



# Run Sheet

Daniel Hanson 02/11/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 02/11/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 4 |
|------|------------|-------|------------|--------|----------------|-------------|---|

|               |                                     |   |                                   |   |
|---------------|-------------------------------------|---|-----------------------------------|---|
| Job # 4278452 | Customer                            | Fujitsu Services Limited - Star Trains - ME |                                   | Job Address   |
| SLA Window    | 01/11/2025 14:29 - 02/11/2025 20:00 | Contact Name                                | WARRINGTON CENTRAL NLC2390 NT STA | Northern Rail - STAR<br>Warrington Central Station,<br>Winwick Street, Warrington,<br>Cheshire<br>CHESHIRE<br>Warrington<br>WA2 7TT |
| Activity      | TECH EXCHANGE                       | Contact Phone                               | 0161 228 9153                     |   |
| Priority      | ND 1900                             |   |                                   |   |
| Ref 1         | C5323805                            |   |                                   |   |
| Ref 2         |                                     |   |                                   |   |
| No. of Parts  | 1                                   |   |                                   |   |

| Instructions 1   | Instructions 2   |
|--|--|
| ND 02/11/2025 20:00<br>SLA: ND 02/11/2025 20:00 PART2=<br>PART3=<br>PART4=<br>ALT1=<br>ALT2=<br>ALT3=<br>ALT4= TEXT=<br>_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::<br>##### Call 5323805   Problem   Web Service   qws_uk   Sat 01 Nov 2025 14:29:04   A+C+P<br><br>agent.loginname=qws_uk<br>equipment.assettag=STRGB00000N9029TA23<br>contract.pkey=23200<br>call.poms=1<br>call.zip=WA2 7TT<br>call.address=Warrington Central Station<br>Winwick Street<br>Warrington<br>Cheshire<br>call.city=Warrington<br>call.customerid=INC18423713<br>call.problem=NLC2390<br>WARRINGTON CENTRAL<br>NDP Will not print<br>call.modifiedby=QWebServices<br>call.busimpact=Urgent (TD)<br>category.name=GBR/STR/workpackage/NORTHTKMKII<br>call.priority=2-Medium<br>call.datereported=11/1/2025 3:28:24 PM<br>... |

## Job Notes

| In Items    |              |                               |        |       |                         |                 |
|-------------|--------------|-------------------------------|--------|-------|-------------------------|-----------------|
| Request     | Part         | Description                   | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19731691701 | _NRNEWND4020 | MTR:MAGNETIC TICKET DT 203DPI | 38816  |       |                         |                 |
|             |              |                               |        |       |                         |                 |
|             |              |                               |        |       |                         |                 |
|             |              |                               |        |       |                         |                 |

## Returned Items

| Request     | Part         | Description                   | Serial | Asset | Part Status | Customer Damage? |
|-------------|--------------|-------------------------------|--------|-------|-------------|------------------|
| 19731691901 | _NRNEWND4020 | MTR:MAGNETIC TICKET DT 203DPI | 38816  |       |             |                  |
|             |              |                               |        |       |             |                  |
|             |              |                               |        |       |             |                  |
|             |              |                               |        |       |             |                  |

| Engineer Closure Notes | On Site Time              | Off Site Time |
|------------------------|---------------------------|---------------|
|                        |                           |               |
|                        | <b>Customer Print</b>     |               |
|                        |                           |               |
|                        | <b>Customer Signature</b> |               |
|                        |                           |               |



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|             |            |              |            |               |                |                    |   |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| <b>Date</b> | 02/11/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Hanson, Daniel | <b>Jobs on Run</b> | 4 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

|               |                                     |  |                                       |   |
|---------------|-------------------------------------|--|---------------------------------------|---|
| Job # 4278412 | Customer                            | Xerox (UK) Technical***DO NOT INVOICE*** |                                       | Job Address   |
| SLA Window    | 02/11/2025 10:00 - 02/11/2025 11:30 | Contact Name                             | 2872 Manchester Market St Exp Manager | TESCO Stores Limited<br>58-66 MARKET STREET<br>MANCHESTER<br>M1 1PW |
| Activity      | REPAIR WITH PARTS                   | Contact Phone                            | 07878591791                           |   |
| Priority      | 8HR                                 |  |                                       |   |
| Ref 1         | 11887265                            |  |                                       |   |
| Ref 2         |                                     |  |                                       |   |
| No. of Parts  | 6                                   |  |                                       |   |

| Instructions 1   | Instructions 2   |
|--|--|
| <p>Intervention #: 1 SLA: 02/11/2025 11:36-----ASSET<br/> INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 8<br/> MS811SerialNumber: 40635C6605HPTProductIdentifier: 40G0230Model:<br/> 4063-430Physical Location: Deliver to Customer Services Desk</p> <p>---ACCOUNT INFORMATION---Onsite repair instructions: VIP AND MPS<br/> CUSTOMERFOR LEXMARK INTERNAL USE ONLY ..... DO NOT SHARE WITH<br/> CUSTOMERSTORESLAP 2 ..... Tesco123 (To be updated 09.04.2025)HEAD OFFICE &amp;<br/> DC.....s ONLYPASSWORD/PIN : 1984Retail Stores &amp; CFC.....s (Dot Com Centres) -<br/> Break Fix ..... 8 Hour Fix. Monday ..... Saturday 09:00 ..... 17:00. Sunday 10:00 .....<br/> 16:00. Including Public holidays (excluding Christmas Day)Head Office &amp; DC.....s - Break<br/> Fix ..... 8 Hour Fix. Monday ..... Friday 09:00 ..... 17:00.Including Public holidays<br/> (excluding Christmas Day) Head Office on-site contact Adam Simmonds ..... 07880<br/> 038032 (HO Only not DC.....s)Pharmacy - Break Fix ..... 4 Hour Fix. Monday ..... Saturday<br/> 09:00 ..... 17:00. Sunday 10:00 ..... 16:00. Including Public holidays (excluding Christmas<br/> Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA ..... MONDAY .....<br/> FRIDAY 09:00 ..... 17:00RETAIL STORE ONLY:.... For all device swap outs the engineer<br/> is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial<br/> Number is recorded in the Debrief Comments..... Trays 2 &amp; 3 in LAP 8 printers should have<br/> AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior<br/> to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For<br/> models MS811<br/> MX710<br/> CS410<br/> MS510<br/> Please check firmware level and update to EC3 if not at this level alreadyPlease contact<br/> Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p> | <p>-----ACTIVITY DESCRIPTION---Help Desk Reference 29373345. 121.26 - no<br/> signs of jammed paper sending engineer to review also getting 200.03<br/> MS811lap880.64.0.58Hassan<br/> 03333450861FL---INSTRUCTIONS-----Technical Notes -----Tech to<br/> investigate fuser not getting to temperture and somehow paper late reaching the input<br/> sensor even though it will not print due to the Fuser fault.CB.</p> |

## Job Notes

## In Items

## Returned Items

## **Engineer Closure Notes**

|                           |  |
|---------------------------|--|
|                           |  |
| <b>Customer Print</b>     |  |
|                           |  |
| <b>Customer Signature</b> |  |
|                           |  |



**Run Sheet**  
Daniel Hanson 02/11/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 02/11/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 4 |
|------|------------|-------|------------|--------|----------------|-------------|---|

In Items for Job # 4278412 page 1 of 1



**Run Sheet**  
Daniel Hanson 02/11/2025

|             |            |              |            |               |                |                    |   |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| <b>Date</b> | 02/11/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Hanson, Daniel | <b>Jobs on Run</b> | 4 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|



# Run Sheet

Daniel Hanson 02/11/2025

|             |            |              |            |               |                |                    |   |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| <b>Date</b> | 02/11/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Hanson, Daniel | <b>Jobs on Run</b> | 4 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

|               |                                     |  |                                 |  |
|---------------|-------------------------------------|--|---------------------------------|--|
| Job # 4278447 | Customer                            | Fujitsu Services Limited - Star Trains |                                 | Job Address  |
| SLA Window    | 01/11/2025 09:00 - 02/11/2025 20:00 | Contact Name                           | AINTREE NLC2125 MER HUB STATION | MERSEYRAIL<br>Ormskirk Road<br>LANCASHIRE<br>Liverpool<br>L9 5BE |
| Activity      | TECH EXCHANGE                       | Contact Phone                          | 0151 955 2440                   |  |
| Priority      | ND 1900                             |  |                                 |  |
| Ref 1         | C5323803                            |  |                                 |  |
| Ref 2         |                                     |  |                                 |  |
| No. of Parts  | 1                                   |  |                                 |  |

| Instructions 1  | Instructions 2  |
|---|---|
| <p>ND 02/11/2025 20:00<br/> SLA: ND 02/11/2025 20:00 PART2=<br/> PART3=<br/> PART4=<br/> ALT1=_SXNEWND4020MK2<br/> ALT2=<br/> ALT3=<br/> ALT4= TEXT=<br/> _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 &amp; out.<br/> Test: N/A Depot swap URL:<br/> Call history:<br/> ##### Call 5323803   Problem   Web Service   qws_uk   Sat 01 Nov 2025 14:03:05   A+C+P</p> <p>agent.loginname=qws_uk<br/> equipment.assettag=STRGB000000M4057TRD3<br/> contract.pkey=23200<br/> call.poms=1<br/> call.zip=L9 5BE<br/> call.address=Ormskirk Road<br/> call.city=Liverpool<br/> call.customerid=INC18423647<br/> call.problem=NLC2125<br/> Aintree<br/> Magnetic strip fail<br/> call.modifiedby=QWebServices<br/> call.businessimpact=Urgent (TD)<br/> category.name=GBR/STR/workpackage/MEND4020MK2<br/> call.priority=2-Medium<br/> call.datereported=11/1/2025 3:02:43 PM</p> <p>##### Call 5323803   Problem   Web Service   qws_uk   Sat 01 Nov 2025 14:03:05   A+C+P</p> <p>NLC2125...</p> |

## Job Notes

## In Items

| Request     | Part         | Description                   | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|--------------|-------------------------------|--------|-------|-------------------------|-----------------|
| 19731683001 | _MYNEWND4020 | MKR:ND4020 MK2:WHITE:MER:RICO | 36735  |       |                         |                 |
|             |              |                               |        |       |                         |                 |
|             |              |                               |        |       |                         |                 |
|             |              |                               |        |       |                         |                 |

## **Returned Items**

| Request     | Part         | Description                   | Serial | Asset | Part Status | Customer Damage? |
|-------------|--------------|-------------------------------|--------|-------|-------------|------------------|
| 19731683201 | _MYNEWND4020 | MKR:ND4020 MK2:WHITE:MER:RICO | 36735  |       |             |                  |
|             |              |                               |        |       |             |                  |
|             |              |                               |        |       |             |                  |
|             |              |                               |        |       |             |                  |

Engineer Closure Notes

|                           |  |  |
|---------------------------|--|--|
|                           |  |  |
| <b>Customer Print</b>     |  |  |
|                           |  |  |
| <b>Customer Signature</b> |  |  |
|                           |  |  |



# Run Sheet

Daniel Hanson 02/11/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 02/11/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 4 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4278450 | Customer                            | Fujitsu Services Limited - Star Trains |                                 | Job Address   |
|---------------|-------------------------------------|--|---------------------------------|---|
| SLA Window    | 01/11/2025 09:00 - 02/11/2025 20:00 | Contact Name                           | AINTREE NLC2125 MER HUB STATION | MERSEY RAIL<br>Ormskirk Road<br>LANCASHIRE<br>Liverpool<br>L9 5BE |
| Activity      | TECH EXCHANGE                       | Contact Phone                          | 0151 955 2440                   |   |
| Priority      | ND 1900                             |  |                                 |   |
| Ref 1         | C5323804                            |  |                                 |   |
| Ref 2         |                                     |  |                                 |   |
| No. of Parts  | 1                                   |  |                                 |   |

| Instructions 1   | Instructions 2  |
|--|---|
| ND 02/11/2025 20:00<br>SLA: ND 02/11/2025 20:00 PART2=<br>PART3=<br>PART4=<br>ALT1=_SXNEWND4020MK2<br>ALT2=<br>ALT3=<br>ALT4= TEXT=<br>_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:<br>Call history:<br>##### Call 5323804   Problem   Web Service   qws_uk   Sat 01 Nov 2025 14:13:34   A+C+P<br><br>agent.loginname=qws_uk<br>equipment.assettag=STRGB00000M4057TRD3<br>contract.pkey=23200<br>call.poms=1<br>call.zip=L9 5BE<br>call.address=Ormskirk Road<br>call.city=Liverpool<br>call.customerid=INC18423663<br>call.problem=2125 - MER HUB STATION - Set / Window number - Newbury Printer - Constant jammin<br>call.modifiedby=QWebServices<br>call.busimpact=Urgent (TD)<br>category.name=GBR/STR/workpackage/MEND4020MK2<br>call.priority=2-Medium<br>call.datereported=11/1/2025 3:12:48 PM<br><br>##### Call 5323804   Problem   Web Service   qws_uk   Sat 01 Nov 2025 14:13:34   A+C+P<br><br>NLC2125<br>Aintree... |

| Job Notes |
|-----------|
|           |



# 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      | 19731683001   | C5323803 | 4278447 | TECH EXCHANGE     | MERSEYRAIL, Ormskirk Road, LANCASHIRE, Liverpool, L9 5BE  | Daniel Hanson | 01/11/2025 09:00<br>02/11/2025 20:00 | 02/11/2025 |       |
| Fujitsu Services Limited - Star Trains      | 19731686701   | C5323804 | 4278450 | TECH EXCHANGE     | MERSEYRAIL, Ormskirk Road, LANCASHIRE, Liverpool, L9 5BE  | Daniel Hanson | 01/11/2025 09:00<br>02/11/2025 20:00 | 02/11/2025 |       |
| Xerox (UK) Technical***DO NOT INVOICE****   | 197315955     | 11887265 | 4278412 | REPAIR WITH PARTS | TESCO Stores Limited, 58-66 MARKET STREET, MANCHESTER, M1 1PW   | Daniel Hanson | 02/11/2025 10:00<br>02/11/2025 11:30 | 02/11/2025 |       |
| Xerox (UK) Technical***DO NOT INVOICE****   | 197315947     | 11887265 | 4278412 | REPAIR WITH PARTS | TESCO Stores Limited, 58-66 MARKET STREET, MANCHESTER, M1 1PW   | Daniel Hanson | 02/11/2025 10:00<br>02/11/2025 11:30 | 02/11/2025 |       |
| Xerox (UK) Technical***DO NOT INVOICE****   | 197315939     | 11887265 | 4278412 | REPAIR WITH PARTS | TESCO Stores Limited, 58-66 MARKET STREET, MANCHESTER, M1 1PW   | Daniel Hanson | 02/11/2025 10:00<br>02/11/2025 11:30 | 02/11/2025 |       |
| Xerox (UK) Technical***DO NOT INVOICE****   | 197315951     | 11887265 | 4278412 | REPAIR WITH PARTS | TESCO Stores Limited, 58-66 MARKET STREET, MANCHESTER, M1 1PW   | Daniel Hanson | 02/11/2025 10:00<br>02/11/2025 11:30 | 02/11/2025 |       |
| Xerox (UK) Technical***DO NOT INVOICE****   | 197315943     | 11887265 | 4278412 | REPAIR WITH PARTS | TESCO Stores Limited, 58-66 MARKET STREET, MANCHESTER, M1 1PW   | Daniel Hanson | 02/11/2025 10:00<br>02/11/2025 11:30 | 02/11/2025 |       |
| Xerox (UK) Technical***DO NOT INVOICE****   | 197315935     | 11887265 | 4278412 | REPAIR WITH PARTS | TESCO Stores Limited, 58-66 MARKET STREET, MANCHESTER, M1 1PW   | Daniel Hanson | 02/11/2025 10:00<br>02/11/2025 11:30 | 02/11/2025 |       |
| Fujitsu Services Limited - Star Trains - ME | 19731691701   | C5323805 | 4278452 | TECH EXCHANGE     | Northern Rail - STAR, Warrington Central Station, Winwick Street, Warrington, Cheshire, CHESHIRE, Warrington, WA2 7TT | Daniel Hanson | 01/11/2025 14:29<br>02/11/2025 20:00 | 02/11/2025 |       |