



Run Sheet

Daniel Hanson 05/06/2025

Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
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Job # 4173629	Customer	Verifone UK LTD			Job Address
SLA Window	04/06/2025 16:00 - 05/06/2025 18:00	Contact Name	DUTY MANAGER		1GB0767 H&M NEW MERSEY SPEKE ROAD NEW MERSEY RETAIL PARK
Activity	TECH EXCHANGE	Contact Phone	01513311270		LIVERPOOL LIVERPOOL L24 8QB
Priority	ND 1800				
Ref 1	G353780				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Stock Item = R-P400 Plus -2.9.1.18 H&M UK Inbound PTID = 35647579 Inbound Serial No. = 805-662-480 IP Gateway = 0.0.0.0 Terminal IP Address = 0.0.0.0 Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = 192.168.255.1 WIFI Network SSID N/A WIFI Network WPA Password N/A WPA Encryption method = N/A Manager PIN / Supervisor Pin = 12345 Configuration / Setup Pin = 12345 Login ID = GB0767 Login Pin = GB0767 Primary System ID = 20025641 SITE OPENING TIMES = N/A Notes = N/A Fault Category = OS Software / App Issue	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2678502

Job Notes

In Items

Returned Items

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



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Daniel Hanson 05/06/2025

Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
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Job # 4173635	Customer	Verifone UK LTD		Job Address
SLA Window	04/06/2025 16:00 - 05/06/2025 18:00	Contact Name	DUTY MANAGER	1GB0767 H&M NEW MERSEY SPEKE ROAD NEW MERSEY RETAIL PARK
Activity	CONSUMABLE INSTALL	Contact Phone	01513311270	LIVERPOOL LIVERPOOL L24 8QB
Priority	ND 1800			
Ref 1	G353780 - Y Cable			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Only use Y Cable if required If you do not use the Y cable please clearly mark as good part	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2678502

Job Notes

In Items

Returned Items

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

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



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Daniel Hanson 05/06/2025

Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
Job # 4173664		Customer		COMPUTACENTER HSBC – EBBT		Job Address	
SLA Window		04/06/2025 16:23 - 05/06/2025 16:30		Contact Name	JEN PRIOR / KIOSK 1	COMPUTACENTER HSBC HSBC BRANCH 525 PRESCOT ROAD LIVERPOOL MERSEYSIDE L13 5UU	
Activity		TECH EXCHANGE		Contact Phone			
Priority		ND 1600					
Ref 1		INC49499177					
Ref 2							
No. of Parts		1					
Instructions 1				Instructions 2			
BRANCH KIOSK SWAP ONLY - You must call HSBC to close the call on all HSBC branch kiosk visits. For unsuccessful jobs & escalations contact HSBC on 0114 252 8180 or 0114 252 8254. This call will either be a DOCK / TABLET / PED / CABLE. You must not leave site until the setup is operational**.				Eb Touchscreen			
Job Notes							
In Items							
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?	
19231275301							
Returned Items							
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?	
19231275501							
Engineer Closure Notes						On Site Time	Off Site Time
						Customer Print	
						Customer Signature	



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Daniel Hanson 05/06/2025

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Job # 4173742	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	04/06/2025 09:00 - 05/06/2025 23:00	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	C5312342			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 05/06/2025 20:00 SLA: ND 05/06/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1</p>	<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::: ##### Call 5312342 Problem Web Service qws_uk Wed 04 Jun 2025 16:25:35 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17676060 call.problem=NLC2242 Liverpool Central Steatite CCST Printer</p> <p>Steatite Printer Fault NLC call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=6/4/2025 5:25:11 PM</p> <p>##### Call 5312342 Problem Web Service qws_uk Wed 04 Jun 2025 16:25:35 A+C+P...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19231563401	_SLMIK100202-007	STEATITE THERMAL TKT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19231563601	_SLMIK100202-00	STEATITE THERMAL TKT				

Engineer Closure Notes

	Customer Print
	Customer Signature



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Job # 4173444	Customer	Verifone UK LTD		Job Address
SLA Window	04/06/2025 13:15 - 05/06/2025 20:00	Contact Name	TINA KELLY	STONEGATE - BE AT ONE LIVERPOOL 13-21 SEEL STREET
Activity	TECH EXCHANGE	Contact Phone	07713177731	LIVERPOOL N/A N/A L1 4AU
Priority	Timed			
Ref 1	G353777			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx820(IP SIL)-03.70.00.99995 Inbound PTID = 23560107 Inbound Serial No. = 332-666-932 IP Gateway = 10.83.100.190 Terminal IP Address = 10.83.100.166 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID N/A WIFI Network WPA Password N/A WPA Encryption method = N/A Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1901 Login Pin = 1901 Primary System ID = 20024503 SITE OPENING TIMES = N/A Notes = N/A Fault Category = Unable To Get GPRS Signal/Connection	MUST ATTEND BETWEEN 16:00 AND 20:00 If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2678499

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time

Customer Print	



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Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
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Job # 4173418	Customer	Fujitsu Services Limited - Vodafone		Job Address
SLA Window	04/06/2025 09:00 - 05/06/2025 19:00	Contact Name	Liverpool Church Street (PA) 70215	Liverpool Church Street 17-19 Liverpool Liverpool L1 1DA
Activity	TECH EXCHANGE	Contact Phone	-	
Priority	ND 1900			
Ref 1	C5312311			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 05/06/2025 20:00 SLA: ND 05/06/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _VPDELTIL-W11-23H2 x 1	<p>Problem: [TC] Dell 7110 WIN11 23H2 Till faulty Root Cause: Unknown Action: Engineer to replace the faulty Dell Optiplex Till base Unit Test: With Vodafone Service desk URL: Call history: ##### Call 5312311 Problem Web Service qws_uk Wed 04 Jun 2025 12:48:05 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=VFDB00000VI786TA23 contract.pkey=23219 call.poms=1 call.zip=L1 1DA call.address=17-19 call.city=Liverpool call.customerid=INC17677755 call.problem=RET70215-006 - Base Unit - Boot loops call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/VFD/workpackage/VFDELL7110WIN1123H2 call.priority=2-Medium call.datereported=6/4/2025 1:47:23 PM</p> <p>##### Call 5312311 Problem Web Service qws_uk Wed 04 Jun 2025 12:48:05 A+C+P</p> <p>RET70215-006 - Base Unit - Boot loops</p> <p>What is required from engineering: Engineer to attend and replace base unit. Diagnostics and results: Store user advised base unit stuck in boot loop. Asked user to...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19229796401	_VPDELTIL-W11-23H2	OPTIPLEX TILL:WIN11 23H2				

Returned Items

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



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Job # 4173419	Customer	Fujitsu Services Limited - Vodafone			Job Address		
SLA Window	04/06/2025 09:00 - 05/06/2025 19:00	Contact Name	Liverpool Church Street (PA) 70215		Liverpool Church Street		
Activity	TECH EXCHANGE	Contact Phone	-		17-19 Liverpool Liverpool L1 1DA		
Priority	ND 1900						
Ref 1	C5312310						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
ND 05/06/2025 20:00 SLA: ND 05/06/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _VPDELTIL-W11-23H2 x 1	<p>Problem: [TC] Dell 7110 WIN11 23H2 Till faulty Root Cause: Unknown Action: Engineer to replace the faulty Dell Optiplex Till base Unit Test: With Vodafone Service desk URL: Call history:</p> <p>##### Call 5312310 Problem Web Service qws_uk Wed 04 Jun 2025 12:47:34 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=VFDB00000VI786TA23 contract.pkey=23219 call.poms=1 call.zip=L1 1DA call.address=17-19 call.city=Liverpool call.customerid=INC17677962 call.problem=RET70215-011 - Base Unit - Boot Loop call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/VFD/workpackage/VFDELL7110WIN1123H2 call.priority=2-Medium call.datereported=6/4/2025 1:47:11 PM</p> <p>##### Call 5312310 Problem Web Service qws_uk Wed 04 Jun 2025 12:47:34 A+C+P</p> <p>RET70215-011 - Base Unit - Boot Loop</p> <p>What is required from engineering: Engineer to attend and replace base unit. Diagnostics and results: Store user advised 2 base units in boot loop. 006 and 011. found...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19229794301	_VPDELTIL-W11-23H2	OPTIPLEX TILL:WIN11 23H2				

Returned Items

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



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Daniel Hanson 05/06/2025

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Job # 4173447	Customer	Verifone UK LTD		Job Address
SLA Window	04/06/2025 13:15 - 05/06/2025 18:00	Contact Name	DUTY MANAGER	TGI 697 LIVERPOOL ONE 14 PARADISE STREET LIVERPOOL
Activity	TECH EXCHANGE	Contact Phone	01932777330	N/A N/A L1 8JF
Priority	ND 1800			
Ref 1	G353770			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi V03.52.01.99998 Inbound PTID = 28547707 Inbound Serial No. = 321-004-467 IP Gateway = 0.0.0.0 Terminal IP Address = 0.0.0.0 Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = 10.183.197.99 WIFI Network SSID Surf3ct10n WIFI Network WPA Password T1me2P@yUs WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1697 Login Pin = 1697 Primary System ID = 10009897 SITE OPENING TIMES = N/A Notes = N/A Fault Category = Terminal Will Not Charge	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2678491

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print



Run Sheet

Daniel Hanson 05/06/2025

Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
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Job # 4173440	Customer	Verifone UK LTD		Job Address
SLA Window	04/06/2025 13:15 - 05/06/2025 18:00	Contact Name	DUTY MANAGER	TGI 697 LIVERPOOL ONE 14 PARADISE STREET LIVERPOOL
Activity	TECH EXCHANGE	Contact Phone	01932777330	N/A N/A L1 8JF
Priority	ND 1800			
Ref 1	G353769			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi V03.52.01.99998 Inbound PTID = 28558348 Inbound Serial No. = 321-009-673 IP Gateway = 0.0.0.0 Terminal IP Address = 0.0.0.0 Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = 10.183.197.99 WIFI Network SSID Surf3ct10n WIFI Network WPA Password T1me2P@yUs WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1697 Login Pin = 1697 Primary System ID = 10009897 SITE OPENING TIMES = N/A Notes = N/A Fault Category = Terminal Will Not Charge	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2678490

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print



Run Sheet

Daniel Hanson 05/06/2025

Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
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Job # 4173442	Customer	Verifone UK LTD		Job Address
SLA Window	04/06/2025 13:15 - 05/06/2025 18:00	Contact Name	DUTY MANAGER	TGI 697 LIVERPOOL ONE 14 PARADISE STREET LIVERPOOL
Activity	TECH EXCHANGE	Contact Phone	01932777330	N/A N/A L1 8JF
Priority	ND 1800			
Ref 1	G353767			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi V03.52.01.99998 Inbound PTID = 29983276 Inbound Serial No. = 321-097-570 IP Gateway = 0.0.0.0 Terminal IP Address = 0.0.0.0 Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = 10.183.197.99 WIFI Network SSID Surf3ct10n WIFI Network WPA Password T1me2P@yUs WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1697 Login Pin = 1697 Primary System ID = 10009897 SITE OPENING TIMES = N/A Notes = N/A Fault Category = Unable To Get GPRS Signal/Connection	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2678482

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print



Run Sheet

Daniel Hanson 05/06/2025

Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
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Job # 4173446	Customer	Verifone UK LTD		Job Address
SLA Window	04/06/2025 13:15 - 05/06/2025 18:00	Contact Name	DUTY MANAGER	TGI 697 LIVERPOOL ONE 14 PARADISE STREET LIVERPOOL
Activity	TECH EXCHANGE	Contact Phone	01932777330	N/A N/A L1 8JF
Priority	ND 1800			
Ref 1	G353768			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx820 Duet V03.52.01.99998 Inbound PTID = 29977471 Inbound Serial No. = 327-550-135 IP Gateway = 0.0.0.0 Terminal IP Address = 0.0.0.0 Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID N/A WIFI Network WPA Password N/A WPA Encryption method = N/A Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1697 Login Pin = 1697 Primary System ID = 10009897 SITE OPENING TIMES = N/A Notes = N/A Fault Category = Unable To Get GPRS Signal/Connection	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2678486

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print



Run Sheet

Daniel Hanson 05/06/2025

Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
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Job # 4173551	Customer	Fujitsu Services Limited - EE		Job Address
SLA Window	04/06/2025 10:00 - 05/06/2025 20:00	Contact Name	4144 Liverpool One	Liverpool One 59 South John Street, Liverpool ONE Shopping Ctr
Activity	TECH EXCHANGE	Contact Phone	0151 705 2090	Liverpool Liverpool L1 8BU
Priority	ND 1900			
Ref 1	C5312323			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 05/06/2025 21:00 SLA: ND 05/06/2025 21:00 PART2= PART3= PART4= ALT1=_TMFUJTP3000CSDTP15 ALT2= ALT3= ALT4= TEXT= _TMFUJTP3000CSDTP15 x 1</p>	<p>Problem: [TC] CASH DRAWER (black narrow keylock to right single slot KD30903-2213) Faulty Jammed or not opening Root Cause: Suspect drawer Action: Engineer to check/change drawer. Test: In use URL: Call history:: ##### Call 5312323 Problem Web Service qws_uk Wed 04 Jun 2025 14:53:36 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=EELGB000000O4144TRC2 contract.pkey=22856 call.poms=1 call.zip=L1 8BU call.address=59 South John Street Liverpool ONE Shopping Ctr call.city=Liverpool call.customerid=INC17679630 call.problem=FOH - Cash drawer - Not closing /Replacement needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/FUJDRWTP15 call.priority=3-High call.datereported=6/4/2025 3:52:53 PM</p> <p>##### Call 5312323 Problem Web Service qws_uk Wed 04 Jun 2025 14:53:36 A+C+P</p> <p>Store number: 4144 Store location: Liverpool One...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19230810401	_TMFUJTP3000C	SISDPTP3000 TP15 CMPCT:LOCK:BLK				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19230810601	_TMFUJTP3000C	SISDPT3000 TP15 CMPCT:LOCK:BLK				

Engineer Closure Notes

		Customer Print
		Customer Signature



Run Sheet

Daniel Hanson 05/06/2025

Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
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Job # 4173690	Customer	Computacenter Limited		Job Address
SLA Window	05/06/2025 09:00 - 05/06/2025 17:00	Contact Name	Samantha Young	LLOYDS BANKING GROUP PLC (008102783
Activity	NON TECH EXCHANGE	Contact Phone	07816680523	9/10 Coronation Buildings, Wallasey Road
Priority	ND 1700			9/10 Coronation Buildings, Wallasey Road
Ref 1	24375666			CH45 4NE
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
RSG-VA Contact Name - Samantha Young Contact Number - 07816680523 Herage - Halifax Location - Wallasey 9/10 Coronation Buildings CH45 4NEvice - PED Make - Moby Device - PED PPD - No Part - 4444195 Ingenico M	No Instructions

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19231128701	4444195	Moby 8500 Bluetooth Ped				

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



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Job # 4173707	Customer	Computacenter Limited		Job Address
SLA Window	05/06/2025 09:00 - 05/06/2025 17:00	Contact Name	Samantha Young	LLOYDS BANKING GROUP PLC (008102783
Activity	NON TECH EXCHANGE	Contact Phone	07816680523	9/10 Coronation Buildings, Wallasey Road
Priority	ND 1700			9/10 Coronation Buildings, Wallasey Road
Ref 1	24375670			CH45 4NE
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
RSG-VA Contact Name - Samantha Young Contact Number - 07816680523 Herage - Halifax Location - Wallasey 9/10 Coronation Buildings CH45 4NEvice - PED Make - Moby Device - PED PPD - No Part - 4444195 Ingenico M	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19231128201	4444195	Moby 8500 Bluetooth Ped				

Returned Items

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



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Date	05/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	15
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Job # 4173552	Customer	Fujitsu Services Limited - Vodafone			Job Address
SLA Window	04/06/2025 15:00 - 05/06/2025 20:00	Contact Name	Manchester Trafford Experience (PA) 60928	VODAFONE (TRAFFORD CENTRE EXPERIENCE STORE)	
Activity	TECH EXCHANGE	Contact Phone	07760 170120	Manchester Trafford Experience, Unit L30 - 30 Peel Avenue, Trafford Centre , Gre	
Priority	ND 1900			LANCASHIRE	
Ref 1	C5312326			Manchester	
Ref 2				M17 8BL	
No. of Parts	1				

Instructions 1	Instructions 2
<p>**ACCESS GRANTED - 727989**</p> <p>ND 05/06/2025 20:00 SLA: ND 05/06/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _VPDELTIL-W11-23H2 x 1</p>	<p>Problem: [TC] Dell 7110 WIN11 23H2 Till faulty Root Cause: Unknown Action: Engineer to replace the faulty Dell Optiplex Till base Unit Test: With Vodafone Service desk URL: Call history: ##### Call 5312326 Problem Web Service qws_uk Wed 04 Jun 2025 15:00:05 A+C+P agent.loginname=qws_uk equipment.assettag=VFDB00000VI351TA23 contract.pkey=23219 call.poms=1 call.zip=M17 8BL call.address=Manchester Trafford Experience Unit L30 - 30 Peel Avenue Trafford Centre Gre call.city=Manchester call.customerid=INC17677683 call.problem=RET60928- 008- Base Unit - Boot loops call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/VFD/workpackage/VFDELL7110WIN1123H2 call.priority=2-Medium call.datereported=6/4/2025 3:59:21 PM ##### Call 5312326 Problem Web Service qws_uk Wed 04 Jun 2025 15:00:05 A+C+P RET60928- 008- Base Unit - Boot loops...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19230814201	_VPDELTIL-W11-23H2:OPTIPLEX TILL:WIN11 23H2					

Returned Items

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

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter Limited	19231128701	24375666	4173690	NON TECH EXCHANGE	LLOYDS BANKING GROUP PLC (008102783, 9/10 Coronation Buildings, Wallasey Road, 9/10 Coronation Buildings, Wallasey Road, CH45 4NE	Daniel Hanson	05/06/2025 09:00 05/06/2025 17:00	05/06/2025	
Computacenter Limited	19231128201	24375670	4173707	NON TECH EXCHANGE	LLOYDS BANKING GROUP PLC (008102783, 9/10 Coronation Buildings, Wallasey Road, 9/10 Coronation Buildings, Wallasey Road, CH45 4NE	Daniel Hanson	05/06/2025 09:00 05/06/2025 17:00	05/06/2025	
Fujitsu Services Limited - Vodafone	19229796401	C5312311	4173418	TECH EXCHANGE	Liverpool Church Street, 17-19, Liverpool, Liverpool, L1 1DA	Daniel Hanson	04/06/2025 09:00 05/06/2025 19:00	05/06/2025	
Fujitsu Services Limited - Vodafone	19229794301	C5312310	4173419	TECH EXCHANGE	Liverpool Church Street, 17-19, Liverpool, Liverpool, L1 1DA	Daniel Hanson	04/06/2025 09:00 05/06/2025 19:00	05/06/2025	
Fujitsu Services Limited - Star Trains	19231563401	C5312342	4173742	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	Daniel Hanson	04/06/2025 09:00 05/06/2025 23:00	05/06/2025	
Verifone UK LTD	(No Items)	G353777	4173444	TECH EXCHANGE	STONEGATE - BE AT ONE LIVERPOOL, 13-21 SEEL STREET, LIVERPOOL, N/A, N/A, L1 4AU	Daniel Hanson	04/06/2025 13:15 05/06/2025 20:00	05/06/2025	
Fujitsu Services Limited - EE	19230810401	C5312323	4173551	TECH EXCHANGE	Liverpool One, 59 South John Street, Liverpool ONE Shopping Ctr, Liverpool, Liverpool, L1 8BU	Daniel Hanson	04/06/2025 10:00 05/06/2025 20:00	05/06/2025	
Verifone UK LTD	(No Items)	G353770	4173447	TECH EXCHANGE	TGI 697 LIVERPOOL ONE, 14 PARADISE STREET, LIVERPOOL, N/A, N/A, L1 8JF	Daniel Hanson	04/06/2025 13:15 05/06/2025 18:00	05/06/2025	
Verifone UK LTD	(No Items)	G353769	4173440	TECH EXCHANGE	TGI 697 LIVERPOOL ONE, 14 PARADISE STREET, LIVERPOOL, N/A, N/A, L1 8JF	Daniel Hanson	04/06/2025 13:15 05/06/2025 18:00	05/06/2025	
Verifone UK LTD	(No Items)	G353767	4173442	TECH EXCHANGE	TGI 697 LIVERPOOL ONE, 14 PARADISE STREET, LIVERPOOL, N/A, N/A, L1 8JF	Daniel Hanson	04/06/2025 13:15 05/06/2025 18:00	05/06/2025	
Verifone UK LTD	(No Items)	G353768	4173446	TECH EXCHANGE	TGI 697 LIVERPOOL ONE, 14 PARADISE STREET, LIVERPOOL, N/A, N/A, L1 8JF	Daniel Hanson	04/06/2025 13:15 05/06/2025 18:00	05/06/2025	
COMPUTACENTER HSBC – EBBT	19231275301	INC49499177	4173664	TECH EXCHANGE	COMPUTACENTER HSBC, HSBC BRANCH, 525 PRESCOT ROAD, LIVERPOOL, MERSEYSIDE, L13 5UU	Daniel Hanson	04/06/2025 16:23 05/06/2025 16:30	05/06/2025	
Verifone UK LTD	(No Items)	G353780	4173629	TECH EXCHANGE	1GB0767 H&M NEW MERSEY, SPEKE ROAD, NEW MERSEY RETAIL PARK, LIVERPOOL, LIVERPOOL, L24 8QB	Daniel Hanson	04/06/2025 16:00 05/06/2025 18:00	05/06/2025	
Verifone UK LTD	(No Items)	G353780 - Y Cable	4173635	CONSUMABLE INSTALL	1GB0767 H&M NEW MERSEY, SPEKE ROAD, NEW MERSEY RETAIL PARK, LIVERPOOL, LIVERPOOL, L24 8QB	Daniel Hanson	04/06/2025 16:00 05/06/2025 18:00	05/06/2025	
Fujitsu Services Limited - Vodafone	19230814201	C5312326	4173552	TECH EXCHANGE	VODAFONE (TRAFFORD CENTRE EXPERIENCE STORE), Manchester Trafford Experience, Unit L30 - 30 Peel Avenue, Trafford Centre, Gre, LANCASHIRE, Manchester, M17 8BL	Daniel Hanson	04/06/2025 15:00 05/06/2025 20:00	05/06/2025	