



# Run Sheet

John Paul Barron 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
------	------------	-------	------------	--------	-------------------	-------------	----

Job # 4125920	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	28/03/2025 07:50 - 29/03/2025 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	C5307411			Chester
Ref 2				CH1 3NS
No. of Parts	1			

Instructions 1	Instructions 2
ND 29/03/2025 19:00 SLA: ND 29/03/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KEZEBTC56DJ-1PAZU4P x 1	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 5307411   Problem   Web Service   qws_uk   Fri 28 Mar 2025 07:50:04   A+C+P  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=INC17288160 call.problem=NLC3701 Chester Zebra / TC56 353857082695509 not scanning tickets NLC 3701 S call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=3/28/2025 8:49:29 AM...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19010191001	_KEZEBTC56DJ-1PAZU4P	AN HSPA+/LTE/CDMA:BT				



# Run Sheet

John Paul Barron 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
------	------------	-------	------------	--------	-------------------	-------------	----

Job # 4125954	Customer	CXM			Job Address		
SLA Window	29/03/2025 09:00 - 29/03/2025 17:00	Contact Name	GENERAL MANAGER ON-SITE		COSY CLUB CHESTER UNIT 2, THE ARCADE NORTHGATE STREET CHESTER CH1 2EY		
Activity	TECH EXCHANGE	Contact Phone	+447970361555				
Priority	ND 1700						
Ref 1	5832447						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
*ELAVON* : Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Despatch/Install EN72156/Tetra Move 5000 P2PE x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Collect EN70157/PWN32410153A SNO: 221107313161294524571803: Collect EN60009/Part no. K003 SNO: 8931082222051242955: Collect EN72156/Tetra Move 5000 SNO: 230837303201256450298208LAN_UK_0127355: SWAP OUT/SWAP OUT	LAN_UK_0127355 14482215 Matt +441244257059 8-11pm/7 8-11pm/7 Elavon TID: 14482215; Date Time Logged: 20250327161008; Terminal ID: 210183547802; Profile Number: 14482215 <a href="https://lms.cxmtechservices.net/popups/jobinfo.aspx?code=xkitvqtpestdo">https://lms.cxmtechservices.net/popups/jobinfo.aspx?code=xkitvqtpestdo</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

Returned Items

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



# Run Sheet

## John Paul Barron 29/03/2025

<b>Date</b>	29/03/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Barron, John Paul	<b>Jobs on Run</b>	10
-------------	------------	--------------	------------	---------------	-------------------	--------------------	----

Job # 4126533	Customer	Computacenter - Kingfisher		Job Address
SLA Window	29/03/2025 09:00 - 29/03/2025 17:00	Contact Name	Nathan Jones	KINGFISHER INFORMATION TECHNOLOGY ( Sealand Road Sealand Road CH1 4LD
Activity	TECH EXCHANGE	Contact Phone	01244 380228	
Priority	ND 1700			
Ref 1	24300136			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01250POS32P Till number: 32 Peripheral make/mod(Please copy and paste Cl): TH250 RECEIPT PRINTER Description of issue The printer of the till is not printing receipts correctly Contact	No Instructions

## **Job Notes**

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013829401	4601620	KING:TH250 POS printer + Cable				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19013829601	4601620	KING:TH250 POS printer + Cable				

## **Engineer Closure Notes**

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



# Run Sheet

John Paul Barron 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
------	------------	-------	------------	--------	-------------------	-------------	----

Job # 4126491	Customer	Centrex Services			Job Address
SLA Window	28/03/2025 17:44 - 29/03/2025 18:00	Contact Name			LIDL GREAT BRITAIN LTD LIDL GREAT BRITAIN LTD SALOP ROAD WREXHAM LL13 7AF
Activity	TECH EXCHANGE	Contact Phone			
Priority	ND 1700				
Ref 1	INC10616895				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Swap/install/test/collect/record serials	<p>Discount Printer Original Fault: "media out" Error message Troubleshooting Attempted: MDP rebooted and power drained etc When Did The Issue Start?: Today Any Error Messages: Media Out / media cover open Has The Device Been Rebooted?: Yes What Firmware Version Is Being Used?: V07.01 Is the MDP Working In Other Areas?: No Make/Model: Bixolon Part Number:LID03-CTX-Bixolon XM720WK Printer Call Number:INC10616895 Store Number:LID00568 Store Name: Wrexham Store Contact:SM Tel Number:3330380836</p> <p>Store Address: Salop Road 50/52 LL13 7AF Wrexham</p> <p>ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 ..... THIS WOULD INCLUDE ANYTHING WHICH PREVENTS A SUCCESSFUL RESOLUTION BE IT TECHNICAL ACCESS ISSUES OR QUERIES ON PROCESSES - ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 PLEASE CONTACT CENTREX AFTER 30 MINUTES ON SITE</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013860501						

Returned Items

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



# Run Sheet

John Paul Barron 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
------	------------	-------	------------	--------	-------------------	-------------	----

Job # 4125921	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	28/03/2025 07:57 - 29/03/2025 19:00	Contact Name	Birkenhead HAMILTON SQUARE (M2GO) NL	MERSEYSIDE	Hamilton Street MERSEYSIDE Birkenhead CH41 1AL
Activity	TECH EXCHANGE	Contact Phone	0151 955 2493		
Priority	ND 1900				
Ref 1	C5307412				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 29/03/2025 19:00 SLA: ND 29/03/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _MYFUJKA02072-D722 x 1	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 5307412   Problem   Web Service   qws_uk   Fri 28 Mar 2025 07:57:04   A+C+P  agent.loginname=qws_uk equipment.assettag=STRGB000000M4010TRT3 contract.pkey=23200 call.poms=1 call.zip=CH41 1AL call.address=Hamilton Street call.city=Birkenhead call.customerid=INC17291369 call.problem=NLC2219 Birkenhead Hamilton Square Window 31 no power is getting to the print call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/PTRFP510BLK call.priority=2-Medium call.datereported=3/28/2025 8:56:16 AM  ##### Call 5307412   Problem   Web Service   qws_uk   Fri 28 Mar 2025 07:57:04   A+C+P  NLC2219...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19010231601	_MYFUJKA02072-D722FP510 II:DUAL I/F:USB:BLK		N/A			

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



# Run Sheet

## John Paul Barron 29/03/2025

<b>Date</b>	29/03/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Barron, John Paul	<b>Jobs on Run</b>	10
-------------	------------	--------------	------------	---------------	-------------------	--------------------	----

<b>Job #</b> 4126215	<b>Customer</b>	Verifone UK LTD		<b>Job Address</b>
<b>SLA Window</b>	28/03/2025 13:56 - 29/03/2025 18:00	<b>Contact Name</b>	STEVE MANN	STONEGATE - BROOKHOUSE - 91782
<b>Activity</b>	TECH EXCHANGE	<b>Contact Phone</b>	07393304189	467 SMITHDOWN ROAD 467 SMITHDOWN ROAD MERSEYSIDE L15 5AE
<b>Priority</b>	ND 1800			
<b>Ref 1</b>	G351093			
<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 = 29964372 Inbound Serial No. = 321-067-926 IP Gateway = 10.83.87.190 Terminal IP Address = 10.83.87.169 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1137 Login Pin = 1137 Primary System ID = 20024503 SITE OPENING TIMES = 11:00 - 00:00 Purchase Pin = Notes =  Fault Category =Tamper Mode</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-2671485</p>

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19012864801	R-Vx680 WiFi-03	70X0B8999BD	314-533-321			

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19012865001	R-Vx680 WiFi-03	70X08999BD	314-533-321			

Engineer Closure Notes

Engineer Signature	On Site Time	On Site Time
<b>Customer Print</b>		
<b>Customer Signature</b>		



# Run Sheet

John Paul Barron 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
------	------------	-------	------------	--------	-------------------	-------------	----

Job # 4126216	Customer	Verifone UK LTD		Job Address
SLA Window	28/03/2025 13:56 - 29/03/2025 18:00	Contact Name	STEVE MANN	STONEGATE - BROOKHOUSE - 91782
Activity	TECH EXCHANGE	Contact Phone	07393304189	467 SMITHDOWN ROAD MERSEYSIDE L15 5AE
Priority	ND 1800			
Ref 1	G351092			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 33534702 Inbound Serial No. = 330-849-116 IP Gateway = 10.83.87.190 Terminal IP Address = 10.83.87.167 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1137 Login Pin = 1137 Primary System ID = 20024503 SITE OPENING TIMES = 11:00 - 00:00 Purchase Pin = Notes =  Fault Category =Tamper Mode	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-2671484

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19012865201	R-Vx680 WiFi-03.70X68099BD		330-507-722			

Returned Items

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



# Run Sheet

John Paul Barron 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
------	------------	-------	------------	--------	-------------------	-------------	----

Job # 4126300	Customer	Verifone UK LTD		Job Address
SLA Window	28/03/2025 15:14 - 29/03/2025 18:00	Contact Name	STEVE MANN	STONEGATE - BROOKHOUSE - 91782
Activity	TECH EXCHANGE	Contact Phone	07393304189	467 SMITHDOWN ROAD MERSEYSIDE L15 5AE
Priority	ND 1800			
Ref 1	G351096			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 33147805 Inbound Serial No. = 330-507-686 IP Gateway = 10.83.87.190 Terminal IP Address = 10.83.87.171 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1137 Login Pin = 1137 Primary System ID = 20024503 SITE OPENING TIMES = 11:00 - 00:00 Purchase Pin = Notes =  Fault Category =Tamper Mode	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-2671488

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013358201	R-Vx680 WiFi-03.70X68099BD		331-029-360			

Returned Items

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



# Run Sheet

John Paul Barron 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
------	------------	-------	------------	--------	-------------------	-------------	----

Job # 4126302	Customer	Verifone UK LTD			Job Address
SLA Window	28/03/2025 15:14 - 29/03/2025 18:00	Contact Name	STEVE MANN		STONEGATE - BROOKHOUSE - 91782
Activity	TECH EXCHANGE	Contact Phone	07393304189		467 SMITHDOWN ROAD MERSEYSIDE L15 5AE
Priority	ND 1800				
Ref 1	G351097				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 29983008 Inbound Serial No. = 321-097-303 IP Gateway = 10.83.87.190 Terminal IP Address = 10.83.87.170 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1137 Login Pin = 1137 Primary System ID = 20024503 SITE OPENING TIMES = 11:00 - 00:00 Purchase Pin = Notes =  Fault Category =Tamper Mode	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-2671489

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013357801	R-Vx680 WiFi-03.70X68099BD		316-462-125			

Returned Items

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



# Run Sheet

John Paul Barron 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	10
------	------------	-------	------------	--------	-------------------	-------------	----

Job # 4126223	Customer	Vista Retail Support Limited		Job Address
SLA Window	28/03/2025 09:00 - 29/03/2025 17:00	Contact Name	.	MCDONALDS - CAPGEMINI NEW MERSEY RETAIL PARK SPEKE ROAD, SPEKE
Activity	NON TECH EXCHANGE	Contact Phone	.	LIVERPOOL LANCASHIRE LIVERPOOL L24 8QB
Priority	ND 1700			
Ref 1	3235392			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Opening Hours are:- Monday-Sunday 7am-11pm	***BACK DOOR SWAP ONLY*** MCD-PRT-CT-S2000-RP 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?
19012886501	MCD-PRT-CT-S2000-RP	MCD-PTR-CTS2000S25UWH				



# Run Sheet

Daniel Hanson 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
------	------------	-------	------------	--------	----------------	-------------	----

Job # 4126490	Customer	Centrex Services		Job Address
SLA Window	28/03/2025 17:40 - 29/03/2025 18:00	Contact Name		LIDL LIDL YORK ROAD ASHTON-IN-MAKERFIELD
Activity	TECH EXCHANGE	Contact Phone		WIGAN WN4 9BL
Priority	ND 1700			
Ref 1	INC10617519			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Swap/install/test/collect/record serials	<p>Phone Original Fault: broken aerial Troubleshooting Attempted: n/a Long Aerial Fitted?: yes long aerial Call Number: INC10617519 Store Number: LID02012 Store Name: Ashton Makerfield Type Of Phone: BT Store Contact: +443330380031 Tel Number:+443330380031 Store Address: York Road WN4 9BL Wigan United Kingdom</p> <p>ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 ..... THIS WOULD INCLUDE ANYTHING WHICH PREVENTS A SUCCESFUL RESOLUTION BE IT TECHNICAL ACCESS ISSUES OR QUERIES ON PROCESSES - ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 PLEASE CONTACT CENTREX AFTER 30 MINUTES ON SITE</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013857201						

Returned Items

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



# Run Sheet

Daniel Hanson 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
------	------------	-------	------------	--------	----------------	-------------	----

Job # 4126227	Customer	Vista Retail Support Limited		Job Address
SLA Window	28/03/2025 14:07 - 29/03/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 27 GRAND ARCADE SHOPPING CENTRE WIGAN WN1 1BH
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3235352			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3235352: HHT Scanner will not scan anything. Reset software soft rebooted - no joy. Red beam is there but won't register scanning anything. Please replace TC51 S/N: 1820052251129 SUP-SCN-HHT-ZEB-TC51	Replace SUP-SCN-HHT-ZEB-TC51 Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REF 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?
19012897501	SUP-SCN-HHT-ZEB-TC51					

Returned Items

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



# Run Sheet

Daniel Hanson 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
------	------------	-------	------------	--------	----------------	-------------	----

Job # 4126226	Customer	Vista Retail Support Limited		Job Address
SLA Window	28/03/2025 14:06 - 29/03/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 8B, ROBIN RETAIL PARK LOIRE DRIVE WIGAN WN5 0UH
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3235377			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3235377: HHT not powering on. Battery swapped works on other device but not on this one. Please replace TC51 S/N: 18068522500797 SUP-SCN-HHT-ZEB-TC51	Replace SUP-SCN-HHT-ZEB-TC51 Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REF 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?
19012896601	SUP-SCN-HHT-ZEB-TC51					

Returned Items

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



# Run Sheet

Daniel Hanson 29/03/2025

<b>Date</b>	29/03/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Hanson, Daniel	<b>Jobs on Run</b>	11
-------------	------------	--------------	------------	---------------	----------------	--------------------	----

Job # 4126442	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	29/03/2025 08:00 - 29/03/2025 12:00	Contact Name	HILLSIDE NLC2231 MER STATION	MERSEY RAIL Waterloo Road
Activity	TECH EXCHANGE	Contact Phone	0151 955 2422	MERSEYSIDE Southport PR8 2LT
Priority	4HR			
Ref 1	C5307487			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>4HR 29/03/2025 06:51  SLA: 4HR 29/03/2025 06:51 PART2=  PART3=  PART4=  ALT1=  ALT2=  ALT3=  ALT4= TEXT=  _MYFUJTP8ALLINONE x 1</p>	<p>Problem: [ME] TP8 AIO (All in One) Faulty Root Cause: Unknown Action: Engineer MUST contact Star Desktop Support before replacing the TOM for instructions. Engineer must also have the BuildPen Drive Bell 8406 &amp; a Laptop with Full TSS. Test: In Use URL: Call history::  ##### Call 5307487   Problem   Web Service   qws_uk   Fri 28 Mar 2025 16:51:35   A+C+P</p> <p>agent.loginname=qws_uk  equipment.assettag=STRGB00000M4007TAA3  contract.pkey=23200  call.poms=1  call.zip=PR8 4QR  call.address=Waterloo Road  call.city=Southport  call.customerid=INC17294624  call.problem=HILLSIDE NLC2231 MER STATION  window 30 - TP8  call.modifiedby=QWebServices  call.busimpact=Urgent (TD)  category.name=GBR/STR/workpackage/TMLPOSTP8WUS  call.priority=2-Medium  call.datereported=3/28/2025 5:50:48 PM</p> <p>##### Call 5307487   Problem   Web Service   qws_uk   Fri 28 Mar 2025 16:51:35   A+C+P</p> <p>HILLSIDE NLC2231 MER STATION  window 30 - TP8 replacement ...</p>

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013757801	_MYFUJTP8ALLI	NONE15:TP8 ALL IN ONE POS:PSU				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19013757901	_MYFUJTP8ALLI	NONE15:TP8 ALL IN ONE POS:PSU				

Engineer Closure Notes

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



# Run Sheet

Daniel Hanson 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
------	------------	-------	------------	--------	----------------	-------------	----

Job # 4126335	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	28/03/2025 15:37 - 29/03/2025 19:00	<b>Contact Name</b>		HILLSIDE NLC2231 MER STATION	MERSEY RAIL Waterloo Road MERSEYSIDE Southport PR8 2LT
Activity	TECH EXCHANGE	<b>Contact Phone</b>		0151 955 2422	
Priority	ND 1900				
Ref 1	C5307475				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 29/03/2025 19:00 SLA: ND 29/03/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _MYGNCTTV2AMBBLK-5M x 1	Problem: [ME] Miura Desktop PED USB Cable faulty Root Cause: Unknown Action: Engineer to replace the Miura Desktop PED USB Cable Test: In Use URL: Call history:: ##### Call 5307475   Problem   Web Service   qws_uk   Fri 28 Mar 2025 15:10:36   A+C+P  agent.loginname=qws_uk equipment.assettag=STRGB000000M4007TA23 contract.pkey=23200 call.poms=1 call.zip=PR8 4QR call.address=Waterloo Road call.city=Southport call.customerid=INC17293868 call.problem=HILLSIDE NLC2231 MER STATION window 30 - desktop PED 020 - 046841 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEMIUPEDCBL call.priority=2-Medium call.datereported=3/28/2025 4:10:13 PM  ##### Call 5307475   Problem   Web Service   qws_uk   Fri 28 Mar 2025 15:10:36   A+C+P  HILLSIDE NLC2231 MER STATION window 30 - desktop PED 020 - 046841 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013427901	_MYGNCTTV2AMBBLK65	USBA-M TO USBB-M MERSEY				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19013428101	_MYGNCTTV2AMBBLK65	USBA-M TO USBB-M MERSEY				

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



# Run Sheet

Daniel Hanson 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
------	------------	-------	------------	--------	----------------	-------------	----

Job # 4126397	Customer	Computacenter - Kingfisher		Job Address
SLA Window	29/03/2025 09:00 - 29/03/2025 17:00	Contact Name	Paul Crook	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	+447960575401	Unit 1 Craven Drive Southerns Business Park Bamber Bridge Unit 1 Craven Drive Southerns Business Park Bamber Bridge PR5 6BZ
Priority	ND 1700			
Ref 1	24289578			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till number: 02 Make/Model: SCANNERDS8178 Till hostname: GBBQ01291PO2P Contact name/number: Paul Crook +447960575401	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013441801	4601607	KING:Symbol DS6878 + Cradle +				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19013442001	4601607	KING:Symbol DS6878 + Cradle +				

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



# Run Sheet

Daniel Hanson 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
------	------------	-------	------------	--------	----------------	-------------	----

Job # 4126229	Customer	CXM			Job Address
SLA Window	28/03/2025 14:10 - 29/03/2025 17:00	Contact Name	HELEN HOUGHTON		THE VILLA ITALIAN VILLA EXPRESS FLEETWOOD ROAD PRESTON PR4 3HE
Activity	INSTALL	Contact Phone	7384818077		
Priority	ND 1700				
Ref 1	5832904				
Ref 2					
No. of Parts	6				

Instructions 1	Instructions 2
*ELAVON* : Despatch/Install EN70055/Tetra Desk 5000 x 1	H2-5056482-151275840781452954424/7 Elavon TID: 15127584; Date Time Logged: 20250327091003; Terminal ID: 210208904301; Profile Number: 15127584   <a href="https://lms.cxmtechservices.net/popups/jobinfo.aspx?code=qfagesqdhvjbo">Other Info</a>

Job Notes

In Items



**Run Sheet**  
Daniel Hanson 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
------	------------	-------	------------	--------	----------------	-------------	----

In Items for Job # 4126229 page 1 of 1



# Run Sheet

Daniel Hanson 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
------	------------	-------	------------	--------	----------------	-------------	----

Job # 4126001	Customer	Verifone UK LTD			Job Address
SLA Window	28/03/2025 10:32 - 29/03/2025 18:00	Contact Name	SASHA COATES		STONEGATE - KINGS ARMS MORECAM 248-250 MARINE ROAD 248-250 MARINE ROAD LANCASHIRE LA4 4BJ
Activity	TECH EXCHANGE	Contact Phone	07904381999		
Priority	ND 1800				
Ref 1	G351082				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 30764489 Inbound Serial No. = 314-386-235 IP Gateway = 10.83.33.62 Terminal IP Address = 10.83.33.37 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1268 Login Pin = 1268 Primary System ID = 20024503 SITE OPENING TIMES = 10:30 - 22:30 Purchase Pin = Notes =  Fault Category =Faulty Keypad	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-2671462

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19011641701	R-Vx680 WiFi-03.70X68099BD		314-455-823			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19011641901	R-Vx680 WiFi-03.70X68099BD		314-455-823			

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



# Run Sheet

## Daniel Hanson 29/03/2025

<b>Date</b>	29/03/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Hanson, Daniel	<b>Jobs on Run</b>	11
-------------	------------	--------------	------------	---------------	----------------	--------------------	----

Job # 4126003	Customer	Verifone UK LTD		Job Address
SLA Window	28/03/2025 10:32 - 29/03/2025 18:00	Contact Name	SASHA COATES	STONEGATE - KINGS ARMS MORECAM 248-250 MARINE ROAD
Activity	TECH EXCHANGE	Contact Phone	07904381999	248-250 MARINE ROAD LANCASHIRE LA4 4BJ
Priority	ND 1800			
Ref 1	G351083			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 30793136 Inbound Serial No. = 314-455-483 IP Gateway = 10.83.33.62 Terminal IP Address = 10.83.33.34 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1268 Login Pin = 1268 Primary System ID = 20024503 SITE OPENING TIMES = 10:30 - 22:30 Purchase Pin = Notes =  Fault Category =Faulty Keypad</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-2671463</p>

## Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19011641301	R-Vx680 WiFi-03	70X0809999D	332-308-186			

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19011641501	R-Vx680 WiFi-03	70X088999BD	332-308-186			

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



# Run Sheet

Daniel Hanson 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
------	------------	-------	------------	--------	----------------	-------------	----

Job # 4126427	Customer	Vista Retail Support Limited		Job Address
SLA Window	28/03/2025 16:38 - 29/03/2025 17:00	Contact Name		ERNEST JONES 61 THE MALL BURNLEY LANCASHIRE BURNLEY BB11 1BA
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3235419			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>3235419</p> <p>Description - Till 02 printer is offline and they are unable to print receipts. This has been an ongoing issue.</p> <p>Instruction for FSE - FSE to attend and replace printer on Till 2</p> <p>Days of week Open hours</p> <p>Friday 09:30 - 17:00</p> <p>Saturday 09:30 - 17:00</p> <p>Sunday 11:00 - 16:00</p> <p>Monday 09:30 - 17:00</p> <p>Tuesday 09:30 - 17:00</p> <p>Wednesday 09:30 - 17:00</p> <p>Thursday 09:30 - 17:00</p>	<p>Replace SIG-PTR-A760-CRM 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?
19013703001	SIG-PTR-A760-CRM	760 RECEIPT PRINTER CREAM				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19013703201						



# Run Sheet

## Daniel Hanson 29/03/2025

**Date** 29/03/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 11

Job # 4126512	Customer	Computacenter - Kingfisher		Job Address
SLA Window	29/03/2025 09:00 - 29/03/2025 17:00	Contact Name	Michael Boult	KINGFISHER INFORMATION TECHNOLOGY ( Churchill Way Churchill Way BB9 6RT
Activity	TECH EXCHANGE	Contact Phone	01282 698008	
Priority	ND 1700			
Ref 1	24300137			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01116SCO82P Till number: 82 Peripheral make/modellease copy and paste C1): TH250 RECEIPT PRINTER Contact name/number:ichael Boul- 01282 698008	No Instructions

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013884001	4601620	KING:TH250 POS printer + Cable				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19013884201	4601620	KING:TH250 POS printer + Cable				

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



# Run Sheet

Simon Heath 29/03/2025

<b>Date</b>	29/03/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Heath, Simon	<b>Jobs on Run</b>	7
-------------	------------	--------------	------------	---------------	--------------	--------------------	---

Job # 4126493	Customer	Centrex Services		Job Address
SLA Window	28/03/2025 17:45 - 29/03/2025 13:00	Contact Name		SANTANDER UK PLC SANTANDER UK PLC 40 WITTON STREET NORTHWICH CW9 5AG
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	INC000030461172			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Swap/install/test/collect/record serials</p>	<p>Monday: 9:30 AM - 3:00 PM        Tuesday: 9:30 AM - 3:00 PM        Wednesday: 9:30 AM - 3:00 PM        Thursday: 9:30 AM - 3:00 PM        Friday: 9:30 AM - 3:00 PM        Saturday: 9:30 AM - 12:30PM        Sunday: - - -</p> <p>Training Day:</p> <p>Workstation ID: SKPRW08320005P        Counter or Non-Counter device: Non-Counter device        How many counter positions does the branch have: 3        What Troubleshooting has been done: Spoke to Ellie who mentioned Passbook is physically damaged(in pieces)        Has the plug socket been tested and is it switched on? Not required        Reason for the Engineer visit: Engineer to replace Passbook Printer unit - Santander - Olivetti-PR2e-VH Printer        Action for Engineer: Engineer to replace Passbook Printer unit - Santander - Olivetti-PR2e-VH Printer</p> <p>ServiceNow article used: #KB000631367</p> <p>ANY ISSUES AT ALL        PLEASE CONTACT 01670 528780 ..... THIS WOULD INCLUDE ANYTHING WHICH PREVENTS A SUCCESFUL RESOLUTION        BE IT TECHNICAL...</p>

## Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013862701						

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19013862901						

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



# Run Sheet

Simon Heath 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	7
------	------------	-------	------------	--------	--------------	-------------	---

Job # 4126069	Customer	CXM - Complex			Job Address		
SLA Window	28/03/2025 11:30 - 29/03/2025 17:00	Contact Name	DANIEL JOLLEY		NOOK 111 HEATON MOOR ROAD		
Activity	TECH EXCHANGE	Contact Phone	1614432529		STOCKPORT SK4 4HY		
Priority	ND 1700						
Ref 1	5832803						
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 EN72156/Tetra Move 5000 SNO: 203157303191017918033470: Collect EN60009/Part no. K003 SNO: 8931080520032059105: Collect EN70157/PWN32410153A SNO: 222397313161294526456994LAN_UK_0127359: SWAP OUT/SWAP OUT	<p>IN CASE OF ANY PROBLEM PLEASE CONTACT TALECH ONBOARDING TEAM AT: Phone UK +44 20 4571 2110 IN CASE OF ANY PROBLEM PLEASE CONTACT TALECH ONBOARDING TEAM AT: Phone IE +353 1 267 8985 *****ALWAYS CALL TALECH ONBOARDING ONCE THE JOB IS COMPLETED*****</p> <p>LAN_UK_0127359 15028193 9-9pm/7 Repeat Swap (WIFI) 9-9pm/7 Elavon TID: 15028193; Date Time Logged: 20250328111006; Terminal ID: 210205195704; Profile Number: 15028193 &lt;BR&gt; &lt;a href="https://lms.cxmtechservices.net/popups/jobinfo.aspx?code=lstazxifbfebpsqo"&gt;Other Info&lt;/a&gt; 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.</p>

Job Notes

In Items

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

See Items Overleaf

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

See Items Overleaf

Engineer Closure Notes	On Site Time	Off Site Time

Customer Print

Customer Signature



# Run Sheet

Simon Heath 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	7
------	------------	-------	------------	--------	--------------	-------------	---

In Items for Job # 4126069 page 1 of 1



# Run Sheet

Simon Heath 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	7
------	------------	-------	------------	--------	--------------	-------------	---

Returned Items for Job # 4126069 page 1 of 1



# Run Sheet

Simon Heath 29/03/2025

<b>Date</b>	29/03/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Heath, Simon	<b>Jobs on Run</b>	7
-------------	------------	--------------	------------	---------------	--------------	--------------------	---

Job # 4126429	Customer	Vista Retail Support Limited		Job Address
SLA Window	28/03/2025 09:00 - 29/03/2025 17:00	Contact Name	.	MCDONALDS - CAPGEMINI WHITEFIELD ROAD BREDBURY CHESHIRE BREDBURY SK6 2QR
Activity	NON TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3235013			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Opening Hours are:- Monday-Sunday 7am-11pm</p>	<p>***BACK DOOR SWAP ONLY*** MCD-PTR-LAB3-KIT 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?
19013710901	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19013711101						

---

Engineer Closure Notes

Engineer Signature	On Site Time	On Site Time
Customer Print		
Customer Signature		



# Run Sheet

Simon Heath 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	7
------	------------	-------	------------	--------	--------------	-------------	---

Job # 4126529	Customer	Computacenter - Kingfisher		Job Address
SLA Window	29/03/2025 09:00 - 29/03/2025 17:00	Contact Name	Emma Smith	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	+44 161 371 0082	Snipe Retail Park Manchester Road
Priority	ND 1700			Snipe Retail Park Manchester Road
Ref 1	24300240			OL7 0DN
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01229SCO88P Till number: 88 Peripheral make/modellease copy and paste CI): TH250 RECEIPT PRINTER Contact name/number:ma Smith / +44 161 371 0082	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013753401	4601620	KING:TH250 POS printer + Cable				

Returned Items



# Run Sheet

Simon Heath 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	7
------	------------	-------	------------	--------	--------------	-------------	---

Job # 4126143	Customer	Computacenter - Kingfisher		Job Address
SLA Window	29/03/2025 09:00 - 29/03/2025 17:00	Contact Name	Jack Dyson	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	+44 161 653 2248	Units 1-4 Middleton Trade Park, Old ham Road, Middleton,
Priority	ND 1700			Units 1-4 Middleton Trade Park, Old ham Road, Middleton,
Ref 1	24299547			M24 1QZ
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till Number: Till02 Host name: KF8CG8235C7F IP ADDRESS OF PC: 10.66..102 OPERATING SYSTEM: Win10 FAULT DESCRIPTION: PDQ intermittently fails to connect to the till. The PDQ has already been replaced but the	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19012003001	4222593	KING:HP EliteDesk 800 G3 Mini				



# Run Sheet

Simon Heath 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	7
------	------------	-------	------------	--------	--------------	-------------	---

Job # 4126411	Customer	Computacenter - Kingfisher		Job Address
SLA Window	29/03/2025 09:00 - 29/03/2025 17:00	Contact Name	Chloe Ford	KINGFISHER INFORMATION TECHNOLOGY ( Redclyffe Road Trafford Park Redclyffe Road Trafford Park M41 7LG
Activity	TECH EXCHANGE	Contact Phone	0161 746 8443	
Priority	ND 1700			
Ref 1	24300224			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01360POS01P Till number: 01 Peripheral make/mod(Please copy and paste Cl): TH250 RECEIPT PRINTER Description of issu Receipt are faded and barely readable Contact name/number: Chloe F	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013440901	4601620	KING:TH250 POS printer + Cable				

Returned Items

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



# Run Sheet

Simon Heath 29/03/2025

Date	29/03/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	7
------	------------	-------	------------	--------	--------------	-------------	---

Job # 4126521	Customer	Computacenter - Kingfisher		Job Address
SLA Window	29/03/2025 09:00 - 29/03/2025 17:00	Contact Name	Chloe Ford	KINGFISHER INFORMATION TECHNOLOGY ( Redclyffe Road Trafford Park Redclyffe Road Trafford Park M41 7LG
Activity	TECH EXCHANGE	Contact Phone	0161 746 8443	
Priority	ND 1700			
Ref 1	24300225			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01360SCO81P Till number: 81 Peripheral make/mod(Please copy and paste CI): TH250 RECEIPT PRINTER Description of issu Receipt are faded and barely readable Contact name/number: Chloe Fo	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19013767401	4601620	KING:TH250 POS printer + Cable				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19013767601	4601620	KING:TH250 POS printer + Cable				

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Vista Retail Support Limited	19013703001	3235419	4126427	TECH EXCHANGE	ERNEST JONES, 61 THE MALL, BURNLEY, LANCASHIRE, BURNLEY, BB11 1BA	Daniel Hanson	28/03/2025 16:38 29/03/2025 17:00	29/03/2025	
Computacenter - Kingfisher	19013884001	24300137	4126512	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Churchill Way , Churchill Way , BB9 6RT	Daniel Hanson	29/03/2025 09:00 29/03/2025 17:00	29/03/2025	
Verifone UK LTD	19011641701	G351082	4126001	TECH EXCHANGE	STONEGATE - KINGS ARMS MORECAM, 248-250 MARINE ROAD, 248-250 MARINE ROAD, LANCASHIRE, LA4 4BJ	Daniel Hanson	28/03/2025 10:32 29/03/2025 18:00	29/03/2025	
Verifone UK LTD	19011641301	G351083	4126003	TECH EXCHANGE	STONEGATE - KINGS ARMS MORECAM, 248-250 MARINE ROAD, 248-250 MARINE ROAD, LANCASHIRE, LA4 4BJ	Daniel Hanson	28/03/2025 10:32 29/03/2025 18:00	29/03/2025	
CXM	19012923101	5832904	4126229	INSTALL	THE VILLA ITALIAN, VILLA EXPRESS, FLEETWOOD ROAD, PRESTON, PR4 3HE	Daniel Hanson	28/03/2025 14:10 29/03/2025 17:00	29/03/2025	
CXM	19012923102	5832904	4126229	INSTALL	THE VILLA ITALIAN, VILLA EXPRESS, FLEETWOOD ROAD, PRESTON, PR4 3HE	Daniel Hanson	28/03/2025 14:10 29/03/2025 17:00	29/03/2025	
CXM	19012923103	5832904	4126229	INSTALL	THE VILLA ITALIAN, VILLA EXPRESS, FLEETWOOD ROAD, PRESTON, PR4 3HE	Daniel Hanson	28/03/2025 14:10 29/03/2025 17:00	29/03/2025	
CXM	19012923104	5832904	4126229	INSTALL	THE VILLA ITALIAN, VILLA EXPRESS, FLEETWOOD ROAD, PRESTON, PR4 3HE	Daniel Hanson	28/03/2025 14:10 29/03/2025 17:00	29/03/2025	
CXM	19012923105	5832904	4126229	INSTALL	THE VILLA ITALIAN, VILLA EXPRESS, FLEETWOOD ROAD, PRESTON, PR4 3HE	Daniel Hanson	28/03/2025 14:10 29/03/2025 17:00	29/03/2025	
CXM	19012923106	5832904	4126229	INSTALL	THE VILLA ITALIAN, VILLA EXPRESS, FLEETWOOD ROAD, PRESTON, PR4 3HE	Daniel Hanson	28/03/2025 14:10 29/03/2025 17:00	29/03/2025	
Computacenter - Kingfisher	19013441801	24289578	4126397	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit 1 Craven Drive Southrings Business Park Bamber Bridge, Unit 1 Craven Drive Southrings Business Park Bamber Bridge, PR5 6BZ	Daniel Hanson	29/03/2025 09:00 29/03/2025 17:00	29/03/2025	
Fujitsu Services Limited - Star Trains - ME	19013757801	C5307487	4126442	TECH EXCHANGE	MERSEYRAIL, Waterloo Road, MERSEYSIDE, Southport, PR8 2LT	Daniel Hanson	29/03/2025 08:00 29/03/2025 12:00	29/03/2025	
Fujitsu Services Limited - Star Trains - ME	19013427901	C5307475	4126335	TECH EXCHANGE	MERSEYRAIL, Waterloo Road, MERSEYSIDE, Southport, PR8 2LT	Daniel Hanson	28/03/2025 15:37 29/03/2025 19:00	29/03/2025	
Vista Retail Support Limited	19012897501	3235352	4126227	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 27, GRAND ARCADE, SHOPPING CENTRE, WIGAN, WN1 1BH	Daniel Hanson	28/03/2025 14:07 29/03/2025 17:00	29/03/2025	
Centrex Services	19013857201	INC10617519	4126490	TECH EXCHANGE	LIDL, LIDL, YORK ROAD, ASHTON-IN-MAKERFIELD, WIGAN, WN4 9BL	Daniel Hanson	28/03/2025 17:40 29/03/2025 18:00	29/03/2025	
Vista Retail Support Limited	19012896601	3235377	4126226	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 8B, ROBIN RETAIL PARK, LOIRE DRIVE, WIGAN, WN5 0UH	Daniel Hanson	28/03/2025 14:06 29/03/2025 17:00	29/03/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
CXM	(No Items)	5832447	4125954	TECH EXCHANGE	COSY CLUB CHESTER, UNIT 2, THE ARCADE, NORTHGATE STREET, CHESTER, CH1 2EY	John Paul Barron	29/03/2025 09:00 29/03/2025 17:00	29/03/2025	
Fujitsu Services Limited - Star Trains - ME	19010191001	C5307411	4125920	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	John Paul Barron	28/03/2025 07:50 29/03/2025 19:00	29/03/2025	
Computacenter - Kingfisher	19013829401	24300136	4126533	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Sealand Road , Sealand Road , CH1 4LD	John Paul Barron	29/03/2025 09:00 29/03/2025 17:00	29/03/2025	
Fujitsu Services Limited - Star Trains	19010231601	C5307412	4125921	TECH EXCHANGE	MERSEYRAIL, Hamilton Street, MERSEYSIDE, Birkenhead, CH41 1AL	John Paul Barron	28/03/2025 07:57 29/03/2025 19:00	29/03/2025	
Verifone UK LTD	19012864801	G351093	4126215	TECH EXCHANGE	STONEGATE - BROOKHOUSE - 91782, 467 SMITHDOWN ROAD, 467 SMITHDOWN ROAD, MERSEYSIDE, L15 5AE	John Paul Barron	28/03/2025 13:56 29/03/2025 18:00	29/03/2025	
Verifone UK LTD	19012865201	G351092	4126216	TECH EXCHANGE	STONEGATE - BROOKHOUSE - 91782, 467 SMITHDOWN ROAD, 467 SMITHDOWN ROAD, MERSEYSIDE, L15 5AE	John Paul Barron	28/03/2025 13:56 29/03/2025 18:00	29/03/2025	
Verifone UK LTD	19013358201	G351096	4126300	TECH EXCHANGE	STONEGATE - BROOKHOUSE - 91782, 467 SMITHDOWN ROAD, 467 SMITHDOWN ROAD, MERSEYSIDE, L15 5AE	John Paul Barron	28/03/2025 15:14 29/03/2025 18:00	29/03/2025	
Verifone UK LTD	19013357801	G351097	4126302	TECH EXCHANGE	STONEGATE - BROOKHOUSE - 91782, 467 SMITHDOWN ROAD, 467 SMITHDOWN ROAD, MERSEYSIDE, L15 5AE	John Paul Barron	28/03/2025 15:14 29/03/2025 18:00	29/03/2025	
Vista Retail Support Limited	19012886501	3235392	4126223	NON TECH EXCHANGE	MCDONALDS - CAPGEMINI, NEW MERSEY RETAIL PARK SPEKE ROAD, SPEKE, LIVERPOOL, LANCASHIRE, LIVERPOOL, L24 8QB	John Paul Barron	28/03/2025 09:00 29/03/2025 17:00	29/03/2025	
Centrex Services	19013860501	INC10616895	4126491	TECH EXCHANGE	LIDL GREAT BRITAIN LTD, LIDL GREAT BRITAIN LTD, SALOP ROAD, WREXHAM, LL13 7AF	John Paul Barron	28/03/2025 17:44 29/03/2025 18:00	29/03/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Centrex Services	19013862701	INC0000304611 72	4126493	TECH EXCHANGE	SANTANDER UK PLC, SANTANDER UK PLC, 40 WITTON STREET 1, NORTHWICH, CW9 5AG	Simon Heath	28/03/2025 17:45 29/03/2025 13:00	29/03/2025	
Computacenter - Kingfisher	19012003001	24299547	4126143	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Units 1-4 Middleton Trade Park, Old ham Road, Middleton, Units 1-4 Middleton Trade Park, Old ham Road, Middleton, M24 1QZ	Simon Heath	29/03/2025 09:00 29/03/2025 17:00	29/03/2025	
Computacenter - Kingfisher	19013440901	24300224	4126411	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Redclyffe Road Trafford Park , Redclyffe Road Trafford Park , M41 7LG	Simon Heath	29/03/2025 09:00 29/03/2025 17:00	29/03/2025	
Computacenter - Kingfisher	19013767401	24300225	4126521	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Redclyffe Road Trafford Park , Redclyffe Road Trafford Park , M41 7LG	Simon Heath	29/03/2025 09:00 29/03/2025 17:00	29/03/2025	
Computacenter - Kingfisher	19013753401	24300240	4126529	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Snipe Retail Park Manchester Road , Snipe Retail Park Manchester Road , OL7 0DN	Simon Heath	29/03/2025 09:00 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948901	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948902	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948903	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948904	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948905	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948906	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948907	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948908	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948909	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
CXM - Complex	19011948910	5832803	4126069	TECH EXCHANGE	NOOK, 111 HEATON MOOR ROAD, .. STOCKPORT, SK4 4HY	Simon Heath	28/03/2025 11:30 29/03/2025 17:00	29/03/2025	
Vista Retail Support Limited	19013710901	3235013	4126429	NON TECH EXCHANGE	MCDONALDS - CAPGEMINI, WHITEFIELD ROAD, BREDBURY, CHESHIRE, BREDBURY, SK6 2QR	Simon Heath	28/03/2025 09:00 29/03/2025 17:00	29/03/2025	