



Run Sheet

Daniel Hanson 11/05/2025

Date 11/05/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 6

Job # 4155727	Customer	Computacenter - Kingfisher		Job Address
SLA Window	10/05/2025 09:17 - 11/05/2025 17:00	Contact Name	MADDISON HOCKNELL	B&Q B & Q PLC WESTON ROAD CREWE CW1 6BA
Activity	TECH EXCHANGE	Contact Phone	01270 214911	
Priority	ND 1700			
Ref 1	24339512			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>B&Q Till hostname: GBBQ01172POS20P</p> <p>Till number: 20</p> <p>What element of the till is impacted?: PED</p> <p>CARD ACCEPTANCE ISSUE?</p> <p>Card insert/Chip & Pin working? Y/N N</p> <p>Contactless payments working?Y/N N</p> <p>Peripheral make/model(Please copy and paste CI): PED VERIFONE P400</p> <p>PED serial number 806-532-752</p> <p>PTID (Shown on the back): 38029451</p> <p>What screen is showing on the PED Not in use</p> <p>What is the till showing on the screen: NA</p> <p>Description of issue: Till 20 - PED Not in use error message on the PED PED is not working at all CONTACT +44 1270 214911</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



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Job # 4155774	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	10/05/2025 13:12 - 11/05/2025 20:00	Contact Name	CHESTER NLC2412 TFW HUB STATION	TRANSPORT FOR WALES City Road CHESHIRE Chester CH1 3NS
Activity	TECH EXCHANGE	Contact Phone	02920 320193	
Priority	ND 1900			
Ref 1	C5310392			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 11/05/2025 20:00 SLA: ND 11/05/2025 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 5310392 Problem Web Service qws_uk Sat 10 May 2025 13:02:35 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB000000AT016TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road call.city=Chester call.customerid=INC17544518 call.problem=NLC2412 Chester 020-112775 PED - Tamper alert NLC 2412 Site Chester RSPID S call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=5/10/2025 2:02:10 PM ##### Call 5310392 Problem Web Service qws_uk Sat 10 May 2025 13:02:35 A+C+P ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19148983201	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	107581		
19148983601	_SXASSET-LABEL	_SXASSET-LABELSV2				



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Job # 4155772	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	10/05/2025 12:55 - 11/05/2025 21:00	Contact Name	4957 CHESTER BROUGHTON SHOPPING PARK	PART	Master Broughton Shopping Park Unit 8A, Broughton Shopping Park, Flintshire
Activity	NON TECH EXCHANGE	Contact Phone	01244 533 732	MERSEYSIDE	Flintshire
Priority	ND 1900			CH4 0DE	
Ref 1	C5310390				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 11/05/2025 21:00 SLA: ND 11/05/2025 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 5310390 Problem Web Service qws_uk Sat 10 May 2025 12:52:36 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O4957TRB2 contract.pkey=22856 call.poms=1 call.zip=CH4 0DE call.address=Unit 8A Broughton Shopping Park Flintshire call.customerid=INC17544399 call.problem=Hardware - Lenovo X12 - Power button is stuck / Replacement of the tablet with PW04L1Z1 call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=5/10/2025 1:52:03 PM ##### Call 5310390 Problem Web Service qws_uk Sat 10 May 2025 12:52:36 A+C+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	11/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4155787	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	10/05/2025 14:36 - 11/05/2025 14:00	Contact Name	MANAGER	GO LOCAL GO LOCAL 23 MEMORIAL ROAD WORSLEY MANCHESTER M28 3AG
Activity	TECH EXCHANGE	Contact Phone	07496355038	
Priority	4HR			
Ref 1	02317173			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34038351//02317173//T3	Swap reason: Total power loss

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		



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Job # 4155756	Customer	DieboldNixdorf_WIPRO			Job Address
SLA Window	10/05/2025 11:00 - 11/05/2025 17:00	Contact Name	VIKI WARNOCK		WIPRO LIMITED WIPRO LIMITED
Activity	TECH EXCHANGE P2PE	Contact Phone			TRAFFORD PEEL AVENUE
Priority	ND 1700			JL032 TRAFFORD MANCHESTER M17 8JL	
Ref 1	130525849				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941 Incident	<p>Please see KB0106284- PACT Fault: PED Hardware Failure 032 - Trafford</p> <p>@RICO - Closure Code ENA - Equipment Not Available / Equipment details not match SR IN : 192567303461103311041741 SR OUT : 192497303461103310964078 Engineer Notes Duty manager not sure where the part has been left and makes off until Monday can we rebook for Monday pls DN Engineer to replace Ingenico L2500 PN 1900001941 SerialNumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202505091636 Web Logging: Locker: TF1-3-PED TPV Number (8 Digits): 15032003 Serial Number: 192497303461103310964078 Asset Number: PAN00096990 Model Ingenico 2500 Location: In the locker Issue: Blue screen saying irruption Incident INC6618735 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.</p>

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	



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Date	11/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4155724	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	10/05/2025 09:01 - 11/05/2025 20:00	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	C5310368			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 11/05/2025 20:00 SLA: ND 11/05/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE 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 5310368 Problem Web Service qws_uk Sat 09 May 2025 23:29:07 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=INC17542699 call.problem=NLC1828 Blackpool North 02000303002020043565 PED Freezing call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=5/10/2025 12:28:44 AM ##### Call 5310368 Problem Web Service qws_uk Sat 09 May 2025 23:29:07 A+C+P ...

Job Notes

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19148983201	C5310392	4155774	TECH EXCHANGE	TRANSPORT FOR WALES, City Road, CHESHIRE, Chester, CH1 3NS	Daniel Hanson	10/05/2025 13:12 11/05/2025 20:00	11/05/2025	
Fujitsu Services Limited - Star Trains - P2PE	19148983601	C5310392	4155774	TECH EXCHANGE	TRANSPORT FOR WALES, City Road, CHESHIRE, Chester, CH1 3NS	Daniel Hanson	10/05/2025 13:12 11/05/2025 20:00	11/05/2025	
Fujitsu Services Limited - EE	19148973001	C5310390	4155772	NON TECH EXCHANGE	Chester Broughton Shopping Park, Unit 8A, Broughton Shopping Park, Flintshire, MERSEYSIDE, Flintshire, CH4 0DE	Daniel Hanson	10/05/2025 12:55 11/05/2025 21:00	11/05/2025	
Computacenter - Kingfisher	(No Items)	24339512	4155727	TECH EXCHANGE	B&Q, B & Q PLC, WESTON ROAD, CREWE, CW1 6BA	Daniel Hanson	10/05/2025 09:17 11/05/2025 17:00	11/05/2025	
Fujitsu Services Limited - Star Trains - P2PE	19148732301	C5310368	4155724	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Daniel Hanson	10/05/2025 09:01 11/05/2025 20:00	11/05/2025	
Fujitsu Services Limited - Star Trains - P2PE	19148731901	C5310368	4155724	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Daniel Hanson	10/05/2025 09:01 11/05/2025 20:00	11/05/2025	
DieboldNixdorf_WIPRO	(No Items)	130525849	4155756	TECH EXCHANGE P2PE	WIPRO LIMITED, WIPRO LIMITED, TRAFFORD PEEL AVENUE, JL032 TRAFFORD, MANCHESTER, M17 8JL	Daniel Hanson	10/05/2025 11:00 11/05/2025 17:00	11/05/2025	
Paypoint Network Limited - UK	(No Items)	02317173	4155787	TECH EXCHANGE	GO LOCAL, GO LOCAL, 23 MEMORIAL ROAD, WORSLEY, MANCHESTER, M28 3AG	Daniel Hanson	10/05/2025 14:36 11/05/2025 14:00	11/05/2025	