



Run Sheet
Daniel Hanson 09/02/2025

Date	09/02/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	3
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Job # 4087724	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	09/02/2025 09:00 - 09/02/2025 12:06	Contact Name	2804 Leyland Pharmacy	TESCO Stores Limited ST. ANDREWS WAY LAP 2 LEYLAND PR25 2FN
Activity	REPAIR	Contact Phone	01772940540	
Priority	8HR			
Ref 1	11597729			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 09/02/2025 12:06-----ASSET INFORMATION---ProductName: MX632adwe MFP HV EMEADeviceTagCustomer: LAP 2 MX632adweSerialNumber: 7020425306PB6ProductIdentifier: 38S0910Model: 7020-686Physical Location:</p> <p>---ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday Saturday 09:00 17 :00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day)Head Office & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17 :00.Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 07880 038032 (HO Only not DC).....s)Pharmacy - Break Fix 4 Hour Fix. Monday Saturday 09:00 17 :00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet 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 27140978. Unable to connect to network - Customer was unable to troubleshoot sending engineer to review and run network diagnostic. Spoke to james MX632James 01916933916lap2IP Address : 168.254.9.193FL---INSTRUCTIONS-----Technical Notes -----Tech to investigate no connection to the printer over the network. Tech to check the network settings the wall port and network cable. Tech to try connecting a Laptop to the printer via the network port on the printer. Poss EMO.CB.</p>

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

		Customer Print
		Customer Signature



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Job # 4087747	Customer	Verifone UK LTD		Job Address
SLA Window	08/02/2025 15:18 - 09/02/2025 18:00	Contact Name	CALLUM EDDY	STONEGATE - THE BREWERS, MANCH
Activity	TECH EXCHANGE	Contact Phone	07739073727	4 CANAL STREET 4 CANAL STREET GREATER MANCHESTER M1 3HE
Priority	ND 1800			
Ref 1	G348624			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 34337785 Inbound Serial No. = 333-711-668 IP Gateway = 10.83.3.190 Terminal IP Address = 10.83.3.172 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 = 1741 Login Pin = 1741 Primary System ID = 20024503 SITE OPENING TIMES = 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-2666107</p>

Job Notes

For more information about the study, please contact the study team at 1-800-258-4238 or visit www.cancer.gov.

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18821772901	R-Vx680 WiFi-03	70X0B8999BD	330-507-240			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18821773101	R-Vx680 WiFi-03	70X0B999BD	330-507-240			

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



Run Sheet

Daniel Hanson 09/02/2025

Date	09/02/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	3
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Job # 4087769	Customer	Fujitsu Services Limited - Star Trains		Job Address	
SLA Window	08/02/2025 16:06 - 09/02/2025 18:00	Contact Name	AINTREE NLC2125 MER HUB STATION	MERSEY RAIL Ormskirk Road LANCASHIRE Liverpool L9 5BE	
Activity	TECH EXCHANGE	Contact Phone	0151 955 2440		
Priority	ND 1900				
Ref 1	C5303488				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 09/02/2025 20:00 SLA: ND 09/02/2025 20:00 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 5303488 Problem Web Service qws_uk Sat 08 Feb 2025 16:06:35 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000M4057TRD3 contract.pkey=23200 call.poms=1 call.zip=L9 5BE call.address=Ormskirk Road call.city=Liverpool call.customerid=INC16955625 call.problem=NLC2125 Aintree Newbury Data Printer NA call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=2/8/2025 5:06:08 PM ##### Call 5303488 Problem Web Service qws_uk Sat 08 Feb 2025 16:06:35 A+C+P ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18821794701	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	41842			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18821794901	_MYNEWND4020	ND4020 MK2:WHITE:MER:RICO	41842			

Engineer Closure Notes

	Customer Print
	Customer Signature



Run Sheet

Berlindo D`Assuncao 09/02/2025

Date	09/02/2025	Depot	Warrington	Driver	D`Assuncao, Berlindo	Jobs on Run	4
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Job # 4087703	Customer	Paypoint Network Limited - UK			Job Address
SLA Window	09/02/2025 08:00 - 09/02/2025 12:00	Contact Name	MANAGER		GO LOCAL GO LOCAL 277 MANCHESTER ROAD NORTHWICH CW9 7NE
Activity	TECH EXCHANGE	Contact Phone	/		
Priority	Priority MC				
Ref 1	02167914				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
38943490//31258759./PPMINI	<p>Case Number: 02167914</p> <p>Swap type: Swap Required</p> <p>Swap reason: Hardware damage</p> <p>Device Type: PayPoint Mini</p> <p>TID Number: 38943490</p> <p>Serial Number: 37590833</p> <p>Site ID: 31258759</p>

Job Notes

In Items						

Returned Items						

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



Run Sheet

Berlindo D`Assuncao 09/02/2025

Date	09/02/2025	Depot	Warrington	Driver	D`Assuncao, Berlindo	Jobs on Run	4
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Job # 4087708	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	08/02/2025 10:37 - 09/02/2025 17:00	Contact Name	ELLIE FITZGERALD	CHEADLE WILMSLOW ROAD CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	128409935			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
replace Ingenico L2500 PN 1900001941	<p>Delivery Instructions: Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle joe@08.49 on 08.02 1900001941LINK/2500JLP:PED:INGENICO MOBILE LINK 2500 CNA - Customer out/not available Waited 30 mins for someone to come see me I have slas I need to meet can%27t wait any longer CNA - Customer out/not available Waited 30 mins for someone to come see me I have slas I need toet can%27t wait any longer Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202502061626 Web Logging: Locker: CH1-61-PED TPV Number (8 Digits): 15041061 Serial Number: 192547303461103311011175 Asset Number: PAN00096668 Model Ingenico 2500 Location: 041 - Cheadle Issue: Back casing of the mobile PED is cracked and internal components like wires are visible. Incident INC6527581 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941</p>

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

Berlindo D`Assuncao 09/02/2025

Date	09/02/2025	Depot	Warrington	Driver	D`Assuncao, Berlindo	Jobs on Run	4
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Job # 4087710	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	08/02/2025 10:39 - 09/02/2025 17:00	Contact Name	ELLIE FITZGERALD	CHEADLE WILMSLOW ROAD CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	128406977			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
replace Ingenico L2500 PN 1900001941	<p>Delivery Instructions: Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle joe@08.58 on 08.02 1900001941LINK/2500JLP:PED:INGENICO MOBILE LINK 2500 CNA - Customer out/not available Waited 30 mins for someone to come see me I have slas I need to eat can't wait any longer CNA - Customer out/not available Waited 30 mins for someone to come see me I have slas I need to eat can't wait any longer Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202502061421 Web Logging: Locker: CH3-28-PED TPV Number (8 Digits): 15041168 Serial Number: 192497303461103310964012 Asset Number: PAN00098253 Model Ingenico 2500 Location: 041 - Cheadle Issue: Blue screen with irruption error message Incident INC6527583 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941</p>

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

Berlindo D`Assuncao 09/02/2025

Date	09/02/2025	Depot	Warrington	Driver	D`Assuncao, Berlindo	Jobs on Run	4
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Job # 4087711	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	08/02/2025 10:43 - 09/02/2025 17:00	Contact Name	LISA ENDSOR	CHEADLE WILMSLOW ROAD CHEADLE WILMSLOW ROAD JL041 CHEADLE
Activity	TECH EXCHANGE P2PE	Contact Phone		CHEADLE SK8 3BZ
Priority	ND 1700			
Ref 1	128409407			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
replace Ingenico L2500 PN 1900001941	<p>Delivery Instructions: Please see KB0106284- PACT Fault: Other 041 - Cheadle joe@09.00 on 08.02 1900001941LINK/2500JLP:PED:INGENICO MOBILE LINK 2500 CNA - Customer out/not available SIN : 192497303461103310961675 SOUT : 192557303461103311037500 Waited 30 mins for someone to come see me I have slas I need toet can%27t wait any longer CNA - Customer out/not available SIN : 192497303461103310961675 SOUT : 192557303461103311037500 Waited 30 mins for someone to come see me I have slas I need toet can%27t wait any longer Incident INC6527767 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202502061601 Web Logging: Locker: CH2-13-PED TPV Number (8 Digits): 15041083 Serial Number: 192557303461103311037500 Asset Number: PAN00096635 Model Ingenico 2500 Location: First floor management office SSP cupboard Issue: Blue irruption error on screen</p>

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

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)	02167914	4087703	TECH EXCHANGE	GO LOCAL, GO LOCAL, 277 MANCHESTER ROAD, NORTHWICH, CW9 7NE	Berlindo D'Assuncao	09/02/2025 08:00 09/02/2025 12:00	09/02/2025	
DieboldNixdorf_WIPRO	(No Items)	128409935	4087708	TECH EXCHANGE P2PE	CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Berlindo D'Assuncao	08/02/2025 10:37 09/02/2025 17:00	09/02/2025	
DieboldNixdorf_WIPRO	(No Items)	128406977	4087710	TECH EXCHANGE P2PE	CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Berlindo D'Assuncao	08/02/2025 10:39 09/02/2025 17:00	09/02/2025	
DieboldNixdorf_WIPRO	(No Items)	128409407	4087711	TECH EXCHANGE P2PE	CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Berlindo D'Assuncao	08/02/2025 10:43 09/02/2025 17:00	09/02/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains	18821794701	C5303488	4087769	TECH EXCHANGE	MERSEYRAIL, Ormskirk Road, LANCASHIRE, Liverpool, L9 5BE	Daniel Hanson	08/02/2025 16:06 09/02/2025 18:00	09/02/2025	
Verifone UK LTD	18821772901	G348624	4087747	TECH EXCHANGE	STONEGATE - THE BREWERS, MANCH, 4 CANAL STREET, 4 CANAL STREET, GREATER MANCHESTER, M1 3HE	Daniel Hanson	08/02/2025 15:18 09/02/2025 18:00	09/02/2025	
Xerox (UK) Technical***DO NOT INVOICE****	(No Items)	11597729	4087724	REPAIR	TESCO Stores Limited, ST. ANDREWS WAY, LAP 2 , LEYLAND, PR25 2FN	Daniel Hanson	09/02/2025 09:00 09/02/2025 12:06	09/02/2025	