



Run Sheet

Daniel Hanson 29/01/2025

Date	29/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4078114	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address	
SLA Window	29/01/2025 08:00 - 29/01/2025 12:00	Contact Name	Adey Haastrup	BRIDGEWATER COMMUNITY HEALTHCARE NH Church Street Phoenix Centre HEYWOOD OL10 1LR	
Activity	REPAIR WITH PARTS	Contact Phone	01925453444		
Priority	Priority MC				
Ref 1	11566480				
Ref 2					
No. of Parts	2				

Instructions 1	Instructions 2
<p>Intervention #: 4 SLA: 15/01/2025 17:00-----ASSET INFORMATION---ProductName: MS632dwe SFP HV EMEA Device Tag Customer: PRN23755 Serial Number: 4602419305 YT9 Product Identifier: 38S0510 Model: 4602-685-----ACCOUNT INFORMATION---MPS CUSTOMER Next Business Day Fix Monday Friday 09:00 17:00 (Cut off for NBD is 4pm) If a system/controller board is required to be swapped and the device has embedded/badge release solutions then please re-enter the "Device Host Name" contact the Service-Desk 01942 482888 confirm they can remote onto the device before requesting that the Service-Desk redeploy/reconfigure the device to enable badge release solutions. Note: The "Device Host Name" is the Customer Asset Tag which can be found on the call under Asset Information or the Asset Tag physically affixed to the device. (For Example - PRN14123)</p>	<p>-----ACTIVITY DESCRIPTION----COMS/EC IT HD Reports Printer Stuck in Recovery Mode.- IT HD informs Printer Display shows MSTSN.230.329 which is the latest FW on our site and that it's in Recovery Mode and shows the Lexmark Logo and the Loading Wheel but won't proceed to the Main Menu.- IT HD informs Printer is USB Connected.- Instructed IT HD to POR Printer in Standalone Mode with USB Cable Out but same issue persists.- Take PN: 41X4153.- Sending Tech/Part.Onsite Contact: Victoria Ashton +447721498806---INSTRUCTIONS-----Technical Notes -----DCN. 4th; P. Barron 4065297 15/01 R. Owen 4069886 21/01 4075441 27/01: Replaced engine board controller board and power supply but issue persists. Alan B advised cables 41X2877 & 41X2878</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
187620026	41X2877	SVC Cables Power PCBA	.	.	Not Used	
187620030	41X2878	SVC Cables Print data	.	.	Not Used	

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
187620028	41X2877	SVC Cables Power PCBA	.	.	Not Used	
187620032	41X2878	SVC Cables Print data	.	.	Not Used	

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



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Job # 4078585	Customer	POSTURITE LIMITED			Job Address
SLA Window	28/01/2025 15:12 - 29/01/2025 17:00	Contact Name	FIONA MATTHEWS		PRIVATE ADDRESS 1 BIRCHINLEY MANOR BIRCHINLEY LANE, MILNROW ROCHDALE OL16 3DG
Activity	DESK INSTALL	Contact Phone	07747742679		
Priority	ND 1700				
Ref 1	DEL1532303				
Ref 2					
No. of Parts	5				

Instructions 1	Instructions 2
*** Customer Instructions: *** Please call 1 hour before arrival.Customer Ref / PO: P1130814Items on order:	Tech to deliver assemble and demonstrate DESK(S) features and functions for the end user. Tech MUST also take PHOTOS of the PRODUCT(S) once built. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries please call Northampton CSC while onsite Tel: 0203 356 7627. Once the job is completed please click this link to open and complete the form.

Job Notes

In Items

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

See Items Overleaf

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

See Items Overleaf

Engineer Closure Notes	On Site Time	Off Site Time

Customer Print

Customer Signature



Run Sheet

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In Items for Job # 4078585 page 1 of 1



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Date	29/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4078161	Customer	Computacenter Limited - HSBC			Job Address
SLA Window	28/01/2025 10:48 - 29/01/2025 17:00	Contact Name	DAVID.J.BOARDMAN@HSBC.COM		COMPUTACENTER HSBC 23 MEADOWS ROAD SALE M33 7BG
Activity	NON TECH EXCHANGE	Contact Phone	07549517649		
Priority	ND 1600				
Ref 1	INC48686823				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Home swap Observe Social Distancing. Customer must return their current device. For unsuccessful jobs & escalations contact HSBC on 0114 252 8180 or 0114 252 8254. If a Black Box is sent out by HSBC all items must fit inside the Black Box (no inserts are to be removed) and returned back to CC HSBC	P1 Gen 6

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18764747501						

Returned Items

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



Run Sheet

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Date	29/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4078364	Customer	Computacenter Limited - HSBC		Job Address
SLA Window	28/01/2025 12:35 - 29/01/2025 17:00	Contact Name	LESA.HILLOCKS@HSBC.COM	COMPUTACENTER HSBC 392 WYTHENSHAWE ROAD MANCHESTER M23 9DD
Activity	NON TECH EXCHANGE	Contact Phone	07424981796	
Priority	ND 1600			
Ref 1	INC48721288			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Home swap Observe Social Distancing. Customer must return their current device. For unsuccessful jobs & escalations contact HSBC on 0114 252 8180 or 0114 252 8254. If a Black Box is sent out by HSBC all items must fit inside the Black Box (no inserts are to be removed) and returned back to CC HSBC</p>	Mtc

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18765354901						

Returned Items

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



Run Sheet

Daniel Hanson 29/01/2025

Date	29/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
Job # 4078518		Customer		Xerox (UK) Technical***DO NOT INVOICE***		Job Address	
SLA Window		30/01/2025 09:00 - 29/01/2025 17:00		Contact Name	Store Manager 1289	Boots UK Limited 1 Cheshire Street Audlem Pharmacy CREWE CW3 0AH	
Activity		CONSUMABLE INSTALL		Contact Phone	01270811245		
Priority		ND 1700					
Ref 1		1-519090229814					
Ref 2							
No. of Parts		1					
Instructions 1				Instructions 2			
Intervention #: 1 SLA: 31/01/2025 17:00-----ASSET INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO RS SI TRDDeviceTagCustomer: EPSr2 Pharmacy PrinterSerialNumber: 451432HH0RXNRPProductIdentifier: 35S0330Model: 4514-630Physical Location: ----ACCOUNT INFORMATION----VIP customer. MPS customer.Break Fix Monday Saturday 08:00 18:00 Sunday & Bank Holidays (excl. Xmas day) 10:00 -16:00.Maintenance kits 3 days Monday Friday 8:00 18:00Important: Call scheduler/control tower to set ETA expectation with customer For SEV1 (4 hour fix) tasks call the Boots engineer line (2nd level) to ask for the missing information -they can be contacted on the number - 0330 123 9000 option 9. If dialing from the Republic of Ireland the number is 00 44 330123 9000Please note that option 9 is theEngineer..... option and is unannounced as this line is also for use by Boots colleagues. ConfigurationsTray 1 A4 Plain paperTray 2 A4 Custom type 2 (where available)MP Feeder Custom type 6Toner Darkness 6 (mono printers)Toner Darkness 3 (colour printers)EPOS printers PPDS MUST be turnedON.....MS510dn printers MUST have Paper Change Prompts configured as below in the 2 + 6 configuration menu on bootup:..... "Action for Prompts" - Select the "Use current" optionAll printers must be on the below FW level (or higher)Lexmark MS510dn LW71.PR2.P025-0Lexmark CS510de LW71.VY4.P025-0Lexmark MX511dhe LW71.SB4.P025-0				-----ACTIVITY DESCRIPTION----Please Install part(s)---INSTRUCTIONS-----			
Job Notes							
In Items							
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?	
187657254	40X8282	MS51x SVC Maint Kit Fuser 220					
Returned Items							
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?	
187657256	40X8282	MS51x SVC Maint Kit Fuser 220					
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
Xerox (UK) Technical***DO NOT INVOICE****	187657254	1-51909022981 4	4078518	CONSUMABLE INSTALL	Boots UK Limited, 1 Cheshire Street, Audlem, Pharmacy, CREWE, CW3 0AH	Daniel Hanson	30/01/2025 09:00 29/01/2025 17:00	29/01/2025	
Computacenter Limited - HSBC	18765354901	INC48721288	4078364	NON TECH EXCHANGE	COMPUTACENTER HSBC, 392 WYTHENSHAWE ROAD, MANCHESTER, M23 9DD	Daniel Hanson	28/01/2025 12:35 29/01/2025 17:00	29/01/2025	
Computacenter Limited - HSBC	18764747501	INC48686823	4078161	NON TECH EXCHANGE	COMPUTACENTER HSBC, 23 MEADOWS ROAD, SALE, M33 7BG	Daniel Hanson	28/01/2025 10:48 29/01/2025 17:00	29/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	187620026	11566480	4078114	REPAIR WITH PARTS	BRIDGEWATER COMMUNITY HEALTHCARE NH, Church Street, Phoenix Centre, HEYWOOD, OL10 1LR	Daniel Hanson	29/01/2025 08:00 29/01/2025 12:00	29/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	187620030	11566480	4078114	REPAIR WITH PARTS	BRIDGEWATER COMMUNITY HEALTHCARE NH, Church Street, Phoenix Centre, HEYWOOD, OL10 1LR	Daniel Hanson	29/01/2025 08:00 29/01/2025 12:00	29/01/2025	
POSTURITE LIMITED	18766358601	DEL1532303	4078585	DESK INSTALL	PRIVATE ADDRESS, 1 BIRCHINLEY MANOR, BIRCHINLEY LANE, MILNROW, ROCHDALE, OL16 3DG	Daniel Hanson	28/01/2025 15:12 29/01/2025 17:00	29/01/2025	
POSTURITE LIMITED	18766358602	DEL1532303	4078585	DESK INSTALL	PRIVATE ADDRESS, 1 BIRCHINLEY MANOR, BIRCHINLEY LANE, MILNROW, ROCHDALE, OL16 3DG	Daniel Hanson	28/01/2025 15:12 29/01/2025 17:00	29/01/2025	
POSTURITE LIMITED	18766358603	DEL1532303	4078585	DESK INSTALL	PRIVATE ADDRESS, 1 BIRCHINLEY MANOR, BIRCHINLEY LANE, MILNROW, ROCHDALE, OL16 3DG	Daniel Hanson	28/01/2025 15:12 29/01/2025 17:00	29/01/2025	
POSTURITE LIMITED	18766358604	DEL1532303	4078585	DESK INSTALL	PRIVATE ADDRESS, 1 BIRCHINLEY MANOR, BIRCHINLEY LANE, MILNROW, ROCHDALE, OL16 3DG	Daniel Hanson	28/01/2025 15:12 29/01/2025 17:00	29/01/2025	
POSTURITE LIMITED	18766358605	DEL1532303	4078585	DESK INSTALL	PRIVATE ADDRESS, 1 BIRCHINLEY MANOR, BIRCHINLEY LANE, MILNROW, ROCHDALE, OL16 3DG	Daniel Hanson	28/01/2025 15:12 29/01/2025 17:00	29/01/2025	