



Run Sheet

Daniel Hanson 01/11/2025

Date	01/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	9
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Job # 4277981	Customer	Secure Retail Limited		Job Address
SLA Window	31/10/2025 13:03 - 01/11/2025 12:00	Contact Name	STUART HOUSTON	JEWSO LTD JEWSO LTD WHITWORTH ROAD ROCHDALE OL12 0RB
Activity	TECH EXCHANGE	Contact Phone	+44 7395 600871	
Priority	ND 1200			
Ref 1	00061257			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Secure Retail - Saint Gobain - VX820 Script	Please exchange:330-989-471 OPENING HOURS 8-12

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19729806601						

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19729806801						

Engineer Closure Notes	On Site Time	Off Site Time

		Customer Print
		Customer Signature



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Job # 4277793	Customer	Computacenter - Kingfisher		Job Address
SLA Window	31/10/2025 09:22 - 01/11/2025 20:00	Contact Name	EMMA SMITH	B & Q B & Q PLC UNIT 3 SNIPE WAY ASHTON-UNDER-LYNE OL7 0DN
Activity	TECH EXCHANGE	Contact Phone	+441613710082	
Priority	ND 1700			
Ref 1	24565240			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	Till hostname: GBBQ01229POS20P Till number: 20 Peripheral make/model(Please copy and paste CI): TH250 RECEIPT PRINTER Description of issue: Emma Smith reported that the receipt printer on till 20 prints faded receipts hence they are unable to scan the return barcodes. Contact name/number: Emma Smith / +441613710082

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 # 4278076	Customer	Computacenter John Lewis			Job Address
SLA Window	31/10/2025 14:27 - 01/11/2025 22:00	Contact Name		DAVE PARKER	JOHN LEWIS JOHN LEWIS WILMSLOW ROAD CHEADLE SK8 3BZ
Activity	TECH EXCHANGE	Contact Phone		1614914914	
Priority	ND 1700				
Ref 1	24565857				
Ref 2	PO Monthly				
No. of Parts	1				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>Asset: Ingenico iPP350 Generic Serial No: GENERIC-0018</p> <p>Category: Hardware SubCategory: Component</p> <p>Catering Register IssueCH-H-S0293A - Card Reader (PED) (Ingenico IPP350)</p> <p>Till Host Name: CH-H-S0293A</p> <p>Till Number / User ID: 293</p> <p>Device Type (PED etc): Card Reader (PED)</p> <p>Make/Model: Ingenico iPP350 Generic</p> <p>Serial Number (S/N): 12117PP71013751</p> <p>Exact Till Location (Floor Dept/Section Detail): 041 - Cheadle Place to Eat</p> <p>Contact Number: 1614914914</p> <p>Fault: Tried to reboot but nothing - The problem is with the curly cable connector as well. As soon as ped moves it reboot. Advise customer to log a call for PED cable set</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19730236001	4856881	JLP:INGENICO CABLE IPP350 RJ11				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19730236201	4856881	JLP:INGENICO CABLE IPP350 RJ11				

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



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Job # 4278059	Customer	Vista Retail Support Limited			Job Address
SLA Window	31/10/2025 14:16 - 01/11/2025 17:00	Contact Name	190308 access ref		BOUX AVENUE UNIT 4, SECOND FLOOR, MANCHESTER ARNDALE MANCHESTER M4 3AQ
Activity	TECH EXCHANGE	Contact Phone	190308 access ref		
Priority	ND 1700				
Ref 1	3453314				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
3453314 - Till 3 receipt printer replacement Mon -Fri 10:00 - 22:00 Saturday 10:00 - 21:00 Sunday 12:00 - 18:00	Replace BOA-PTR-STR-FVP10 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?
19730145401	BOA-PTR-STR-FV	BOA-PTR-STR-FVP10				



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Job # 4278070	Customer	CXM			Job Address		
SLA Window	01/11/2025 09:00 - 01/11/2025 17:00	Contact Name	RICHARD CLEVELAND		MOCOCO MOLD LIMITED UNIT 19 BARBIROLI MALL ARNDALE CENTRE MARKET STREET MANCHESTER M4 3AQ		
Activity	INSTALL	Contact Phone	07725472965				
Priority	ND 1700						
Ref 1	5929214r						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
Please ask the engineer to call the customer before arrival. *ELAVON* : Despatch/Install EN73001/Axiom DX8000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN73002/Axiom DX8000 Charging Base x 1	H2-5150567-15270430 (WIFI) Elavon TID: 15270430; Date Time Logged: 20251027111008; Terminal ID: 210213738304; Profile Number: 15270430 Other Info

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	



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Daniel Hanson 01/11/2025

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Job # 4278075	Customer	CXM			Job Address		
SLA Window	01/11/2025 09:00 - 01/11/2025 17:00	Contact Name	RICHARD CLEVELAND		MOCOCO MOLD LIMITED UNIT 19 BARBIROLI MALL ARNDALE CENTRE MARKET STREET MANCHESTER M4 3AQ		
Activity	INSTALL	Contact Phone	07725 472965				
Priority	ND 1700						
Ref 1	5929211R						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
Please ask the engineer to call the customer before arrival. *ELAVON* : Despatch/Install EN73001/Axiom DX8000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN73002/Axiom DX8000 Charging Base x 1	H2-5150564-15270427 (WIFI) Elavon TID: 15270427; Date Time Logged: 20251027111008; Terminal ID: 210213738301; Profile Number: 15270427 Other Info

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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Daniel Hanson 01/11/2025

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Job # 4278077	Customer	CXM			Job Address
SLA Window	01/11/2025 09:00 - 01/11/2025 17:00	Contact Name	RICHARD CLEVELAND		MOCOCO MOLD LIMITED UNIT 19 BARBIROLI MALL ARNDALE CENTRE MARKET STREET MANCHESTER M4 3AQ
Activity	INSTALL	Contact Phone	07725 472965		
Priority	ND 1700				
Ref 1	5929212R				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please ask the engineer to call the customer before arrival. *ELAVON* : Despatch/Install EN73001/Axiom DX8000 x 1; Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN73002/Axiom DX8000 Charging Base x 1	H2-5150565-15270428 (WIFI) Elavon TID: 15270428; Date Time Logged: 20251027111008; Terminal ID: 210213738302; Profile Number: 15270428 Other Info

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 # 4278082	Customer	CXM			Job Address
SLA Window	01/11/2025 09:00 - 01/11/2025 17:00	Contact Name	RICHARD CLEVELAND		MOCOCO MOLD LIMITED UNIT 19 BARBIROLI MALL ARNDALE CENTRE MARKET STREET MANCHESTER M4 3AQ
Activity	INSTALL	Contact Phone	07725472965		
Priority	ND 1700				
Ref 1	5929213R				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please ask the engineer to call the customer before arrival. *ELAVON* : Despatch/Install EN73001/Axiom DX8000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN73002/Axiom DX8000 Charging Base x 1	H2-5150566-15270429 (WIFI) Elavon TID: 15270429; Date Time Logged: 20251027111008; Terminal ID: 210213738303; Profile Number: 15270429 Other Info

Job Notes

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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Daniel Hanson 01/11/2025

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Job # 4278279	Customer	Computacenter - Kingfisher			Job Address
SLA Window	31/10/2025 17:56 - 01/11/2025 17:00	Contact Name	ABID MOHSIN		B & Q PLC B & Q PLC UNIT 1
Activity	TECH EXCHANGE	Contact Phone	01618324200		MANCHESTER FORT SHOPPING PARK MANCHESTER M8 8EP
Priority	ND 1700				
Ref 1	24566099				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	Till number: 87 Make/Model: SCANNERDS6878 Description: Till hostname: GBBQ01311SCO87 Till number: 87 Peripheral make/model(Please copy and paste CI): SCANNERDS6878 Handheld or presentation scanner: Handheld Is it happening for one or all products?: NA Product(s) information: NA Description of issue: Till87 handscanner does not charge properly on the cradle> This is because anytime they put this on charge it does not charge unless the scanner get moved slightly before it can get charging correctly. Has the cable connection been checked? Yes Have they tried a reboot?: NA ...

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

John Paul Barron 01/11/2025

Date	01/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6
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Job # 4278175	Customer	Computacenter - Waitrose		Job Address
SLA Window	31/10/2025 15:38 - 01/11/2025 22:00	Contact Name	THE MANAGER	WAITROSE LIMITED BOMBAY QUAY 26 LONDON ROAD NORTHWICH CW9 5HD
Activity	TECH EXCHANGE	Contact Phone	000	
Priority	ND 1700			
Ref 1	24562028			
Ref 2	PO Monthly			
No. of Parts	0			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	Asset: Wincor Nixdorf BA91W Customer Display Generic Serial No: GENERIC-0218 Category: Hardware SubCategory: Damaged 759TP111 - Cahier displayBA93 cable broken - 759 Northwich Web logging Make/Model: Wincor Nixdorf BA91W Customer Display Generic Till Number: 759TP111 Fault/Attempted Triage: hdmi to dvi adaptor needed for customer display

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 01/11/2025

Date	01/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6
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Job # 4277817	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	01/11/2025 09:00 - 01/11/2025 15:00	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	6HR			
Ref 1	C5323729			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
6HR 01/11/2025 15:00 SLA: 6HR 01/11/2025 15:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KEZEBTC56DJ-1PAZU4P x 1	<p>Problem: [ME] Zebra TC56 Set Number ** not working Root Cause: Unknown Action: Engineer to replace the Zebra TC56 retaining the Sim Card & ISM Card as applicable.Engineer to contact Star Support toget the HHT added to the TOC network. Once on the Network Engineer will need to Pair the peripherals.Contact Starsupport for assistan Test: Site to test URL: Call history:: ##### Call 5323729 Problem Web Service qws_uk Fri 31 Oct 2025 10:01:05 A+C+P</p> <pre>agent.loginname=qws_uk equipment.assettag=STRGB000000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC18418136 call.problem=NLC3701 Chester Zebra / TC56</pre> <p>screen is cracked. NLC 3701 Site Name Chester call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=10/31/2025 11:00:22 AM...</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19728658801	_KEZEBTC56DJ-1PAZU4P	AN HSPA+/LTE/CDMA:BT				

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



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John Paul Barron 01/11/2025

Date	01/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6
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Job # 4278085	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	01/11/2025 09:00 - 01/11/2025 20:00	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	Priority MC			
Ref 1	C5323639			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 31/10/2025 20:00 SLA: ND 31/10/2025 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 5323639 Problem Web Service qws_uk Thu 30 Oct 2025 10:13:20 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=INC18226114 call.problem=++020-043350++ NLC3701 CHESTER Set 18 Ped S/N 020-043350 cracked screen. call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=10/30/2025 11:12:33 AM ##### Call 5323639 Problem Web Service qws_uk Thu 30 Oct 2025 10:13:20 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19724744801	_SXASSET-LABELSV2		.	.	Not Used	
19724744401	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020122590		Not Used	

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19724745001	_SXASSET-LABELSV2		.	.	Good	
19724744601	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020122590		Good	

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



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John Paul Barron 01/11/2025

Date	01/11/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6
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Job # 4278148	Customer	Vista Retail Support Limited		Job Address
SLA Window	31/10/2025 15:09 - 01/11/2025 17:00	Contact Name		SUPERDRUG STORES PLC HIGH STREET 14/16 MOLD CH7 1BQ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3455936			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3455936 HHT label printer bluetooth connection faulty please replace ASW-PTR-ZQ210-HHT	Replace ASW-PTR-ZQ210-HHT 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?
19730448701	ASW-PTR-ZQ210- NBM -PTR-ZQ210-HHT					

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19730448901						



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John Paul Barron 01/11/2025

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Job # 4278207	Customer	CXM			Job Address
SLA Window	31/10/2025 16:20 - 01/11/2025 17:00	Contact Name	KEITH GENT		K G MOTOR SPORT THE OLD MILL HIGH ST ABERGELE LL22 7AR
Activity	TECH EXCHANGE	Contact Phone	7778357873		
Priority	ND 1700				
Ref 1	5931874				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ELAVON : Despatch/Install EN70055/Tetra Desk 5000 x 1: Collect EN40003/UNKNOWN SNO: 18281CT81758635H2-5153418-15274579: SWAP OUT/SWAP OUT	H2-5153418-15274579 13954477 CU Keith +447836375489 THE OLD MILL HIGH ST ABERGELE United Kingdom LL227AR 8-17 txmoch / unexpected (former FIS) Multi - ENG VISIT 18281CT81758635 pass 8042 8-17 Elavon TID: 15274579; Date Time Logged: 20251031161021; Terminal ID: 210057793102; Profile Number: 15274579 Other Info

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19730800101	EN70055	Tetra Desk 5000 E2EE-(FR)				



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Job # 4277677	Customer	Computacenter - Kingfisher			Job Address		
SLA Window	01/11/2025 09:00 - 01/11/2025 17:00	Contact Name	DAVID KING		SCREWFIX SCREWFIX UNIT 10 OLD HALL ROAD WIRRAL CH62 3NX		
Activity	TECH EXCHANGE	Contact Phone	01513349472				
Priority	ND 1700						
Ref 1	24563027						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
Please swap unit	<p>Category: I have a PC/Laptop/MAC query</p> <p>Sub Category: PC</p> <p>Symptom: My issue isn't listed here</p> <p>Availability: 7 am to 8 pm Mon-Fri</p> <p>What error message do you see?: user profile service failed to sing in. user profile cannot be loaded</p> <p>Description: HOST NAME: kfb6s7c63</p> <p>IP ADDRESS OF PC: 10.68.172.59</p> <p>PED Model: PEDVX820 DUET / PEDV200cs: na</p> <p>OPERATING SYSTEM: win10 failed to update to win11</p> <p>MANAGER OR TILL: Laptop</p> <p>TILL NO: Laptop</p> <p>LOCATION OF DEVICE: SFDUB3 - Bromborough Trade Counter manager's office</p> <p>FAULT DESCRIPTION: laptop was connected to store wi-fi...</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
					Customer Print	
					Customer Signature	



Run Sheet

David Hargreaves 01/11/2025

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Job # 4277810	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	31/10/2025 09:00 - 01/11/2025 19:00	Contact Name	AINTREE NLC2125 MER HUB STATION	MERSEY RAIL Ormskirk Road LANCASHIRE Liverpool L9 5BE
Activity	TECH EXCHANGE	Contact Phone	0151 955 2440	
Priority	ND 1900			
Ref 1	C5323726			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 01/11/2025 19:00 SLA: ND 01/11/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 x 1</p>	<p>Problem: [TC] Newbury ND4020 Mark II Required Root Cause: Unknown Action: Engineer to replace the faulty Newbury Data printer at depot. Please record serial numbers in & out. Test: N/A Depot swap URL: Call history:: ##### Call 5323726 Problem Web Service qws_uk Fri 31 Oct 2025 09:48:04 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4057TRD3 contract.pkey=23200 call.poms=1 call.zip=L9 5BE call.address=Ormskirk Road call.city=Liverpool call.customerid=INC18418075 call.problem=NLC2125 Aintree NLC 2125 Site Aintree Window Serial Number 41684 Fault Code call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=10/31/2025 10:47:20 AM</p> <p>##### Call 5323726 Problem Web Service qws_uk Fri 31 Oct 2025 09:48:04 A+C+P</p> <p>NLC2125...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19728571201	_MYNEWND4020	MK2:ND4020 MK2:WHITE:MER:RICO	40472			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19728571401	_MYNEWWND4020	NPK:ND4020 MK2:WHITE:MER:RICO	40472			

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4278062	Customer	Vista Retail Support Limited		Job Address
SLA Window	31/10/2025 14:17 - 01/11/2025 17:00	Contact Name		LIDL ASHTON IN MAKERFIELD, YORK ROAD WIGAN WN4 9BL
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3455361			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3455361 Brief Description: VoCoVo broken FSE to attend and register new headset Pass code: 20122889	Replace SPK-VOC-HDSET-S5 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?
19730151301	SPK-VOC-HDSET	SPK-VOC-HDSET-S5				



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David Hargreaves 01/11/2025

Date	01/11/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	4
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Job # 4277737	Customer	Computacenter - Kingfisher		Job Address
SLA Window	31/10/2025 08:20 - 01/11/2025 20:00	Contact Name	DEBBIE TAYLOR	B & Q B & Q PLC ROUND HILL WAY BOLTON BL1 2SL
Activity	TECH EXCHANGE	Contact Phone	+441204365676	
Priority	ND 1700			
Ref 1	24564932			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	<p>Till hostname: GBBQ01057SCO86P</p> <p>Till number: 86</p> <p>Peripheral make/model(Please copy and paste CI): BEETLE M-III</p> <p>System details (K1/M1/R1 found on EC portal): K1.0-Q87-uATX</p> <p>Are there still sales are any sales left on the till?: No</p> <p>Description of Issue: Debbie Taylor reported that till 86 won't boot up properly as it comes up with a blue screen. Debbie informed the beetle was replaced recently as it wouldn't boot up. The previous issue was logged under INC6182019</p> <p>Contact name/number: Debbie Taylor / +441204365676</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
Customer Print		
Customer Signature		



Run Sheet

David Hargreaves 01/11/2025

Date	01/11/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	4
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Job # 4278268	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	31/10/2025 17:36 - 01/11/2025 21:00	Contact Name	4994 BOLTON, DEANSGATE		EE - BOLTON 61 Deansgate, Bolton LANCASHIRE Manchester BL1 1HQ
Activity	NON TECH EXCHANGE	Contact Phone			
Priority	ND 1900				
Ref 1	C5323722				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 01/11/2025 21:00 SLA: ND 01/11/2025 21:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELNX12TAB 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 5323722 Problem Web Service qws_uk Fri 31 Oct 2025 09:14:34 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000TP736TRB2 contract.pkey=22856 call.poms=1 call.zip=BL1 1DT call.address=61 Deansgate Bolton call.city=Manchester call.customerid=INC18385500 call.problem=SW - Lenovo X12 Tablet - Unable to reset /Replacement of tablet with SN PW-05QTQY needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=10/31/2025 10:14:04 AM ##### Call 5323722 Problem Web Service qws_uk Fri 31 Oct 2025 09:14:34 A+C+P...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19731058901	_EELNX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19731059101	_EELNX12TAB	TBT:EHT:X12-TABLET-GEN1				

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
Vista Retail Support Limited	19730145401	3453314	4278059	TECH EXCHANGE	BOUX AVENUE, UNIT 4, SECOND FLOOR, MANCHESTER ARNDALE, MANCHESTER, M4 3AQ	Daniel Hanson	31/10/2025 14:16 01/11/2025 17:00	01/11/2025	
CXM	(No Items)	5929214r	4278070	INSTALL	MOCOCO MOLD LIMITED, UNIT 19 BARBIROLI MALL ARNDALE CENTRE, MARKET STREET, MANCHESTER, M4 3AQ	Daniel Hanson	01/11/2025 09:00 01/11/2025 17:00	01/11/2025	
CXM	(No Items)	5929211R	4278075	INSTALL	MOCOCO MOLD LIMITED, UNIT 19 BARBIROLI MALL ARNDALE CENTRE, MARKET STREET, MANCHESTER, M4 3AQ	Daniel Hanson	01/11/2025 09:00 01/11/2025 17:00	01/11/2025	
CXM	(No Items)	5929212R	4278077	INSTALL	MOCOCO MOLD LIMITED, UNIT 19 BARBIROLI MALL ARNDALE CENTRE, MARKET STREET, MANCHESTER, M4 3AQ	Daniel Hanson	01/11/2025 09:00 01/11/2025 17:00	01/11/2025	
CXM	(No Items)	5929213R	4278082	INSTALL	MOCOCO MOLD LIMITED, UNIT 19 BARBIROLI MALL ARNDALE CENTRE, MARKET STREET, MANCHESTER, M4 3AQ	Daniel Hanson	01/11/2025 09:00 01/11/2025 17:00	01/11/2025	
Computacenter - Kingfisher	(No Items)	24566099	4278279	TECH EXCHANGE	B & Q PLC, B & Q PLC, UNIT 1, MANCHESTER FORT SHOPPING PARK, MANCHESTER, M8 8EP	Daniel Hanson	31/10/2025 17:56 01/11/2025 17:00	01/11/2025	
Secure Retail Limited	19729806601	00061257	4277981	TECH EXCHANGE	JEWSON LTD, JEWSON LTD, WHITWORTH ROAD, ROCHDALE, OL12 0RB	Daniel Hanson	31/10/2025 13:03 01/11/2025 12:00	01/11/2025	
Computacenter - Kingfisher	(No Items)	24565240	4277793	TECH EXCHANGE	B & Q, B & Q PLC, UNIT 3, SNIPE WAY, ASHTON-UNDER-LYNE, OL7 0DN	Daniel Hanson	31/10/2025 09:22 01/11/2025 20:00	01/11/2025	
Computacenter John Lewis	19730236001	24565857	4278076	TECH EXCHANGE	JOHN LEWIS, JOHN LEWIS, WILMSLOW ROAD, CHEADLE, SK8 3BZ	Daniel Hanson	31/10/2025 14:27 01/11/2025 22:00	01/11/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - EE	19731058901	C5323722	4278268	NON TECH EXCHANGE	EE - BOLTON, 61 Deansgate, Bolton, LANCASHIRE, Manchester, BL1 1HQ	David Hargreaves	31/10/2025 17:36 01/11/2025 21:00	01/11/2025	
Computacenter - Kingfisher	(No Items)	24564932	4277737	TECH EXCHANGE	B & Q, B & Q PLC, ROUND HILL WAY, BOLTON, BL1 2SL	David Hargreaves	31/10/2025 08:20 01/11/2025 20:00	01/11/2025	
Fujitsu Services Limited - Star Trains	19728571201	C5323726	4277810	TECH EXCHANGE	MERSEYRAIL, Ormskirk Road, LANCASHIRE, Liverpool, L9 5BE	David Hargreaves	31/10/2025 09:00 01/11/2025 19:00	01/11/2025	
Vista Retail Support Limited	19730151301	3455361	4278062	TECH EXCHANGE	LIDL, ASHTON IN MAKERFIELD, YORK ROAD, WIGAN, WN4 9BL	David Hargreaves	31/10/2025 14:17 01/11/2025 17:00	01/11/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - ME	19728658801	C5323729	4277817	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	John Paul Barron	01/11/2025 09:00 01/11/2025 15:00	01/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19724744801	C5323639	4278085	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	John Paul Barron	01/11/2025 09:00 01/11/2025 20:00	01/11/2025	
Fujitsu Services Limited - Star Trains - P2PE	19724744401	C5323639	4278085	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	John Paul Barron	01/11/2025 09:00 01/11/2025 20:00	01/11/2025	
Computacenter - Kingfisher	(No Items)	24563027	4277677	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT 10, OLD HALL ROAD, WIRRAL, CH62 3NX	John Paul Barron	01/11/2025 09:00 01/11/2025 17:00	01/11/2025	
Vista Retail Support Limited	19730448701	3455936	4278148	TECH EXCHANGE	SUPERDRUG STORES PLC, HIGH STREET, 14/16, MOLD, CH7 1BQ	John Paul Barron	31/10/2025 15:09 01/11/2025 17:00	01/11/2025	
Computacenter - Waitrose	(No Items)	24562028	4278175	TECH EXCHANGE	WAITROSE LIMITED, BOMBAY QUAY, 26 LONDON ROAD, NORTHWICH, CW9 5HD	John Paul Barron	31/10/2025 15:38 01/11/2025 22:00	01/11/2025	
CXM	19730800101	5931874	4278207	TECH EXCHANGE	K G MOTOR SPORT, THE OLD MILL, HIGH ST, ABERGELE, LL22 7AR	John Paul Barron	31/10/2025 16:20 01/11/2025 17:00	01/11/2025	