



Run Sheet

Daniel Hanson 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4169971	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	31/05/2025 09:00 - 31/05/2025 11:30	Contact Name	FirstName:Nicola Banks or Debbie 01916936084 or 01916936016HBSLA	TESCO Stores Limited WINWICK ROAD Shop Floor WARRINGTON WA2 7NE
Activity	REPAIR WITH PARTS	Contact Phone	07718507475	
Priority	8HR			
Ref 1	11719462			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 31/05/2025 11:30-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: LAP 1 MS823dnSerialNumber: 4064435113G2DProductIdentifier: 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 28008066. Spoke to Debbie.Tray 1 required.MS823dnLAP1Shop floorSN-4064435113G2DIP-80.174.0.51Nicola Banks or Debbie01916936084 or 01916936016HBSLA 31/05/2025 at 11:30 DDD 02/06/2025 at 11:30----INSTRUCTIONS-----Technical Notes -----DCN. @TECH: Please replace Tray - unsure why it's required any other issues please cite 'NEW ISSUE' in closure.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
192148554	41X1108	MS82x SVC Rollers pick				
192148558	41X1107	MS82x SVC Feeder media feed				
192148563	41X1118	MS82x SVC Tray Insert media				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
192148556	41X1108	MS82x SVC Rollers pick				
192148560	41X1107	MS82x SVC Feeder media feed				
192148565	41X1118	MS82x SVC Tray Insert media				

Engineer Closure Notes	On Site Time	Off Site Time



Run Sheet

Daniel Hanson 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4170145	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	30/05/2025 13:58 - 31/05/2025 19:00	Contact Name	WIGAN WALLGATE NLC3551 NT Depot	Northern Rail MT (Wigan) Wallgate, Wigan Lancashire Wigan WN1 1BB
Activity	MANPOWER	Contact Phone	0161 822 2140	
Priority	ND 1900			
Ref 1	C5311996			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
ND 31/05/2025 19:00 SLA: ND 31/05/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT=	<p>Problem: [ME] ENGINEER ONLY - Mobile Root Cause: Unknown Action: Engineer to site without parts to investigate please contact the Star Service desk or Support using the contact in therelevant Manual Test: IN USE URL: Call history: ##### Call 5311996 Problem Web Service qws_uk Fri 30 May 2025 13:58:08 A+C+P</p> <p>agent.loginnname=qws_uk equipment.assettag=STRGB00000H8933TA23 contract.pkey=23200 call.poms=1 call.zip=WN1 1BB call.address=Wallgate Wigan call.customerid=INC17573665 call.problem=++PART: SIM CARD++ NLC3551 Wigan Wallgate no passenger assist app and wont take online payments call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/ENG call.priority=2-Medium call.datereported=5/30/2025 2:57:29 PM</p> <p>##### Call 5311996 Problem Web Service qws_uk Fri 30 May 2025 13:58:08 A+C+P</p> <p>*** Ticket Reopened...</p>

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	



Run Sheet

Daniel Hanson 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4170375	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	31/05/2025 09:00 - 31/05/2025 13:00	Contact Name	ORMSKIRK NLC2281 MER STATION	MERSEY RAIL Station Approach LANCASHIRE Ormskirk L39 2YN
Activity	TECH EXCHANGE	Contact Phone	0151 955 2435	
Priority	4HR			
Ref 1	C5312003			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>4HR 30/05/2025 19:53 SLA: 4HR 30/05/2025 19:53 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _MYFUJTPKA02035-0824 x 1</p>	<p>Problem: [ME] FP510 Receipt Printer Cable requires replacement Root Cause: Unknown Action: Investigate check the Powered USB cable is connected to the correct Powered USB Port. Replace the Display if requiredfollowing Engineers documentation. Contact STAR support for assistance. Test: In Use URL: Call history:: ##### Call 5312003 Problem Web Service qws_uk Fri 30 May 2025 15:53:37 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000M4051TAA3 contract.pkey=23200 call.poms=1 call.zip=L39 2YN call.address=Station Approach call.city=Ormskirk call.customerid=INC17652072 call.problem=ORMSKIRK NLC2281 MER STATION W30 - Receipt Printer call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/CBLFP510YPWR call.priority=2-Medium call.datereported=5/30/2025 4:53:14 PM</p> <p>##### Call 5312003 Problem Web Service qws_uk Fri 30 May 2025 15:53:37 A+C+P</p> <p>ORMSKIRK NLC2281 MER STATION...</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19216772001	_MYFUJTPKA020	0350122510 Y USB POWER 3M BLACK				

Engineer Closure Notes

	Customer Print	
	Customer Signature	



Run Sheet

Daniel Hanson 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4170354	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	30/05/2025 09:00 - 31/05/2025 19:00	Contact Name	ORMSKIRK NLC2281 MER STATION	MERSEY RAIL Station Approach LANCASHIRE Ormskirk L39 2YN
Activity	TECH EXCHANGE	Contact Phone	0151 955 2435	
Priority	ND 1900			
Ref 1	C5312004			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 31/05/2025 19:00 SLA: ND 31/05/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _MYFUJKA02072-D722 x 1</p>	<p>Problem: [TC] Fujitsu FP510 Receipt Printer requires replacement Root Cause: Unknown Action: Engineer to replace the Fujitsu FP510 Receipt Printer Test: In Use URL: Call history:: ##### Call 5312004 Problem Web Service qws_uk Fri 30 May 2025 15:54:05 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4051TRT3 contract.pkey=23200 call.poms=1 call.zip=L39 2YN call.address=Station Approach call.city=Ormskirk call.customerid=INC17651985 call.problem=ORMSKIRK NLC2281 MER STATION W30 - Receipt Printer call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/PTRFP510BLK call.priority=2-Medium call.datereported=5/30/2025 4:53:17 PM</p> <p>##### Call 5312004 Problem Web Service qws_uk Fri 30 May 2025 15:54:05 A+C+P</p> <p>ORMSKIRK NLC2281 MER STATION W30 - Receipt Printer ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19216680601	_MYFUJKA02072- DTB2FP510 II:DUAL I/F:USB:BLK	N/A				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19216680801	_MYFUJKA02072- D7B2 FP510 II:DUAL I/F:USB:BLK		N/A			

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Daniel Hanson 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4169981	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	30/05/2025 09:00 - 31/05/2025 23:00	Contact Name	AINTREE NLC2125 MER HUB STATION		MERSEYRAIL Ormskirk Road LANCASHIRE Liverpool L9 5BE
Activity	TECH EXCHANGE	Contact Phone	0151 955 2440		
Priority	ND 1900				
Ref 1	C5311969				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 31/05/2025 19:00 SLA: ND 31/05/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 x 1	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 5311969 Problem Web Service qws_uk Fri 30 May 2025 11:07:06 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000M4057TRD3 contract.pkey=23200 call.poms=1 call.zip=L9 5BE call.address=Ormskirk Road call.city=Liverpool call.customerid=INC17650559 call.problem=NLC2125 Aintree NLC 2125 Site Aintree Window N/A Serial Number 38724 Fault C call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=5/30/2025 12:06:39 PM ##### Call 5311969 Problem Web Service qws_uk Fri 30 May 2025 11:07:06 A+C+P NLC2125...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19214974001	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	40523			



Run Sheet

Daniel Hanson 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4170352	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	31/05/2025 15:51 - 31/05/2025 13:00	Contact Name	MANAGER	JACKS NEWS JACKS NEWS 3 BROADWAY BEBINGTON WIRRAL CH63 5ND
Activity	TECH EXCHANGE	Contact Phone	01516091991	
Priority	4HR			
Ref 1	02351601			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34046983//31121784//T3	Software/Transaction Fault

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

Daniel Hanson 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4169827	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	30/05/2025 08:33 - 31/05/2025 19:00	Contact Name	LIVERPOOL CENTRAL M2GO NLC2242 ME	RANELAGH STATION Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	
Priority	ND 1900			
Ref 1	C5311949			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 31/05/2025 19:00 SLA: ND 31/05/2025 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 5311949 Problem Web Service qws_uk Fri 30 May 2025 08:33:06 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4034TRD3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17649720 call.problem=NLC2242 Liverpool Central NLC 2242 Site Liverpool Central Window n/a Serial call.modifiedby=QWebServices call.businessimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=5/30/2025 9:32:43 AM</p> <p>##### Call 5311949 Problem Web Service qws_uk Fri 30 May 2025 08:33:06 A+C+P</p> <p>NLC2242...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19214013101	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	40541			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19214013301	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	40541			

Engineer Closure Notes

		Customer Print
		Customer Signature



Run Sheet

Stephen Fitton 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4169996	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	30/05/2025 11:28 - 31/05/2025 17:00	Contact Name	ELLIE FITZGERALD	JOHN LEWIS JOHN LEWIS CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	130984557			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
replace Ingenico L2500 PN 1900001941	Delivery Instructions: Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202505301018 Web Logging: Locker: CH1-67-PED TPV Number (8 Digits): 15041067 Serial Number: 192497303461103310963838 Asset Number: PAN00096664 Model Ingenico 2500 Location: 041 - Cheadle Issue: Blue irruption error message on screen Incident INC6637232 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941

Job Notes

In Items						

Returned Items						

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



Run Sheet

Stephen Fitton 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4170387	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	31/05/2025 09:00 - 31/05/2025 11:50	Contact Name	212808 MANAGER	Mitchells & Butlers Leisure Retail 82 Heaton Moor Road STOCKPORT SK4 4NZ
Activity	REPAIR	Contact Phone	02556300000	
Priority	4HR			
Ref 1	11719795			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Intervention #: 1 SLA: 31/05/2025 11:50-----ASSET INFORMATION---ProductName: CS531dw SFP HV EMEA Device Tag Customer: SerialNumber: 50315010325CFP ProductIdentifier: 50M0030 Model: 5031-280 Physical Location: ----ACCOUNT INFORMATION----	-----ACTIVITY DESCRIPTION----Help Desk Reference INC17635239. Spoke to Alex. The issue is not really that bad. The top 85% of screen is OK the bottom 15% of the screen has no response to touch. The buttons work fine it is just the touch screen. The only thing he cannot access is the USB drive. CS521dw Serial: 50315010325CFIP: 10.218.55.94 Contact: Alex Number: 01614325563 HBSLA: 31/05/2025 at 11:50----INSTRUCTIONS-----Technical Notes -----JB. Please investigate the top 85% of screen is OK the bottom 15% of the screen has no response to touch.

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	



Run Sheet

Stephen Fitton 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4170057	Customer	Computacenter - Kingfisher		Job Address
SLA Window	31/05/2025 09:00 - 31/05/2025 13:00	Contact Name	Gail Jeys	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	Gail Jeys	Unit 1 Manchester Fort Shopping Park Cheetham Hill Road
Priority	ND 1300			Unit 1 Manchester Fort Shopping Park Cheetham Hill Road
Ref 1	24370958			M8 8EP
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01311POS32P Till number: 32 Peripheral make/modelplease copy and paste CI): TH250 RECEIPT PRINTER Description of issue:cannot close the lead it does not feed the paper no physical damage	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19214857601	4601620	KING:TH250 POS printer + Cable				

Returned Items

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



Run Sheet

Stephen Fitton 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4170269	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	30/05/2025 14:57 - 31/05/2025 19:00	Contact Name	GUIDE BRIDGE NLC2955 NT STATION	Northern Rail - STAR Guide Bridge Railway Station, Guide Lane, Audenshaw, Manchester, E Mancs Lancashire Audenshaw M34 5HF
Activity	TECH EXCHANGE	Contact Phone	0161 822 2472	
Priority	ND 1900			
Ref 1	C5311999			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 31/05/2025 19:00 SLA: ND 31/05/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1</p>	<p>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 5311999 Problem Web Service qws_uk Fri 30 May 2025 14:56:37 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000N2955TA23 contract.pkey=23200 call.poms=1 call.zip=M34 5HF call.address=Guide Bridge Railway Station Guide Lane Audenshaw Manchester E Mancs call.customerid=INC17651879 call.problem=NLC2955 GUIDE BRIDGE NLC 2955 Site GUIDE BRIDGE Window 30 Serial Number 3273 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=5/30/2025 3:56:11 PM ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19216379101	_NRNEWND4020	PRR:MAGNETIC TICKET DT 203DPI	31032			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19216379301	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	31032			

Engineer Closure Notes

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



Run Sheet

Stephen Fitton 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4170379	Customer	Vista Retail Support Limited		Job Address
SLA Window	30/05/2025 16:12 - 31/05/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 16B CROWN POINT RETAIL PARK
Activity	TECH EXCHANGE	Contact Phone		WORTHINGTON WAY, DENTON MANCHESTER M34 3LF
Priority	ND 1700			
Ref 1	3291450			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3291450 - Store have a HHT with a faulty touchscreen registering ghost touches causing issues for users. Please replace HHT. (SN: 18073522500918) SUP-SCN-HHT-ZEB-TC51 (SN:18201522507195) SUP-SCN-HHT-ZEB-TC51	Replace ASW-HHT-ZEB-TC27 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?
19216774401	ASW-HHT-ZEB-TC27	ASW-HHT-ZEB-TC27				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19216774601						



Run Sheet

Stephen Fitton 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4170341	Customer	Vista Retail Support Limited		Job Address
SLA Window	30/05/2025 15:43 - 31/05/2025 17:00	Contact Name		ONE STOP HATTERSLEY ROAD WEST, VALLEY PARADE, HATTERSLEY
Activity	TECH EXCHANGE	Contact Phone		HYDE CHESHIRE HYDE SK14 3HW
Priority	ND 1700			
Ref 1	3291204			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>3291204 Subject: 2822UKO - Markdown Printer is not charging</p> <p>Description: Cheree Brown May 30 2025 11:46</p> <p>Morning</p> <p>Our markdown printer (Toshiba) has lost power to the charging dock so we are unable to charge our printer can someone please help with this</p> <p>Opening Hours</p> <p>Monday: 0700 - 2200 Tuesday: 0700 - 2200 Wednesday: 0700 - 2200 Thursday: 0700 - 2200 Friday: 0700 - 2200 Saturday: 0700 - 2200 Sunday: 0700 - 2200</p>	<p>Replace CRA-TOSH-TEC-EP800 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?
19216619701	CRA-TOSH-TEC-ENVO	Printer Charger				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19216619901						

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



Run Sheet

Mark Hosie 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	4
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Job # 4169829	Customer	Fujitsu - Star – TFW - TC			Job Address
SLA Window	31/05/2025 09:00 - 31/05/2025 18:00	Contact Name	TRANSPORT FOR WALES (CREWE)		TRANSPORT FOR WALES (Crewe)
Activity	TECH EXCHANGE	Contact Phone	02920320117/029		Nantwich Road, Cheshire
Priority	ND 1800			Cheshire	
Ref 1	C5311947			Crewe	
Ref 2				CW2 6HR	
No. of Parts	1				

Instructions 1	Instructions 2
ND 31/05/2025 19:00 SLA: ND 31/05/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT=	[TC] PRINTER Root Cause: Unknown Action: Swap Fujitsu thermal printer & pair with phone following Engineers documentation.. Device ID xx RSP ID xxxx TFS REFxxxxxxxx ** NO PARTS TO BE SENT DIRECT TO SITE ** Test: in use URL: Call history:: ##### Call 5311947 Problem Web Service qws_uk Fri 30 May 2025 07:52:06 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8564TRT3 contract.pkey=23200 call.poms=1 call.zip=CW2 6HR call.address=Nantwich Road Cheshire call.city=Crewe call.customerid=INC17649475 call.problem=NLC3710 Crewe Fujitsu Thermal Printer Catch broken on printer NLC 3710 Si call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TFWFPRT call.priority=2-Medium call.datereported=5/30/2025 8:51:17 AM ##### Call 5311947 Problem Web Service qws_uk Fri 30 May 2025 07:52:06 A+C+P NLC3710 Crewe Fujitsu Thermal Printer Catch broken on printer NLC 3710 Site Name Crewe Set Number 17 RSP ID 3151 Asset number Device Type Fujitsu Thermal Printer Serial / ID Time of Issue Problem Summary Catch broken on printer Problem Details 1st Line Diagnostics Customer Name Carol Contact Number 07766 802 641 /01270533246/- Contact E-Mail louise.hayward@tfwraill.wales / carol.hilton@tfwraill.wales/- Best time for callback from support team 0 Opening Times (Mon-Fri) 06:00 - 18:00 Opening Times (Saturday) 06:00 - 18:00 Opening Times (Sunday) 06:00 - 18:00 Is this device out of service Was this issue caused by the Customer Further details on how damage caused IE surface it was dropped onto height dropped from Remarks: Category is:Mobile.Hardware and Subcategory is:Fujitsu Thermal Printer Equipment Data from QWS: KS: STRNoUseCaseMatch Asset:...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
192138403	FUJFTP-638WSL1R	R: THERMAL W/CHARGER				

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



Run Sheet

Mark Hosie 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	4
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Job # 4170381	Customer	Vista Retail Support Limited		Job Address
SLA Window	30/05/2025 16:13 - 31/05/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 3A, 2 BROUGHTON SHOPPING PARK CHESTER ROAD BROUGHTON CH4 0DP
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3291385			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>3232521 POS 7 scanner was intermittently scanning now not scanning at all - please replace SUP-SCN-DS9208-EAS and cable SUP-CAB-R13-S09EAR</p> <p>Monday 9?am?8?pm Tuesday 9?am?8?pm Wednesday 9?am?8?pm Thursday 9?am?8?pm Friday 9?am?8?pm Saturday 9?am?6:30?pm Sunday 11?am?5?pm</p>	<p>Replace ASW-HHT-ZEB-TC27 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?
19216779401	ASW-HHT-ZEB-TC27	ASW-HHT-ZEB-TC27				

Returned Items

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



Run Sheet

Mark Hosie 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	4
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Job # 4170310	Customer	Vista Retail Support Limited		Job Address
SLA Window	30/05/2025 15:24 - 31/05/2025 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	3290305			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3290304 -POS4 printer printing faded. Thermal head cleaned - no joy. Please replace printer and test with store. ASW-PTR-WIN-TH250 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?
19216520101	ASW-PTR-WIN-TH250	cor TH250 Black USB				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19216520301						



Run Sheet

Mark Hosie 31/05/2025

Date	31/05/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	4
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Job # 4170388	Customer	Vista Retail Support Limited		Job Address
SLA Window	30/05/2025 16:21 - 31/05/2025 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	3290304			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3290304 -POS4 printer printing faded. Thermal head cleaned - no joy. Please replace printer and test with store. ASW-PTR-WIN-TH250 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?
19216805101	ASW-PTR-WIN-TH250	cor TH250 Black USB				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19216805301						



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Paypoint Network Limited - UK	(No Items)	02351601	4170352	TECH EXCHANGE	JACKS NEWS, JACKS NEWS, 3 BROADWAY, BEBINGTON, WIRRAL, CH63 5ND	Daniel Hanson	31/05/2025 15:51 31/05/2025 13:00	31/05/2025	
Fujitsu Services Limited - Star Trains	19214013101	C5311949	4169827	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	30/05/2025 08:33 31/05/2025 19:00	31/05/2025	
Fujitsu Services Limited - Star Trains - ME	19216771801	C5312003	4170375	TECH EXCHANGE	MERSEYRAIL, Station Approach, LANCASHIRE, Ormskirk, L39 2YN	Daniel Hanson	31/05/2025 09:00 31/05/2025 13:00	31/05/2025	
Fujitsu Services Limited - Star Trains	19216680601	C5312004	4170354	TECH EXCHANGE	MERSEYRAIL, Station Approach, LANCASHIRE, Ormskirk, L39 2YN	Daniel Hanson	30/05/2025 09:00 31/05/2025 19:00	31/05/2025	
Fujitsu Services Limited - Star Trains	19214974001	C5311969	4169981	TECH EXCHANGE	MERSEYRAIL, Ormskirk Road, LANCASHIRE, Liverpool, L9 5BE	Daniel Hanson	30/05/2025 09:00 31/05/2025 23:00	31/05/2025	
Xerox (UK) Technical***DO NOT INVOICE***	192148554	11719462	4169971	REPAIR WITH PARTS	TESCO Stores Limited, WINWICK ROAD, Shop Floor, WARRINGTON, WA2 7NE	Daniel Hanson	31/05/2025 09:00 31/05/2025 11:30	31/05/2025	
Xerox (UK) Technical***DO NOT INVOICE***	192148558	11719462	4169971	REPAIR WITH PARTS	TESCO Stores Limited, WINWICK ROAD, Shop Floor, WARRINGTON, WA2 7NE	Daniel Hanson	31/05/2025 09:00 31/05/2025 11:30	31/05/2025	
Xerox (UK) Technical***DO NOT INVOICE***	192148563	11719462	4169971	REPAIR WITH PARTS	TESCO Stores Limited, WINWICK ROAD, Shop Floor, WARRINGTON, WA2 7NE	Daniel Hanson	31/05/2025 09:00 31/05/2025 11:30	31/05/2025	
Fujitsu Services Limited - Star Trains - ME	(No Items)	C5311996	4170145	MANPOWER	Northern Rail MT (Wigan), Wallgate, Wigan, Lancashire, Wigan, WN1 1BB	Daniel Hanson	30/05/2025 13:58 31/05/2025 19:00	31/05/2025	



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	19216779401	3291385	4170381	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 3A, 2 BROUGHTON SHOPPING PARK, CHESTER ROAD, BROUGHTON, CH4 0DP	Mark Hosie	30/05/2025 16:13 31/05/2025 17:00	31/05/2025	
Fujitsu - Star - TFW - TC	192138403	C5311947	4169829	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	Mark Hosie	31/05/2025 09:00 31/05/2025 18:00	31/05/2025	
Vista Retail Support Limited	19216520101	3290305	4170310	TECH EXCHANGE	SUPERDRUG STORES PLC, 11-13 PARKER STREET, PARKER STREET, LIVERPOOL, L1 1DJ	Mark Hosie	30/05/2025 15:24 31/05/2025 17:00	31/05/2025	
Vista Retail Support Limited	19216805101	3290304	4170388	TECH EXCHANGE	SUPERDRUG STORES PLC, 11-13 PARKER STREET, PARKER STREET, LIVERPOOL, L1 1DJ	Mark Hosie	30/05/2025 16:21 31/05/2025 17:00	31/05/2025	



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	19216774401	3291450	4170379	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 16B CROWN POINT RETAIL PARK, WORTHINGTON WAY, DENTON, MANCHESTER, M34 3LF	Stephen Fitton	30/05/2025 16:12 31/05/2025 17:00	31/05/2025	
Fujitsu Services Limited - Star Trains - ME	19216379101	C5311999	4170269	TECH EXCHANGE	Northern Rail - STAR, Guide Bridge Railway Station, Guide Lane, Audenshaw, Manchester, E Manics, Lancashire, Audenshaw, M34 5HF	Stephen Fitton	30/05/2025 14:57 31/05/2025 19:00	31/05/2025	
Computacenter - Kingfisher	19214857601	24370958	4170057	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit 1 Manchester Fort Shopping Park Cheetham Hill Road, Unit 1 Manchester Fort Shopping Park Cheetham Hill Road, M8 8EP	Stephen Fitton	31/05/2025 09:00 31/05/2025 13:00	31/05/2025	
Vista Retail Support Limited	19216619701	3291204	4170341	TECH EXCHANGE	ONE STOP, HATTERSLEY ROAD WEST, VALLEY PARADE, HATTERSLEY, HYDE, CHESHIRE, HYDE, SK14 3HW	Stephen Fitton	30/05/2025 15:43 31/05/2025 17:00	31/05/2025	
Xerox (UK) Technical****DO NOT INVOICE****	(No Items)	11719795	4170387	REPAIR	Mitchells & Butlers Leisure Retail, 82 Heaton Moor Road, STOCKPORT, SK4 4NZ	Stephen Fitton	31/05/2025 09:00 31/05/2025 11:50	31/05/2025	
DieboldNixdorf_WIPRO	(No Items)	130984557	4169996	TECH EXCHANGE P2PE	JOHN LEWIS, JOHN LEWIS, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Stephen Fitton	30/05/2025 11:28 31/05/2025 17:00	31/05/2025	