



Run Sheet

Stephen Fitton 28/06/2025

Date	28/06/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	10
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Job # 4189113	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	27/06/2025 11:10 - 28/06/2025 17:30	Contact Name	Jack	O2 CREWE 0338 51 MARKET STREET CREWE CW1 2EY
Activity	NON TECH EXCHANGE	Contact Phone	+447597404910	
Priority	ND 1700			
Ref 1	C5314021			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 28/06/2025 17:30 SLA: ND 28/06/2025 17:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _O2AKENVXB827/1 x 1</p>	<p>Problem: [BDS] Keyboard POS USB Access with MSR Root Cause: UNKNOWN Action: Engineer to supply replacement USB POS Keyboard with INTEGRATED MSR. Old keyboard must be similar with integrated MSRand MUST be collected and be collected and returned for repair (THESE KEYBOARDS ARE NOT CONSUMABLE).UPDATE CALL TOCONFIRM KEYBOARD MODEL COLLECTED. Test: User to test URL: Call history:: ##### Call 5314021 Problem Web Service qws_uk Fri 27 Jun 2025 11:08:08 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=TELGB000000T0338TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007187153 call.problem=HW - 0338 - 01 - Keyboard black replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KACCESSUSB call.priority=2-Medium call.datereported=6/27/2025 11:08:04 AM</p> <p>##### Call 5314021 Problem Web Service qws_uk Fri 27 Jun 2025 11:08:08 A+C+P</p> <p>SITE OPENING TIMES [Crewe] Mon-Sat: 09:30-17:30 Sun: 11:00-16:00 ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19311940501	_O2AKENVXB827	KBD:POS:O2 STORES:W/USB CABLE				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19311940701	_O2AKENVXB827	KBD:POS:O2 STORES:W/USB CABLE				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4189204	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	27/06/2025 12:24 - 28/06/2025 19:00	Contact Name	NEW BRIGHTON NLC2152 MER STATION	MERSEY RAIL Atherton Street MERSEYSIDE Wallasey CH45 2NY
Activity	TECH EXCHANGE	Contact Phone	0151 955 2468	
Priority	ND 1900			
Ref 1	C5314032			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 28/06/2025 19:00 SLA: ND 28/06/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SXMIUM020-CRAD03 x 1</p>	<p>Problem: [ME] Miura Desktop PED Cradle faulty Root Cause: Unknown Action: Engineer to replace the Miura Desktop PED Cradle Test: Customer to test after installation URL: Call history:: ##### Call 5314032 Problem Web Service qws_uk Fri 27 Jun 2025 12:23:37 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4016TA23 contract.pkey=23200 call.poms=1 call.zip=CH45 2NY call.address=Atherton Street call.city=Wallasey call.customerid=INC17780825 call.problem=NLC2152 New Brighton NLC 2152 Site New Brighton Window 30 Serial Number Fault call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/M020-CRAD03 call.priority=2-Medium call.datereported=6/27/2025 1:23:12 PM</p> <p>##### Call 5314032 Problem Web Service qws_uk Fri 27 Jun 2025 12:23:37 A+C+P</p> <p>*** Ticket Reopened previous ref: 5313996 *** NLC2152...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19312478001	_SXMIIUM020-CR	AM01:CRAD03 DESKTOP				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19312478201	_SXMIIUM020-CR	AD03:CRAD03 DESKTOP				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4189351	Customer	CXM		Job Address
SLA Window	28/06/2025 10:00 - 28/06/2025 12:00	Contact Name	DANIEL GUINNESS	THE CAVERN CLUB 10 MATHEW STREET
Activity	INSTALL	Contact Phone	07894948002	LIVERPOOL L2 6RE
Priority	Timed			
Ref 1	5873104r			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
<p>SITE OPENS AT 11:00AM</p> <p>*ELAVON* : Despatch/Install EN70156/Tetra Move 5000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN70157/Tetra Move 5000 BT Base x 1</p> <p>The customer asked for the engineer to attend the site preferably before opening please arrange that is possible. From what I can see the engineer left the terminal on site already so he will have to install it tomorrow. The site is opened between 11AM-12AM.</p>	<p>H2-5100199-15193399 (GPRS)11AM-12AM Elavon TID: 15193399; Date Time Logged: 20250625151006; Terminal ID: 210210927602; Profile Number: 15193399
 Other Info 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

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 # 4189004	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	27/06/2025 09:56 - 28/06/2025 19:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT	
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954		
Priority	ND 1900				
Ref 1	C5313994				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 28/06/2025 19:00 SLA: ND 28/06/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1	Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history: ##### Call 5313994 Problem Web Service qws_uk Fri 27 Jun 2025 09:08:35 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17800997 call.problem=NLC2242 Liverpool Central Steatite CCST Printer Printing Void Tickets NLC call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=6/27/2025 10:08:07 AM ##### Call 5313994 Problem Web Service qws_uk Fri 27 Jun 2025 09:08:35 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19311249501	_SLMIK100202-000-MP	STEATITE THERMAL TKT				

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



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Job # 4189005	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	27/06/2025 09:56 - 28/06/2025 19:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT	
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954		
Priority	ND 1900				
Ref 1	C5313995				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 28/06/2025 19:00 SLA: ND 28/06/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1	Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history: ##### Call 5313995 Problem Web Service qws_uk Fri 27 Jun 2025 09:10:05 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17801003 call.problem=NLC2242 Liverpool Central Steatite CCST Printer Printing Void Tickets NLC call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=6/27/2025 10:09:16 AM ##### Call 5313995 Problem Web Service qws_uk Fri 27 Jun 2025 09:10:05 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19311248901	_SLMIK100202-000-MP	STEATITE THERMAL TKT				

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



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Job # 4189555	Customer	Computacenter - Kingfisher		Job Address
SLA Window	28/06/2025 09:00 - 28/06/2025 13:00	Contact Name	Ioana Sandu	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	+44 151 427 4488	New Mersey Retail Park Speke Road S peke
Priority	ND 1300			New Mersey Retail Park Speke Road S peke
Ref 1	24406323			L24 8QB
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01297SCO81P Till number: 81 Peripheral make/mod(Please copy and paste CI): DS7708 presentation scanner Handheld or presentation scanner: presentation Is it happening for one or all produ	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19314002401	4601643	KING:Symbol DS7708 - FlatScan				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19314002601	4601643	KING:Symbol DS7708 - FlatScan				

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



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Job # 4189464	Customer	Computacenter - Kingfisher		Job Address
SLA Window	28/06/2025 09:00 - 28/06/2025 17:00	Contact Name	Ioana Sandu	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	+44 151 427 4488	New Mersey Retail Park Speke Road S peke
Priority	ND 1700			New Mersey Retail Park Speke Road S peke
Ref 1	24405721			L24 8QB
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01297SCO88P Till number: 88 Peripheral make/modellease copy and paste CI): SCANNERDS6878 Handheld or presentation scan: Handheld Is it happening for one or all products?: All Product(s)	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19313718401	4601607	KING:Symbol DS6878 + Cradle +				



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Job # 4189420	Customer	Verifone UK LTD		Job Address
SLA Window	27/06/2025 15:50 - 28/06/2025 18:00	Contact Name	ABDUL MUSA	STONEGATE - FARMERS ARMS HOTEL 1 LARKHILL LANE CLUBMOOR LIVERPOOL MERSEYSIDE MERSEYSIDE L13 9BL
Activity	TECH EXCHANGE	Contact Phone	0151 2569172	
Priority	ND 1800			
Ref 1	G354634			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-2.10.0.22 P400 Inbound PTID = 37413697 Inbound Serial No. = 806-405-919 IP Gateway = 10.83.79.222 Terminal IP Address = 10.83.79.195 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID N/A WIFI Network WPA Password N/A WPA Encryption method = N/A Manager PIN / Supervisor Pin = 12345 Configuration / Setup Pin = 12345 Login ID = 1183 Login Pin = 1183 Primary System ID = 20024503 SITE OPENING TIMES = 11:00 - 00:00 Notes = N/A Fault Category = Terminal Will Not Switch On	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-2680921

Job Notes

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

Returned Items

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Job # 4189199	Customer	Vista Retail Support Limited		Job Address
SLA Window	28/06/2025 09:00 - 28/06/2025 17:00	Contact Name	.	MCDONALDS - CAPGEMINI 41 STANDISHGATE WIGAN LANCASHIRE WIGAN WN1 1UP
Activity	TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3317858			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
BACK DOOR SWAP ONLY3317858 Side 2 Sticky Pick Printer not working need swap out	***BACK DOOR SWAP ONLY***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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19312358801	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				

Returned Items

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



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Date	28/06/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	10
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Job # 4189077	Customer	Fujitsu Services Limited - Vodafone			Job Address		
SLA Window	27/06/2025 10:48 - 28/06/2025 17:30	Contact Name	Bolton (PA) 60690		VODAFONE RETAIL LTD (BOLTON DEANGATE)		
Activity	TECH EXCHANGE	Contact Phone	07717 512322		Bolton, 63 DeansGate , Lancashire, England LANCASHIRE		
Priority	ND 1700				Bolton BL1 1HQ		
Ref 1	C5314012						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
ND 28/06/2025 20:00 SLA: ND 28/06/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _VPLEX35S0332 x 1	Problem: [TC] Lexmark MS510 Back Office MFP ENGINEER MUST OBTAIN PORT UNLOCK REFERENCE FROM FIXED LINE SERVICES AND PROVIDE TO VODAFONE DESK Root Cause: Unknown Action: Engineer to investigate and repair/replace Lexmark MS510 Printer. must call vodafone fixed line services to unlock portif swapped - 0800 9755115 Option 3 - REQUEST UNLOCK AS PRIORITY 1 WITH FLS Test: IN USE URL: Call history: ##### Call 5314012 Problem Web Service qws_uk Fri 27 Jun 2025 10:42:37 A+C+P agent.loginname=qws_uk equipment.assettag=VFDGB000000VI353TA23 contract.pkey=23219 call.poms=1 call.zip=BL1 1HQ call.address=Bolton 63 DeansGate Lancashire England call.city=Bolton call.customerid=INC17801067 call.problem=RET60690 - Contract Printer - Reinstall Missing or Unresponsive Imaging Unit call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/VFD/workpackage/Contract Printer - MS510dn call.priority=2-Medium call.datereported=6/27/2025 11:41:48 AM ##### Call 5314012 Problem Web Service qws_uk Fri 27 Jun 2025 10:42:37 ...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19311815601	_VPLEX35S0332	PTR:MS510DN				

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



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Job # 4189443	Customer	Vista Retail Support Limited	Job Address
SLA Window	27/06/2025 16:18 - 28/06/2025 17:00	Contact Name	LIDL THELWALL LANE LANCASHIRE WARRINGTON WA4 1LJ
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3320782		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3320782 Brief Description: Mobile Office - Zebra device issue Full Description: PM Interface: Passcode - 05340778	Replace HHT-ZEB-TC57-LID 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?
19313786301	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				



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Date	28/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	9
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Job # 4188988	Customer	DieboldNixdorf_WIPRO			Job Address
SLA Window	28/06/2025 08:00 - 28/06/2025 17:00	Contact Name	ELLIE FITZGERALD		WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	COLLECTION	Contact Phone	-		
Priority	ND 1700				
Ref 1	131612705/ 193110378/ 954605454				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
PED Collection - 192577303461103311053815 : Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202506270808 Caller: Ellie Fitzgerald Opened by: Ellie Fitzgerald Requested For: Ellie Fitzgerald Select which service you require.: Collection Select the PED type.: Wireless - Ingenico Link/2500 Enter the Serial number of the PED: 192577303461103311053815 Location: Admin Office Incident INC6669928 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.	INC6669928

Job Notes

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

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
	PART					

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



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Daniel Hanson 28/06/2025

Date	28/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	9
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Job # 4189542	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	27/06/2025 17:48 - 28/06/2025 17:00	Contact Name	YASMINE ROBERTS	CHEADLE WILMSLOW ROAD CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	131629359			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941	Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle. Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202506271617 Web Logging: Locker: CH3-31-PED TPV Number (8 Digits): 15041171 Serial Number: 192587303461103311074322 Asset Number: PAN00096672 Model Ingenico 2500 Location: SS cupboard Issue: Blue Screen with %27Irruption%27 on screen Incident INC6670025 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941

Job Notes

In Items

Returned Items

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



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Job # 4189427	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	27/06/2025 16:01 - 28/06/2025 17:00	Contact Name	YASMINE ROBERTS	JOHN LEWIS JOHN LEWIS CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	131627669			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
replace Ingenico L2500 PN 1900001941	Delivery Instructions: Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202506271447 Web Logging: Locker: CH3-7-PED TPV Number (8 Digits): 15041147 Serial Number: 192577303461103311053249 Asset Number: PAN0097743 Model Ingenico 2500 Location: SS cupboard Issue: When initiating PED an error message %27Error Dialogue Server%27 appears on PED screen and Device screen displays %27Could not find device Ped initialisation failed.%27 Incident INC6670006 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.

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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Job # 4189262	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	27/06/2025 13:04 - 28/06/2025 13:00	Contact Name	MANAGER	EG ON THE MOVE ASHTON RD EG ON THE MOVE ASHTON RD ASHTON ROAD BREDBURY STOCKPORT SK6 2QN
Activity	TECH EXCHANGE	Contact Phone	01613936747	
Priority	4HR			
Ref 1	02399665			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34566859//31189379//PPD	<p>Case Number: 02399665</p> <p>Swap type: Swap Required</p> <p>Swap reason: PPOS Dead No Light</p> <p>Device Type: PPOS</p> <p>TID Number: 34566859</p> <p>Serial Number:</p> <p>Site ID: 31189379</p> <p>Description: Swap booked as per Jason power issue on site new cable already sent.</p>

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 # 4189526	Customer	Vista Retail Support Limited		Job Address
SLA Window	27/06/2025 17:21 - 28/06/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 16B CROWN POINT RETAIL PARK
Activity	TECH EXCHANGE	Contact Phone		WORTHINGTON WAY, DENTON MANCHESTER M34 3LF
Priority	ND 1700			
Ref 1	3321401			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>3321401 - Please replace HHT. Glitchy screen unable to type. Third time this issue has been reported with replacement HHTs having the same fault. (This one also has a faulty scanner button on the right hand side). (SN: 19290522511552) SUP-SCN-HHT-ZEB-TC51 SUP-SCN-HHT-ZEB-TC51</p> <p>3317415 - Replacement Store HHT touchscreen is faulty. Please replace HHT. (SN: 18320522507069) SUP-SCN-HHT-ZEB-TC51</p>	<p>Replace SUP-SCN-HHT-ZEB-TC51 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.</p>

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19314015401	SUP-SCN-HHT-ZEB-TC51					



Run Sheet

Daniel Hanson 28/06/2025

Date 28/06/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 9

Job # 4189402	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	28/06/2025 09:00 - 28/06/2025 14:28	Contact Name	STORE MANAGER 05083	TESCO Stores Limited ROE ACRE S/S YORK STREET LAP 1 HEYWOOD OL10 4HQ
Activity	REPAIR	Contact Phone	08450269396	
Priority	8HR			
Ref 1	11750330			
Ref 2				
No. of Parts	1			

Instructions 1

Intervention #: 1 SLA: 28/06/2025 14:28-----ASSET
INFORMATION----ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 1 Express
MS811SerialNumber: 406347990K81ZproductIdentifer: 40G0230Model: 4063-430Physical
Location:

---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 alreadyPlease contact
Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.

Instructions 2

-----ACTIVITY DESCRIPTION----Help Desk Reference 28247787. 203.22 jams + 149.00 redrive errors + solid black prints.Jordan reported that printer keeps jamming with no physical jam. Also recently device started to print solid black pages edge to edge. Sent test page remotely
which printer solid back. Checked HV contacts
but both appears to be fine. Please checkMS811LAP1SN: 406347990K81ZIP:
80.63.0.51Jordan0333451419 / 07780449617 SLA 28.06.25 @ 14:28DDD 30.06.25 @ 14:28MK---INSTRUCTIONS-----Technical Notes -----JB. Please investigate 203.22 Upper redrive motor under-speed error and 149.00 Redrive motor encoder never detected.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
193136128	60-MS811DN-TE	Lexmark MS811DN - Tesco Only				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
193136130	60-MS811DN-TE	Lexmark MS811DN - Tesco Only				

Engineer Closure Notes

		Customer Print
		Customer Signature



Run Sheet

Daniel Hanson 28/06/2025

Date	28/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	9
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Job # 4189531	Customer	Vista Retail Support Limited	Job Address
SLA Window	27/06/2025 17:23 - 28/06/2025 17:00	Contact Name	H SAMUEL 2 THE MALL, MILLGATE CENTRE BURY BL9 0QQ
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3321251		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
<p>3321251- Contact Name: Linn Savery Contact Number: Store Number Which Site is affected? 4045 What is the issue? Till 4 warranty not printing Which System / Device is affected? Till 4 Evidence of the issue (Error Message / Screenshots / Logs): - When did the issue start? Today How is this issue impacting business operations? Can Site Trade? - Exact issue replication steps: - Has anything changed recently to result in the issue appearing? No Steps taken by 1st line to resolve/progress the incident: Attempted multiple times rebooted and does not register the warranty</p> <p>Sunday: 10:30-16:30 Monday: 09:00-17:30 Tuesday: 09:00-17:30 Wednesday: 09:00-17:30 Thursday: 09:00-17:30 Friday: 09:00-17:30 Saturday: 09:00-17:30</p>	<p>Replace SIG-PTR-A760-CRM 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

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19314019401	SIG-PTR-A760-CRM	760 RECEIPT PRINTER CREAM				



Run Sheet

Daniel Hanson 28/06/2025

Date 28/06/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 9

Job # 4188982	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	27/06/2025 09:33 - 28/06/2025 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	C5313989			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 28/06/2025 19:00 SLA: ND 28/06/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICE 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 5313989 Problem Web Service qws_uk Fri 27 Jun 2025 08:26:35 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC17791751 call.problem=NLC1828 Blackpool North Ingenico PED 020-114054 Bluetooth turned off and won call.modifiedby=QWebServices call.businessimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=6/27/2025 9:25:49 AM</p> <p>##### Call 5313989 Problem Web Service qws_uk Fri 27 Jun 2025 08:26:35 A+C+P...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19311121701	_SXASSET-LABELS	SXASSET-LABELSV2				
19311121001	_NRMIIUM020DE	R2P-M020 NORTHERN MOBILE LIVE	02000303002020D43083			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19311121901	_SXASSET-LABELS	SXASSET-LABELSV2				
19311121201	_NRMIUM020DE	VRCP:M020 NORTHERN MOBILE LIVE	02000303002020	043083		

Engineer Closure Notes

		Customer Print
		Customer Signature

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Vista Retail Support Limited	19314019401	3321251	4189531	TECH EXCHANGE	H SAMUEL, 2 THE MALL, MILLGATE CENTRE, BURY, BL9 0QQ	Daniel Hanson	27/06/2025 17:23 28/06/2025 17:00	28/06/2025	
Fujitsu Services Limited - Star Trains - P2PE	19311121701	C5313989	4188982	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Daniel Hanson	27/06/2025 09:33 28/06/2025 19:00	28/06/2025	
Fujitsu Services Limited - Star Trains - P2PE	19311121001	C5313989	4188982	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Daniel Hanson	27/06/2025 09:33 28/06/2025 19:00	28/06/2025	
Vista Retail Support Limited	19314015401	3321401	4189526	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 16B CROWN POINT RETAIL PARK, WORTHINGTON WAY, DENTON, MANCHESTER, M34 3LF	Daniel Hanson	27/06/2025 17:21 28/06/2025 17:00	28/06/2025	
Xerox (UK) Technical***DO NOT INVOICE****	193136128	11750330	4189402	REPAIR	TESCO Stores Limited, ROE ACRE S/S, YORK STREET, LAP 1, HEYWOOD, OL10 4HQ	Daniel Hanson	28/06/2025 09:00 28/06/2025 14:28	28/06/2025	
Paypoint Network Limited - UK	(No Items)	02399665	4189262	TECH EXCHANGE	EG ON THE MOVE ASHTON RD, EG ON THE MOVE ASHTON RD, ASHTON ROAD, BREDBURY, STOCKPORT, SK6 2QN	Daniel Hanson	27/06/2025 13:04 28/06/2025 13:00	28/06/2025	
DieboldNixdorf_WIPRO		131612705/ 193110378/ 954605454	4188988	COLLECTION	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	28/06/2025 08:00 28/06/2025 17:00	28/06/2025	
DieboldNixdorf_WIPRO	(No Items)	131629359	4189542	TECH EXCHANGE P2PE	CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	27/06/2025 17:48 28/06/2025 17:00	28/06/2025	
DieboldNixdorf_WIPRO	(No Items)	131627669	4189427	TECH EXCHANGE P2PE	JOHN LEWIS, JOHN LEWIS, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	27/06/2025 16:01 28/06/2025 17:00	28/06/2025	
Vista Retail Support Limited	19313786301	3320782	4189443	TECH EXCHANGE	LIDL, THELWALL LANE, LANCASHIRE, WARRINGTON, WA4 1LJ	Daniel Hanson	27/06/2025 16:18 28/06/2025 17:00	28/06/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Vodafone	19311815601	C5314012	4189077	TECH EXCHANGE	VODAFONE RETAIL LTD (BOLTON DEANSGATE), Bolton, 63 DeansGate , Lancashire, England, LANCASHIRE, Bolton, BL1 1HQ	Stephen Fitton	27/06/2025 10:48 28/06/2025 17:30	28/06/2025	
Fujitsu Services Limited - Star Trains - ME	19312478001	C5314032	4189204	TECH EXCHANGE	MERSEYRAIL, Atherton Street, MERSEYSIDE, Wallasey, CH45 2NY	Stephen Fitton	27/06/2025 12:24 28/06/2025 19:00	28/06/2025	
Fujitsu Services Limited - Telefonica TC	19311940501	C5314021	4189113	NON TECH EXCHANGE	O2 CREWE 0338, 51 MARKET STREET, CREWE, CW1 2EY	Stephen Fitton	27/06/2025 11:10 28/06/2025 17:30	28/06/2025	
Fujitsu Services Limited - Star Trains	19311249501	C5313994	4189004	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Stephen Fitton	27/06/2025 09:56 28/06/2025 19:00	28/06/2025	
Fujitsu Services Limited - Star Trains	19311248901	C5313995	4189005	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Stephen Fitton	27/06/2025 09:56 28/06/2025 19:00	28/06/2025	
Verifone UK LTD	(No Items)	G354634	4189420	TECH EXCHANGE	STONEGATE - FARMERS ARMS HOTEL, 1 LARKHILL LANE CLUBMOOR, LIVERPOOL, MERSEYSIDE, MERSEYSIDE, L13 9BL	Stephen Fitton	27/06/2025 15:50 28/06/2025 18:00	28/06/2025	
CXM	(No Items)	5873104r	4189351	INSTALL	THE CAVERN CLUB, 10 MATHEW STREET, ., LIVERPOOL, L2 6RE	Stephen Fitton	28/06/2025 10:00 28/06/2025 12:00	28/06/2025	
Computacenter - Kingfisher	19314002401	24406323	4189555	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, New Mersey Retail Park Speke Road S peke, New Mersey Retail Park Speke Road S peke, L24 8QB	Stephen Fitton	28/06/2025 09:00 28/06/2025 13:00	28/06/2025	
Computacenter - Kingfisher	19313718401	24405721	4189464	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, New Mersey Retail Park Speke Road S peke, New Mersey Retail Park Speke Road S peke, L24 8QB	Stephen Fitton	28/06/2025 09:00 28/06/2025 17:00	28/06/2025	
Vista Retail Support Limited	19312358801	3317858	4189199	TECH EXCHANGE	MCDONALDS - CAPGEMINI, 41 STANDISHGATE, WIGAN, LANCASHIRE, WIGAN, WN1 1UP	Stephen Fitton	28/06/2025 09:00 28/06/2025 17:00	28/06/2025	