



Run Sheet

Daniel Hanson 06/07/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 06/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 4 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4194504 | Customer | Computacenter - Kingfisher | | | Job Address |
|---------------|-------------------------------------|----------------------------|--|--------------|--|
| SLA Window | 06/07/2025 15:33 - 06/07/2025 17:00 | Contact Name | | SUZANNE BALL | B&Q B & Q PLC |
| Activity | TECH EXCHANGE | Contact Phone | | 01257 260361 | HIGHFIELD INDUSTRIAL ESTATE NORTH STREET CHORLEY PR7 1QD |
| Priority | ND 1700 | | | | |
| Ref 1 | 24414089 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 0 | | | | |

| Instructions 1 | Instructions 2 |
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| PLEASE SWAP UNIT | <p>NEW BUILT AS; Desktop Beetle built and configured. With security awaiting collection.</p> <p>Hostname: GBBQ01097SCO81P SN. 53R0250600</p> <p>For</p> <p>Till hostname: GBBQ01097SCO81P</p> <p>Till number: 81</p> <p>Peripheral make/model(Please copy and paste CI):BEETLE M-III</p> <p>System details (K1/M1/R1 found on EC portal): M1.0-Q170-uATX</p> <p>Are there still sales are any sales left on the till?:</p> <p>Description of Issue: User called t report that till 81 is not coming up. It is showing an blank screen with the message "Setup american megatrends" User tried to restart the till unplug and plug back the cables but issue persists. Beetle shows a solid green light but the till screen is not coming up. Contact name/number: +44 1257 260361 // Suzanne Ball or any manager</p> |

| Job Notes |
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| In Items |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
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| | | | | | Customer Print | |
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| Date | 06/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 4 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4194467 | Customer | Fujitsu Services Limited - Telefonica ME | | | Job Address |
|---------------|-------------------------------------|--|---------------|--|---|
| SLA Window | 05/07/2025 09:14 - 06/07/2025 16:30 | Contact Name | John | | O2 BURY 0380 19-21 THE MALL BURY BL9 0QQ |
| Activity | TECH EXCHANGE | Contact Phone | +447757557727 | | |
| Priority | ND 1900 | | | | |
| Ref 1 | C5314627 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
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| ND 06/07/2025 16:30 SLA: ND 06/07/2025 16:30 PART2= PART3= PART4= ALT1=_O2HEP3DS22AV ALT2= ALT3= ALT4= TEXT= _O2HEP3DS22AV-V1-23 x 1 | <p>Problem: [ME] HP Engage Flex PRO Till Base Unit faulty Root Cause: Unknown Action: Confirm fault and replace whole unit as required with pre-built base. Configure as documented. **For Disk Corruption or Sick Disk base unit MUST be replaced **. Replacement base is pre-built but requires on-site configuration - see notes.**Contact Fujitsu Managed Services to handover before closing call**. Test: Engineers to test and handover to Managed Services for updates. URL: Call history:: ##### Call 5314627 Problem Web Service qws_uk Sat 05 Jul 2025 09:12:35 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0380TZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007199923 call.problem=HP Engage Flex Pro - Error message on screen call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/EngageFlex2023 call.priority=2-Medium call.datereported=7/5/2025 9:12:31 AM ##### Call 5314627 Problem Web Service qws_uk Sat 05 Jul 2025 09:12:35 A+C+P SITE OPENING TIMES [Bury] Mon-Sat: 09:00-17:30 Sun: 10:30-16:00...</p> |

| Job Notes |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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| 19336648001 | _O2HEP3DS22AV | PCR2ENGAGE FLEX PRO:V1 2023 | | | | |
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| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
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| Customer Print | | |
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| Customer Signature | | |
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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 06/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 4 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4194490 | Customer | Xerox (UK) Technical***DO NOT INVOICE*** | | Job Address |
|---------------|-------------------------------------|--|----------------------------|--|
| SLA Window | 06/07/2025 09:00 - 06/07/2025 13:00 | Contact Name | 5908 Whalley Range Manager | TESCO Stores Limited 94A Withington Road WHALLEY RANGE LAP 1 MANCHESTER M16 8FA |
| Activity | REPAIR WITH PARTS | Contact Phone | 07821705151 | |
| Priority | 8HR | | | |
| Ref 1 | 11758150 | | | |
| Ref 2 | | | | |
| No. of Parts | 3 | | | |

| Instructions 1 | Instructions 2 |
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| <p>Intervention #: 1 SLA: 06/07/2025 13:00-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: LAP 1 Express MS823dnSerialNumber: 4064436113PK9PProductIdentifier: 50G0220Model: 4064-430Physical Location:</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 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 28312271. Paper Jam behind the front door. [202.33A] Spoken with Sarah and every time they clear the jam it jams again. She has cleaned the printer and removed all the jams but keeps happening.Lap 1MS8234064436113PK972.242.0.51Sarah Baratt07411291008SLA 06.07.2025 13:00DDD 08.07.2025 1300SH----INSTRUCTIONS-----Technical Notes -----Tech to investigate 202.33 Paper fed from tray 3 never reached the Fuser. Pls EMO & go.CB.</p> |

| Job Notes |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 193367881 | 41X2234 | MS82x SVC Maint Kit Fuser BELT | | | | |
| 193367885 | 41X1079 | MS82x SVC Other Paper Path ref | | | | |
| 193367889 | 41X1658 | MS82x SVC Tray 550-sheet | | | | |
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| Returned Items |
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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 06/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 4 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4194479 | Customer | Fujitsu Services Limited - Star Trains - ME | | | Job Address |
|---------------|-------------------------------------|---|------------------------------------|--|-------------|
| SLA Window | 05/07/2025 10:43 - 06/07/2025 20:00 | Contact Name | LLANDUDNO JUNCTION NLC9616 TFW Dep | TRANSPORT FOR WALES (Llandudno Junction) Conwy Road Gwynedd Llandudno Junction LL31 9NB | |
| Activity | TECH EXCHANGE | Contact Phone | 02920 320 178 / 02920 320 342 | | |
| Priority | ND 1900 | | | | |
| Ref 1 | C5314631 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
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| ND 06/07/2025 20:00 SLA: ND 06/07/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KEZEBTC56DJ-1PAZU4P x 1 | 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 assistan Test: Site to test URL: Call history:: ##### Call 5314631 Problem Web Service qws_uk Sat 05 Jul 2025 10:43:04 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000H8566TA23 contract.pkey=23200 call.poms=1 call.zip=LL31 9NB call.address=Conwy Road call.city=Llandudno Junction call.customerid=INC17840536 call.problem=NLC9616 Llandudno Junction/Colwyn Bay Zebra / TC56 Broken Screen call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=7/5/2025 11:42:30 AM ... |

| Job Notes |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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| 19336704001 | _KEZEBTC56DJ-1PAZU4P | AN HSPA+/LTE/CDMA:BT | | | | |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
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Run Sheet

Warehouse manifest

| Summary | | | | | | | | | |
|---|---------------|----------|---------|-------------------|---|---------------|--------------------------------------|------------|-------|
| Customer Name | Trace Request | Ref 1 | Job # | Activity | Address | Engineer | SLA Window | Run Date | Rec'd |
| Fujitsu Services Limited - Telefonica ME | 19336648001 | C5314627 | 4194467 | TECH EXCHANGE | O2 BURY 0380, 19-21 THE MALL, BURY, BL9 0QQ | Daniel Hanson | 05/07/2025 09:14 06/07/2025 16:30 | 06/07/2025 | |
| Fujitsu Services Limited - Star Trains - ME | 19336704001 | C5314631 | 4194479 | TECH EXCHANGE | TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB | Daniel Hanson | 05/07/2025 10:43 06/07/2025 20:00 | 06/07/2025 | |
| Xerox (UK) Technical***DO NOT INVOICE**** | 193367881 | 11758150 | 4194490 | REPAIR WITH PARTS | TESCO Stores Limited, 94A Withington Road, WHALLEY RANGE, LAP 1, MANCHESTER, M16 8FA | Daniel Hanson | 06/07/2025 09:00 06/07/2025 13:00 | 06/07/2025 | |
| Xerox (UK) Technical***DO NOT INVOICE**** | 193367885 | 11758150 | 4194490 | REPAIR WITH PARTS | TESCO Stores Limited, 94A Withington Road, WHALLEY RANGE, LAP 1, MANCHESTER, M16 8FA | Daniel Hanson | 06/07/2025 09:00 06/07/2025 13:00 | 06/07/2025 | |
| Xerox (UK) Technical***DO NOT INVOICE**** | 193367889 | 11758150 | 4194490 | REPAIR WITH PARTS | TESCO Stores Limited, 94A Withington Road, WHALLEY RANGE, LAP 1, MANCHESTER, M16 8FA | Daniel Hanson | 06/07/2025 09:00 06/07/2025 13:00 | 06/07/2025 | |
| Computacenter - Kingfisher | (No Items) | 24414089 | 4194504 | TECH EXCHANGE | B&Q, B & Q PLC, HIGHFIELD INDUSTRIAL ESTATE, NORTH STREET, CHORLEY, PR7 1QD | Daniel Hanson | 06/07/2025 15:33 06/07/2025 17:00 | 06/07/2025 | |