



Run Sheet

Daniel Hanson 26/05/2025

Date	26/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4166153	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	25/05/2025 12:08 - 26/05/2025 20:00	Contact Name	CONGLETON NLC1227 NT STATION	Northern Rail - STAR Congleton Railway Station, Park Lane, Congleton, Cheshire, W Mancs
Activity	TECH EXCHANGE_R	Contact Phone	01260 281582	Cheshire Congleton CW12 3DE
Priority	ND 1900			
Ref 1	C5311532			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Previous NA - Site closed on a Sunday ND 25/05/2025 20:00 SLA: ND 25/05/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1	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 5311532 Problem Web Service qws_uk Sat 24 May 2025 09:55:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N1227TA23 contract.pkey=23200 call.poms=1 call.zip=CW12 3DE call.address=Congleton Railway Station Park Lane Congleton Cheshire W Mancs call.customerid=INC17619812 call.problem=NLC1227 CONGLETON Window 30 Misprinting & intermittently jamming call.modifiedby=QWebServices call.businessImpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=5/24/2025 10:54:23 AM...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19198494001	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	38816			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19198494201	_NRNEWND4020	NPKR:MAGNETIC TICKET DT 203DPI	38816			

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



Run Sheet

Daniel Hanson 26/05/2025

Date	26/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4166156	Customer	Verifone UK LTD		Job Address
SLA Window	25/05/2025 12:23 - 26/05/2025 18:00	Contact Name	ZOEY TAYLOR	STONEGATE - BLOCK & GASKET SAL 11-13 SCHOOL ROAD SALE GREATER MANCHESTER GREATER MANCHESTER M33 7XY
Activity	TECH EXCHANGE	Contact Phone	07982428827	
Priority	ND 1800			
Ref 1	G353328			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 28559233 Inbound Serial No. = 321-010-560 IP Gateway = 10.83.55.94 Terminal IP Address = 10.83.55.65 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1581 Login Pin = 1581 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Notes = N/A Fault Category = Unable To Get GPRS Signal/Connection</p>	<p>If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2677237</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19198508201	R-Vx680 WiFi-03	70X0B0999BD	331-029-047			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19198508401	R-Vx680 WiFi-03	70X088999BD	331-029-047			

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



Run Sheet

Daniel Hanson 26/05/2025

Date	26/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4166161	Customer	Verifone UK LTD		Job Address
SLA Window	25/05/2025 12:52 - 26/05/2025 18:00	Contact Name	ZOEY TAYLOR	STONEGATE - BLOCK & GASKET SAL 11-13 SCHOOL ROAD SALE GREATER MANCHESTER GREATER MANCHESTER M33 7XY
Activity	TECH EXCHANGE	Contact Phone	07982428827	
Priority	ND 1800			
Ref 1	G353329			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 33148188 Inbound Serial No. = 330-508-087 IP Gateway = 10.83.55.94 Terminal IP Address = 10.83.55.67 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1581 Login Pin = 1581 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Notes = N/A Fault Category = Tamper Mode	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2677238

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19198512901	R-Vx680 WiFi-03.70X68099BD		332-482-826			

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



Run Sheet

Daniel Hanson 26/05/2025

Date	26/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4166066	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	24/05/2025 14:18 - 26/05/2025 14:00	Contact Name	STALYBRIDGE NLC2983 TP STATION	FIRST TRANSPENNINE EXPRESS (STALYBRIDGE)
Activity	TECH EXCHANGE	Contact Phone	0161 228 5211	Ramsbottom Road
Priority	6HR			CHESHIRE
Ref 1	C5311555			Stalybridge
Ref 2				SK15 1RF
No. of Parts	1			

Instructions 1	Instructions 2
<p>6HR 26/05/2025 14:00 SLA: 6HR 26/05/2025 14:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _PNMium020DeviceD x 1</p>	<p>Problem: [P2PE] Miura M020 Desktop PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. **WHOLE PED MUST BE REPLACED**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history:: ##### Call 5311555 Problem Web Service qws_uk Sat 24 May 2025 13:51:35 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000FT018TA63 contract.pkey=23200 call.poms=1 call.zip=SK15 1RF call.address=Ramsbottom Road call.city=Stalybridge call.customerid=INC17620563 call.problem=NLC2983 STALYBRIDGE Window 30 'Authorisation failed' call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TPMIUD020PED call.priority=2-Medium call.datereported=5/24/2025 2:50:55 PM</p> <p>##### Call 5311555 Problem Web Service qws_uk Sat 24 May 2025 13:51:35 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19198320101	_PNMIUM020DE	RZEM020 TPE DESKTOP LIVE	02000303002020	043324		

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19198320201	_PNMIUM020DE	R2EEM020 TPE DESKTOP LIVE	02000303002020	043324		

Engineer Closure Notes

		Customer Print
		Customer Signature



Run Sheet

Daniel Hanson 26/05/2025

Date	26/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4166168	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	25/05/2025 14:43 - 26/05/2025 20:00	Contact Name	MANCHESTER VICTORIA NLC9654 NT Dep	Northern Rail MT (Manchester) Station Approach, Todd Street, Manchester Lancashire Manchester M3 1WY
Activity	TECH EXCHANGE	Contact Phone	0161 822 2094	
Priority	ND 1900			
Ref 1	C5311579			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 26/05/2025 20:00 SLA: ND 26/05/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRZEBTC56DJ-1PAZU4P x 1</p>	<p>Problem: [ME] Zebra TC56 Set Number ** not working Root Cause: Unknown Action: Engineer to replace the Zebra TC56 retaining the Sim Card & ISM Card as applicable. Engineer to contact Star Support toget the HHT added to the TOC network. Once on the Network Engineer will need to Pair the peripherals. Contact Starsupport for assist Test: Site to test. URL: Call history: ##### Call 5311579 Problem Web Service qws_uk Sun 25 May 2025 14:43:05 A+C+P</p> <pre data-bbox="805 770 1194 864"> agent.loginname=qws_uk equipment.assettag=STRGB00000H8497TA23 contract.pkey=23200 call.poms=1 call.zip=M3 1WY call.address=Station Approach Todd Street Manchester call.customerid=INC17624051 call.problem=NLC5654 NLC Code not found Zebra / TC56 Damaged Zebra call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56NT call.priority=2-Medium call.datereported=5/25/2025 3:42:39 PM... </pre>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19198538901	_NRZEBTC56DJ	IPAZUMI VAN HSPA+/LTE/CDMA:BT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19198539101	_NRZEBTC56DJ	IPAZUMI VAN HSPA+/LTE/CDMA:BT				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

David Ranson 26/05/2025

Date	26/05/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
------	------------	-------	------------	--------	---------------	-------------	---

Job # 4166167	Customer	Fujitsu Services Limited - EE		Job Address
SLA Window	25/05/2025 14:34 - 26/05/2025 21:00	Contact Name	R896 BIRKENHEAD (Connected)	ORANGE (BIRKENHEAD) Unit 28, The Pyramid Shopping Centre, Grange Road MERSEYSIDE Birkenhead CH41 2ZL
Activity	NON TECH EXCHANGE	Contact Phone	0845 0971 896	
Priority	ND 1900			
Ref 1	C5311578			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 26/05/2025 21:00 SLA: ND 26/05/2025 21:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELENX12TAB x 1	Problem: [BDS] LENOVO X12 TABLET ** BACK DOOR SWAP ** Root Cause: UNKNOWN Action: LENOVO X12 TABLET ** BACK DOOR SWAP ** CONTACT MANAGER & EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAIN PSUKEYBOARD AND PEN. CONFIRM SERIAL NUMBER OUT IS AS LOGGED. DO NOT SWAP IF DIFFERENT - ESCALATE WHILE ON SITE. Test: N/A URL: Call history:: ##### Call 5311578 Problem Web Service qws_uk Sun 25 May 2025 14:21:37 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB00000O0096TRB2 contract.pkey=22856 call.poms=1 call.zip=CH41 2ZL call.address=Unit 28 The Pyramid Shopping Centre Grange Road call.city=Birkenhead call.customerid=INC17623923 call.problem=Hardware - Lenovo X12 - Cracked screen / Replacement needed PW05QTEJ call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=5/25/2025 3:21:07 PM ##### Call 5311578 Problem Web Service qws_uk Sun 25 May 2025 14:21:37 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19198537801	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19198538001	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

David Ranson 26/05/2025

Date	26/05/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
------	------------	-------	------------	--------	---------------	-------------	---

Job # 4166136	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	26/05/2025 08:00 - 26/05/2025 12:00	Contact Name	MRS BURGESS	POP IN CONVENIENCE STORE POP IN CONVENIENCE STORE 67- 71 NEWHOUSE ROAD BLACKPOOL FY4 4JL
Activity	TECH EXCHANGE	Contact Phone	01253698441	
Priority	Priority MC			
Ref 1	02342750			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
38951297//21168/T3	PP1 swap 02342619

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

David Ranson 26/05/2025

Date	26/05/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
-------------	------------	--------------	------------	---------------	---------------	--------------------	---

Job # 4165453	Customer	Verifone UK LTD		Job Address
SLA Window	23/05/2025 10:46 - 26/05/2025 18:00	Contact Name	KRISTINA N/A	STONEGATE - BRIDGEWATER - 3500 9-10 CHURCH STREET DARWEN LANCASHIRE LANCASHIRE BB3 2RE
Activity	TECH EXCHANGE	Contact Phone	01254 775555	
Priority	ND 1800			
Ref 1	G353272			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 28546408 Inbound Serial No. = 321-003-168 IP Gateway = 10.83.38.190 Terminal IP Address = 10.83.38.167 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1134 Login Pin = 1134 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Notes = N/A Fault Category = Unable To Get GPRS Signal/Connection</p>	<p>If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2677160</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19195056101	R-Vx680 WiFi-03	70X0B0999BD	314-316-866			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19195056301	R-Vx680 WiFi-03	70X088999BD	314-316-866			

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 - ME	19198494001	C5311532	4166153	TECH EXCHANGE_R	Northern Rail - STAR, Congleton Railway Station, Park Lane, Congleton, Cheshire, W Mancs, Cheshire, Congleton, CW12 3DE	Daniel Hanson	25/05/2025 12:08 26/05/2025 20:00	26/05/2025	
Fujitsu Services Limited - Star Trains - ME	19198538901	C5311579	4166168	TECH EXCHANGE	Northern Rail MT (Manchester), Station Approach, Todd Street, Manchester, Lancashire, Manchester, M3 1WY	Daniel Hanson	25/05/2025 14:43 26/05/2025 20:00	26/05/2025	
Verifone UK LTD	19198508201	G353328	4166156	TECH EXCHANGE	STONEGATE - BLOCK & GASKET SAL, 11-13 SCHOOL ROAD, SALE, GREATER MANCHESTER, GREATER MANCHESTER, M33 7XY	Daniel Hanson	25/05/2025 12:23 26/05/2025 18:00	26/05/2025	
Verifone UK LTD	19198512901	G353329	4166161	TECH EXCHANGE	STONEGATE - BLOCK & GASKET SAL, 11-13 SCHOOL ROAD, SALE, GREATER MANCHESTER, GREATER MANCHESTER, M33 7XY	Daniel Hanson	25/05/2025 12:52 26/05/2025 18:00	26/05/2025	
Fujitsu Services Limited - Star Trains - P2PE	19198320101	C5311555	4166066	TECH EXCHANGE	FIRST TRANSPENNINE EXPRESS (STALYBRIDGE), Ramsbottom Road, CHESHIRE, Stalybridge, SK15 1RF	Daniel Hanson	24/05/2025 14:18 26/05/2025 14:00	26/05/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Verifone UK LTD	19195056101	G353272	4165453	TECH EXCHANGE	STONEGATE - BRIDGEWATER - 3500, 9-10 CHURCH STREET, DARWEN, LANCASHIRE, LANCASHIRE, BB3 2RE	David Ranson	23/05/2025 10:46 26/05/2025 18:00	26/05/2025	
Fujitsu Services Limited - EE	19198537801	C5311578	4166167	NON TECH EXCHANGE	ORANGE (BIRKENHEAD), Unit 28, The Pyramid Shopping Centre, Grange Road, MERSEYSIDE, Birkenhead, CH41 2ZL	David Ranson	25/05/2025 14:34 26/05/2025 21:00	26/05/2025	
Paypoint Network Limited - UK	(No Items)	02342750	4166136	TECH EXCHANGE	POP IN CONVENIENCE STORE, POP IN CONVENIENCE STORE, 67- 71 NEWHOUSE ROAD, BLACKPOOL, FY4 4JL	David Ranson	26/05/2025 08:00 26/05/2025 12:00	26/05/2025	