



Run Sheet

Stephen Fitton 26/07/2025

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|------|------------|-------|------------|--------|-----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 5 |
|------|------------|-------|------------|--------|-----------------|-------------|---|

| Job # 4209063 | Customer | Paypoint Network Limited - UK | | Job Address |
|---------------|-------------------------------------|-------------------------------|-------------|--|
| SLA Window | 25/07/2025 09:00 - 26/07/2025 17:00 | Contact Name | MANAGER | ORMSGILL OFF LICENCE ORMSGILL OFF LICENCE 34 MIDDLE FIELD BARROW-IN-FURNESS LA14 4BX |
| Activity | TECH EXCHANGE | Contact Phone | 01229432579 | |
| Priority | 4HR | | | |
| Ref 1 | 02452375r | | | |
| Ref 2 | | | | |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|--------------------|---|
| 38957180//60316/T3 | Swap reason: Software/Transaction Fault |

| Job Notes |
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In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
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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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Run Sheet

Stephen Fitton 26/07/2025

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|------|------------|-------|------------|--------|-----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 5 |
|------|------------|-------|------------|--------|-----------------|-------------|---|

| Job # 4207062 | Customer | Computacenter - Kingfisher | | Job Address |
|---------------|-------------------------------------|----------------------------|-----------------|--|
| SLA Window | 26/07/2025 09:00 - 26/07/2025 13:00 | Contact Name | Louise McDowell | KINGFISHER INFORMATION TECHNOLOGY (|
| Activity | TECH EXCHANGE | Contact Phone | +44 1229 871157 | Unit 2 Cornmill Park, Cornmill Crossing Unit 2 Cornmill Park, Cornmill Crossing LA14 2GN |
| Priority | ND 1300 | | | |
| Ref 1 | 24431027 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|-----------------|
| Till hostname: gbbq01070pos01p Till number: 01 What element of the till is impacted?: ped CARD ACCEPTANCE ISSUE? no Card insert/Chip & n working? /N Contactless payments working?/N Peripheral make/model(| No Instructions |

| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------|------------------------|--------|-------|-------------------------|-----------------|
| 19394955001 | 4601611 | KING:P400 Verifone PED | | | | |
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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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Stephen Fitton 26/07/2025

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|------|------------|-------|------------|--------|-----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 5 |
|------|------------|-------|------------|--------|-----------------|-------------|---|

| Job # 4208709 | Customer | Computacenter - Kingfisher | | Job Address |
|---------------|-------------------------------------|----------------------------|----------------|---|
| SLA Window | 25/07/2025 07:52 - 26/07/2025 17:00 | Contact Name | JAMIE ATKINSON | SCREWFIX SCREWFIX MINTSFEET ROAD KENDAL LA9 6DE |
| Activity | TECH EXCHANGE | Contact Phone | 01539 312456 | |
| Priority | ND 1700 | | | |
| Ref 1 | 24437713 | | | |
| Ref 2 | | | | |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|------------------|---|
| Please swap unit | <p>HOST NAME: KF5GQ14S3 IP: 10.67.108.100 LOCATION OF THE DEVICE ON SITE: SFDBB2-Kendal Trade Counter Manager office FAULT DESCRIPTION: User cannot work on a computer because it doesn't react on nothing he changed the keyboard an mouse but it didn't help the problem is with the computer CONTACT NAME/CONTACT NUMBER: Jamie Atkinson +44 1539 312456</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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Run Sheet

Stephen Fitton 26/07/2025

Date 26/07/2025 **Depot** Warrington **Driver** Fitton, Stephen **Jobs on Run** 5

| Job # 4208978 | Customer | Computacenter - Kingfisher | | Job Address |
|---------------|-------------------------------------|----------------------------|--------------|---|
| SLA Window | 25/07/2025 12:23 - 26/07/2025 17:00 | Contact Name | ADNAAN PATEL | B & Q WAREHOUSE B & Q WAREHOUSE NOVA SCOTIA RETAIL PARK |
| Activity | TECH EXCHANGE | Contact Phone | 01254 678100 | BOLTON ROAD BLACKBURN BB2 3QP |
| Priority | ND 1700 | | | |
| Ref 1 | 24432697 | | | |
| Ref 2 | | | | |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|-------------------------|---|
| <p>Please swap unit</p> | <p>Category: I have a till query</p> <p>Sub Category: 1.) Seamless payment till</p> <p>Symptom: PED / PINPAD / C&P Device</p> <p>Till number: 86</p> <p>Make/Model: PED VERIFONE P400</p> <p>Serial number: 806-689-641</p> <p>Description: ###Please ensure previous tickets have been checked ###</p> <p>EPOS advised: "Hi SD</p> <p>As per comments below we have checked that the IP and network sharing all are okay . All the software configuration is fine for this ped. It might be an issue with the ped hardware . We should replace this ped. Hence please assign this to cc for replacement of ped and please ensure that they follow the full process of ped installation correctly"</p> |

Job Notes

| In Items | | | | | | |
|----------|------|-------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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Returned Items

| Returned Items | | | | | | |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
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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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Run Sheet

Stephen Fitton 26/07/2025

Date 26/07/2025 **Depot** Warrington **Driver** Fitton, Stephen **Jobs on Run** 5

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|---------------|-------------------------------------|----------------------------|---------------|--|
| Job # 4209181 | Customer | Computacenter - Kingfisher | | Job Address |
| SLA Window | 25/07/2025 15:04 - 26/07/2025 17:00 | Contact Name | DEBBIE TAYLOR | B & Q PLC |
| Activity | TECH EXCHANGE | Contact Phone | 01204365676 | B & Q PLC ROUND HILL WAY BOLTON BL1 2SL |
| Priority | ND 1700 | | | |
| Ref 1 | 24439037 | | | |
| Ref 2 | | | | |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|------------------|--|
| Please swap unit | <p>Category: I have a till query</p> <p>Sub Category: 1.) Seamless payment till</p> <p>Symptom: Receipt printer</p> <p>Till number: 87</p> <p>Make/Model: TH250 RECEIPT PRINTER</p> <p>Description: SY</p> <p>Shivam Yadav</p> <p>Work notes 25/07/2025 13:05:57 about 26 minutes ago</p> <p>Hi Service desk</p> <p>As the ticket says User reported that the receipt printer on till 87 prints faded receipts and they are unable to read the prints. Hence printer is working. It is printing receipts so there is no problem from software side or from the connectivity side. But as per the ticket the print quality is bad and it is faded. Hence this is purely a hardware issue with the printer. Please assign this ticket to CC for replacement of the faulty printer</p> <p>...</p> |

Job Notes

| In Items | | | | | | |
|----------|------|-------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|---------|------|-------------|--------|-------|-------------|------------------|
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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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Run Sheet

John Paul Barron 26/07/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4209006 | Customer | Fujitsu Services Limited - Star Trains - ME | | | Job Address |
|---------------|-------------------------------------|---|------------------------------------|--|--|
| SLA Window | 25/07/2025 12:31 - 26/07/2025 19:00 | Contact Name | MANCHESTER PICCADILLY NLC9653 NT D | | Northern Rail MT (Manchester) |
| Activity | TECH EXCHANGE | Contact Phone | 0161 822 2406 | | Manchester Piccadilly Station, North Block, 2nd Floor, Northern |
| Priority | ND 1900 | | | | Trains Signing o |
| Ref 1 | C5316174 | | | | Lancashire |
| Ref 2 | | | | | Manchester |
| No. of Parts | 1 | | | | M60 7RA |

| Instructions 1 | Instructions 2 |
|--|---|
| ND 26/07/2025 19:00 SLA: ND 26/07/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRZEBMISCTC560MSTSD x 1 | <p>Problem: [ME] Zebra TC56 Smart case (Sled) on Set Number ** not working Root Cause: Not Reading Smart Cards Action: Engineer to replace the Zebra TC56 Smart case retaining the ISAM Card. This must be transferred into the replacementSmartCase. Engineer will require a T8 Torx security bit customer to test. Note: Physical Damage to the SmartCase ischargeable please record & take Photos. Contact STAR Service Desk for assistance Test: Site to test URL: Call history:: ##### Call 5316174 Problem Web Service qws_uk Fri 25 Jul 2025 12:31:11 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000H8496TA23 contract.pkey=23200 call.poms=1 call.zip=M60 7RA call.address=Manchester Piccadilly Station North Block 2nd Floor Northern Trains Signing o call.city=Manchester call.customerid=INC17938898 call.problem=NLC9653 Manchester Piccadilly Zebra Smart Case Zebra - smart case lost NLC call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56SLEDNT...</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? |
|-------------|----------------------|-------------------|--------|-------|-------------------------|-----------------|
| 19403872201 | _NRZEBMISCTC560MSTSD | TC5X:HP SMARTCASE | | | | |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
|------------------------|--|--|--|--|--------------------|---------------|
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| | | | | | Customer Print | |
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Run Sheet

John Paul Barron 26/07/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4209336 | Customer | Paypoint Network Limited - UK | | Job Address |
|---------------|-------------------------------------|-------------------------------|-------------|--|
| SLA Window | 25/07/2025 16:54 - 26/07/2025 13:00 | Contact Name | MANAGER | ZAF'S SUPERMARKET ZAF'S SUPERMARKET 83 - 85 BOLLINGTON ROAD MANCHESTER M40 7HB |
| Activity | TECH EXCHANGE | Contact Phone | 07714649300 | |
| Priority | 4HR | | | |
| Ref 1 | 02453343 | | | |
| Ref 2 | | | | |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|--------------------|---|
| 34042204//80362/t3 | <p>Case Number: 02453343</p> <p>Swap type: Swap Required</p> <p>Swap reason: Software/Transaction Fault</p> <p>Device Type: PP1</p> <p>TID Number: 34042204</p> <p>Serial Number:</p> <p>Site ID: 80362</p> <p>Description: Stuck in reboot loop - Unable to attempt factory reset as terminal is not communicating on Moki</p> |

| Job Notes |
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| In Items | | | | | | |
|----------|------|-------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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| Returned Items | | | | | | |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
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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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Run Sheet

John Paul Barron 26/07/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4207091 | Customer | Computacenter - Kingfisher | | | Job Address |
|---------------|-------------------------------------|----------------------------|-----------------------|--|---|
| SLA Window | 26/07/2025 09:00 - 26/07/2025 17:00 | Contact Name | Livvy Henderson-Moran | | KINGFISHER INFORMATION TECHNOLOGY (|
| Activity | TECH EXCHANGE | Contact Phone | 07847601170 | | Unit 1 Manchester Fort Shopping Park Cheetham Hill Road |
| Priority | ND 1700 | | | | Unit 1 Manchester Fort Shopping Park Cheetham Hill Road |
| Ref 1 | 24324153 | | | | M8 8EP |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
|--|-----------------|
| Description: HOST NAME: KFD7B3J23 LOCATION OF THE DEVICE ON SITE: bacoffice FAULT DESCRIPTION: Faulty monitor on the back office PC need to be swapped model is NEC Multisync EA273wmi FIX ATTEMPTS: user tried | No Instructions |

| Job Notes |
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| In Items |
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Run Sheet

John Paul Barron 26/07/2025

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|-------------|------------|--------------|------------|---------------|-------------------|--------------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 4 |
|-------------|------------|--------------|------------|---------------|-------------------|--------------------|---|

| Job # 4209102 | Customer | Fujitsu Services Limited - KFC | | Job Address |
|---------------|-------------------------------------|--------------------------------|-------------------------|---|
| SLA Window | 26/07/2025 09:00 - 26/07/2025 18:00 | Contact Name | KFC Birch Services East | Birch Services East M62 Eastbound J18/J19 Rochdale Heywood OL10 2QH |
| Activity | TECH EXCHANGE | Contact Phone | +442030381301 | |
| Priority | ND 1800 | | | |
| Ref 1 | C5316186 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| <p>ND 27/07/2025 11:50 SLA: ND 27/07/2025 11:50 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KCQSRKP-7500 x 1</p> | <p>Problem: [TC] [TC] KEYPAD Bump Bar for Fusion KVS site only (QSR system) TECH COURIER Root Cause: Unknown Action: Eng to check/replace KEYPAD Bump Bar for xceed controller Fusion KVS sites only (QSR system). To be used on both oneolder KP-4000 (PS/2) and a newer more common KP-7500 (USB). ** Mandatory Engineer must record Serial No In and Out ***TECH COURIER Test: Site to use ok URL: Call history:: ##### Call 5316186 Problem Web Service qws_uk Fri 25 Jul 2025 13:51:05 A+C+P agent.loginname=qws_uk equipment.assettag=YUMGB0000009822TI03 contract.pkey=23199 call.poms=1 call.zip=OL10 2QH call.address=M62 Eastbound J18/J19 call.city=Heywood call.customerid=INC17908485 call.problem=(Ryan Baker Area Coach Authorized replacement) Burger Pack screen can't bump orders call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/YUM/workpackage/QSR Keyboard call.priority=2-Medium call.datereported=7/25/2025 2:50:23 PM ##### Call 5316186 Problem Web Service qws_uk Fri 25 Jul 2025 13:51:05 A+C+P MDSREQUESTSTART ...</p> |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------------|-------------|-----------|-------|-------------------------|-----------------|
| 19404579501 | _KCQSRKP-7500 | SEN:KEYPAD | 47-032097 | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|--------------|-------------|-----------|-------|-------------|------------------|
| 19404579701 | KCQSRKP-7500 | SEN:KEYPAD | 47-032097 | | | |
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Engineer Closure Notes

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| Customer Print | |
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| Customer Signature | |
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Run Sheet

Daniel Hanson 26/07/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4209342 | Customer | Xerox (UK) Technical***DO NOT INVOICE*** | | Job Address |
|---------------|-------------------------------------|--|---|--|
| SLA Window | 26/07/2025 08:00 - 26/07/2025 13:00 | Contact Name | 212608 Miller and Carter - M&B Warrington | Mitchells & Butlers Leisure Retail Gemini Retail Park Westbrook WARRINGTON WA5 8WF |
| Activity | REPAIR WITH PARTS | Contact Phone | 01925712173 | |
| Priority | 4HR | | | |
| Ref 1 | 11781483 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| <p>Intervention #: 1 SLA: 26/07/2025 13:00-----ASSET INFORMATION---ProductName: MS521dn SFP HV SPRDeviceTagCustomer: SerialNumber: 46008130021XNProductIdentifier: 36S0310Model: 4600-630Physical Location: 212608</p> <p>---ACCOUNT INFORMATION---</p> | <p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC17939837. [200.13] errors in history.Spoke to Chris.Just keeps jamming.BOHMS521dn46008130021XN10.218.37.94Chris01925712173HBSLA 26/07/2025 at 13:00----INSTRUCTIONS-----Technical Notes -----Tech to investigate paper fed from tray 1 is jamming at the input sensor area.CB.</p> |

| Job Notes |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|----------------|------------------------------|---------------|-------|-------------------------|-----------------|
| 194054779 | 60-MS521DN-MAB | Lexmark MS521dn Printer -MAB | 4600812001WFC | | | |
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Run Sheet

Daniel Hanson 26/07/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4208748 | Customer | Computacenter - Kingfisher | | | Job Address |
|---------------|-------------------------------------|----------------------------|---------------|--|--|
| SLA Window | 25/07/2025 09:34 - 26/07/2025 17:00 | Contact Name | MICHELLE HUNT | | B&Q B & Q PLC UNIT 1 MILVERNY WAY ST HELENS WA9 1JF |
| Activity | TECH EXCHANGE | Contact Phone | 01744 455810 | | |
| Priority | ND 1700 | | | | |
| Ref 1 | 24432127 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 0 | | | | |

| Instructions 1 | Instructions 2 |
|------------------|--|
| PLEASE SWAP UNIT | Till hostname: GBBQ01054POS31P Till number: 31 Peripheral make/model(Please copy and paste CI): TH250 RECEIPT PRINTER Description of issue: Michelle called reporting that till 31 receipt printer is broken hence will need replacement / It broke yesterday Contact name/number: Michelle Hunt/+44 1744 455810 |

| Job Notes |
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| In Items | | | | | | |
|----------|------|-------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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| Returned Items | | | | | | |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
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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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Run Sheet

Daniel Hanson 26/07/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4209291 | Customer | Computacenter - Astra Zeneca | | Job Address |
|---------------|-------------------------------------|------------------------------|-------------------|--|
| SLA Window | 25/07/2025 10:00 - 25/07/2025 18:00 | Contact Name | Jemimah Hernandez | Walk Up - Liverpool - Speke |
| Activity | DELIVERY | Contact Phone | Unknown | Walk Up - Liverpool - Speke To Jay Galloway, Plot 6 |
| Priority | ND 1700 | | | Renaissance Way, Boulevard |
| Ref 1 | WOT000370712 | | | LIVERPOOL |
| Ref 2 | | | | L24 9JW |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| Deliver device only no collection should be required | {"Procure Catalog ID": "RFB_Lenovo_Standard_Laptop", "Procure Quantity": 1, "Requested by date": "2025-07-24", "Customer Catalog ID": "RFB_Lenovo_Standard_Laptop", "Cost Center Name": "CC_1300238001_AZ02_ASIASAP", "RHQ RMT/PMT/CMT": "Cost Center Account Number": "CC_1300238001_AZ02_ASIASAP"} |

| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|---------------------------|-----------------------|----------|-------|-------------------------|-----------------|
| 194009415 | 000000000004608A09GB-USED | Len TP T14s G4 AMD R5 | GM0R7PYH | | | |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-----------|------|-------------|--------|-------|-------------|------------------|
| 194009417 | | | | | | |
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| Engineer Closure Notes | | | | On Site Time | Off Site Time |
|------------------------|--|--|--|--------------------|---------------|
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| | | | | Customer Print | |
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Run Sheet

Daniel Hanson 26/07/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4209064 | Customer | Paypoint Network Limited - UK | | Job Address |
|---------------|-------------------------------------|-------------------------------|-------------|--|
| SLA Window | 25/07/2025 13:06 - 26/07/2025 13:00 | Contact Name | MANAGER | J D CONVENIENCE J D CONVENIENCE 48 SEAFORTH ROAD LIVERPOOL L21 4LF |
| Activity | TECH EXCHANGE | Contact Phone | 01519203500 | |
| Priority | 4HR | | | |
| Ref 1 | 02452462 | | | |
| Ref 2 | | | | |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|------------------------|---|
| 33392994//31103892//T3 | Swap reason: Software/Transaction Fault |

| Job Notes |
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In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
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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 | | |
| | | |
| Customer Signature | | |
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Run Sheet

Daniel Hanson 26/07/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4208955 | Customer | Fujitsu Services Limited - Star Trains - ME | | Job Address |
|---------------|-------------------------------------|---|-------------------------------|----------------------------------|
| SLA Window | 25/07/2025 12:04 - 26/07/2025 19:00 | Contact Name | CHESTER NLC3701 TFW Depot | TRANSPORT FOR WALES (Chester) |
| Activity | TECH EXCHANGE | Contact Phone | 02920 320 193 / 07741 248 780 | City Road, Cheshire |
| Priority | ND 1900 | | | Cheshire |
| Ref 1 | C5316144 | | | Chester |
| Ref 2 | | | | CH1 3NS |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--|---|
| ND 26/07/2025 19:00 SLA: ND 26/07/2025 19:00 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 5316144 Problem Web Service qws_uk Fri 25 Jul 2025 12:04:04 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17938755 call.problem=NLC3701 Chester Steatite CCST Printer Broken screen NLC 3701 Site Name Che call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=7/25/2025 1:03:31 PM ... |

| 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? |
|-------------|----------------------|----------------------|--------|-------|-------------------------|-----------------|
| 19403675801 | _KEZEBTC56DJ-1PAZU4P | AN HSPA+/LTE/CDMA:BT | | | | |
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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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Run Sheet

Daniel Hanson 26/07/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4209146 | Customer | Vista Retail Support Limited | Job Address |
|---------------|-------------------------------------|------------------------------|---|
| SLA Window | 25/07/2025 14:31 - 26/07/2025 17:00 | Contact Name | PICTURE HOUSE UNIT 10, HUNTER STREET CHESTER CH1 2AR |
| Activity | TECH EXCHANGE | Contact Phone | |
| Priority | ND 1700 | | |
| Ref 1 | 3351638 | | |
| Ref 2 | | | |
| No. of Parts | 1 | | |

| Instructions 1 | Instructions 2 |
|---------------------------------|--|
| 3351638 - Till Name: UPCHSCON02 | Replace CAB-CBNA-UO1-S07ZA 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 |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|--------------------------------|--------------------|--------|-------|-------------------------|-----------------|
| 19404761401 | CAB-CBNA-UO1- S07ZA | CAB-CBNA-UO1-S07ZA | | | | |
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| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
| | | |
| Customer Print | | |
| | | |
| Customer Signature | | |
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Run Sheet

Daniel Hanson 26/07/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4208909 | Customer | Vista Retail Support Limited | | Job Address |
|---------------|-------------------------------------|------------------------------|--|---|
| SLA Window | 25/07/2025 11:18 - 26/07/2025 17:00 | Contact Name | | LIDL COUNCILLOR LANE CHESHIRE CHEADLE SK8 5NU |
| Activity | TECH EXCHANGE | Contact Phone | | |
| Priority | ND 1700 | | | |
| Ref 1 | 3351403 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| 3351403 - Install x 4 headsets passcode - 11465219 | 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 |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------------|------------------|--------|-------|-------------------------|-----------------|
| 19403428601 | SPK-VOC-HDSET | SPK-VOC-HDSET-S5 | | | | |
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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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Run Sheet

Daniel Hanson 26/07/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 26/07/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4209149 | Customer | DieboldNixdorf_WIPRO | | Job Address |
|---------------|-------------------------------------|----------------------|-----------------|--------------------------|
| SLA Window | 25/07/2025 14:33 - 26/07/2025 17:00 | Contact Name | MICHAEL PICKARD | TRAFFORD PEEL AVENUE THE |
| Activity | TECH EXCHANGE P2PE | Contact Phone | - | TRAFFORD C |
| Priority | ND 1700 | | | JL032 TRAFFORD |
| Ref 1 | 132323949 | | | MANCHESTER |
| Ref 2 | | | | M17 8JL |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| ACCESS GARNTED - TRAF731055 Replace Ingenico L2500 PN 1900001941 | Ingenico 2500 - PED unable to charge - 032 - Trafford. DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202507251320 Web Logging: Locker: TF1-44-PED TPV Number (8 Digits): 15032044 Serial Number: 192577303461103311072723 Asset Number: PAN00096951 Model Ingenico 2500 Location: comms room on the 3rd floor Issue: 0161 746 3630 Incident INC6699706 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. |

| Job Notes |
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| In Items | | | | | | |
|----------|------|-------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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| Returned Items | | | | | | |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
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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 |
| Vista Retail Support Limited | 19404761401 | 3351638 | 4209146 | TECH EXCHANGE | PICTURE HOUSE, UNIT 10, HUNTER STREET, CHESTER, CH1 2AR | Daniel Hanson | 25/07/2025 14:31 26/07/2025 17:00 | 26/07/2025 | |
| Fujitsu Services Limited - Star Trains - ME | 19403675801 | C5316144 | 4208955 | TECH EXCHANGE | TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS | Daniel Hanson | 25/07/2025 12:04 26/07/2025 19:00 | 26/07/2025 | |
| Paypoint Network Limited - UK | (No Items) | 02452462 | 4209064 | TECH EXCHANGE | J D CONVENIENCE, J D CONVENIENCE, 48 SEAFORTH ROAD, LIVERPOOL, L21 4LF | Daniel Hanson | 25/07/2025 13:06 26/07/2025 13:00 | 26/07/2025 | |
| Computacenter - Astra Zeneca | 194009415 | WOT000370712 | 4209291 | DELIVERY | Walk Up - Liverpool - Speke, Walk Up - Liverpool - Speke, To Jay Galloway, Plot 6 Renaissance Way, Boulevard, LIVERPOOL, L24 9JW | Daniel Hanson | 25/07/2025 10:00 25/07/2025 18:00 | 26/07/2025 | |
| DieboldNixdorf_WIPRO | (No Items) | 132323949 | 4209149 | TECH EXCHANGE P2PE | TRAFFORD PEEL AVENUE THE, TRAFFORD PEEL AVENUE THE, TRAFFORD C, JL032 TRAFFORD, MANCHESTER, M17 8JL | Daniel Hanson | 25/07/2025 14:33 26/07/2025 17:00 | 26/07/2025 | |
| Vista Retail Support Limited | 19403428601 | 3351403 | 4208909 | TECH EXCHANGE | LIDL, COUNCILLOR LANE, CHESHIRE, CHEADLE, SK8 5NU | Daniel Hanson | 25/07/2025 11:18 26/07/2025 17:00 | 26/07/2025 | |
| Xerox (UK) Technical****DO NOT INVOICE**** | 194054779 | 11781483 | 4209342 | REPAIR WITH PARTS | Mitchells & Butlers Leisure Retail, Gemini Retail Park, Westbrook, WARRINGTON, WA5 8WF | Daniel Hanson | 26/07/2025 08:00 26/07/2025 13:00 | 26/07/2025 | |
| Computacenter - Kingfisher | (No Items) | 24432127 | 4208748 | TECH EXCHANGE | B&Q, B & Q PLC, UNIT 1, MILVERNY WAY, ST HELENS, WA9 1JF | Daniel Hanson | 25/07/2025 09:34 26/07/2025 17:00 | 26/07/2025 | |



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) | 02453343 | 4209336 | TECH EXCHANGE | ZAF'S SUPERMARKET, ZAF'S SUPERMARKET, 83 - 85 BOLLINGTON ROAD, MANCHESTER, M40 7HB | John Paul Barron | 25/07/2025 16:54 26/07/2025 13:00 | 26/07/2025 | |
| Fujitsu Services Limited - Star Trains - ME | 19403872201 | C5316174 | 4209006 | TECH EXCHANGE | Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA | John Paul Barron | 25/07/2025 12:31 26/07/2025 19:00 | 26/07/2025 | |
| Computacenter - Kingfisher | 19395660401 | 24324153 | 4207091 | TECH EXCHANGE | KINGFISHER INFORMATION TECHNOLOGY (, Unit 1 Manchester Fort Shopping Park Cheetham Hill Road, Unit 1 Manchester Fort Shopping Park Cheetham Hill Road, M8 8EP | John Paul Barron | 26/07/2025 09:00 26/07/2025 17:00 | 26/07/2025 | |
| Fujitsu Services Limited - KFC | 19404579501 | C5316186 | 4209102 | TECH EXCHANGE | Birch Services East, M62 Eastbound J18/J19, Rochdale, Heywood, OL10 2QH | John Paul Barron | 26/07/2025 09:00 26/07/2025 18:00 | 26/07/2025 | |

| Summary | | | | | | | | | |
|-------------------------------|---------------|-----------|---------|---------------|---|----------------|--------------------------------------|------------|-------|
| Customer Name | Trace Request | Ref 1 | Job # | Activity | Address | Engineer | SLA Window | Run Date | Rec'd |
| Computacenter - Kingfisher | (No Items) | 24432697 | 4208978 | TECH EXCHANGE | B & Q WAREHOUSE, B & Q WAREHOUSE, NOVA SCOTIA RETAIL PARK, BOLTON ROAD, BLACKBURN, BB2 3QP | Stephen Fitton | 25/07/2025 12:23 26/07/2025 17:00 | 26/07/2025 | |
| Computacenter - Kingfisher | (No Items) | 24439037 | 4209181 | TECH EXCHANGE | B & Q PLC, B & Q PLC, ROUND HILL WAY, BOLTON, BL1 2SL | Stephen Fitton | 25/07/2025 15:04 26/07/2025 17:00 | 26/07/2025 | |
| Computacenter - Kingfisher | 19394955001 | 24431027 | 4207062 | TECH EXCHANGE | KINGFISHER INFORMATION TECHNOLOGY (, Unit 2 Cornmill Park, Cornmill Crossing, Unit 2 Cornmill Park, Cornmill Crossing, LA14 2GN | Stephen Fitton | 26/07/2025 09:00 26/07/2025 13:00 | 26/07/2025 | |
| Paypoint Network Limited - UK | (No Items) | 02452375r | 4209063 | TECH EXCHANGE | ORMSGILL OFF LICENCE, ORMSGILL OFF LICENCE, 34 MIDDLE FIELD, BARROW-IN-FURNESS, LA14 4BX | Stephen Fitton | 25/07/2025 09:00 26/07/2025 17:00 | 26/07/2025 | |
| Computacenter - Kingfisher | (No Items) | 24437713 | 4208709 | TECH EXCHANGE | SCREWFIX, SCREWFIX, MINTSFETEET ROAD, KENDAL, LA9 6DE | Stephen Fitton | 25/07/2025 07:52 26/07/2025 17:00 | 26/07/2025 | |