



Run Sheet

Daniel Hanson 25/08/2025

Date	25/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4228586	Customer	Vista Retail Support Limited		Job Address
SLA Window	24/08/2025 12:20 - 25/08/2025 17:00	Contact Name		LIDL DALE STREET LANCASHIRE MANCHESTER M26 1AB
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3381869			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3381869/3381867: 2 headsets lost Passcode: 16770221	Replace SPK-VOC-HDSET-S5 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?
19494777301	SPK-VOC-HDSET	SPK-VOC-HDSET-S5				

Returned Items

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



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Job # 4228610	Customer	Vista Retail Support Limited		Job Address
SLA Window	24/08/2025 12:40 - 25/08/2025 17:00	Contact Name		ONE STOP MELANDRA CASTLE ROAD, GAMESLEY GLOSSOP DERBYSHIRE GLOSSOP SK13 6UQ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3382336			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3382336: 5054UKO - HP Printer on Paper jam	Replace OST-PTR-HP-E40040 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?
19494787401	OST-PTR-HP-E40040	OST-PTR-HP-E40040				



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Job # 4228644	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	24/08/2025 16:30 - 25/08/2025 20:00	Contact Name	MANCHESTER OXFORD ROAD NLC2966 N	NTS	STAR rail - STAR
Activity	TECH EXCHANGE	Contact Phone	0161 228 5431	NTS	Oxford Road Station, Oxford Road
Priority	ND 1900			NTS	Station Approach, Manchester,
Ref 1	C5318504			NTS	Inner Mancs
Ref 2				NTS	Lancashire
No. of Parts	1			NTS	Manchester
				NTS	M1 6FU

Instructions 1	Instructions 2
ND 25/08/2025 20:00 SLA: ND 25/08/2025 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 5318504 Problem Web Service qws_uk Sun 24 Aug 2025 16:29:37 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000N2966TA23 contract.pkey=23200 call.poms=1 call.zip=M1 6FU call.address=Oxford Road Station Oxford Road Station Approach Manchester Inner Mancs call.customerid=INC18082676 call.problem=NLC2966 MANCHESTER OXFORD ROAD Window 30 NLC 2966 Site Name MANCHESTER OXFO call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=8/24/2025 5:29:10 PM ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19494859301	_NRNEWND4020MKII	MAGNETIC TICKET DT 203DPI	33609			

Returned Items

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



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Job # 4228605	Customer	Vista Retail Support Limited		Job Address
SLA Window	24/08/2025 12:32 - 25/08/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT L33 ARNDALE CENTRE ARNDALE CENTRE MANCHESTER M4 3AQ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3365275			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3365275 HHT screen is unresponsive Please replace manager HHT SN - 24143523025087 ASW-HHT-ZEBRA-TC26 Monday - Friday 9:00 a.m. ? 8:00 p.m. Saturday 9:00 a.m. ? 7:00 p.m. Sunday 11:30 a.m. ? 5:30 p.m.	Replace ASW-HHT-ZEBRA-TC26 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?
19494784001	ASW-HHT-ZEBRA-TC26	ASW-HHT-ZEBRA-TC26				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19494784201						



Run Sheet

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Job # 4228595	Customer	Vista Retail Support Limited		Job Address
SLA Window	24/08/2025 12:26 - 25/08/2025 17:00	Contact Name		LIDL GILDA BROOK RD WEST ONE RETAIL PARK LANCASHIRE MANCHESTER M50 1ZD
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3381499			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>3381499 - FSE to replace damage zebra device?HHT-ZEB-TC57-LID Please provide picture of damaged unit Passcode - 19230221</p>	<p>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.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19494780001	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19494780201						

Engineer Closure Notes

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



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Job # 4228624	Customer	Xerox (UK) Technical***DO NOT INVOICE****			Job Address
SLA Window	25/08/2025 09:00 - 25/08/2025 12:32	Contact Name	Michael		TESCO Stores Limited 4792 DAVYHULME EXP 9D Lostock Road Davyhulme Greater Manchester M41 0SU
Activity	REPAIR WITH PARTS	Contact Phone	03333451273		
Priority	ND FIX				
Ref 1	11811544				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
<p>Tray 3 will not close - Tray 3 will not close into option no signs of any obstructions or damage sending engineer to review.</p> <p>MS823</p> <p>Location onsite LAP1</p> <p>IP Address: 75.36.0.51</p> <p>Michael 03333451273</p> <p>Cust Ref 28717119</p> <p>FL</p>	

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
194948115	41X1658	MS82x Tray 550 sheet				



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	19494859301	C5318504	4228644	TECH EXCHANGE	Northern Rail - STAR, Oxford Road Station, Oxford Road Station Approach, Manchester, Inner Mancs, Lancashire, Manchester, M1 6FU	Daniel Hanson	24/08/2025 16:30 25/08/2025 20:00	25/08/2025	
Vista Retail Support Limited	19494777301	3381869	4228586	TECH EXCHANGE	LIDL, DALE STREET, LANCASHIRE, MANCHESTER, M26 1AB	Daniel Hanson	24/08/2025 12:20 25/08/2025 17:00	25/08/2025	
Vista Retail Support Limited	19494784001	3365275	4228605	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT L33 ARNDALE CENTRE, ARNDALE CENTRE, MANCHESTER, M4 3AQ	Daniel Hanson	24/08/2025 12:32 25/08/2025 17:00	25/08/2025	
Xerox (UK) Technical***DO NOT INVOICE***	194948115	11811544	4228624	REPAIR WITH PARTS	TESCO Stores Limited, 4792 DAVYHULME EXP, 9D Lostock Road, Davyhulme, Greater Manchester, M41 0SU	Daniel Hanson	25/08/2025 09:00 25/08/2025 12:32	25/08/2025	
Vista Retail Support Limited	19494780001	3381499	4228595	TECH EXCHANGE	LIDL, GILDA BROOK RD WEST ONE RETAIL PARK, LANCASHIRE, MANCHESTER, M50 1ZD	Daniel Hanson	24/08/2025 12:26 25/08/2025 17:00	25/08/2025	
Vista Retail Support Limited	19494787401	3382336	4228610	TECH EXCHANGE	ONE STOP, MELANDRA CASTLE ROAD, GAMESLEY, GLOSSOP, DERBYSHIRE, GLOSSOP, SK13 6UQ	Daniel Hanson	24/08/2025 12:40 25/08/2025 17:00	25/08/2025	