



Run Sheet

Daniel Hanson 25/05/2025

Date	25/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	9
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Job # 4166034	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	25/05/2025 09:00 - 25/05/2025 16:00	Contact Name	6799 Salemoor Duty manager	TESCO Stores Limited 313 Norris Road Sale LAP1 SALE M33 2UN
Activity	REPAIR WITH PARTS	Contact Phone	07821786645	
Priority	8HR			
Ref 1	11712475			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>Intervention #: 2 SLA: 24/05/2025 12:00-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 1 Express MS811SerialNumber: 40635C6605FC1ProductIdentifier: 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 alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION---Help Desk Reference 27956950. [230.03] in history.Spoke to Gaynor.Error take tray 1 out pull blue flap down and remove paper. Some paper still remains in printer. Cannot reach it even after taking toner and IU out. Please try and remove paper jam.MS811LAP1Shop floorSerial Number: 40635C6605FC1IP Address: 71.135.0.51Contact Name: Gaynor EyesContact Number (Mobile): 03333452492HBSLA 24/05/2025 at 12:00DDD 26/05/2025 at 12:00---INSTRUCTIONS-----Technical Notes -----4165623Engineer: John Paul Barron Date: 24/05/2025 09:35-10:28 Removed paper jam from inside duplexer and now printing single side ok. 230.03 error when trying to duplex prints the paper is sticking in the back door area.CB.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
191981788	40X7678	MS81x SVC Doors Rear				
191981792	40X7602	MS81x SVC Other Drive / motion				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
191981790	40X7678	MS81x SVC Doors Rear				
191981794	40X7602	MS81x SVC Other Drive / motion				

Engineer Closure Notes

		Customer Print
		Customer Signature



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Job # 4166017	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	24/05/2025 09:55 - 25/05/2025 20:00	Contact Name	CONGLETON NLC1227 NT STATION	Northern Rail - STAR Congleton Railway Station, Park Lane, Congleton, Cheshire, W Mancs
Activity	TECH EXCHANGE	Contact Phone	01260 281582	Cheshire Congleton CW12 3DE
Priority	ND 1900			
Ref 1	C5311532			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 25/05/2025 20:00 SLA: ND 25/05/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1	Problem: [ME] Newbury ND4020 Mark II Required Root Cause: UNKNOWN Action: Make every attempt to repair the printer first before swap. Please call site before dispatching Eng. Clerk will need to come OFF shift BEFORE the new ticket printer is attached. If they do not do this then the replacement printer will not work. Eng MUST Test: IN USE URL: Call history:: ##### Call 5311532 Problem Web Service qws_uk Sat 24 May 2025 09:55:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N1227TA23 contract.pkey=23200 call.poms=1 call.zip=CW12 3DE call.address=Congleton Railway Station Park Lane Congleton Cheshire W Mancs call.customerid=INC17619812 call.problem=NLC1227 CONGLETON Window 30 Misprinting & intermittently jamming call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=5/24/2025 10:54:23 AM...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19198134401	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	37599			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19198134601	_NRNEWND4020	NPKR:MAGNETIC TICKET DT 203DPI	37599			

Engineer Closure Notes

	Customer Print
	Customer Signature



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Job # 4166065	Customer	Fujitsu Services Limited - Telefonica ME		Job Address
SLA Window	24/05/2025 14:07 - 25/05/2025 12:45	Contact Name	Jack	O2 CREWE 0338 51 MARKET STREET CREWE CW1 2EY
Activity	TECH EXCHANGE	Contact Phone	+447597404910	
Priority	8HR			
Ref 1	C5311551			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
8HR 25/05/2025 12:45 SLA: 8HR 25/05/2025 12:45 PART2= PART3= PART4= ALT1=_O2HEP3DS22AV ALT2= ALT3= ALT4= TEXT= _O2HEP3DS22AV-V1-23 x 1	<p>Problem: [ME] HP Engage Flex PRO Till Base Unit faulty Root Cause: Unknown Action: Confirm fault and replace whole unit as required with pre-built base. Configure as documented. **For Disk Corruption or Sick Disk base unit MUST be replaced **. Replacement base is pre-built but requires on-site configuration - see notes.**Contact Fujitsu Managed Services to handover before closing call**. Test: Engineers to test and handover to Managed Services for updates. URL: Call history::: ##### Call 5311551 Problem Web Service qws_uk Sat 24 May 2025 12:14:39 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=TELGB000000T0338TZZ2 contract.pkey=23245 call.poms=1 call.customerid=INC000007133767 call.problem=HW - 0338 - 02 - Base Unit replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/EngageFlex2023 call.priority=3-High call.datereported=5/24/2025 12:14:36 PM</p> <p>##### Call 5311551 Problem Web Service qws_uk Sat 24 May 2025 12:14:39 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?
19198315201	_O2HEP3DS22AV	P/CIR2BNGAGE FLEX PRO:V1 2023				

Returned Items

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



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Job # 4166019	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	25/05/2025 09:00 - 25/05/2025 11:30	Contact Name	5619 EASTHAM RAKE Manager	TESCO Stores Limited RETAIL UNIT EASTHAM RAKE LAP 1 Express MS823dn WIRRAL CH62 9AN
Activity	REPAIR WITH PARTS	Contact Phone	03333451764	
Priority	8HR			
Ref 1	11713500			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 25/05/2025 11:30-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: LAP 1 Express MS823dnSerialNumber: 4064435113G6MProductIdentifier: 50G0220Model: 4064-430Physical Location:</p> <p>---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.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 27962462. Reinstall missing or unresponsive fuser. [31.80A] Unable to get through to store but logged onto device and confirmed message. Remotely rebooted to no avail.Lap 1MS8234064435113G6M68.41.0.51Nicola Stewart0333 345 1764SLA 25.05.2025 1130DDD 27.05.2025 1130SH----INSTRUCTIONS-----Technical Notes -----Tech to investigate Fuser unresponsive error. Tech to try re-seating the Fuser first.CB.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
191981496	41X1116	MS82x SVC Fuser BELT SY FUSER				

Returned Items

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



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Job # 4166062	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	24/05/2025 13:42 - 25/05/2025 13:00	Contact Name	MR. SOOSAIPILLAI KAMILTON	JOHN & RITAS CONVENIENCE STORE
Activity	TECH EXCHANGE	Contact Phone	01617894488	JOHN & RITAS STORE
Priority	4HR			352 WORSLEY ROAD
Ref 1	02342778			ECCLES
Ref 2				MANCHESTER
No. of Parts	0			M30 8JA

Instructions 1	Instructions 2
33193418/31133156/T3	The terminal on yellow screen not connecting to internet performed all the diags no success please swap the terminal

Job Notes

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



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Job # 4166071	Customer	Computacenter Limited		Job Address
SLA Window	24/05/2025 09:00 - 24/05/2025 17:00	Contact Name	LEE CHEGWIN	B & Q PLC FRITH STREET WIGAN WN5 0XN
Activity	TECH EXCHANGE	Contact Phone	01942 821567	
Priority	ND 1600			
Ref 1	24365071			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
KF Till hostname: GBBQ01207SCO83P Till number: 83 Peripheral make/model(Please copy and paste C1): TH250 RECEIPT PRINTER Description of issue: user reported receipt printer won't work since this afternoon. The light is on but it won't work even after reboot Contact name/number: +44 1942 821567 / Lee Chegwin	PLEASE SWAP UNIT

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
191983097						



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Job # 4166037	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	24/05/2025 11:37 - 25/05/2025 16:00	Contact Name	Aisha	O2 BURNLEY 46/48 THE MALL Burnley BB11 1BA
Activity	NON TECH EXCHANGE	Contact Phone	+441282966402	
Priority	ND 1900			
Ref 1	C5311545			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 25/05/2025 16:00 SLA: ND 25/05/2025 16:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1	Problem: [BDS] Keyboard mac style aluminium USB Root Cause: UNKNOWN Action: Engineer to supply replacement white keyboard. If store require please collect faulty keyboard for disposal. Test: User to test URL: Call history::: ##### Call 5311545 Problem Web Service qws_uk Sat 24 May 2025 11:35:38 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0519TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007134154 call.problem=HW - 0519 - 04 - Keyboard white replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KBUSBMAC call.priority=2-Medium call.datereported=5/24/2025 11:35:36 AM ##### Call 5311545 Problem Web Service qws_uk Sat 24 May 2025 11:35:38 A+C+P SITE OPENING TIMES [Burnley] Mon-Sat: 09:00-17:30 Sun: 10:00-16:00 SPECIAL INSTRUCTIONS...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19198243501	GNCKDBUSB-MAC	CUSTOM MAC STYLE ALUMINIUM:USB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19198243701	GNCKDBUSB-M	KSDYMAC STYLE ALUMINIUM:USB				

Engineer Closure Notes

		Customer Print
		Customer Signature



Run Sheet

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Job # 4166041	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	24/05/2025 11:40 - 25/05/2025 16:00	Contact Name	Aisha	O2 BURNLEY 46/48 THE MALL Burnley BB11 1BA
Activity	NON TECH EXCHANGE	Contact Phone	+441282966402	
Priority	ND 1900			
Ref 1	C5311546			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 25/05/2025 16:00 SLA: ND 25/05/2025 16:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1	Problem: [BDS] Keyboard mac style aluminium USB Root Cause: UNKNOWN Action: Engineer to supply replacement white keyboard. If store require please collect faulty keyboard for disposal. Test: User to test URL: Call history: ##### Call 5311546 Problem Web Service qws_uk Sat 24 May 2025 11:39:31 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB00000T0519TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007133663 call.problem=HW - 0519 - 05 - Keyboard white replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KBUSBMAC call.priority=2-Medium call.datereported=5/24/2025 11:39:27 AM ##### Call 5311546 Problem Web Service qws_uk Sat 24 May 2025 11:39:31 A+C+P SITE OPENING TIMES [Burnley] Mon-Sat: 09:00-17:30 Sun: 10:00-16:00 SPECIAL INSTRUCTIONS...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19198246001	GNCKDBUSB-MACSTYLE ALUMINIUM:USB					

Returned Items

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



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Daniel Hanson 25/05/2025

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Job # 4166089	Customer	Computacenter - Kingfisher			Job Address
SLA Window	24/05/2025 18:00 - 24/05/2025 17:00	Contact Name	EMMA SMITH	B&Q B & Q PLC UNIT 3 SNIPE WAY ASHTON-UNDER-LYNE OL7 0DN	
Activity	TECH EXCHANGE	Contact Phone	0161 371 0082		
Priority	ND 1700				
Ref 1	24365143				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	Till hostname: GBBQ01229SCO82P Till number: 82 Peripheral make/model(Please copy and paste CI): BEETLE M-III System details (K1/M1/R1 found on EC portal): K1 Are there still sales are any sales left on the till?: np Description of Issue: Hand scanner keeps disconnecting without any error message after a few minutes of restarting the till Contact name/number: +44 161 371 0082 - Emma Smith

Job Notes

In Items

Returned Items

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



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Telefonica TC	19198243501	C5311545	4166037	NON TECH EXCHANGE	O2 BURNLEY, 46/48 THE MALL, Burnley, BB11 1BA	Daniel Hanson	24/05/2025 11:37 25/05/2025 16:00	25/05/2025	
Fujitsu Services Limited - Telefonica TC	19198246001	C5311546	4166041	NON TECH EXCHANGE	O2 BURNLEY, 46/48 THE MALL, Burnley, BB11 1BA	Daniel Hanson	24/05/2025 11:40 25/05/2025 16:00	25/05/2025	
Xerox (UK) Technical***DO NOT INVOICE***	191981496	11713500	4166019	REPAIR WITH PARTS	TESCO Stores Limited, RETAIL UNIT, EASTHAM RAKE, LAP 1 Express MS823dn, WIRRAL, CH62 9AN	Daniel Hanson	25/05/2025 09:00 25/05/2025 11:30	25/05/2025	
Fujitsu Services Limited - Telefonica ME	19198315201	C5311551	4166065	TECH EXCHANGE	O2 CREWE 0338, 51 MARKET STREET, CREWE, CW1 2EY	Daniel Hanson	24/05/2025 14:07 25/05/2025 12:45	25/05/2025	
Fujitsu Services Limited - Star Trains - ME	19198134401	C5311532	4166017	TECH EXCHANGE	Northern Rail - STAR, Congleton Railway Station, Park Lane, Congleton, Cheshire, W Mancs, Cheshire, Congleton, CW12 3DE	Daniel Hanson	24/05/2025 09:55 25/05/2025 20:00	25/05/2025	
Paypoint Network Limited - UK	(No Items)	02342778	4166062	TECH EXCHANGE	JOHN & RITAS CONVENIENCE STORE, JOHN & RITAS STORE, 352 WORSLEY ROAD, ECCLES, MANCHESTER, M30 8JA	Daniel Hanson	24/05/2025 13:42 25/05/2025 13:00	25/05/2025	
Xerox (UK) Technical***DO NOT INVOICE***	191981788	11712475	4166034	REPAIR WITH PARTS	TESCO Stores Limited, 313 Norris Road, Sale, LAP1, SALE, M33 2UN	Daniel Hanson	25/05/2025 09:00 25/05/2025 16:00	25/05/2025	
Xerox (UK) Technical***DO NOT INVOICE***	191981792	11712475	4166034	REPAIR WITH PARTS	TESCO Stores Limited, 313 Norris Road, Sale, LAP1, SALE, M33 2UN	Daniel Hanson	25/05/2025 09:00 25/05/2025 16:00	25/05/2025	
Computacenter - Kingfisher	(No Items)	24365143	4166089	TECH EXCHANGE	B&Q, B & Q PLC, UNIT 3, SNIPE WAY, ASHTON-UNDER-LYNE, OL7 0DN	Daniel Hanson	24/05/2025 18:00 24/05/2025 17:00	25/05/2025	
Computacenter Limited	191983097	24365071	4166071	TECH EXCHANGE	B & Q PLC, FRITH STREET, WIGAN, WN5 0XN	Daniel Hanson	24/05/2025 09:00 24/05/2025 17:00	25/05/2025	