



# Run Sheet

Daniel Hanson 26/04/2025

Date	26/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	4
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<b>Job # 4145591</b>	<b>Customer</b>	Xerox (UK) Technical***DO NOT INVOICE***		<b>Job Address</b>
<b>SLA Window</b>	26/04/2025 09:00 - 26/04/2025 11:30	<b>Contact Name</b>	2894 Mold Duty manager	TESCO Stores Limited Pontnewydd Deliver to Customer Service Desk
<b>Activity</b>	REPAIR WITH PARTS	<b>Contact Phone</b>	03456779468	Confidential MOLD CH7 1UB
<b>Priority</b>	8HR			
<b>Ref 1</b>	11681468			
<b>Ref 2</b>				
<b>No. of Parts</b>	1			

## Instructions 1

Intervention #: 1 SLA: 26/04/2025 11:30-----ASSET  
INFORMATION---ProductName: MX632adwe MFP HV EMEA Device Tag Customer: LAP 2  
MX632SerialNumber: 7020423306D0P ProductIdentifier: 38S0910 Model: 7020-686 Physical  
Location: Deliver to Customer Services Desk  
Confidential  
----ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail 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 On-site support ..... 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 tray ALL MAINTENANCE KITS 3 DAY SLA  
..... MONDAY ..... FRIDAY 09:00 ..... 17:00 RETAIL 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 already Please contact  
Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.

## Instructions 2

-----ACTIVITY DESCRIPTION----Help Desk Reference 27701576. Called store they advise that printer has no power. they advise that printers power cable is hard wired into the mains of the store and is not a plug. tried reseating the cable pushing the power button etc. there are no signs of life and no lights on the screen or ethernet port.mx632LAP27020423306DOP80.98.0.52Duty Manager0345 6779468SLA 26/04/25 11:30DDD 28/04/25 11:30JMM-----INSTRUCTIONS-----Technical Notes -----Tech to investigate no power to the printer. Tech to try another power lead and wall socket first. Pls EMO & qo.CB.

## **Job Notes**

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
191012597	41X1179	MX62x SVC Fuser Fuser 220 V				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
191012599	41X1179	MX62x SVC Fuser Fuser 220 V				

## **Engineer Closure Notes**

<b>Customer Print</b>	
<b>Customer Signature</b>	



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Job # 4145497	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	25/04/2025 09:22 - 26/04/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire
Priority	ND 1900			Cheshire
Ref 1	C5309339			Chester
Ref 2				CH1 3NS
No. of Parts	2			

Instructions 1	Instructions 2
ND 26/04/2025 19:00 SLA: ND 26/04/2025 19:00 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**. Contact STAR Service Desk for assistance.**02000303002020043489*** Test: In Use URL: Call history: ##### Call 5309339   Problem   Web Service   qws_uk   Thu 24 Apr 2025 21:53:35   A+C+P  agent.loginname=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=INC17464449 call.problem=Hi Please could I fault out set 24 Ped stuck on a white screen wont re-boot. call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=4/24/2025 10:53:07 PM  ##### Call 5309339   Problem   Web Service   qws_uk   Thu 24 Apr 2025 21:53:35   A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19100512201	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	114122		
19100512601	_SXASSET-LABEL	SXASSET-LABELSV2				

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



# Run Sheet

Daniel Hanson 26/04/2025

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Job # 4145581	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	25/04/2025 11:07 - 26/04/2025 19:00	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	ND 1900			
Ref 1	C5309370			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 26/04/2025 19:00 SLA: ND 26/04/2025 19:00 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 5309370   Problem   Web Service   qws_uk   Fri 25 Apr 2025 10:59:05   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=INC17466942 call.problem=NLC3701 Chester 020-113064 NLC 3701 Site Chester RSPID 6321 Set Number 28 S call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=4/25/2025 11:58:28 AM  ##### Call 5309370   Problem   Web Service   qws_uk   Fri 25 Apr 2025 10:59:05   A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19101194401	_SXASSET-LABELSV2					
19101194001	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020114189			

Returned Items

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



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Job # 4146012	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	26/04/2025 09:00 - 26/04/2025 17:00	Contact Name	Halfords Service Desk	Halfords Limited New Warrington Road MOT NORTHWICH CW9 5LS
Activity	REPAIR WITH PARTS	Contact Phone	01908606248	
Priority	ND FIX			
Ref 1	11679745			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 2 SLA: 25/04/2025 17:00-----ASSET INFORMATION---ProductName: MS431dn SFP HV EMEA Device Tag Customer: Network Printer BSerialNumber: 460123910HGG6 ProductIdentifier: 29S0060 Model: 4601-4a0----ACCOUNT INFORMATION---MPS ACCOUNTS LA. Next Business Day Fix. Monday - Friday 09:00 - 17:00. Maintenance kit SLA. 3 Business days. Monday - Friday 09:00 - 17:00 Printer Information Pin code on all devices 1066 Tray set up generally is as follows Tray 1 A4 plain paper Tray 2 A4 episys labels Will print A5 sometimes but generally via the manual feeder if the device has one</p>	<p>-----ACTIVITY DESCRIPTION----OSR Code : NA Issue : power issue Recommended PNs: LVPS PN's: 41X2589 Proactive PNs : N/A Special Instructions: Alternative Contact Information (in case the technician is unable to reach the primary contact): Full name: Kevin Holland. Phone number: (016) 064-3301 Email address: ha191@halfordsautocentres.co.uk Steps Performed : Do you see any lights or hear any noise coming from the printer? No Is the power cable plugged directly into the wall outlet and the printer? Yes If there is any cable extension please remove it. No Could you test the printer using a different wall outlet? Yes but the printer is still dead. Check if the power cable is damaged. If possible use a spare cable to test with the printer&gt;&gt; There is no damage on the cable and the printer has been tested with a spare power cable but the printer is still dead. Printer Location----INSTRUCTIONS-----Technical Notes -----JB. 2nd (NI) R. Owen 4144409 25/04. Power cable unplugged reconnected and printer now has power. New issue found Paper tray not lifting tested with a tray from another printer and it works fine. Replacement Paper tray required.</p>

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
191027884	41X2585	SVC Tray Insert 250 tray				



# Run Sheet

John Paul Barron 26/04/2025

Date	26/04/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	9
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Job # 4145811	Customer	Verifone UK LTD		Job Address
SLA Window	25/04/2025 13:48 - 26/04/2025 18:00	Contact Name	DUTY MANAGER	1GB0767 H&M NEW MERSEY SPEKE ROAD NEW MERSEY RETAIL PARK
Activity	TECH EXCHANGE	Contact Phone	01513311270	LIVERPOOL LIVERPOOL L24 8QB
Priority	ND 1800			
Ref 1	G352166			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-P400 Plus -2.9.1.18 H&M UK Inbound PTID = 35647579 Inbound Serial No. = 805-662-480 IP Gateway = 0.0.0.0 Terminal IP Address = 0.0.0.0 Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = 192.168.255.1 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 = GB0767 Login Pin = GB0767 Primary System ID = 20025641 SITE OPENING TIMES = N/A Notes = N/A Fault Category = OS Software / App Issue	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-2674247

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19102005101	R-P400 Plus -2.9.1.18 H&M UK	1RHP#0XNPLK	275-227-305			

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



# Run Sheet

## John Paul Barron 26/04/2025

**Date** 26/04/2025 **Depot** Warrington **Driver** Barron, John Paul **Jobs on Run** 9

Job # 4145813	Customer	Verifone UK LTD		Job Address
SLA Window	25/04/2025 13:48 - 26/04/2025 18:00	Contact Name	DUTY MANAGER	1GB0767 H&M NEW MERSEY SPEKE ROAD NEW MERSEY RETAIL PARK
Activity	CONSUMABLE INSTALL	Contact Phone	01513311270	LIVERPOOL LIVERPOOL L24 8QB
Priority	ND 1800			
Ref 1	G352166 - Y Cable			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Only use Y Cable if required If you do not use the Y cable please clearly mark as good part</p>	<p>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-2674247</p>

## Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19102003901	CBL435-050-01-A	CBL435-050-01-A				

## **Returned Items**

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19102004101	CBL435-050-01-A	CBL435-050-01-A				

Engineer Closure Notes	On Site Time	Off Site Time
<b>Customer Print</b>		
<b>Customer Signature</b>		



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## John Paul Barron 26/04/2025

**Date** 26/04/2025 **Depot** Warrington **Driver** Barron, John Paul **Jobs on Run** 9

<b>Job #</b> 4145588	<b>Customer</b>	Fujitsu Services Limited - Star Trains		<b>Job Address</b>
<b>SLA Window</b>	25/04/2025 09:00 - 26/04/2025 23:00	<b>Contact Name</b>	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT
<b>Activity</b>	TECH EXCHANGE	<b>Contact Phone</b>	0151 702 2954	
<b>Priority</b>	ND 1900			
<b>Ref 1</b>	C5309366			
<b>Ref 2</b>				
<b>No. of Parts</b>	1			

Instructions 1	Instructions 2
<p>ND 26/04/2025 19:00  SLA: ND 26/04/2025 19:00 PART2=  PART3=  PART4=  ALT1=  ALT2=  ALT3=  ALT4= TEXT=  _SLMIK100202-000-MP x 1</p>	<p>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 5309366   Problem   Web Service   qws_uk   Fri 25 Apr 2025 10:52:04   A+C+P</p> <p>agent.loginname=qws_uk  equipment.assettag=STRGB000000M4034TRT3  contract.pkey=23200  call.poms=1  call.zip=L1 1JT  call.address=Ranelagh Street  call.city=Liverpool  call.customerid=INC17466899  call.problem=NLC2242  Liverpool Central  Steatite set 3 has failed  auto non-issuing tickets  call.modifiedby=QWebServices  call.busimpact=Urgent (TD)  category.name=GBR/STR/workpackage/STEATITE-ME  call.priority=2-Medium  call.datereported=4/25/2025 11:51:41 AM</p> <p>##### Call 5309366   Problem   Web Service   qws_uk   Fri 25 Apr 2025 10:52:04   A+C+P  ...</p>

## **Job Notes**

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19101261601	_SLMIK100202-00874P	STEATITE THERMAL TKT				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19101261801	_SLMIK100202-00091	STEATITE THERMAL TKT				

Engineer Closure Notes

<b>Customer Print</b>	
<b>Customer Signature</b>	



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Job # 4145814	Customer	Verifone UK LTD		Job Address
SLA Window	25/04/2025 13:48 - 26/04/2025 18:00	Contact Name	CAITLIN BUNRES	STONEGATE - POPWORLD LIVERPOOL 68 HANOVER STREET
Activity	TECH EXCHANGE	Contact Phone	07753172437	LIVERPOOL MERSEYSIDE MERSEYSIDE L1 4AG
Priority	ND 1800			
Ref 1	G352167			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 28559267 Inbound Serial No. = 321-010-838 IP Gateway = 10.83.32.222 Terminal IP Address = 10.83.32.202 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1353 Login Pin = 1353 Primary System ID = 20024503 SITE OPENING TIMES = Monday 9am-12pm Tuesday 9am-10am Wednesday 9am-12pm Thursday 7am-12pm Friday 9am-10am Notes = N/A Fault Category = Tamper Mode	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-2674248

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19102004301	R-Vx680 WiFi-03.70X68099BD		333-853-555			

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



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John Paul Barron 26/04/2025

Date	26/04/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	9
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Job # 4146084	Customer	Vista Retail Support Limited		Job Address
SLA Window	25/04/2025 17:10 - 26/04/2025 17:00	Contact Name		SUPERDRUG STORES PLC 11-13 PARKER STREET PARKER STREET LIVERPOOL L1 1DJ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3259450			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3259449 - POS9 printer printing faded. Thermal head cleaned - no joy. Please replace printer and test with store. ASW-PTR-WIN-TH250	Replace ASW-PTR-WIN-TH250 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?
19102969501	ASW-PTR-WIN-TH250	cor TH250 Black USB				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19102969701						



# Run Sheet

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Date	26/04/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	9
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Job # 4146085	Customer	Vista Retail Support Limited		Job Address
SLA Window	25/04/2025 17:10 - 26/04/2025 17:00	Contact Name		SUPERDRUG STORES PLC 11-13 PARKER STREET PARKER STREET LIVERPOOL L1 1DJ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3259449			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3259449 - POS9 printer printing faded. Thermal head cleaned - no joy. Please replace printer and test with store. ASW-PTR-WIN-TH250	Replace ASW-PTR-WIN-TH250 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?
19102968901	ASW-PTR-WIN-TH250	cor TH250 Black USB				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19102969101						



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Job # 4146086	Customer	Vista Retail Support Limited		Job Address
SLA Window	25/04/2025 17:10 - 26/04/2025 17:00	Contact Name		SUPERDRUG STORES PLC 11-13 PARKER STREET PARKER STREET LIVERPOOL L1 1DJ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3259451			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3259449 - POS9 printer printing faded. Thermal head cleaned - no joy. Please replace printer and test with store. ASW-PTR-WIN-TH250	Replace ASW-PTR-WIN-TH250 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?
19102970301	ASW-PTR-WIN-TH250	cor TH250 Black USB				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19102970501						



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Job # 4146048	Customer	CXM		Job Address
SLA Window	25/04/2025 16:30 - 26/04/2025 17:00	Contact Name	JACQUELINE ROSE	THE TREATMENT ROOMS 54 MERSEY VIEW
Activity	TECH EXCHANGE	Contact Phone	01519321828	MERSEYSIDE L22 6QB
Priority	ND 1700			
Ref 1	5847096			
Ref 2				
No. of Parts	10			

Instructions 1	Instructions 2
*ELAVON* : Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Despatch/Install EN70156/Tetra Move 5000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Collect EN60009/Part no. K003 SNO: 8931089419016840476: Collect EN70157/PWN32410153A SNO: 210807313241005620119300: Collect EN70156/Tetra Move 5000 SNO: 190082203191017907775260LAN_UK_0128123: SWAP OUT/SWAP OUT	LAN_UK_0128123 14356876 Jackie 441519321828 8-1pm sat 9-5 m-f closed Tuesday Please send tomorrow if you can even with engineer (GPRS) 8-1pm sat 9-5 m-f closed Tuesday Elavon TID: 14356876; Date Time Logged: 20250425161029; Terminal ID: 210051960603; Profile Number: 14356876   <a href="https://lms.cxmtechservices.net/popups/jobinfo.aspx?code=msnbfyoyvfqfqa">Other Info</a> 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.

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?
19102805801	EN60009	KPN SIM CARD-(GB)				
19102805901	EN70156	Tetra Move 5000-(FR)				
19102806001	EN70157	Tetra Move 5000 Base-(FR)				

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



# Run Sheet

## John Paul Barron 26/04/2025

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<b>Job #</b> 4141628	<b>Customer</b>	Verifone UK LTD		<b>Job Address</b>
<b>SLA Window</b>	20/04/2025 12:11 - 26/04/2025 18:00	<b>Contact Name</b>	GARY SMITH	STONEGATE - BRIDGEWATER - 3500
<b>Activity</b>	TECH EXCHANGE	<b>Contact Phone</b>	01254775555	9-10 CHURCH STREET DARWEN LANCASHIRE LANCASHIRE BB3 2RE
<b>Priority</b>	ND 1800			
<b>Ref 1</b>	G351972			
<b>Ref 2</b>				
<b>No. of Parts</b>	1			

Instructions 1	Instructions 2
<p>Stock Item = R-Vx680 WiFi-03.70.00.99995  Inbound PTID = 30637662  Inbound Serial No. = 321-169-448  IP Gateway = 10.83.38.190  Terminal IP Address = 10.83.38.164  Subnet Mask = 255.255.255.224  Bill Manager IP / VIM ECR I.P = N/A  WIFI Network SSID SGPDQ  WIFI Network WPA Password TH76saER99  WPA Encryption method = WPA2  Manager PIN / Supervisor Pin = 5555  Configuration / Setup Pin = 2580  Login ID = 1134  Login Pin = 1134  Primary System ID = 20024503  SITE OPENING TIMES = 10:00 - 23:00  Notes = Phone number: 01254775555 Contact: Gary Smith  PED Serial Number: 321-169-448 Summary of Fault: PED 4 switching off when removed from base Site Access Times: Slot D Text Alerts: N What is required from Verifone:  Replace PED  Fault Category = Terminal Will Not Switch On</p>	<p>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-2673894</p>

## Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19084316601	R-Vx680 WiFi-03	70X0B8999BD	318-058-582			

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19084316801	R-Vx680 WiFi-03	70X0809955	318-058-582			

Engineer Closure Notes	On Site Time	Off Site Time
<b>Customer Print</b>		
<b>Customer Signature</b>		



# Run Sheet

Gideon Ajulo 26/04/2025

<b>Date</b>	26/04/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Ajulo, Gideon	<b>Jobs on Run</b>	3
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Job # 4145997	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	25/04/2025 16:06 - 26/04/2025 19:00	Contact Name	LLANDUDNO JUNCTION NLC9616 TFW Dep	TRANSPORT FOR WALES (Llandudno Junction) Conwy Road Gwynedd Llandudno Junction LL31 9NB
Activity	TECH EXCHANGE	Contact Phone	02920 320 178 / 02920 320 342	
Priority	ND 1900			
Ref 1	C5309402			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 26/04/2025 19:00  SLA: ND 26/04/2025 19:00 PART2=_SXASSET-LABELSV2  PART3=  PART4=  ALT1=  ALT2=  ALT3=  ALT4= TEXT=  _TWMIUM020DEVICE 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 5309402   Problem   Web Service   qws_uk   Fri 25 Apr 2025 16:01:35   A+C+P   agent.loginname=qws_uk  equipment.assettag=STRGB00000H8566TA23  contract.pkey=23200  call.poms=1  call.zip=LL31 9NB  call.address=Conwy Road  call.city=Llandudno Junction  call.customerid=INC17468433  call.problem=NLC9616  Llandudno Junction  020-113073  PED - Tamper alert NLC 9616 Site Llandudno Junction  call.modifiedby=QWebServices  call.busimpact=Urgent (TD)  category.name=GBR/STR/workpackage/TWMIUM020PED  call.priority=2-Medium  call.datereported=4/25/2025 5:01:05 PM   ##### Call 5309402   Problem   Web Service   qws_uk   Fri 25 Apr 2025 16:01:35   A+C+P ...</p>

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19102740701	_SXASSET-LABELS	SXASSET-LABELSV2				
19102740301	_TWMIIUM020DE	MR2E:M020 TFW MOBILE LIVE	02000303002020	14200		

## **Returned Items**

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19102740901	_SXASSET-LABEL	SXASSET-LABELSV2				
19102740501	_TWMIIUM020DE	MR2E:M020 TFW MOBILE LIVE	020003030020201	14200		

Engineer Closure Notes	On Site Time	Off Site Time
<b>Customer Print</b>		
<b>Customer Signature</b>		



**Run Sheet**  
Gideon Ajulo 26/04/2025

<b>Date</b>	26/04/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Ajulo, Gideon	<b>Jobs on Run</b>	3
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Job # 4145733	Customer	Vista Retail Support Limited		Job Address
SLA Window	25/04/2025 12:56 - 26/04/2025 17:00	Contact Name		HENDERSON TECHNOLOGY (SPAR) STRYD FAWR NEFYN LL53 6HD
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3259125			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>3259125 - Till 1 cash drawer needs new lock and keys.            Instruction for FSE - FSE to attend and replace CDR on Till 1            3259127 - Also needs latch looked at on till 2 and possibly replaced.            Instruction for FSE - FSE to attend and replace CDR on Till 2            Monday till Sunday - 7am?10pm</p>	<p>Replace HTS-CDR-SFT2000 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

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19101716601	HTS-CDR-SFT2000	angle SFT2000 Cash Drawer				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19101716801						

Engineer Closure Notes	On Site Time	Off Site Time
<b>Customer Print</b>		
<b>Customer Signature</b>		



# Run Sheet

Gideon Ajulo 26/04/2025

<b>Date</b>	26/04/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Ajulo, Gideon	<b>Jobs on Run</b>	3
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Job # 4145737	Customer	Vista Retail Support Limited		Job Address
SLA Window	25/04/2025 12:57 - 26/04/2025 17:00	Contact Name		HENDERSON TECHNOLOGY (SPAR)
Activity	TECH EXCHANGE	Contact Phone		STRYD FAWR NEFYN LL53 6HD
Priority	ND 1700			
Ref 1	3259127			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>3259125 - Till 1 cash drawer needs new lock and keys.            Instruction for FSE - FSE to attend and replace CDR on Till 1            3259127 - Also needs latch looked at on till 2 and possibly replaced.            Instruction for FSE - FSE to attend and replace CDR on Till 2            Monday till Sunday - 7am?10pm</p>	<p>Replace HTS-CDR-SFT2000 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

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19101719201	HTS-CDR-SFT2000	angleyst2000 Cash Drawer				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19101719401						

Engineer Closure Notes	On Site Time	Off Site Time
<b>Customer Print</b>		
<b>Customer Signature</b>		



# Run Sheet

## Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19100512201	C5309339	4145497	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	25/04/2025 09:22 26/04/2025 19:00	26/04/2025	
Fujitsu Services Limited - Star Trains - P2PE	19100512601	C5309339	4145497	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	25/04/2025 09:22 26/04/2025 19:00	26/04/2025	
Fujitsu Services Limited - Star Trains - P2PE	19101194401	C5309370	4145581	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	25/04/2025 11:07 26/04/2025 19:00	26/04/2025	
Fujitsu Services Limited - Star Trains - P2PE	19101194001	C5309370	4145581	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	25/04/2025 11:07 26/04/2025 19:00	26/04/2025	
Xerox (UK) Technical***DO NOT INVOICE****	191012597	11681468	4145591	REPAIR WITH PARTS	TESCO Stores Limited, Ponterwyl, Deliver to Customer Service Desk, Confidential, MOLD, CH7 1UB	Daniel Hanson	26/04/2025 09:00 26/04/2025 11:30	26/04/2025	
Xerox (UK) Technical***DO NOT INVOICE****	191027884	11679745	4146012	REPAIR WITH PARTS	Halfords Limited, New Warrington Road, MOT, NORTHWICH, CW9 5LS	Daniel Hanson	26/04/2025 09:00 26/04/2025 17:00	26/04/2025	



# Run Sheet

## Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19102740701	C5309402	4145997	TECH EXCHANGE	TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB	Gideon Ajulo	25/04/2025 16:06 26/04/2025 19:00	26/04/2025	
Fujitsu Services Limited - Star Trains - P2PE	19102740301	C5309402	4145997	TECH EXCHANGE	TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB	Gideon Ajulo	25/04/2025 16:06 26/04/2025 19:00	26/04/2025	
Vista Retail Support Limited	19101716601	3259125	4145733	TECH EXCHANGE	HENDERSON TECHNOLOGY (SPAR), STRYD FAWR, NEFYN, LL53 6HD	Gideon Ajulo	25/04/2025 12:56 26/04/2025 17:00	26/04/2025	
Vista Retail Support Limited	19101719201	3259127	4145737	TECH EXCHANGE	HENDERSON TECHNOLOGY (SPAR), STRYD FAWR, NEFYN, LL53 6HD	Gideon Ajulo	25/04/2025 12:57 26/04/2025 17:00	26/04/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Verifone UK LTD	19084316601	G351972	4141628	TECH EXCHANGE	STONEGATE - BRIDGEWATER - 3500, 9-10 CHURCH STREET, DARWEN, LANCASHIRE, LANCASHIRE, BB3 2RE	John Paul Barron	20/04/2025 12:11 26/04/2025 18:00	26/04/2025	
Vista Retail Support Limited	19102969501	3259450	4146084	TECH EXCHANGE	SUPERDRUG STORES PLC, 11-13 PARKER STREET, PARKER STREET, LIVERPOOL, L1 1DJ	John Paul Barron	25/04/2025 17:10 26/04/2025 17:00	26/04/2025	
Vista Retail Support Limited	19102968901	3259449	4146085	TECH EXCHANGE	SUPERDRUG STORES PLC, 11-13 PARKER STREET, PARKER STREET, LIVERPOOL, L1 1DJ	John Paul Barron	25/04/2025 17:10 26/04/2025 17:00	26/04/2025	
Vista Retail Support Limited	19102970301	3259451	4146086	TECH EXCHANGE	SUPERDRUG STORES PLC, 11-13 PARKER STREET, PARKER STREET, LIVERPOOL, L1 1DJ	John Paul Barron	25/04/2025 17:10 26/04/2025 17:00	26/04/2025	
Fujitsu Services Limited - Star Trains	19101261601	C5309366	4145588	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	John Paul Barron	25/04/2025 09:00 26/04/2025 23:00	26/04/2025	
Verifone UK LTD	19102004301	G352167	4145814	TECH EXCHANGE	STONEGATE - POPWORLD LIVERPOOL, 68 HANOVER STREET, LIVERPOOL, MERSEYSIDE, MERSEYSIDE, L1 4AG	John Paul Barron	25/04/2025 13:48 26/04/2025 18:00	26/04/2025	
CXM	19102805601	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
CXM	19102805602	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
CXM	19102805603	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
CXM	19102805604	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
CXM	19102805605	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
CXM	19102805606	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
CXM	19102805607	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
CXM	19102805608	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
CXM	19102805609	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
CXM	19102805610	5847096	4146048	TECH EXCHANGE	THE TREATMENT ROOMS, 54 MERSEY VIEW, .. MERSEYSIDE, L22 6QB	John Paul Barron	25/04/2025 16:30 26/04/2025 17:00	26/04/2025	
Verifone UK LTD	19102005101	G352166	4145811	TECH EXCHANGE	1GB0767 H&M NEW MERSEY, SPEKE ROAD, NEW MERSEY RETAIL PARK, LIVERPOOL, LIVERPOOL, L24 8QB	John Paul Barron	25/04/2025 13:48 26/04/2025 18:00	26/04/2025	



# Run Sheet

## Warehouse manifest

### Summary (contd.)

Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Verifone UK LTD	19102003901	G352166 - Y Cable	4145813	CONSUMABLE INSTALL	1GB0767 H&M NEW MERSEY, SPEKE ROAD, NEW MERSEY RETAIL PARK, LIVERPOOL, L24 8QB	John Paul Barron	25/04/2025 13:48 26/04/2025 18:00	26/04/2025	