



Run Sheet

Daniel Hanson 18/04/2025

Date	18/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4140767	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	17/04/2025 09:00 - 18/04/2025 20:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEYRAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT	
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954		
Priority	ND 1900				
Ref 1	C5308873				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 18/04/2025 20:00 SLA: ND 18/04/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1	Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history: ##### Call 5308873 Problem Web Service qws_uk Thu 17 Apr 2025 11:03:08 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17425844 call.problem=NLC2242 Liverpool Central Steatite CCST Printer 794 STAR Mobile Printer Faul call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=4/17/2025 12:02:40 PM ##### Call 5308873 Problem Web Service qws_uk Thu 17 Apr 2025 11:03:08 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19080053101	_SLMIK100202-000-MP	STEATITE THERMAL TKT				

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



Run Sheet

Daniel Hanson 18/04/2025

Date 18/04/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 5

Job # 4140768	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	17/04/2025 09:00 - 18/04/2025 20:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	
Priority	ND 1900			
Ref 1	C5308874			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 18/04/2025 20:00 SLA: ND 18/04/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1	<p>Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history::</p> <pre>##### Call 5308874 Problem Web Service qws_uk Thu 17 Apr 2025 11:07:35 A+C+P</pre> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17425873 call.problem=NLC2242 Liverpool Central Steatite CCST Printer 143 STAR Mobile Printer Faul call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=4/17/2025 12:06:57 PM</p> <pre>##### Call 5308874 Problem Web Service qws_uk Thu 17 Apr 2025 11:07:35 A+C+P...</pre>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19080055901	_SLMIK100202-00971P	STEATITE THERMAL TKT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19080056101	_SLMIK100202-009	STEATITE THERMAL TKT				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Daniel Hanson 18/04/2025

Date	18/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4140769	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	17/04/2025 09:00 - 18/04/2025 20:00	Contact Name	LIVERPOOL CENTRAL NLC2242 MER Depot	MERSEYRAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT	
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954		
Priority	ND 1900				
Ref 1	C5308881				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 18/04/2025 20:00 SLA: ND 18/04/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1	Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history: ##### Call 5308881 Problem Web Service qws_uk Thu 17 Apr 2025 12:16:05 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17426239 call.problem=NLC2242 Liverpool Central Steatite CCST Printer 288 STAR Mobile Printer Faul call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=4/17/2025 1:15:38 PM ##### Call 5308881 Problem Web Service qws_uk Thu 17 Apr 2025 12:16:05 A+C+P...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19080057101	_SLMIK100202-000-MP	STEATITE THERMAL TKT				



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Daniel Hanson 18/04/2025

Date	18/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4140931	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	17/04/2025 15:33 - 18/04/2025 20:00	Contact Name	LIVERPOOL CENTRAL M2GO NLC2242 ME	RMESEYRL DESKTOP
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	Ranelagh Street LANCASHIRE Liverpool L1 1JT
Priority	ND 1900			
Ref 1	C5308895			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 18/04/2025 20:00 SLA: ND 18/04/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _MYMIUM020DEVICED x 1	Problem: [P2PE] Miura M020 Desktop 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 5308895 Problem Web Service qws_uk Thu 17 Apr 2025 14:09:35 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000M4034TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17426745 call.problem=NLC2242 Liverpool Central NLC 2242 Site Liverpool Central Window N/A Serial Nu call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEMIUD020PED call.priority=2-Medium call.datereported=4/17/2025 3:08:52 PM ##### Call 5308895 Problem Web Service qws_uk Thu 17 Apr 2025 14:09:35 A+C+P NLC2242...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19080853101	_MYMIUM020DE	MR2PD020 MERSEYRL DESKTOP LIVE	02000303002020	112879		

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
1908085301	_MYMIUM020DE	MR2PD020 MERSEYRL DESKTOP LIVE	02000303002020	112879		

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



Run Sheet

Daniel Hanson 18/04/2025

Date	18/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4140781	Customer	Vista Retail Support Limited	Job Address
SLA Window	17/04/2025 13:14 - 18/04/2025 17:00	Contact Name	LIDL LEASOWE ROAD CHESHIRE WALLASEY CH45 8LN
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3252393		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3252393 FSE to attend site and replace missing Zebra device with?HHT-ZEB-TC57-LID Mon - Sat 08:00-22:00 Sun 10:00*-16:00	Replace HHT-ZEB-TC57-LID Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19080147801	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19080148001						



Run Sheet

David Ranson 18/04/2025

Date	18/04/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	2
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Job # 4141134	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address	
SLA Window	18/04/2025 09:00 - 18/04/2025 16:55	Contact Name	6080 Warrington Man Rd Express	TESCO Stores Limited MANCHESTER ROAD LAP 1 Office WARRINGTON WA1 3NJ	
Activity	REPAIR WITH PARTS	Contact Phone	03333452039		
Priority	8HR				
Ref 1	11674263				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 18/04/2025 16:55-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: LAP 1 Express MS823dnSerialNumber: 4064435113FNCProductIdentifier: 50G0220Model: 4064-430Physical 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 27675350. Spoke to Christopher.Sent test print and printer says busy but did not print anything.Screen just says Lexmark on it and nothing else.Sent test printsPage count still the same.Trying to restart the printer and it says resetting printer but has not rebooted.Has been pressing on/off button but not affecting the printer.Has taken the power cable out and now it is rebooting. The printer is booting but the screen does not show anything apart from the Lexmark logo.Asked him to reboot the printer with the network cable out. Plugged network cable back in.I sent another testy print printer says busy but page count not incremented and nothing printed out.MS823LAP1OfficeSerial Number:4064435113FNCIP Address: 78.174.0.51Contact Name:ChristopherContact Number (Mobile):03333452039HBSLA</p> <p>1----INSTRUCTIONS-----Technical Notes -----JB. Please investigate printer not booting or just saying busy and not printing. Please EMO & GO.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
190813565	41X2606	MS82x SVC Controller SYSTEM BO				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
190813567	41X2606	MS82x SVC Controller SYSTEM BO				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

David Ranson 18/04/2025

Date	18/04/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	2
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Job # 4140566	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	18/04/2025 09:00 - 18/04/2025 16:00	Contact Name	094 Barrow Duty manager	Wm Morrison Supermarkets plc The Strand PRN2 BARROW-IN-FURNESS LA14 2HF
Activity	REPAIR WITH PARTS	Contact Phone	01229433288 option 9	
Priority	ND FIX			
Ref 1	11673711			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 18/04/2025 16:00-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: MONT094PRN2SerialNumber: 4064415111NVVProductIdentifier: 50G0220Model: 4064-430Physical Location:</p> <p>---ACCOUNT INFORMATION---MPS Customer. MPS Breakfix SLA Monday to Saturday 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & M312 devices are only connected via USB. Not networked.Risk assessment and method statement to be provided on demand.Engineer to report to customer authorized representative and sign in the visitors book.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000035347841. Close traySam advised that tray 1 keeps opening when printing. Sam not anywhere near the printer but it looks that tray plastic hooks/mounts are damaged. Please checkMS823PRN2SN: 4064415111NVVIP: 10.27.100.22Sam / Chris01229 433288 option 9SLA 18.04.25 by the end of business day.MK---INSTRUCTIONS-----Technical Notes -----Tech to investigate tray 1 not staying closed properly.CB.</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
190791208	41X1118	MS82x SVC Tray Insert media tr				

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



Run Sheet

Ryan Owen 18/04/2025

Date	18/04/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	2
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Job # 4140715	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	18/04/2025 09:00 - 18/04/2025 13:00	Contact Name	NEW MILLS NEWTOWN NLC2769 NT STAT	ONnorthern Rail - STAR New Mills Newtown Railway Station, Station Yard, Newtown, New Mills, E Mancs Cheshire High Peak SK22 3JW
Activity	TECH EXCHANGE	Contact Phone	01663 749410	
Priority	4HR			
Ref 1	C5308882			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>**SITE CLOSED AT 13:30**</p> <p>ND 18/04/2025 20:00 SLA: ND 18/04/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1</p>	<p>Problem: [ME] Newbury ND4020 Mark II Required Root Cause: UNKNOWN Action: Make every attempt to repair the printer first before swap. Please call site before dispatching Eng. Clerk will need to come OFF shift BEFORE the new ticket printer is attached. If they do not do this then the replacement printer will not work. Eng MUST Test: IN USE URL: Call history:: ##### Call 5308882 Problem Web Service qws_uk Thu 17 Apr 2025 12:16:35 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000N2769TA23 contract.pkey=23200 call.poms=1 call.zip=SK22 3JW call.address=New Mills Newtown Railway Station Station Yard Newtown New Mills E Mancs call.city=High Peak call.customerid=INC17426242 call.problem=NLC2769 NEW MILLS NEWTOWN Magnetic write failure call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=4/17/2025 1:16:06 PM...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19079877601	_NRNEWND4020	MKR:MAGNETIC TICKET DT 203DPI	34021			

Returned Items

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19079877801	_NRNEWND4020	MFR:MAGNETIC TICKET DT 203DPI	34021			

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



Run Sheet

Ryan Owen 18/04/2025

Date	18/04/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	2
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Job # 4140496	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	17/04/2025 08:52 - 18/04/2025 17:00	Contact Name	LISA ENDSOR	WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	129948449			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941	<p>Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle</p> <p>@RICO Closure Code CNA - Customer out/not available Engineer Notes Waited in the lounge for 15mins no money come to collect me called the shop support number just rings out DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202504150800 Web Logging: Locker: TPV Number (8 Digits): 15041152 Serial Number: 19256730346110311041842 Asset Number: PAN0097769 Model Ingenico 2500 Location: Cupboard in Shop Support Issue: PED will not charge or power on Incident INC6594391 has been placed into the On Hold</p> <p>Awaiting Vendor state. Attempting to transfer to Diebold.</p>

Job Notes

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



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Vista Retail Support Limited	19080147801	3252393	4140781	TECH EXCHANGE	LIDL, LEASOWE ROAD, CHESHIRE, WALLASEY, CH45 8LN	Daniel Hanson	17/04/2025 13:14 18/04/2025 17:00	18/04/2025	
Fujitsu Services Limited - Star Trains	19080053101	C5308873	4140767	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	17/04/2025 09:00 18/04/2025 20:00	18/04/2025	
Fujitsu Services Limited - Star Trains	19080055901	C5308874	4140768	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	17/04/2025 09:00 18/04/2025 20:00	18/04/2025	
Fujitsu Services Limited - Star Trains	19080057101	C5308881	4140769	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	17/04/2025 09:00 18/04/2025 20:00	18/04/2025	
Fujitsu Services Limited - Star Trains - P2PE	19080853101	C5308895	4140931	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	17/04/2025 15:33 18/04/2025 20:00	18/04/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Xerox (UK) Technical***DO NOT INVOICE***	190791208	11673711	4140566	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, The Strand, PRN2, BARROW-IN-FURNESS, LA14 2HF	David Ranson	18/04/2025 09:00 18/04/2025 16:00	18/04/2025	
Xerox (UK) Technical***DO NOT INVOICE***	190813565	11674263	4141134	REPAIR WITH PARTS	TESCO Stores Limited, MANCHESTER ROAD, LAP 1 Office, WARRINGTON, WA1 3NJ	David Ranson	18/04/2025 09:00 18/04/2025 16:55	18/04/2025	



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 - ME	19079877601	C5308882	4140715	TECH EXCHANGE	Northern Rail - STAR, New Mills Newtown Railway Station, Station Yard, Newtown, New Mills, E Mancs, Cheshire, High Peak, SK22 3JW	Ryan Owen	18/04/2025 09:00 18/04/2025 13:00	18/04/2025	
DieboldNixdorf_WIPRO	(No Items)	129948449	4140496	TECH EXCHANGE P2PE	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Ryan Owen	17/04/2025 08:52 18/04/2025 17:00	18/04/2025	