



Run Sheet

Andrius Zala 01/07/2025

Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Job # 4190866	Customer	RICO Depots	Job Address
SLA Window	- 01/07/2025 23:59	Contact Name	Leeds Unit 4/5 Revie Road Ind Estate Leeds LS11 8JG
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

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

Andrius Zala 01/07/2025

Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Job # 4186494	Customer	Computacenter Ltd Tesco Project		Job Address
SLA Window	24/06/2025 12:07 - 01/07/2025 17:00	Contact Name	STORE DUTY MANAGER	TESCO EXPRESS TESCO EXPRESS
Activity	PROJECT	Contact Phone	StoreDutyManage	LIGHTHOUSE FORD HATFIELD AVE
Priority	ND 1700			FLEETWOOD FY7 7DZ
Ref 1	FLEETWOOD HATF AV EXP			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Delivery Only	Server build and ship to Tesco store- MUST RECORD FIRST AND SECOND NAME OF SIGNATURE AND TAKE PICTURE OF SERVER AT POINT OF DELIVERY

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19299058601						

Returned Items

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



Run Sheet

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Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19308032101						

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

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Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Job # 4190186	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	30/06/2025 10:14 - 01/07/2025 20:00	Contact Name	BLACKPOOL NORTH NLC1828 NT Depot	Northern Rail MT (Blackpool) Talbot Road, Blackpool Lancashire Blackpool FY1 2AB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2105	
Priority	ND 1900			
Ref 1	C5314128			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 01/07/2025 20:00 SLA: ND 01/07/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICE 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 5314128 Problem Web Service qws_uk Mon 30 Jun 2025 08:31:06 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC17805333 call.problem=NLC1828 Blackpool North Miura PED 020-112246 Intermittently disconnecting fr call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=6/30/2025 9:30:39 AM ##### Call 5314128 Problem Web Service qws_uk Mon 30 Jun 2025 08:31:06 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19316122801	_SXASSET-LABEL	_SXASSET-LABELSV2				
19316122401	_NRMIIUM020DE	PCIE:M020 NORTHERN MOBILE LIVE	02000303002020043106			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19316123001	_SXASSET-LABEL	SXASSET-LABELSV2				
19316122601	_NRMIUM020DE	R2P:M020 NORTHERN MOBILE LIVE	02000303002020043106			

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Andrius Zala 01/07/2025

Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Job # 4190271	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	30/06/2025 11:15 - 01/07/2025 20:00	Contact Name	BLACKPOOL NORTH NLC1828 NT Depot	Northern Rail MT (Blackpool) Talbot Road, Blackpool Lancashire Blackpool FY1 2AB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2105	
Priority	ND 1900			
Ref 1	C5314158			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 01/07/2025 20:00 SLA: ND 01/07/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICE 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. Test: In Use URL: Call history: ##### Call 5314158 Problem Web Service qws_uk Mon 30 Jun 2025 11:04:18 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC17806923 call.problem=**PED** NLC1828 Blackpool North 020-107612 No bluetooth on PED call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=6/30/2025 12:03:45 PM ##### Call 5314158 Problem Web Service qws_uk Mon 30 Jun 2025 11:04:18 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19316590001	_NRMIUM020DE	M020 NORTHERN MOBILE LIVE	02000303002020	116988		
19316590601	_SXASSET-LABEL	SXASSET-LABELSV2				

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



Run Sheet

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Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Job # 4190294	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	30/06/2025 11:34 - 01/07/2025 20:00	Contact Name	BLACKPOOL NORTH NLC1828 NT Depot	Northern Rail MT (Blackpool) Talbot Road, Blackpool Lancashire Blackpool FY1 2AB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2105	
Priority	ND 1900			
Ref 1	C5314173			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 01/07/2025 20:00 SLA: ND 01/07/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE 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 5314173 Problem Web Service qws_uk Mon 30 Jun 2025 11:09:04 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC17796116 call.problem=NLC1828 Blackpool North 020-114147 PED - Tamper alert NLC 1828 Site Blackpoo call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=6/30/2025 12:08:17 PM ##### Call 5314173 Problem Web Service qws_uk Mon 30 Jun 2025 11:09:04 A+C+P ...

Job Notes



Run Sheet

Andrius Zala 01/07/2025

Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Job # 4190405	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	30/06/2025 12:47 - 01/07/2025 20:00	Contact Name	BLACKPOOL NORTH NLC1828 NT Depot	Northern Rail MT (Blackpool) Talbot Road, Blackpool Lancashire Blackpool FY1 2AB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2105	
Priority	ND 1900			
Ref 1	C5314213			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 01/07/2025 20:00 SLA: ND 01/07/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE 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 5314213 Problem Web Service qws_uk Mon 30 Jun 2025 12:24:07 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC17796124 call.problem=NLC1828 Blackpool North 020-113057 NLC 1828 Site Blackpool North RSPID 4766 Set Number 25 Serial Number 020-113067 Fault Code Fault Summary the ped keeps call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=6/30/2025 1:23:18 PM ##### Call 5314213 Problem Web Service qws_uk Mon 30 Jun 2025 12:24:07 A+C+P...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19317101701	_SXASSET-LABEL	_SXASSET-LABELSV2				
19317101301	_NRMIIUM020DE	PCIE:M020 NORTHERN MOBILE LIVE	020003030020201	16886		

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19317101901	_SXASSET-LABEL	\$XASSET-LABELSV2				
19317101501	_NRMIUM020DE	R2P:M020 NORTHERN MOBILE LIVE	02000303002020	16886		

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

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Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Job # 4190574	Customer	NCR TESCO HHT		Job Address
SLA Window	01/07/2025 09:00 - 01/07/2025 17:00	Contact Name	ANNABEL SELLERS	TESCO 61-67 ANSELL RD BLACKPOOL..... BLACKPOOL..... FY1 6PU
Activity	TECH EXCHANGE	Contact Phone	Na	
Priority	ND 1700			
Ref 1	7518101718			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
<p>Country:GB Summary:Country: UK Summary: UK/ROI::Stores::Honeywell PDA::Power issue Subject: Honeywell PDA - CT45 - Sound Issue Till number: Till serial number:23259B39CD Date:30.06.2025 Problem description / Error message: ----- Naziya Banu</p> <p>Jun 30 2025</p> <p>14:04 Serial no:23259B39CD Build: stock pda Store called in stating that they have issue with the pda which is not making any sound while they scan or any notification sound on any app Support team have asked to swap on previous reference number : 28240763 hence done Advised store that the PDA will be swapped in the next 24 to 48 business hours. Advised to check the updates on Tesco Help.</p> <p>customer charge to be added </p>	<ul style="list-style-type: none">* The engineer must record the serial in and serial out.* The engineer must take a clear photo of the rear of the delivered GOOD unit with the serial number SN visible.* The SN format is 10 digits long normally starting with "23....."* The store must present a Defective unit. If not then the engineer must not swap the item and must return the GOOD unit back to warehouse.* This can only be charged as a 15 minute call to the customer.* The Engineer should remain on site until completed.* The engineer must carefully record arrival on site and departure times.

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

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Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Job # 4190530	Customer	Computacenter Limited - HSBC		Job Address
SLA Window	01/07/2025 09:00 - 01/07/2025 17:00	Contact Name	JAMIE.JEROEN.HELLEMINK@HSBC.CO	COMPUTACENTER HSBC 1 NEWHOUSE ROAD LANCASHIRE BLACKPOOL FY4 4YH
Activity	TECH EXCHANGE	Contact Phone	07961221542	
Priority	ND 1600			
Ref 1	INC49640266r			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
You must call HSBC to close the call on all HSBC branch or office visits all unsuccessful & escalations on 0114 252 8180 or 0114 252 8254 This call will either be a Laptop/ Thin Client Terminal/Monitor/Tablet. You must not leave site until the device is operational**. If a Black Box is sent out by HSBC all items must fit inside the Black Box (no inserts are to be removed) and returned back to CC HSBC	X12 (Win11) The engineer closed this job down as DOA however it looks like they have just not followed the new process for Windows 11 builds (called the helpdesk to logging through BitLocker). Windows 11 builds have number only BitLocker.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19311810701						

Returned Items

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



Run Sheet

Andrius Zala 01/07/2025

Date	01/07/2025	Depot	Leeds	Driver	Zala, Andrius	Jobs on Run	10
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Job # 4190867	Customer	RICO Depots	Job Address
SLA Window	- 01/07/2025 23:59	Contact Name	Leeds Unit 4/5 Revie Road Ind Estate Leeds LS11 8JG
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

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	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19316122801	C5314128	4190186	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Andrius Zala	30/06/2025 10:14 01/07/2025 20:00	01/07/2025	
Fujitsu Services Limited - Star Trains - P2PE	19316122401	C5314128	4190186	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Andrius Zala	30/06/2025 10:14 01/07/2025 20:00	01/07/2025	
Fujitsu Services Limited - Star Trains - P2PE	19316590001	C5314158	4190271	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Andrius Zala	30/06/2025 11:15 01/07/2025 20:00	01/07/2025	
Fujitsu Services Limited - Star Trains - P2PE	19316590601	C5314158	4190271	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Andrius Zala	30/06/2025 11:15 01/07/2025 20:00	01/07/2025	
Fujitsu Services Limited - Star Trains - P2PE	19316704701	C5314173	4190294	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Andrius Zala	30/06/2025 11:34 01/07/2025 20:00	01/07/2025	
Fujitsu Services Limited - Star Trains - P2PE	19316705101	C5314173	4190294	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Andrius Zala	30/06/2025 11:34 01/07/2025 20:00	01/07/2025	
Fujitsu Services Limited - Star Trains - P2PE	19317101701	C5314213	4190405	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Andrius Zala	30/06/2025 12:47 01/07/2025 20:00	01/07/2025	
Fujitsu Services Limited - Star Trains - P2PE	19317101301	C5314213	4190405	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Andrius Zala	30/06/2025 12:47 01/07/2025 20:00	01/07/2025	
CXM - Complex	19308032101	5873305	4188239	MANPOWER	MACE BLACKPOOL, 78 DICKSON ROAD, .., BLACKPOOL, FY1 2BU	Andrius Zala	26/06/2025 11:00 01/07/2025 17:00	01/07/2025	
NCR TESCO HHT	(No Items)	7518101718	4190574	TECH EXCHANGE	TESCO, 61-67 ANSDELL RD, BLACKPOOL....., BLACKPOOL....., FY1 6PU	Andrius Zala	01/07/2025 09:00 01/07/2025 17:00	01/07/2025	
Computacenter Limited - HSBC	19311810701	INC49640266r	4190530	TECH EXCHANGE	COMPUTACENTER HSBC, 1 NEWHOUSE ROAD, LANCASHIRE, BLACKPOOL, FY4 4YH	Andrius Zala	01/07/2025 09:00 01/07/2025 17:00	01/07/2025	
Computacenter Ltd Tesco Project	19299058601	FLEETWOOD HATF AV EXP	4186494	PROJECT	TESCO EXPRESS, TESCO EXPRESS, LIGHTHOUSE FORD, HATFIELD AVE, FLEETWOOD, FY7 7DZ	Andrius Zala	24/06/2025 12:07 01/07/2025 17:00	01/07/2025	