester
Ref 2				CH1 3NS
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/11/2025 19:00 SLA: ND 08/11/2025 19:00 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 5324250 Problem Web Service qws_uk Fri 07 Nov 2025 13:05:04 A+C+P agent.loginnname=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=INC18436058 call.problem=++020-118256++NLC3701 Chester 020-118256 PED - Tamper alert NLC 3701 Site Chester RSPID 85 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=11/7/2025 2:04:26 PM ##### Call 5324250 Problem Web Service qws_uk Fri 07 Nov 2025 13:05:04 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19753335701	_TWMIUM020DE	MRQP:M020 TFW MOBILE LIVE	02000303002020	121107		

Returned Items

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



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Job # 4283654	Customer	Fujitsu Services Limited - KFC			Job Address
SLA Window	08/11/2025 09:00 - 08/11/2025 18:00	Contact Name	KFC Chester Greyhound		Kentucky Fried Chicken Franc Unit A, Greyhound Retail Park Cheshire Chester CH1 4QG
Activity	TECH EXCHANGE	Contact Phone	+442030381093		
Priority	ND 1800				
Ref 1	C5324290				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 08/11/2025 18:00 SLA: ND 08/11/2025 18:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KCQSRDE4100XE x 1	Problem: [TC] Xceed controller for QSR/CSK screens faulty Root Cause: Unknown Action: Eng to check/replace xceed controller and PSU as required.**Engineer must record Serial No In and Out **. Make sure units connects ok to network . Check QSR Controlpoint Client on BOH PC (or QSR PC if present) in back office. Test: site to use ok URL: Call history: ##### Call 5324290 Problem Web Service qws_uk Fri 07 Nov 2025 16:08:34 A+C+P agent.loginname=qws_uk equipment.assettag=YUMGB00000002423TI03 contract.pkey=23199 call.poms=1 call.address=Unit A Greyhound Retail Park call.city=Chester call.customerid=INC18453443 call.problem=Kwench prep screen showing IP address call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/YUM/workpackage/QSR Keyboard call.priority=2-Medium call.datereported=11/7/2025 5:08:15 PM ##### Call 5324290 Problem Web Service qws_uk Fri 07 Nov 2025 16:08:34 A+C+P MDSREQUESTSTART Action Required: Replace xceed device for Kwench prep screen...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19754691801	_KCQSRDE4100X	ETR:XCEED VIDEO CTRLRL W PSU				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19754692001	_KCQSRDE4100X	ETR:XCEED VIDEO CTRLRL W PSU				

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



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Job # 4283564	Customer	Vista Retail Support Limited		Job Address
SLA Window	07/11/2025 15:36 - 08/11/2025 17:00	Contact Name		HENDERSON TECHNOLOGY (SPAR) M56 JUNCTION 14, ELTON CHESTER CH2 4QZ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3462498			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3462498: till 01 scanner replacement	Replace HTS-SCN-HON-POS 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?
19754229301	HTS-SCN-HON-P	Honeywell Orbit 7120 Scanner				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19754229501						

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



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Job # 4283285	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	08/11/2025 09:00 - 08/11/2025 17:00	Contact Name	6695 Tranmere Manager	TESCO Stores Limited Was Bodans Cappers SS 790 -794 Borough Rd TRANMERE CH42 9JG
Activity	REPAIR WITH PARTS	Contact Phone	07860803967	
Priority	8HR			
Ref 1	11890941			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 3 SLA: 06/11/2025 11:30-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 1 Express MS811SerialNumber: 40635C6604ZC7ProductIdentifier: 40G0230Model: 4063-430----ACCOUNT INFORMATION----Onsite repair instructions: VIP AND MPS CUSTOMERFOR LEXMARK INTERNAL USE ONLY DO NOT SHARE WITH CUSTOMERSTORESLAP 2 Tesco123 (To be updated 09.04.2025)HEAD OFFICE & DC.....s ONLYPASSWORD/PIN : 1984Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday Saturday 09:00 17 :00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day)Head Office & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17 :00. Including Public holidays (excluding Christmas Day) Head Office on-site contact Adam Simmonds 07880 038032 (HO Only not DC.....s)Pharmacy - Break Fix 4 Hour Fix. Monday Saturday 09:00 17 :00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA MONDAY FRIDAY 09:00 17:00RETAIL STORE ONLY:-.... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 & 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level already/Please contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 29416202. Service Error [111.35] Printhead ErrorUnable to get hold of store. Printer in error state currently.MS811LAP1SN: 40635C6604ZC7IP: 71.31.0.51Chris03333452422SLA 6.11.25 @ 11:30DDD 8.11.25 @ 11:30MK----INSTRUCTIONS-----Technical Notes -----4282713Engineer: Ryan Owen Date: 07/11/2025 09:50-10:27 Confirmed fault. Cleaned printhead and reseated IU and toner. Printer still showing error so tested with a new printhead. Printer now shows 111:30 error.CB.</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
197526291	60-MS811DN-TE	Lexmark MS811DN - Tesco Only				



Run Sheet

Daniel Hanson 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	17
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Job # 4283435	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/11/2025 13:08 - 08/11/2025 19:00	Contact Name	CREWE NLC3710 TFW Depot	TRANSPORT FOR WALES (Crewe)
Activity	TECH EXCHANGE	Contact Phone	02920 320 117 / 02920 320 118	Nantwich Road, Cheshire
Priority	ND 1900			Cheshire
Ref 1	C5324256			Crewe
Ref 2				CW2 6HR
No. of Parts	2			

Instructions 1	Instructions 2
ND 08/11/2025 19:00 SLA: ND 08/11/2025 19:00 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**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5324256 Problem Web Service qws_uk Fri 07 Nov 2025 13:07:34 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8564TA23 contract.pkey=23200 call.poms=1 call.zip=CW2 6HR call.address=Nantwich Road Cheshire call.city=Crewe call.customerid=INC18412473 call.problem=++020-117056++ NLC3710 Crewe 020-117056 PED - Tamper alert NLC 3710 Site Crewe RSPID 3147 S call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=11/7/2025 2:07:06 PM ##### Call 5324256 Problem Web Service qws_uk Fri 07 Nov 2025 13:07:34 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19753349101	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	121651		
19753349501	_SXASSET-LABEL	SXASSET-LABELSV2				

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



Run Sheet

Daniel Hanson 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	17
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Job # 4283019	Customer	Computacenter - Kingfisher		Job Address
SLA Window	07/11/2025 07:34 - 08/11/2025 17:00	Contact Name	ELLIE BROWNING	SCREWFIX SCREWFIX UNIT A4
Activity	TECH EXCHANGE	Contact Phone	01477532387	MANOR POINT BUSINESS PARK CREWE CW4 8GL
Priority	ND 1700			
Ref 1	24562169			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	Till Number: 20 Host name: kf4ce9211h9s User's availability (not store opening times): from 7 am to 8 pm Mon to Fri Have you tried a working power socket?: yes Have you tried a working power cable?: yes Description: HOST NAME: kf4ce9211h9s IP ADDRESS OF PC: 10.69.170.104 C:/Windows/System32>ping 10.69.170.104 Pinging 10.69.170.104 with 32 bytes of data: PED Model: PEDVX820 DUET / PEDV200cs: PEDVX820 OPERATING SYSTEM: WIN11 MANAGER OR TILL: TILL TILL NO: 20 ...

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		



Run Sheet

Daniel Hanson 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	17
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Job # 4283396	Customer	Vista Retail Support Limited		Job Address
SLA Window	07/11/2025 12:47 - 08/11/2025 17:00	Contact Name		MCDONALDS - NCR MANCHESTER ROAD NORTHWICH CHESHIRE NORTHWICH CW9 5ND
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3462286			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3462286 - DT Till20 - Printer - Not Printing	Replace 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.

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19753208301	MCD-PRT-CT-S2000-RP	MCD-PTR-CTS2000S25UWH				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19753208501						



Run Sheet

Daniel Hanson 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	17
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Job # 4283023	Customer	Computacenter - Kingfisher		Job Address
SLA Window	07/11/2025 07:43 - 08/11/2025 20:00	Contact Name	IOANA SANDU	B & Q B & Q PLC
Activity	TECH EXCHANGE	Contact Phone	+441514274488	NEW MERSEY RETAIL PARK SPEKE ROAD LIVERPOOL L24 8QB
Priority	ND 1700			
Ref 1	24571531			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	Till hostname: GBBQ01297SCO84P Till number: Peripheral make/model(Please copy and paste CI): BEETLE M-III

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?



Run Sheet

Daniel Hanson 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	17
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Job # 4283670	Customer	Computacenter John Lewis			Job Address
SLA Window	07/11/2025 17:22 - 08/11/2025 22:00	Contact Name		MARIONKIDD	JOHN LEWIS PLC ANN SUMMERS 16 SOUTH JOHN STREET LIVERPOOL L1 8BJ
Activity	TECH EXCHANGE	Contact Phone		0151 705 3870	
Priority	ND 1700				
Ref 1	24575856				
Ref 2	PO Monthly				
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	Asset: JL Zebra LS2208 Barcode Scanner Generic Serial No: GENERIC-0202 Category: Hardware SubCategory: Component ePOS Till Issue - LP-C-S50123846 - Barcode Scanner (Symbol LS2208) Web logging Till Host Name: LP-C-S50123846 Till Number / User ID: LPC846 Device Type (PED etc): Barcode Scanner Make/Model: Symbol LS2208 Exact Till Location (Floor Dept/Section Detail): First Floor / Lingerie Contact Number: 0151 705 3870 Fault: Scanner does not work at all - does not power on no lights.

Job Notes

In Items						

Returned Items						

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



Run Sheet

John Paul Barron 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283657	Customer	Vista Retail Support Limited	Job Address
SLA Window	07/11/2025 17:05 - 08/11/2025 17:00	Contact Name	SUPERDRUG STORES PLC 40-42-44 DEANGATE BOLTON BL1 1BG
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3462958		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3462958 - Till 6 cash draw doesn't open. Please attend site with replacement SUP-CDR-FT-460MOD03	Replace SUP-CDR-FT-460MOD03 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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19754694901	SUP-CDR-FT-460MOD03	SUP-CDR-FT-460MOD03				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19754695101						

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print



Run Sheet

John Paul Barron 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283632	Customer	Computacenter - Kingfisher			Job Address
SLA Window	07/11/2025 16:31 - 08/11/2025 17:00	Contact Name	JASON AUSTIN		B & Q PLC B & Q PLC
Activity	TECH EXCHANGE	Contact Phone	01253798111		HALLAM WAY WHITEHILLS BUSINESS PARK BLACKPOOL FY4 5LU
Priority	ND 1700				
Ref 1	24575737				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	<p>Category: I have a till query Sub Category: 1.) Seamless payment till Symptom: Colleague display Till number: 30 Make/Model: ELO 15" TOUCHSCREEN Description: ###Please ensure previous tickets have been checked ### Till hostname: GBBQ01313POS30P Till number: 30 Peripheral make/model(Please copy and paste CI): ELO 15" TOUCHSCREEN - CABLE KIT FOR ELO 1502L - 02 SERIES 3M - Description of issue: Whenever they turn on the till the touchscreen starts flickering and they have to play with the cables to make it stable and not flickering. Jason thinks that it's the USB power cable that's faulty. - CABLE KIT FOR ELO 1502L - 02 SERIES 3M - Has the cable connection been checked?: Yes Have they tried a reboot?: Yes What other troubleshooting steps have been done?: Whenever they start moving the USB power cable of the screen it stops flickering until they restart the till again. Please replace the USB cable of the screen. Error message: NA Contact name/number: Jason Austin - +44 1253 798111 When is the user available (Not store opening times)?: 8pm today</p>

Job Notes

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



Run Sheet

John Paul Barron 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283653	Customer	Fujitsu Services Limited - KFC			Job Address
SLA Window	07/11/2025 09:00 - 08/11/2025 18:00	Contact Name	KFC Manchester Hulme		KFC MANCHESTER HULME KFC, Greenheys Lane West, Hulme, Manchester LANCASHIRE Manchester M15 5AS
Activity	TECH EXCHANGE	Contact Phone	+442030381515		
Priority	ND 1800				
Ref 1	C5324289				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 08/11/2025 18:00 SLA: ND 08/11/2025 18:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCTFT22VES100MM x 1	Problem: [TC] Monitor 22 TFT Vesa Mount Requires Replacement *At height - ME required* Root Cause: Unknown Action: ME eng with steps/ladders to check/replace flat panel monitor 22 vesa 100mm. *** Engineer must record Serial No In andOut ***. Also replace bracket if unable to adjust to fit monitor as unit on site may not be adjustable. Test: In use URL: Call history: ##### Call 5324289 Problem Web Service qws_uk Fri 07 Nov 2025 16:02:04 A+C+P agent.loginname=qws_uk equipment.assettag=YUMGB00000005917TI03 contract.pkey=23199 call.poms=1 call.zip=M15 5AS call.address=KFC Greenheys Lane West Hulme Manchester call.city=Manchester call.customerid=INC18447887 call.problem=DT Pack screen - Displaying black screen call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/YUM/workpackage/QSR Monitor call.priority=2-Medium call.datereported=11/7/2025 5:01:19 PM ##### Call 5324289 Problem Web Service qws_uk Fri 07 Nov 2025 16:02:04 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19754680001	GNCTFT22VES100MM:SLV/BLK INC BRKT					

Returned Items

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



Run Sheet

John Paul Barron 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283303	Customer	CXM		Job Address
SLA Window	07/11/2025 11:40 - 08/11/2025 17:00	Contact Name	ANGELA DUFFY	THE MIDLAND F AND B 4 16 PETER STREET . MANCHESTER M60 2DS
Activity	TECH EXCHANGE	Contact Phone	07874037902	
Priority	ND 1700			
Ref 1	5934312			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>*ELAVON* : Despatch/Install EN70156/Tetra Move 5000 x 1: Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Collect EN60009/Part no. K003 SNO: 8931080219127642186: Collect EN70156/Tetra Move 5000 SNO: 221947303201256425767029LAN_UK_0133134: SWAP OUT/SWAP OUT</p>	<p>LAN_UK_0133134 please attempt job without base in recovery (GPRS) 24 / 7 Elavon TID: 14349555; Date Time Logged: 20251107111008; Terminal ID: 210149005212; Profile Number: 14349555
 Other Info</p> <p>If the Merchant refuses access to the location for the installation/replacement of the terminal or is absent from the location please try to encourage them or their staff to allow the device to be left at the location as it is a fully configured device via GPRS and only requires connection to power. If this can be arranged please record the name of the person who gave consent. In case of any issues with the installation the Merchant should contact the Elavon Helpdesk.</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?
19752804601	EN70156	Tetra Move 5000-(FR)				
19752804602	EN70157	Tetra Move 5000 Base-(FR)				
19752804603	EN60009	KPN SIM CARD-(GB)				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19752805001	EN60009	KPN SIM CARD-(GB)				
19752805201	EN70156	Tetra Move 5000-(FR)				
19752805301	EN70157	Tetra Move 5000 Base-(FR)				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

John Paul Barron 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283558	Customer	Vista Retail Support Limited		Job Address
SLA Window	07/11/2025 15:27 - 08/11/2025 17:00	Contact Name		SAVERS 5 FRIARGATE PRESTON PR1 2AU
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3462820			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3462820 - Till 1 Cash draw not closing potential damage to the locking mechanism SUP-CDR-FT-460MOD03	Replace SUP-CDR-FT-460MOD03 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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19754187101	SUP-CDR-FT-460MOD03	SUP-CDR-FT-460MOD03				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19754187301						

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



Run Sheet

John Paul Barron 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283535	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	07/11/2025 15:12 - 08/11/2025 13:00	Contact Name	MANAGER	MORRISONS DAILY MORRISONS DAILY 9-10 WELD PARADE SOUTHPORT PR8 2DT
Activity	TECH EXCHANGE	Contact Phone	01704565490	
Priority	4HR			
Ref 1	02685645			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
38964023//60031//PPD	Swap reason: software error

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 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283058	Customer	Computacenter - Waitrose		Job Address
SLA Window	07/11/2025 09:00 - 08/11/2025 17:00	Contact Name	THE MANAGER	WAITROSE LIMITED ACASTA EUROPE LTD 4 STATION ROAD CHEADLE HULME CHEADLE SK8 5AE
Activity	TECH EXCHANGE	Contact Phone	000	
Priority	ND 1700			
Ref 1	24574142R			
Ref 2	PO Monthly			
No. of Parts	0			

Instructions 1	Instructions 2
<p>Asset: WTR HP Aero G635 G8 Laptop Generic</p> <p>Category: Application SubCategory: How Do I</p> <p>Hewlett Packard (HP) - 710L-W001 - Other</p> <p>Web logging</p> <p>Hostname: 710L-W001</p> <p>Model: HP Aero G635 G8 Laptop Generic</p> <p>Fault/Attempted Triage: have been told by my branch manager that no one can log on to the laptop and he mentioned an upgrade of windows 11 update not happened. s/n 5CG1514G6R</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	On Site Time	Off Site Time



Run Sheet

John Paul Barron 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283179	Customer	Fujitsu Services Limited - EE			Job Address		
SLA Window	07/11/2025 09:00 - 08/11/2025 17:00	Contact Name	4450 WARRINGTON (Connected)		T MOBILE Unit SU6 Golden Square CHESHIRE WARRINGTON WA1 1QP		
Activity	NON TECH EXCHANGE	Contact Phone	01925 631536				
Priority	ND 1700						
Ref 1	C5324181						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
ND 08/11/2025 17:00 SLA: ND 08/11/2025 17:00 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 5324181 Problem Web Service qws_uk Fri 07 Nov 2025 09:24:12 A+C+P agent.loginnname=qws_uk equipment.assettag=EELGB00000TP674TRB2 contract.pkey=22856 call.poms=1 call.zip=WA1 1QP call.address=Unit SU6 Golden Square call.city=WARRINGTON call.customerid=INC18429794 call.problem=Hardware - Lenovo X12 - Tablet is not turning on Win11 replacement of tablet with sn PW-056R28 needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=11/7/2025 10:23:39 AM ##### Call 5324181 Problem Web Service qws_uk Fri 07 Nov 2025 09:24:12 A+C+P ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19752243301	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19752243501	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

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



Run Sheet

John Paul Barron 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283203	Customer	Fujitsu Services Limited - EE			Job Address		
SLA Window	07/11/2025 09:00 - 08/11/2025 17:30	Contact Name	R406 WIGAN, GRAND ARCADE		ORANGE WIGAN: GRAND ARCADE		
Activity	NON TECH EXCHANGE	Contact Phone	0845 0971 406		37 (Unit 9A) The Grand Arcade LANCASHIRE		
Priority	ND 1700				Wigan: Grand Arcade WN1 1BH		
Ref 1	C5324209						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
ND 08/11/2025 17:30 SLA: ND 08/11/2025 17:30 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 5324209 Problem Web Service qws_uk Fri 07 Nov 2025 09:38:33 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O0406TRB2 contract.pkey=22856 call.poms=1 call.zip=WN1 1BH call.address=37 (Unit 9A) The Grand Arcade call.city=Wigan: Grand Arcade call.customerid=INC18439782 call.problem=Hardware - Lenovo X12 - Tablet not switching on /Win 11/Replacement PW-04L2X2 needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=11/7/2025 10:37:55 AM ##### Call 5324209 Problem Web Service qws_uk Fri 07 Nov 2025 09:38:33 A+C+P ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19752311901	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19752312101	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

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



Run Sheet

John Paul Barron 08/11/2025

Date	08/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
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Job # 4283458	Customer	Vista Retail Support Limited	Job Address
SLA Window	07/11/2025 13:26 - 08/11/2025 17:00	Contact Name	MCDONALDS - NCR MORRIS STREET SCHOLES WIGAN GREATER MANCHESTER
Activity	TECH EXCHANGE	Contact Phone	WIGAN WN1 3RB
Priority	ND 1700		
Ref 1	3461966		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3461966: Headset replacement needed per INCTASK0031606 - 3 out of 4 headsets not working Backdoor Swap	Replace MCD-HSET-QUA 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?
19753444401	MCD-HSET-QUA	QUAIL HEADSET				

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Telefonica TC	19754266201	C5324286	4283574	TECH EXCHANGE	O2 CHESTER - EASTGATE 0437, 17 EASTGATE STREET, CHESTER, CH1 1LG	Daniel Hanson	07/11/2025 09:00 08/11/2025 17:30	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753317701	C5324244	4283420	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:03 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753322201	C5324245	4283422	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:04 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753321801	C5324245	4283422	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:04 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753324301	C5324246	4283423	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:04 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753323601	C5324246	4283423	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:04 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753326101	C5324247	4283424	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:04 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753337101	C5324251	4283425	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:05 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753333201	C5324249	4283426	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:05 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753329501	C5324248	4283427	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:05 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753335701	C5324250	4283428	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	07/11/2025 13:05 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - KFC	19754691801	C5324290	4283654	TECH EXCHANGE	Kentucky Fried Chicken Franc, Unit A, Greyhound Retail Park, Cheshire, Chester, CH1 4QG	Daniel Hanson	08/11/2025 09:00 08/11/2025 18:00	08/11/2025	
Vista Retail Support Limited	19754229301	3462498	4283564	TECH EXCHANGE	HENDERSON TECHNOLOGY (SPAR), M56 JUNCTION 14, ELTON, CHESTER, CH2 4QZ	Daniel Hanson	07/11/2025 15:36 08/11/2025 17:00	08/11/2025	
Xerox (UK) Technical***DO NOT INVOICE***	197526291	11890941	4283285	REPAIR WITH PARTS	TESCO Stores Limited, Was Bodans Cappers SS, 790 -794 Borough Rd, TRANMERE, CH42 9JG	Daniel Hanson	08/11/2025 09:00 08/11/2025 17:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753349101	C5324256	4283435	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	Daniel Hanson	07/11/2025 13:08 08/11/2025 19:00	08/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19753349501	C5324256	4283435	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	Daniel Hanson	07/11/2025 13:08 08/11/2025 19:00	08/11/2025	
Computacenter - Kingfisher	(No Items)	24562169	4283019	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT A4, MANOR POINT BUSINESS PARK, CREWE, CW4 8GL	Daniel Hanson	07/11/2025 07:34 08/11/2025 17:00	08/11/2025	



Run Sheet

Warehouse manifest

Summary (contd.)									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Vista Retail Support Limited	19753208301	3462286	4283396	TECH EXCHANGE	MCDONALDS - NCR, MANCHESTER ROAD, NORTHWICH, CHESHIRE, NORTHWICH, CW9 5ND	Daniel Hanson	07/11/2025 12:47 08/11/2025 17:00	08/11/2025	
Computacenter John Lewis	(No Items)	24575856	4283670	TECH EXCHANGE	JOHN LEWIS PLC , ANN SUMMERS, 16 SOUTH JOHN STREET, LIVERPOOL, L1 8BJ	Daniel Hanson	07/11/2025 17:22 08/11/2025 22:00	08/11/2025	
Computacenter - Kingfisher	(No Items)	24571531	4283023	TECH EXCHANGE	B & Q, B & Q PLC, NEW MERSEY RETAIL PARK, SPEKE ROAD, LIVERPOOL, L24 8QB	Daniel Hanson	07/11/2025 07:43 08/11/2025 20:00	08/11/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Vista Retail Support Limited	19754694901	3462958	4283657	TECH EXCHANGE	SUPERDRUG STORES PLC, 40-42-44 DEANSGATE, BOLTON, BL1 1BG	John Paul Barron	07/11/2025 17:05 08/11/2025 17:00	08/11/2025	
Computacenter - Kingfisher	(No Items)	24575737	4283632	TECH EXCHANGE	B & Q PLC, B & Q PLC, HALLAM WAY, WHITEHILLS BUSINESS PARK, BLACKPOOL, FY4 5LU	John Paul Barron	07/11/2025 16:31 08/11/2025 17:00	08/11/2025	
Fujitsu Services Limited - KFC	19754680001	C5324289	4283653	TECH EXCHANGE	KFC MANCHESTER HULME, KFC, Greenheys Lane West, Hulme, Manchester, LANCASHIRE, Manchester, M15 5AS	John Paul Barron	07/11/2025 09:00 08/11/2025 18:00	08/11/2025	
CXM	19752804601	5934312	4283303	TECH EXCHANGE	THE MIDLAND F AND B 4, 16 PETER STREET, .. MANCHESTER, M60 2DS	John Paul Barron	07/11/2025 11:40 08/11/2025 17:00	08/11/2025	
CXM	19752804602	5934312	4283303	TECH EXCHANGE	THE MIDLAND F AND B 4, 16 PETER STREET, .. MANCHESTER, M60 2DS	John Paul Barron	07/11/2025 11:40 08/11/2025 17:00	08/11/2025	
CXM	19752804603	5934312	4283303	TECH EXCHANGE	THE MIDLAND F AND B 4, 16 PETER STREET, .. MANCHESTER, M60 2DS	John Paul Barron	07/11/2025 11:40 08/11/2025 17:00	08/11/2025	
Vista Retail Support Limited	19754187101	3462820	4283558	TECH EXCHANGE	SAVERS, 5 FRIARGATE, PRESTON, PR1 2AU	John Paul Barron	07/11/2025 15:27 08/11/2025 17:00	08/11/2025	
Paypoint Network Limited - UK	(No Items)	02685645	4283535	TECH EXCHANGE	MORRISONS DAILY, MORRISONS DAILY, 9-10 WELD PARADE, SOUTHPORT, PR8 2DT	John Paul Barron	07/11/2025 15:12 08/11/2025 13:00	08/11/2025	
Computacenter - Waitrose	(No Items)	24574142R	4283058	TECH EXCHANGE	WAITROSE LIMITED, ACASTA EUROPE LTD, 4 STATION ROAD, CHEADLE HULME, CHEADLE, SK8 5AE	John Paul Barron	07/11/2025 09:00 08/11/2025 17:00	08/11/2025	
Fujitsu Services Limited - EE	19752243301	C5324181	4283179	NON TECH EXCHANGE	T MOBILE, Unit SU6 Golden Square, CHESHIRE, WARRINGTON, WA1 1QP	John Paul Barron	07/11/2025 09:00 08/11/2025 17:00	08/11/2025	
Fujitsu Services Limited - EE	19752311901	C5324209	4283203	NON TECH EXCHANGE	ORANGE WIGAN: GRAND ARCADE, 37 (Unit 9A) The Grand Arcade, LANCASHIRE, Wigan: Grand Arcade, WN1 1BH	John Paul Barron	07/11/2025 09:00 08/11/2025 17:30	08/11/2025	
Vista Retail Support Limited	19753444401	3461966	4283458	TECH EXCHANGE	MCDONALDS - NCR, MORRIS STREET SCHOLES, WIGAN, GREATER MANCHESTER, WIGAN, WN1 3RB	John Paul Barron	07/11/2025 13:26 08/11/2025 17:00	08/11/2025	