



Run Sheet

Daniel Hanson 21/09/2025

Date	21/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	4
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Job # 4247354	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	21/09/2025 10:00 - 21/09/2025 13:00	Contact Name	3057 PORTHMADOG Duty manager	TESCO Stores Limited HIGH STREET PORTHMADOG LL49 9NU
Activity	REPAIR WITH PARTS	Contact Phone	01214070660	
Priority	8HR			
Ref 1	11841296			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 21/09/2025 13:45-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 1 MS811SerialNumber: 40635C6605FCKProductIdentifier: 40G0230Model: 4063-430Physical Location: Deliver to Customer Services Desk</p> <p>---ACCOUNT INFORMATION---Onsite repair instructions: VIP AND MPS CUSTOMERFOR LEXMARK INTERNAL USE ONLY DO NOT SHARE WITH CUSTOMERSTORESLAP 2 Tesco123 (To be updated 09.04.2025)HEAD OFFICE & DC.....s ONLYPASSWORD/PIN : 1984Retail 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 Adam Simmonds 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</p> <p>MX710 CS410 MS510</p> <p>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 28935403. Called store they advise tray 5 is not recognised by the printer. no damage reportedms811lap140635C6605FCK86.206.0.51duty manager01214070660SLA 21/09/25 13:00DDD 23/09/25 13:00JM---INSTRUCTIONS-----Technical Notes -----JB. @TECH: Please investigate tray 5 is not recognised by the printer. no damage reported. Fuser sent as precaution only.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
195904198	40X7744	MS81x SVC Fuser 01 220V LRP A4				
195904189	40X8106	MS81x SVC Tray Insert 550 Sht				
195904194	40X8106	MS81x SVC Tray Insert 550 Sht				

Returned Items

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



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Job # 4247310	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	21/09/2025 08:00 - 21/09/2025 12:00	Contact Name	MANAGER	SPAR
Activity	TECH EXCHANGE	Contact Phone	/	SPAR STATION ROAD VALLEY PRECINCT HOLYHEAD LL65 3EB
Priority	Priority MC			
Ref 1	02569848			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34561551//33095//PPD	Case Number: 02569848 Swap type: Swap Required Swap reason: Hardware damage Device Type: PPOS TID Number: 34561551 Serial Number: Site ID: 33095 Description: Case 127040 Terminal has damage to the USB port swap required

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 # 4247303	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	20/09/2025 09:00 - 21/09/2025 20:00	Contact Name	KIRKDALE NLC2245 MER STATION	MERSEYRAIL 1 Marsh Street Kirkdale MERSEYSIDE Liverpool L20 2BN
Activity	TECH EXCHANGE	Contact Phone	0151 955 2443	
Priority	ND 1900			
Ref 1	C5320485			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 21/09/2025 20:00 SLA: ND 21/09/2025 20:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 x 1</p>	<p>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 5320485 Problem Web Service qws_uk Sat 20 Sep 2025 08:31:34 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000M4041TRD3 contract.pkey=23200 call.poms=1 call.zip=L20 2BN call.address=1 Marsh Street Kirkdale call.city=Liverpool call.customerid=INC18221586 call.problem=NLC2245 Kirkdale Window 30 Checking printer and taking users off shifts call.modifiedby=QWebServices call.businessimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=9/20/2025 9:31:11 AM</p> <p>##### Call 5320485 Problem Web Service qws_uk Sat 20 Sep 2025 08:31:34 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19590014301	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	40543			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19590014501	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	40543			

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

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Job # 4247367	Customer	Fujitsu Services Limited - Star Trains			Job Address		
SLA Window	20/09/2025 08:00 - 21/09/2025 20:00	Contact Name	AINTREE NLC2125 MER HUB STATION		MERSEYRAIL Ormskirk Road LANCASHIRE Liverpool L9 5BE		
Activity	TECH EXCHANGE	Contact Phone	0151 955 2440				
Priority	ND 1900						
Ref 1	C5320512						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
ND 21/09/2025 20:00 SLA: ND 21/09/2025 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 5320512 Problem Web Service qws_uk Sat 20 Sep 2025 15:36:35 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000M4057TRD3 contract.pkey=23200 call.poms=1 call.zip=L9 5BE call.address=Ormskirk Road call.city=Liverpool call.customerid=INC18222720 call.problem=NLC2125 - Newbury Printer - Printer broken call.modifiedby=QVWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=9/20/2025 4:36:02 PM ##### Call 5320512 Problem Web Service qws_uk Sat 20 Sep 2025 15:36:35 A+C+P Details of problem: Printer Broken Originally At: Kirkdale Pickup Location: Aintree...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19590501101	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	38724			

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
Fujitsu Services Limited - Star Trains	19590014301	C5320485	4247303	TECH EXCHANGE	MERSEYRAIL, 1 Marsh Street Kirkdale, MERSEYSIDE, Liverpool, L20 2BN	Daniel Hanson	20/09/2025 09:00 21/09/2025 20:00	21/09/2025	
Fujitsu Services Limited - Star Trains	19590501101	C5320512	4247367	TECH EXCHANGE	MERSEYRAIL, Ormskirk Road, LANCASHIRE, Liverpool, L9 5BE	Daniel Hanson	20/09/2025 08:00 21/09/2025 20:00	21/09/2025	
Xerox (UK) Technical****DO NOT INVOICE****	195904198	11841296	4247354	REPAIR WITH PARTS	TESCO Stores Limited, HIGH STREET, PORTHMADOG, LL49 9NU	Daniel Hanson	21/09/2025 10:00 21/09/2025 13:00	21/09/2025	
Xerox (UK) Technical****DO NOT INVOICE****	195904189	11841296	4247354	REPAIR WITH PARTS	TESCO Stores Limited, HIGH STREET, PORTHMADOG, LL49 9NU	Daniel Hanson	21/09/2025 10:00 21/09/2025 13:00	21/09/2025	
Xerox (UK) Technical****DO NOT INVOICE****	195904194	11841296	4247354	REPAIR WITH PARTS	TESCO Stores Limited, HIGH STREET, PORTHMADOG, LL49 9NU	Daniel Hanson	21/09/2025 10:00 21/09/2025 13:00	21/09/2025	
Paypoint Network Limited - UK	(No Items)	02569848	4247310	TECH EXCHANGE	SPAR, SPAR, STATION ROAD , VALLEY PRECINCT, HOLYHEAD, LL65 3EB	Daniel Hanson	21/09/2025 08:00 21/09/2025 12:00	21/09/2025	