



# Run Sheet

Nadeem Saleem 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Saleem, Nadeem | Jobs on Run | 7 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4208232 | Customer                            | POSTURITE LIMITED |                           |  | Job Address  |  |  |
|---------------|-------------------------------------|-------------------|---------------------------|--|--|--|--|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name      | EURGAIN NUTTING PO-NM2500 |  | TRAFFIC WALES, GWY57<br>(NORTH AN<br>UNIT 29                       |  |  |
| Activity      | MANPOWER                            | Contact Phone     | 01492564790               |  | MORFA CONWY BUSINESS<br>PARK, FFORDD SAM PARI<br>CONWY<br>LL32 8HH |  |  |
| Priority      | ND 1700                             |                   |                           |  |  |  |  |
| Ref 1         | DEL1602406                          |                   |                           |  |  |  |  |
| Ref 2         |                                     |                   |                           |  |  |  |  |
| No. of Parts  | 0                                   |                   |                           |  |  |  |  |

| Instructions 1  | Instructions 2   |
|---|--|
| <p>*** Customer Instructions: 4 steps to get into the building. DESKS ALREADY ON SITE ***<br/>Please call 1 hour before arrival.Customer Ref / PO: PO-NM2500759Items on order:<br/><br/><a href="https://rico.jotform.com/222823708509055?refNumber=DEL1602406&amp;address=">https://rico.jotform.com/222823708509055?refNumber=DEL1602406&amp;address=</a></p> | <p>Tech to deliver<br/>assemble and demonstrate DESK(S) features and functions for the end user. Tech MUST also take PHOTOS of the PRODUCT(S) once built. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries please call Northampton CSC while onsite Tel: 0203 356 7627. &lt;a href="https://rico.jotform.com/222823708509055?refNumber=DEL1602406&amp;address="&gt;Traffic%20Wales%20GWY57%20(North%20and%20Mid%20Wales%20Trunk%20Road%20Unit%2029<br/>CONWY<br/>Morfa%20Conwy%20Business%20Park%20Ffordd%20Sam%20Parc<br/>LL32%208HH &gt;Once the job is completed<br/>please click this link to open and complete the form.&lt;/a&gt;</p> |

| Job Notes |
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| In Items |
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| Returned Items |
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| Engineer Closure Notes |  |  |  |  | On Site Time       | Off Site Time |
|------------------------|--|--|--|--|--------------------|---------------|
|                        |  |  |  |  |                    |               |
|                        |  |  |  |  | Customer Print     |               |
|                        |  |  |  |  |                    |               |
|                        |  |  |  |  | Customer Signature |               |
|                        |  |  |  |  |                    |               |



# Run Sheet

Nadeem Saleem 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Saleem, Nadeem | Jobs on Run | 7 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4217501 | Customer                            | Computacenter - Astra Zeneca |            |  | Job Address   |
|---------------|-------------------------------------|------------------------------|------------|--|---|
| SLA Window    | 08/08/2025 10:00 - 08/08/2025 18:00 | Contact Name                 | Sarah Hyde |  | Mill Court Reception<br>Mill Court Reception<br>To Craig Wrench, Silk Road<br>Business Park, Charter<br>MACCLESFIELD<br>England<br>SK10 2NA |
| Activity      | DELIVERY                            | Contact Phone                | Unknown    |  |   |
| Priority      | ND 1700                             |                              |            |  |   |
| Ref 1         | WOT000382590                        |                              |            |  |   |
| Ref 2         |                                     |                              |            |  |   |
| No. of Parts  | 1                                   |                              |            |  |   |

| Instructions 1   | Instructions 2   |
|--|--|
| Deliver device only<br>no collection should be required***INCLUDES CARRY OVER PART FROM PREVIOUS<br>JOB*** | {"Procure Catalog ID 1":"RFB_Lenovo_Travel_Laptop""Procure Quantity 1":"1""Requested by date":"2025-08-06""Customer Catalog ID":" RFB_Lenovo_Travel_Laptop""Cost Center Name":"CC_0000003644_UK10_EUSAP QC Above Site -Import testing""Cost Center Account Number":"CC_0000003644_UK10_EUSAP"} |

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

| Request   | Part   | Description | Serial   | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|--|-------------|----------|-------|-------------------------|-----------------|
| 194182880 | 00000000000469822GB-USED_Len TP X1 CARB G12 i7 LTE |             | PF5BB304 |       |                         |                 |
|           |  |             |          |       |                         |                 |
|           |  |             |          |       |                         |                 |
|           |  |             |          |       |                         |                 |



Run Sheet  
Nadeem Saleem 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Saleem, Nadeem | Jobs on Run | 7 |
|------|------------|-------|------------|--------|----------------|-------------|---|

|               |                                     |                              |              |  |
|---------------|-------------------------------------|------------------------------|--------------|--|
| Job # 4217836 | Customer                            | Computacenter - Astra Zeneca |              | Job Address  |
| SLA Window    | 08/08/2025 10:00 - 08/08/2025 18:00 | Contact Name                 | Sam Heyworth | Mill Court Reception<br>Mill Court Reception<br>To Craig Wrench, Silk Road |
| Activity      | DELIVERY                            | Contact Phone                |              | Business Park, Charter<br>MACCLESFIELD<br>England<br>SK10 2NA              |
| Priority      | ND 1700                             |                              |              |  |
| Ref 1         | WOT000382089                        |                              |              |  |
| Ref 2         |                                     |                              |              |  |
| No. of Parts  | 1                                   |                              |              |  |

| Instructions 1  | Instructions 2   |
|---|--|
| <p>Deliver device only<br/>no collection should be required</p> | <p>{"Procure Catalog ID 1":"NEW_Lenovo_Travel_Laptop""Procure Quantity 1":"1""Requested by date":"2025-08-08""Customer Catalog ID":" NEW_Lenovo_Travel_Laptop""Cost Center Name":"CC_0000004030_UK10_EUSAP UK/US Prod Dev Central""Cost Center Account Number":"CC_0000004030_UK10_EUSAP"}</p> |

## Job Notes

## In Items

| Request   | Part           | Description                           | Serial   | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|----------------|---------------------------------------|----------|-------|-------------------------|-----------------|
| 194434721 | 00000000000469 | 8A77GB-NEW__Len TP X1 CARB G12 i7 LTE | PF5BLD7B |       |                         |                 |
|           |                |                                       |          |       |                         |                 |
|           |                |                                       |          |       |                         |                 |
|           |                |                                       |          |       |                         |                 |

## Returned Items

| Request   | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-----------|------|-------------|--------|-------|-------------|------------------|
| 194434723 |      |             |        |       |             |                  |
|           |      |             |        |       |             |                  |
|           |      |             |        |       |             |                  |
|           |      |             |        |       |             |                  |

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Engineer Closure Notes

|                    |              |              |
|--------------------|--------------|--------------|
| Engineer Signature | On Site Time | On Site Time |
| Customer Print     |              |              |
| Customer Signature |              |              |



# Run Sheet

Nadeem Saleem 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Saleem, Nadeem | Jobs on Run | 7 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4218226 | Customer                            | Computacenter - Astra Zeneca |             |  | Job Address   |
|---------------|-------------------------------------|------------------------------|-------------|--|---|
| SLA Window    | 08/08/2025 10:00 - 08/08/2025 18:00 | Contact Name                 | Ellie Jones |  | Mill Court Reception<br>Mill Court Reception<br>To Craig Wrench, Silk Road<br>Business Park, Charter<br>MACCLESFIELD<br>England<br>SK10 2NA |
| Activity      | DELIVERY                            | Contact Phone                |             |  |   |
| Priority      | ND 1700                             |                              |             |  |   |
| Ref 1         | WOT000383794                        |                              |             |  |   |
| Ref 2         |                                     |                              |             |  |   |
| No. of Parts  | 1                                   |                              |             |  |   |

| Instructions 1  | Instructions 2   |
|---|--|
| Deliver device only<br>no collection should be required | {"Procure Catalog ID": "NEW_Lenovo_Standard_Laptop", "Procure Quantity": 1, "Requested by date": "2025-08-08", "Customer Catalog ID": "NEW_Lenovo_Standard_Laptop", "Cost Center Name": "CC_0000008579_UK10_EUSAP", "UK Service Excellence", "Cost Center Account Number": "CC_0000008579_UK10_EUSAP"} |

| Job Notes |
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| In Items |
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| Request   | Part                     | Description           | Serial   | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|--------------------------|-----------------------|----------|-------|-------------------------|-----------------|
| 194483602 | 000000000004592628GB-NEW | Len TP T14s G4 AMD R5 | GM0XXHMA |       |                         |                 |
|           |                          |                       |          |       |                         |                 |
|           |                          |                       |          |       |                         |                 |
|           |                          |                       |          |       |                         |                 |

| Returned Items |
|----------------|
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| Request   | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-----------|------|-------------|--------|-------|-------------|------------------|
| 194483604 |      |             |        |       |             |                  |
|           |      |             |        |       |             |                  |
|           |      |             |        |       |             |                  |
|           |      |             |        |       |             |                  |

| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
|                        |              |               |
|                        |              |               |
|                        |              |               |
|                        |              |               |

|  |                    |
|--|--------------------|
|  | Customer Print     |
|  |                    |
|  |                    |
|  |                    |
|  | Customer Signature |



# Run Sheet

Nadeem Saleem 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Saleem, Nadeem | Jobs on Run | 7 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4217760 | Customer                            | POSTURITE LIMITED |                | Job Address   |
|---------------|-------------------------------------|-------------------|----------------|---|
| SLA Window    | 07/08/2025 06:59 - 08/08/2025 17:00 | Contact Name      | CLAIRE FARRALL | CLAIRE FARRALL<br>110 BROWN EDGE ROAD<br>BUXTON<br>SK17 7AB |
| Activity      | CHAIR SP INSTALL                    | Contact Phone     | 07753314161    |   |
| Priority      | ND 1700                             |                   |                |   |
| Ref 1         | DEL1610857                          |                   |                |   |
| Ref 2         |                                     |                   |                |   |
| No. of Parts  | 2                                   |                   |                |   |

| Instructions 1   | Instructions 2   |
|--|--|
| *** Customer Instructions: *** Please call 1 hour before arrival.Customer Ref / PO: 600292922Items on order: | <p>Tech to deliver assemble and demonstrate CHAIR(S) and SMALL GOODS features and functions for the end user. Tech MUST also take PHOTOS of ALL the PRODUCT(S) once built and ALL other peripherals sent out for the user. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries please call Northampton CSC while onsite Tel: 0203 356 7627. &lt;a href=https://rico.jotform.com/222823708509055?refNumber=DEL1610857&amp;address=110%20Brown%20Edge%20RoadBUXTON</p> <p>SK17%207AB &gt;Once the job is completed please click this link to open and complete the form.&lt;/a&gt;</p> |

| Job Notes |
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|           |

| In Items |
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|          |

| Request     | Part    | Description                    | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 19445848401 | 1301015 | RH New Logic 200 Med Back with |        |       |                         |                 |
| 19445848402 | 9790026 | Fellowes Standard Footrest     |        |       |                         |                 |
|             |         |                                |        |       |                         |                 |
|             |         |                                |        |       |                         |                 |

| Returned Items |
|----------------|
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|                |

| Request     | Part    | Description                    | Serial | Asset | Part Status | Customer Damage? |
|-------------|---------|--------------------------------|--------|-------|-------------|------------------|
| 19445848601 | 1301015 | RH New Logic 200 Med Back with |        |       |             |                  |
| 19445848701 | 9790026 | Fellowes Standard Footrest     |        |       |             |                  |
|             |         |                                |        |       |             |                  |
|             |         |                                |        |       |             |                  |

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



Run Sheet  
Nadeem Saleem 08/08/2025

|             |            |              |            |               |                |                    |   |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Saleem, Nadeem | <b>Jobs on Run</b> | 7 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

|               |                                     |                   |               |   |
|---------------|-------------------------------------|-------------------|---------------|---|
| Job # 4217942 | Customer                            | POSTURITE LIMITED |               | Job Address   |
| SLA Window    | 07/08/2025 11:14 - 08/08/2025 17:00 | Contact Name      | JAMES JOHNSON | JAMES JOHNSON<br>25 SHARPLES STREET<br>STOCKPORT<br>SK4 1QE |
| Activity      | DESK SP INSTALL                     | Contact Phone     | 07939185747   |   |
| Priority      | ND 1700                             |                   |               |   |
| Ref 1         | DEL1608571                          |                   |               |   |
| Ref 2         |                                     |                   |               |   |
| No. of Parts  | 6                                   |                   |               |   |

| Instructions 1   | Instructions 2  |
|--|---|
| <p>*** Customer Instructions: Property is on a narrow one way street *** Please call 1 hour before arrival.Customer Ref / PO: JAMES JOHNSONItems on order:</p> | <p>Tech to deliver<br/>assemble and demonstrate DESK(S) and SMALL GOODS features and functions for the end user. Tech MUST also take PHOTOS of the PRODUCT(S) once built and ALL other peripherals sent out for the user. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries<br/>please call Northampton CSC while onsite Tel: 0203 356 7627. &lt;a href=https://rico.jotform.com/222823708509055?refNumber=DEL1608571&amp;address=25%20Sharples%20Street STOCKPORT</p> <p>SK4%201QE &gt;Once the job is completed<br/>please click this link to open and complete the form.&lt;/a&gt;</p> |

## Job Notes

## In Items

## Returned Items

## **Engineer Closure Notes**

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



Run Sheet  
Nadeem Saleem 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Saleem, Nadeem | Jobs on Run | 7 |
|------|------------|-------|------------|--------|----------------|-------------|---|

In Items for Job # 4217942 page 1 of 1



**Run Sheet**  
Nadeem Saleem 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Saleem, Nadeem | Jobs on Run | 7 |
|------|------------|-------|------------|--------|----------------|-------------|---|



**Run Sheet**  
Nadeem Saleem 08/08/2025

|             |            |              |            |               |                |                    |   |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Saleem, Nadeem | <b>Jobs on Run</b> | 7 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

|               |                                     |                   |                  |  |
|---------------|-------------------------------------|-------------------|------------------|--|
| Job # 4217749 | Customer                            | POSTURITE LIMITED |                  | Job Address  |
| SLA Window    | 07/08/2025 06:41 - 08/08/2025 17:00 | Contact Name      | JOSHUA STAPLETON | JOSHUA STAPLETON<br>APTMENT 40<br>BLOCK A ALTO, SILLAVAN WAY |
| Activity      | CHAIR INSTALL                       | Contact Phone     | 07808074081      | SALFORD<br>M3 6GA  |
| Priority      | ND 1700                             |                   |                  |  |
| Ref 1         | DEL1610394                          |                   |                  |  |
| Ref 2         |                                     |                   |                  |  |
| No. of Parts  | 1                                   |                   |                  |  |

| Instructions 1  | Instructions 2  |
|---|---|
| <p>*** Customer Instructions: *** Please call 1 hour before arrival.Customer Ref / PO:<br/>PO-10-23-00002873Items on order:2333442 - MONITORARM - Eppa Dual</p> | <p>Tech to deliver<br/>assemble and demonstrate CHAIR(S) features and functions for the end user. Tech MUST also take PHOTOS of the chair once built and ALL other peripherals sent out for the user. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries please call Northampton CSC while onsite Tel: 0203 356 7627. &lt;a href="https://rico.jotform.com/222823708509055?refNumber=DEL1610394&amp;address=Apartment%2040 SALFORD Block%20A%20Alto %20Sillavan%20Way M3%206GA &gt;Once the job is completed please click this link to open and complete the form.&lt;/a&gt;</p> |

**Job Notes**

| In Items    |            |                                |        |       |                         |                 |
|-------------|------------|--------------------------------|--------|-------|-------------------------|-----------------|
| Request     | Part       | Description                    | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19445833501 | 9787602BLA | Positiv Plus High Back With Ne |        |       |                         |                 |
|             |            |                                |        |       |                         |                 |
|             |            |                                |        |       |                         |                 |
|             |            |                                |        |       |                         |                 |

## Returned Items

| Request     | Part       | Description                    | Serial | Asset | Part Status | Customer Damage? |
|-------------|------------|--------------------------------|--------|-------|-------------|------------------|
| 19445833701 | 9787602BLA | Positiv Plus High Back With Ne |        |       |             |                  |
|             |            |                                |        |       |             |                  |
|             |            |                                |        |       |             |                  |
|             |            |                                |        |       |             |                  |
|             |            |                                |        |       |             |                  |

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



# Run Sheet

David Ranson 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Ranson, David | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4217995 | Customer                            | POSTURITE LIMITED |                         |  | Job Address                          |  |  |
|---------------|-------------------------------------|-------------------|-------------------------|--|--------------------------------------|--|--|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 13:00 | Contact Name      | RACHEL KATZENELLENBOGEN |  | HEALTH RESEARCH AUTHORITY            |  |  |
| Activity      | CHAIR INSTALL                       | Contact Phone     | 02071048012             |  | 3 PICCADILLY PLACE MANCHESTER M1 3BN |  |  |
| Priority      | Priority MC                         |                   |                         |  |                                      |  |  |
| Ref 1         | DEL1611064                          |                   |                         |  |                                      |  |  |
| Ref 2         |                                     |                   |                         |  |                                      |  |  |
| No. of Parts  | 1                                   |                   |                         |  |                                      |  |  |

| Instructions 1  | Instructions 2  |
|---|---|
| <p>*** Customer Instructions: I'm on the fourth floor. There's a lift. *** Please call 1 hour before arrival. Customer Ref / PO: 285002902 Items on order:</p> <p><a href="https://rico.jotform.com/222823708509055?refNumber=DEL1611064&amp;address">https://rico.jotform.com/222823708509055?refNumber=DEL1611064&amp;address</a></p> | <p>Tech to deliver assemble and demonstrate CHAIR(S) features and functions for the end user. Tech MUST also take PHOTOS of the chair once built and ALL other peripherals sent out for the user. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries please call Northampton CSC while onsite Tel: 0203 356 7627. &lt;a href="https://rico.jotform.com/222823708509055?refNumber=DEL1611064&amp;address"&gt;Health%20Research%20Authority 3%20Piccadilly%20Place MANCHESTER M1%203BN &gt;Once the job is completed please click this link to open and complete the form.&lt;/a&gt;</p> |

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

| In Items |
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|          |

| Request     | Part      | Description                    | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|-----------|--------------------------------|--------|-------|-------------------------|-----------------|
| 19447171201 | 100144498 | Adapt 532 (medium seat/high ba | .      | .     | Not Used                |                 |
|             |           |                                |        |       |                         |                 |
|             |           |                                |        |       |                         |                 |
|             |           |                                |        |       |                         |                 |

| Returned Items |
|----------------|
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
|                        |              |               |
| Customer Print         |              |               |
|                        |              |               |
| Customer Signature     |              |               |
|                        |              |               |



# Run Sheet

David Ranson 08/08/2025

|             |            |              |            |               |               |                    |   |
|-------------|------------|--------------|------------|---------------|---------------|--------------------|---|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Ranson, David | <b>Jobs on Run</b> | 6 |
|-------------|------------|--------------|------------|---------------|---------------|--------------------|---|

|               |                                     |                   |                            |  |
|---------------|-------------------------------------|-------------------|----------------------------|--|
| Job # 4217744 | Customer                            | POSTURITE LIMITED |                            | Job Address  |
| SLA Window    | 07/08/2025 06:34 - 08/08/2025 17:00 | Contact Name      | DANIELLE DEVENISH WR:31354 | DANIELLE DEVENISH WR:31354<br>26 PEAR TREE DRIVE<br>FARNWORTH<br>BOLTON<br>BL4 9RR |
| Activity      | CHAIR INSTALL                       | Contact Phone     | 07895165074                |  |
| Priority      | ND 1700                             |                   |                            |  |
| Ref 1         | DEL1605305                          |                   |                            |  |
| Ref 2         |                                     |                   |                            |  |
| No. of Parts  | 1                                   |                   |                            |  |

| Instructions 1  | Instructions 2   |
|---|--|
| <p>*** Customer Instructions: *** Please call 1 hour before arrival.Customer Ref / PO: P506540 WR:32177Items on order:100138872 - MISC - Rectangular Ch</p> | <p>Tech to deliver<br/>assemble and demonstrate CHAIR(S) features and functions for the end user. Tech MUST also take PHOTOS of the chair once built and ALL other peripherals sent out for the user. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries please call Northampton CSC while onsite Tel: 0203 356 7627. &lt;a href=<a href="https://ico.jotform.com/222823708509055?refNumber=DEL1605305&amp;address=26%20Pear%20Tree%20Drive">https://ico.jotform.com/222823708509055?refNumber=DEL1605305&amp;address=26%20Pear%20Tree%20Drive</a>&gt;Once the job is completed<br/>please click this link to open and complete the form.&lt;/a&gt;</p> |

## Job Notes

| In Items    |           |                                |        |       |                         |                 |
|-------------|-----------|--------------------------------|--------|-------|-------------------------|-----------------|
| Request     | Part      | Description                    | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19445824001 | 100144066 | Adapt 650 (medium seat/medium) |        |       |                         |                 |
|             |           |                                |        |       |                         |                 |
|             |           |                                |        |       |                         |                 |
|             |           |                                |        |       |                         |                 |

## **Returned Items**

| Request     | Part      | Description                    | Serial | Asset | Part Status | Customer Damage? |
|-------------|-----------|--------------------------------|--------|-------|-------------|------------------|
| 19445824201 | 100144066 | Adapt 650 (medium seat/medium) |        |       |             |                  |
|             |           |                                |        |       |             |                  |
|             |           |                                |        |       |             |                  |
|             |           |                                |        |       |             |                  |

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



# Run Sheet

David Ranson 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Ranson, David | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4217802 | Customer                            | CDW           |                   |  | Job Address   |
|---------------|-------------------------------------|---------------|-------------------|--|---|
| SLA Window    | 07/08/2025 07:56 - 08/08/2025 17:00 | Contact Name  | FAO VINCE HITCHEN |  | 45 PERCIVAL STREET<br>45 PERCIVAL STREET<br>DARWEN<br>BB3 1HB |
| Activity      | COLLECTION                          | Contact Phone | 07970958275       |  |   |
| Priority      | ND 1700                             |               |                   |  |   |
| Ref 1         | SCTASK1195515                       |               |                   |  |   |
| Ref 2         |                                     |               |                   |  |   |
| No. of Parts  | 1                                   |               |                   |  |   |

| Instructions 1                                  | Instructions 2   |
|---|--|
| ATTEND SITE COLLECT AND RETURN EQUIPMENT TO CDW | ATTEND SITE COLLECT AND RETURN LEAVERS COMPANY MOBILE PHONE AND RETURN TO CDW. |

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

#### In Items

| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| 19446088901 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |

| Returned Items |
|----------------|
|                |
|                |
|                |
|                |

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



# Run Sheet

David Ranson 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Ranson, David | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4218187 | Customer                            | Vista Retail Support Limited | Job Address   |
|---------------|-------------------------------------|------------------------------|---|
| SLA Window    | 07/08/2025 14:52 - 08/08/2025 17:00 | Contact Name                 | LIDL<br>ACCRINGTON, HYNDBURN<br>ROAD<br>LANCASHIRE<br>ACCRINGTON<br>BB5 4EQ |
| Activity      | TECH EXCHANGE                       | Contact Phone                |   |
| Priority      | ND 1700                             |                              |   |
| Ref 1         | 3364307                             |                              |   |
| Ref 2         |                                     |                              |   |
| No. of Parts  | 1                                   |                              |   |

| Instructions 1  | Instructions 2   |
|---|--|
| 3364307<br>FSE to attend and replace un-staged zebra<br><br>Part ID -?HHT-ZEB-TC57-LID<br>passcode:14845219 | Replace HHT-ZEB-TC57-LID Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC. |

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

| Request     | Part             | Description      | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------------------|------------------|--------|-------|-------------------------|-----------------|
| 19448614201 | HHT-ZEB-TC57-LID | HHT-ZEB-TC57-LID |        |       |                         |                 |
|             |                  |                  |        |       |                         |                 |
|             |                  |                  |        |       |                         |                 |
|             |                  |                  |        |       |                         |                 |



# Run Sheet

David Ranson 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Ranson, David | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

|               |                                     |                   |             |  |
|---------------|-------------------------------------|-------------------|-------------|--|
| Job # 4217745 | Customer                            | POSTURITE LIMITED |             | Job Address  |
| SLA Window    | 07/08/2025 06:35 - 08/08/2025 17:00 | Contact Name      | WAQAR IQBAL | WAQAR IQBAL<br>178 BRUNSWICK STREET<br>NELSON<br>BB9 0JT |
| Activity      | CHAIR INSTALL                       | Contact Phone     | 03000468795 |  |
| Priority      | ND 1700                             |                   |             |  |
| Ref 1         | DEL1607185                          |                   |             |  |
| Ref 2         |                                     |                   |             |  |
| No. of Parts  | 1                                   |                   |             |  |

| Instructions 1  | Instructions 2   |
|---|--|
| <p>*** Customer Instructions: Parking on the main street *** Please call 1 hour before arrival.Customer Ref / PO: P507759 WR:33033Items on order:</p> | <p>Tech to deliver<br/>assemble and demonstrate CHAIR(S) features and functions for the end user. Tech MUST also take PHOTOS of the chair once built and ALL other peripherals sent out for the user. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries please call Northampton CSC while onsite Tel: 0203 356 7627. &lt;a href=<a href="https://rico.jotform.com/222823708509055?refNumber=DEL1607185&amp;address=178%20Brunswick%20Street">https://rico.jotform.com/222823708509055?refNumber=DEL1607185&amp;address=178%20Brunswick%20Street</a>&gt;Once the job is completed<br/>please click this link to open and complete the form.&lt;/a&gt;</p> |

## **Job Notes**

| In Items    |           |                                |        |       |                         |                 |
|-------------|-----------|--------------------------------|--------|-------|-------------------------|-----------------|
| Request     | Part      | Description                    | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19445826901 | 100107332 | Positiv Plus Medium Back No Ne |        |       |                         |                 |
|             |           |                                |        |       |                         |                 |
|             |           |                                |        |       |                         |                 |
|             |           |                                |        |       |                         |                 |

## Returned Items

| Request     | Part      | Description                    | Serial | Asset | Part Status | Customer Damage? |
|-------------|-----------|--------------------------------|--------|-------|-------------|------------------|
| 19445827101 | 100107332 | Positiv Plus Medium Back No Ne |        |       |             |                  |
|             |           |                                |        |       |             |                  |
|             |           |                                |        |       |             |                  |
|             |           |                                |        |       |             |                  |

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



# Run Sheet

David Ranson 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Ranson, David | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4218119 | Customer                            | Fujitsu GBL - H&M * DO NOT INVOICE* |              | Job Address   |
|---------------|-------------------------------------|-------------------------------------|--------------|---|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name                        | GB0767 HANDM | H&M Shiftstore H&M<br>GB0767: H&M Liverpool<br>UNIT 8B, New Mersey Retail park,<br>Speke Road<br>Liverpool<br>L24 8QB |
| Activity      | MANPOWER                            | Contact Phone                       | 01513311270  |   |
| Priority      | ND 1900                             |                                     |              |   |
| Ref 1         | C002571166                          |                                     |              |   |
| Ref 2         |                                     |                                     |              |   |
| No. of Parts  | 0                                   |                                     |              |   |

| Instructions 1                                    | Instructions 2  |
|---|---|
| <a href="HTTPS://GPMO.ME/OYN6HF">*CLICK HERE*</a> | <p>Call Problem: [BRIDGE CALL] [LAPTOP REQUIRED]Device: WS01   Action: Check AMT bios and network configuration</p> <p>Service_instruction_motherboard_BIOS._V1_5_(1).pdf</p> <p>*** CALL H&amp;M SD WHILE ONSITE FOR ASSISTANCE / TO CONFIRM ALL OK - 0207 660 2572 ***</p> <p>If you are unable to get through to H&amp;M or the TVS desk please ensure your closure contains the required details.</p> |

| 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 |               |
|                        |  |  |  |  |                    |               |



# Run Sheet

Daniel Hanson 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4218049 | Customer                            | Fujitsu Services Limited - Star Trains - ME |  |                              | Job Address                              |
|---------------|-------------------------------------|---|--|------------------------------|--|
| SLA Window    | 08/08/2025 08:00 - 08/08/2025 12:00 | Contact Name                                | LIVERPOOL LIME STREET NLC9613 NT Depot | Northern Rail MT (Liverpool) | Liverpool Lime Street Station, Liverpool |
| Activity      | TECH EXCHANGE                       | Contact Phone                               | 0161 822 2152                          |                              | Merseyside                               |
| Priority      | 4HR                                 |   |  |                              | Liverpool                                |
| Ref 1         | C5317190                            |   |  |                              | L1 1JD                                   |
| Ref 2         |                                     |   |  |                              |  |
| No. of Parts  | 1                                   |   |  |                              |  |

| Instructions 1   | Instructions 2  |
|--|---|
| 4HR 08/08/2025 12:00<br>SLA: 4HR 08/08/2025 12:00 PART2=<br>PART3=<br>PART4=<br>ALT1=<br>ALT2=<br>ALT3=<br>ALT4= TEXT=<br>_NRZEBZQ51-BUE000E00 x 1 | Problem: [ME] Zebra ZQ-511 Printer faulty Root Cause: Unknown Action: Depot swap pair with the phone as per Engineering Guide ** NO TICKET MEDIA MUST BE LEFT IN RETURN PRINTER. Contact StarService Desk for assistance. Test: In use URL:<br>Call history:<br>##### Call 5317190   Problem   Web Service   qws_uk   Thu 07 Aug 2025 12:44:05   A+C+P<br><br>agent.loginnname=qws_uk<br>equipment.assettag=STRGB00000H8495TAA3<br>contract.pkey=23200<br>call.poms=1<br>call.zip=L1 1JD<br>call.address=Liverpool Lime Street Station Liverpool<br>call.customerid=INC17997735<br>call.problem=LIVERPOOL LIME STREET NLC9613 NT Depot Zebra Printer set 28 - XXRAJ224600374<br>call.modifiedby=QWebServices<br>call.busimpact=Urgent (TD)<br>category.name=GBR/STR/workpackage/NRMTZQ511<br>call.priority=2-Medium<br>call.datereported=8/7/2025 1:43:16 PM<br><br>##### Call 5317190   Problem   Web Service   qws_uk   Thu 07 Aug 2025 12:44:05   A+C+P<br><br>LIVERPOOL LIME STREET NLC9613 NT Depot Zebra Printer set 28 - XXRAJ224600374... |

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

| In Items |
|----------|
|          |
|          |
|          |
|          |

| Returned Items |
|----------------|
|                |
|                |
|                |
|                |

| Request     | Part                 | Description                     | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------------|---------------------------------|--------|-------|-------------------------|-----------------|
| 19447966601 | _NRZEBZQ51-BUE000E00 | ZEBRA ZQ511 DT:MEDIAW 3.15/80MM |        |       |                         |                 |
|             |                      |                                 |        |       |                         |                 |
|             |                      |                                 |        |       |                         |                 |
|             |                      |                                 |        |       |                         |                 |

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



# Run Sheet

Daniel Hanson 08/08/2025

|             |            |              |            |               |                |                    |   |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Hanson, Daniel | <b>Jobs on Run</b> | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

|               |                                     |                           |                                 |             |  |  |
|---------------|-------------------------------------|---------------------------|---------------------------------|-------------|--|--|
| Job # 4218298 | Customer                            | Fujitsu - Star – TFW - TC |                                 | Job Address |  |  |
| SLA Window    | 07/08/2025 16:28 - 08/08/2025 20:00 | Contact Name              | CHESTER NLC2412 TFW HUB STATION |             |  |  |
| Activity      | TECH EXCHANGE                       | Contact Phone             | 02920 320193                    |             |  |  |
| Priority      | ND 1900                             |                           |                                 |             |  |  |
| Ref 1         | C5317229                            |                           |                                 |             |  |  |
| Ref 2         |                                     |                           |                                 |             |  |  |
| No. of Parts  | 1                                   |                           |                                 |             |  |  |

| Instructions 1   | Instructions 2   |
|--|--|
| ND 08/08/2025 20:00<br>SLA: ND 08/08/2025 20:00 PART2=<br>PART3=<br>PART4=<br>ALT1=_SXNEWND4020MK2<br>ALT2=<br>ALT3=<br>ALT4= TEXT=<br>_KENEWND4020MK2 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.<br>Test: N/A Depot swap URL:<br>Call history:::<br>##### Call 5317229   Problem   Web Service   qws_uk   Thu 07 Aug 2025 16:25:34   A+C+P<br><br>agent.loginname=qws_uk<br>equipment.assettag=STRGB000000AT016TRD3<br>contract.pkey=23200<br>call.poms=1<br>call.zip=CH1 3NS<br>call.address=City Road<br>call.city=Chester<br>call.customerid=INC17998912<br>call.problem=NLC2412<br>CHESTER<br>NLC 2412 Site CHESTER Window Serial Number 40520 Fault Code<br>call.modifiedby=QWebServices<br>call.busimpact=Urgent (TD)<br>category.name=GBR/STR/workpackage/TFWND4020MK2<br>call.priority=2-Medium<br>call.datereported=8/7/2025 5:25:07 PM<br><br>##### Call 5317229   Problem   Web Service   qws_uk   Thu 07 Aug 2025 16:25:34   A+C+P<br><br>NLC2412... |

## Job Notes

## In Items

| Request     | Part         | Description             | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|--------------|-------------------------|--------|-------|-------------------------|-----------------|
| 19449097701 | _KENEWND4020 | MKE:ND4020 MK2:TFW:RICO | 33272  |       |                         |                 |
|             |              |                         |        |       |                         |                 |
|             |              |                         |        |       |                         |                 |
|             |              |                         |        |       |                         |                 |
|             |              |                         |        |       |                         |                 |

## Returned Items

| Request     | Part         | Description             | Serial | Asset | Part Status | Customer Damage? |
|-------------|--------------|-------------------------|--------|-------|-------------|------------------|
| 19449097901 | _KENEWND4020 | MFR:ND4020 MK2:TFW:RICO | 33272  |       |             |                  |
|             |              |                         |        |       |             |                  |
|             |              |                         |        |       |             |                  |
|             |              |                         |        |       |             |                  |
|             |              |                         |        |       |             |                  |

## **Engineer Closure Notes**

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



# Run Sheet

Daniel Hanson 08/08/2025

|             |            |              |            |               |                |                    |   |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Hanson, Daniel | <b>Jobs on Run</b> | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

|               |                                     |                              |                        |  |
|---------------|-------------------------------------|------------------------------|------------------------|--|
| Job # 4218093 | Customer                            | Computacenter Limited - HSBC |                        | Job Address  |
| SLA Window    | 07/08/2025 13:52 - 08/08/2025 16:30 | Contact Name                 | HYWEL.MALLETT@HSBC.COM | COMPUTACENTER HSBC<br>M&S KINGS MEADOW<br>CHESTER BUSINESS PARK<br>CHESTER<br>CH99 9FB |
| Activity      | TECH EXCHANGE                       | Contact Phone                | 07958561845            |  |
| Priority      | ND 1600                             |                              |                        |  |
| Ref 1         | RITM35576588                        |                              |                        |  |
| Ref 2         |                                     |                              |                        |  |
| No. of Parts  | 1                                   |                              |                        |  |

| Instructions 1   | Instructions 2          |
|--|-------------------------|
| <p>You must call HSBC to close the call on all HSBC branch or office visits<br/>all unsuccessful &amp; escalations on 0114 252 8180 or 0114 252 8254 ..... This call will<br/>either be a Laptop/ Thin Client Terminal/Monitor/Tablet. You must not leave site until the<br/>device is operational**. If a Black Box is sent out by HSBC<br/>all items must fit inside the Black Box (no inserts are to be removed) and returned back to<br/>CC HSBC</p> | <p>Developer Laptop</p> |

## **Job Notes**

## In Items

| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| 19448283101 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |

## Returned Items

| Request     | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|------|-------------|--------|-------|-------------|------------------|
| 19448283301 |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |

## **Engineer Closure Notes**

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



**Run Sheet**  
Daniel Hanson 08/08/2025

|             |            |              |            |               |                |                    |   |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Hanson, Daniel | <b>Jobs on Run</b> | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

|               |                                     |   |                                    |  |
|---------------|-------------------------------------|---|------------------------------------|--|
| Job # 4217919 | Customer                            | Fujitsu Services Limited - Star Trains - ME |                                    | Job Address  |
| SLA Window    | 07/08/2025 10:44 - 08/08/2025 20:00 | Contact Name                                | LLANDUDNO JUNCTION NLC9616 TFW Dep | TRANSPORT FOR WALES<br>(Llandudno Junction)<br>Conwy Road<br>Gwynedd<br>Llandudno Junction<br>LL31 9NB |
| Activity      | MANPOWER                            | Contact Phone                               | 02920 320 178 / 02920 320 342      |  |
| Priority      | ND 1900                             |   |                                    |  |
| Ref 1         | C5317151                            |   |                                    |  |
| Ref 2         |                                     |   |                                    |  |
| No. of Parts  | 0                                   |   |                                    |  |

| Instructions 1   | Instructions 2   |
|--|--|
| ND 08/08/2025 20:00<br>SLA: ND 08/08/2025 20:00 PART2=<br>PART3=<br>PART4=<br>ALT1=<br>ALT2=<br>ALT3=<br>ALT4= TEXT= | <p>Problem: [ME] ENGINEER ONLY - Mobile Root Cause: Unknown Action: Engineer to site without parts to investigate please contact the Star Service desk or Support using the contact in therelevant Manual Test: IN USE URL:</p> <p>Call history::</p> <pre>##### Call 5317151   Problem   Web Service   qws_uk   Thu 07 Aug 2025 10:43:35   A+C+P</pre> <p>agent.loginname=qws_uk<br/> equipment.assettag=STRGB00000H8566TA23<br/> contract.pkey=23200<br/> call.poms=1<br/> call.zip=LL31 9NB<br/> call.address=Conwy Road<br/> call.city=Llandudno Junction<br/> call.customerid=INC17995658<br/> call.problem=NLC9616<br/> Llandudno Junction/Colwyn Bay<br/> Zebra / TC56</p> <p>No external connections<br/> call.modifiedby=QWebServices<br/> call.busimpact=Urgent (TD)<br/> category.name=GBR/STR/workpackage/ENG<br/> call.priority=2-Medium<br/> call.datereported=8/7/2025 11:42:56 AM</p> <pre>##### Call 5317151   Problem   Web Service   qws_uk   Thu 07 Aug 2025 10:43:35   A+C+P...</pre> |

## Job Notes

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

## Returned Items

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

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



# Run Sheet

Daniel Hanson 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4217804 | Customer                            | Xerox (UK) Technical***DO NOT INVOICE*** |                    | Job Address  |
|---------------|-------------------------------------|--|--------------------|--|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name                             | Store Manager 5641 | Boots UK Limited<br>Denbigh Street<br>EPSr2 Pharmacy Printer<br>LLANRWST<br>LL26 0LL |
| Activity      | CONSUMABLE INSTALL                  | Contact Phone                            | 01492640620        |  |
| Priority      | ND 1700                             |  |                    |  |
| Ref 1         | 1-539328082618                      |  |                    |  |
| Ref 2         |                                     |  |                    |  |
| No. of Parts  | 1                                   |  |                    |  |

| Instructions 1   | Instructions 2  |
|--|---|
| <p>Intervention #: 1 SLA: 12/08/2025 17:00-----ASSET</p> <p>INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO RS SI</p> <p>TRDDeviceTagCustomer: EPSr2 Pharmacy PrinterSerialNumber:</p> <p>45146PHI38PWBProductIdentifier: 35S0330Model: 4514-630Physical Location:</p> <p>----ACCOUNT INFORMATION---VIP customer. MPS customer.Break Fix ..... Monday ..... Saturday 08:00 ..... 18:00 Sunday &amp; Bank Holidays (excl. Xmas day) 10:00</p> <p>-16:00.Maintenance kits ..... 3 days Monday ..... Friday 8:00 ..... 18:00Important: Call scheduler/control tower to set ETA expectation with customer For SEV1 (4 hour fix) tasks call the Boots engineer line (2nd level) to ask for the missing information -they can be contacted on the number - 0330 123 9000</p> <p>option 9. If dialing from the Republic of Ireland</p> <p>the number is 00 44 330123 9000Please note that option 9 is the .....Engineer..... option and is unannounced as this line is also for use by Boots colleagues. ConfigurationsTray 1 ..... A4 Plain paperTray 2 ..... A4 Custom type 2 (where available)MP Feeder ..... Custom type 6Toner Darkness ..... 6 (mono printers)Toner Darkness ..... 3 (colour printers)EPOS printers ..... PPDS MUST be turned .....ON.....MS510dn printers ..... MUST have Paper Change Prompts configured as below in the 2 + 6 configuration menu on bootup:..... "Action for Prompts" - Select the "Use current" optionAll printers must be on the below FW level (or higher)Lexmark MS510dn LW71.PR2.P025-0Lexmark CS510de LW71.VY4.P025-0Lexmark MX511dhe LW71.SB4.P025-0</p> | -----ACTIVITY DESCRIPTION----Please Install part(s)---INSTRUCTIONS----- |

| Job Notes |
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| In Items |
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| Request   | Part    | Description                   | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|---------|-------------------------------|--------|-------|-------------------------|-----------------|
| 194460664 | 40X8282 | MS51x SVC Maint Kit Fuser 220 |        |       |                         |                 |
|           |         |                               |        |       |                         |                 |
|           |         |                               |        |       |                         |                 |
|           |         |                               |        |       |                         |                 |

| Returned Items |
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| Request   | Part    | Description                   | Serial | Asset | Part Status | Customer Damage? |
|-----------|---------|-------------------------------|--------|-------|-------------|------------------|
| 194460666 | 40X8282 | MS51x SVC Maint Kit Fuser 220 |        |       |             |                  |
|           |         |                               |        |       |             |                  |
|           |         |                               |        |       |             |                  |
|           |         |                               |        |       |             |                  |

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



# Run Sheet

Daniel Hanson 08/08/2025

|      |            |       |            |        |                |             |   |
|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4218096 | Customer                            | Computacenter Limited - HSBC |                          |  | Job Address   |
|---------------|-------------------------------------|------------------------------|--------------------------|--|---|
| SLA Window    | 07/08/2025 13:52 - 08/08/2025 17:00 | Contact Name                 | EMMA.FONROBERTS@HSBC.COM |  | COMPUTACENTER HSBC<br>4 LLWYBR Y GWYNT<br>PENRHOSGARDNEDD<br>BANGOR<br>LL57 2QH |
| Activity      | DELIVERY                            | Contact Phone                | 07412907844              |  |   |
| Priority      | ND 1700                             |                              |                          |  |   |
| Ref 1         | RITM36091271                        |                              |                          |  |   |
| Ref 2         |                                     |                              |                          |  |   |
| No. of Parts  | 1                                   |                              |                          |  |   |

| Instructions 1   | Instructions 2  |
|--|-----------------|
| <p>Delivery only<br/>Observe Social Distancing. For unsuccessful jobs &amp; escalations contact HSBC on 0114 252 8180 or 0114 252 8254. No serials required<br/>If a Black Box is sent out by HSBC<br/>all items must fit inside the Black Box (no inserts are to be removed) and returned back to CC HSBC</p> | Standard Laptop |

| Job Notes |
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| In Items |
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| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| 19448283401 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |

| Returned Items |
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| Request     | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|------|-------------|--------|-------|-------------|------------------|
| 19448283601 |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |

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



# Run Sheet

|             |            |              |            |               |                |                    |   |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Hanson, Daniel | <b>Jobs on Run</b> | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

|               |                                     |  |                         |   |
|---------------|-------------------------------------|--|-------------------------|---|
| Job # 4217849 | Customer                            | Xerox (UK) Technical***DO NOT INVOICE*** |                         | Job Address   |
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name                             | 0297 Caernarfon Manager | Boots UK Limited<br>1-3 Pool Lane<br>and 37 Pool Street |
| Activity      | REPAIR                              | Contact Phone                            | 01286673089             |   |
| Priority      | ND FIX                              |  |                         |   |
| Ref 1         | 11794534                            |  |                         |   |
| Ref 2         |                                     |  |                         |   |
| No. of Parts  | 1                                   |  |                         |   |

| Instructions 1   | Instructions 2  |
|--|---|
| <p>Intervention #: 1 SLA: 08/08/2025 18:00-----ASSET<br/> INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO<br/> RSDeviceTagCustomer: CHS MARRSerialNumber: 45146PHH38PYYProductIdentifier:<br/> 35S0330Model: 4514-630Physical Location:</p> <p>----ACCOUNT INFORMATION---VIP customer. MPS customer.Break Fix .....</p> <p>Monday ..... Saturday 08:00 ..... 18:00 Sunday &amp; Bank Holidays (excl. Xmas day) 10:00 -16:00.Maintenance kits ..... 3 days Monday ..... Friday 8:00 ..... 18:00Important: Call scheduler/control tower to set ETA expectation with customer For SEV1 (4 hour fix) tasks<br/> call the Boots engineer line (2nd level) to ask for the missing information -they can be contacted on the number - 0330 123 9000<br/> option 9. If dialing from the Republic of Ireland<br/> the number is 00 44 330123 9000Please note that option 9 is the<br/> .....Engineer..... option and is unannounced as this line is also for use by Boots colleagues. ConfigurationsTray 1 ..... A4 Plain paperTray 2 ..... A4 Custom type 2 (where available)MP Feeder ..... Custom type 6Toner Darkness ..... 6 (mono printers)Toner Darkness ..... 3 (colour printers)EPOS printers .....<br/> PPDS MUST be turned .....ON.....MS510dn printers ..... MUST have Paper Change Prompts configured as below in the 2 + 6 configuration menu on bootup:..... "Action for Prompts" - Select the "Use current" optionAll printers must be on the below FW level (or higher)Lexmark MS510dn LW71.PR2.P025-0Lexmark CS510de LW71.VY4.P025-0Lexmark MX511dhe LW71.SB4.P025-0</p> | <p>-----ACTIVITY DESCRIPTION---Help Desk Reference INC000005055794.<br/> Faded/missing printBen reported that printer is missing print<br/> prints very faded. Logged to the printer and can see that IU is Brand new. From the picture provided is looks like an issue with hardware and not consumables. Please checkMS510Care HomesSN: 45146PHH38PYYIP: 10.80.132.79Ben01286676765 SLA 8.08.25 by the end of business day.MK----INSTRUCTIONS-----Technical Notes -----Tech to investigate faded printouts. Tech to clean the printhead lens check the transfer roller is sprung both ends before replaceing anything.CB.</p> |

## Job Notes

## In Items

| Request   | Part         | Description                   | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|--------------|-------------------------------|--------|-------|-------------------------|-----------------|
| 194467674 | 60-MS510-BTS | Lexmark MS510 Printer - BOOTS |        |       |                         |                 |
|           |              |                               |        |       |                         |                 |
|           |              |                               |        |       |                         |                 |
|           |              |                               |        |       |                         |                 |

## Returned Items

| Request   | Part         | Description                   | Serial | Asset | Part Status | Customer Damage? |
|-----------|--------------|-------------------------------|--------|-------|-------------|------------------|
| 194467676 | 60-MS510-BTS | Lexmark MS510 Printer - BOOTS |        |       |             |                  |
|           |              |                               |        |       |             |                  |
|           |              |                               |        |       |             |                  |
|           |              |                               |        |       |             |                  |
|           |              |                               |        |       |             |                  |

Engineer Closure Notes

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



# Run Sheet

Daniel Hanson 08/08/2025

| Date   | 08/08/2025    | Depot                               | Warrington | Driver  | Hanson, Daniel          | Jobs on Run   | 8                |
|--|---------------|-------------------------------------|------------|---|-------------------------|---|------------------|
| Job # 4218074                                |               | Customer                            |            | HCL Barclays  |                         | Job Address   |                  |
| SLA Window                                   |               | 07/08/2025 13:30 - 08/08/2025 17:00 |            | Contact Name  | STEPH JONES             | 35A BRO EDNYFED<br>35A BRO EDNYFED<br>LLANGEFNI<br>LL77 7WB |                  |
| Activity                                     |               | COLLECTION                          |            | Contact Phone   | 07867472702             |   |                  |
| Priority                                     |               | ND 1600                             |            |   |                         |   |                  |
| Ref 1  |               | TASK3044308                         |            |   |                         |   |                  |
| Ref 2  |               |                                     |            |   |                         |   |                  |
| No. of Parts                                 |               | 1                                   |            |   |                         |   |                  |
| Instructions 1                               |               |                                     |            | Instructions 2  |                         |   |                  |
| Peripheral collection - Please use large box |               |                                     |            | Monitor<br>keyboard and Mouse and cables for collection |                         |   |                  |
| Job Notes                                    |               |                                     |            |   |                         |   |                  |
|  |               |                                     |            |   |                         |   |                  |
| In Items                                     |               |                                     |            |   |                         |   |                  |
| Request                                      | Part          | Description                         | Serial     | Asset   | Part Consumed/Delivered |   | Transit Damage?  |
| 19448203001                                  | HCL Large box | Carton box 610 x 457 x 457mm        |            |   |                         |   |                  |
|  |               |                                     |            |   |                         |   |                  |
|  |               |                                     |            |   |                         |   |                  |
|  |               |                                     |            |   |                         |   |                  |
| Returned Items                               |               |                                     |            |   |                         |   |                  |
| Request                                      | Part          | Description                         | Serial     | Asset   | Part Status             |   | Customer Damage? |
| 19448203201                                  | HCL Large box | Carton box 610 x 457 x 457mm        |            |   |                         |   |                  |
|  |               |                                     |            |   |                         |   |                  |
|  |               |                                     |            |   |                         |   |                  |
|  |               |                                     |            |   |                         |   |                  |
| Engineer Closure Notes                       |               |                                     |            |   |                         | On Site Time  | Off Site Time    |
|  |               |                                     |            |   |                         |   |                  |
|  |               |                                     |            |   |                         | Customer Print  |                  |
|  |               |                                     |            |   |                         |   |                  |
|  |               |                                     |            |   |                         | Customer Signature  |                  |



# Run Sheet

Claire Booth 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Booth, Claire | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4218206 | Customer                            | DHL Supply Chain Limited - RBS |                |  | Job Address   |
|---------------|-------------------------------------|--------------------------------|----------------|--|---|
| SLA Window    | 07/08/2025 15:09 - 08/08/2025 17:00 | Contact Name                   | MARTIN FIRKINS |  | 19 HUNSTON ROAD<br>19 HUNSTON ROAD<br>SALE<br>M33 4RP |
| Activity      | COLLECTION                          | Contact Phone                  | 079205 35313   |  |   |
| Priority      | ND 1700                             |                                |                |  |   |
| Ref 1         | 44213                               |                                |                |  |   |
| Ref 2         |                                     |                                |                |  |   |
| No. of Parts  | 0                                   |                                |                |  |   |

| Instructions 1                      | Instructions 2  |
|-------------------------------------|---|
| To collect 2 x items with 1 x totes | <p>**PES DRIVER**</p> <p>PLEASE ENSURE THAT PHOTOGRAPHS ARE TAKEN OF THE ITEMS INSIDE THE TOTE WITH THE PAPERWORK &amp; A SECOND PHOTO OF THE TOTE SEALED ARE ADDED TO THE POD REAL TIME ***ALL RETURN LABELS / SEALS USED MUST BE RECORDED*** PLEASE ENSURE YOU CALL THE CSC ON 0203 356 7647 IMMEDIATELY IF THERE ARE ANY ISSUES/SITE CONTACT IS NOT AVAILABLE FOR ANY MISSING ITEMS. ONLY COLLECT AS PER PAPERWORK NO EXTRA ITEMS ARE TO BE COLLECTED UNDER ANY CIRCUMSTANCES ****ALL PAPERWORK MUST BE COMPLETED AND SIGNED BY THE RECIPIENT AND SCANNED INTO THE POD THEN 1 COPY IS HANDED TO THE CUSTOMER AND THE SECOND IS RETURNED INSIDE THE TOTE BOX IF YOU DO NOT HAVE ANY PAPERWORK ESCALATE TO YOUR MANAGER/CSC TEAM TO techifm.teamc@tvsscs.com WITHIN 24HRS OF DOING THE CALL*****</p> |

| Job Notes |
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| In Items |  |  |  |  |  |  |
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| Returned Items |  |  |  |  |  |  |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
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# Run Sheet

Claire Booth 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Booth, Claire | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4218207 | Customer                            | Vista Retail Support Limited |   |  | Job Address                                       |
|---------------|-------------------------------------|------------------------------|---|--|---|
| SLA Window    | 07/08/2025 09:00 - 08/08/2025 17:00 | Contact Name                 | . |  | MCDONALDS - NCR<br>42-44 WELLINGTON ROAD<br>SOUTH |
| Activity      | NON TECH EXCHANGE                   | Contact Phone                | . |  | STOCKPORT<br>CHESHIRE<br>STOCKPORT<br>SK1 3SS     |
| Priority      | ND 1700                             |                              |   |  |   |
| Ref 1         | 3364820                             |                              |   |  |   |
| Ref 2         |                                     |                              |   |  |   |
| No. of Parts  | 1                                   |                              |   |  |   |

| Instructions 1   | Instructions 2   |
|--|--|
| 24/7<br>3364820<br>KVS - Grill/Sticky printer not working<br>Instruction for FSE -FSE to follow back door swap procedure | ***BACK DOOR SWAP ONLY*** MCD-PTR-LAB3-KIT 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    |                  |                  |        |       |                         |                 |
|-------------|------------------|------------------|--------|-------|-------------------------|-----------------|
| Request     | Part             | Description      | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19448699401 | MCD-PTR-LAB3-KIT | MCD-PTR-LAB3-KIT |        |       |                         |                 |
|             |                  |                  |        |       |                         |                 |
|             |                  |                  |        |       |                         |                 |
|             |                  |                  |        |       |                         |                 |

| Returned Items |      |             |        |       |             |                  |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request        | Part | Description | Serial | Asset | Part Status | Customer Damage? |
| 19448699601    |      |             |        |       |             |                  |
|                |      |             |        |       |             |                  |
|                |      |             |        |       |             |                  |
|                |      |             |        |       |             |                  |



# Run Sheet

Claire Booth 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Booth, Claire | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4218034 | Customer                            | Computacenter - KPMG |                        |  | Job Address |
|---------------|-------------------------------------|----------------------|------------------------|--|-------------|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name         | Mohammed Salman Nayyer | KPMG LLP. (0081097989)<br>Kpmg St Peters Square<br>Kpmg St Peters Square<br>M2 3AE |             |
| Activity      | NON TECH EXCHANGE                   | Contact Phone        | 077448726552           |  |             |
| Priority      | ND 1700                             |                      |                        |  |             |
| Ref 1         | 24449725                            |                      |                        |  |             |
| Ref 2         | PO Monthly                          |                      |                        |  |             |
| No. of Parts  | 1                                   |                      |                        |  |             |

| Instructions 1  | Instructions 2  |
|---|-----------------|
| Mohammed Salman Nayyer 077448726552 Serial No of Phone: HH2HR02S0F0N SP | No Instructions |

| Job Notes |
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| In Items    |         |                              |        |       |                         |                 |
|-------------|---------|------------------------------|--------|-------|-------------------------|-----------------|
| Request     | Part    | Description                  | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19447810701 | 4615382 | Apple iPhone 12 - Black 64GB |        |       |                         |                 |
|             |         |                              |        |       |                         |                 |
|             |         |                              |        |       |                         |                 |
|             |         |                              |        |       |                         |                 |

| Returned Items |         |                              |        |       |             |                  |
|----------------|---------|------------------------------|--------|-------|-------------|------------------|
| Request        | Part    | Description                  | Serial | Asset | Part Status | Customer Damage? |
| 19447811101    | 4615382 | Apple iPhone 12 - Black 64GB |        |       |             |                  |
|                |         |                              |        |       |             |                  |
|                |         |                              |        |       |             |                  |
|                |         |                              |        |       |             |                  |

| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
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# Run Sheet

Claire Booth 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Booth, Claire | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4218117 | Customer                            | COGNIZANT HAYS WAREHOUSING |                | Job Address                        |
|---------------|-------------------------------------|----------------------------|----------------|------------------------------------|
| SLA Window    | 07/08/2025 14:12 - 08/08/2025 17:00 | Contact Name               | JESSICA CANNON | HAYS SPECIALIST<br>RECRUITMENT LTD |
| Activity      | TECH EXCHANGE                       | Contact Phone              | 07768434382    | HAYS SPECIALIST                    |
| Priority      | ND 1700                             |                            |                | RECRUITMENT LTD                    |
| Ref 1         | INC0084202                          |                            |                | CITY TOWER                         |
| Ref 2         | C8608-R13                           |                            |                | PICCADILLY PLAZA                   |
| No. of Parts  | 1                                   |                            |                | MANCHESTER                         |
|               |                                     |                            |                | M1 4BT                             |

| Instructions 1 | Instructions 2   |
|----------------|--|
| Laptop Swap    | Please call user first In case user not responding<br>Then call Akash on 07341651138 |

| Job Notes |
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#### In Items

| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| 19448399701 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |

| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
|                        |              |               |
| Customer Print         |              |               |
|                        |              |               |
| Customer Signature     |              |               |
|                        |              |               |



# Run Sheet

Claire Booth 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Booth, Claire | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4217961 | Customer                            | Fujitsu Services Limited - EE |  |                                | Job Address  |
|---------------|-------------------------------------|-------------------------------|--|--------------------------------|--|
| SLA Window    | 07/08/2025 11:24 - 08/08/2025 20:00 | <b>Contact Name</b>           |  | 4131 Manchester. Market Street | Manchester Market Street<br>33 Market Street<br>Manchester |
| Activity      | NON TECH EXCHANGE                   | <b>Contact Phone</b>          |  | -                              | Manchester, Market<br>M1 1WR                               |
| Priority      | ND 1900                             |                               |  |                                |  |
| Ref 1         | C5317169                            |                               |  |                                |  |
| Ref 2         |                                     |                               |  |                                |  |
| No. of Parts  | 1                                   |                               |  |                                |  |

| Instructions 1   | Instructions 2  |
|--|---|
| ND 08/08/2025 21:00<br>SLA: ND 08/08/2025 21:00 PART2=<br>PART3=<br>PART4=<br>ALT1=<br>ALT2=<br>ALT3=<br>ALT4= TEXT=<br>_EELENX12TAB x 1 | Problem: [BDS] LENOVO X12 TABLET ** BACK DOOR SWAP ** Root Cause: UNKNOWN<br>Action: LENOVO X12 TABLET ** BACK DOOR SWAP ** CONTACT MANAGER & EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAIN PSUKEYBOARD AND PEN. CONFIRM SERIAL NUMBER OUT IS AS LOGGED. DO NOT SWAP IF DIFFERENT - ESCALATE WHILE ON SITE. Test: N/A URL:<br>Call history::<br>##### Call 5317169   Problem   Web Service   qws_uk   Thu 07 Aug 2025 11:05:34   A+C+P<br><br>agent.loginname=qws_uk<br>equipment.assettag=EELGB000000O4131TRB2<br>contract.pkey=22856<br>call.poms=1<br>call.zip=M1 1WR<br>call.address=33 Market Street<br>call.city=Manchester<br>Market<br>call.customerid=INC17996734<br>call.problem=SW - Lenovo X12 Tablet - Device randomly searches for errors and restarts   Replacement of tablet with SN PW-04GE1G needed<br>call.modifiedby=QWebServices<br>call.busimpact=Total Down (TO)<br>category.name=GBR/EEL/workpackage/LENX12TAB<br>call.priority=3-High<br>call.datereported=8/7/2025 12:04:57 PM<br><br>##### Call 5317169   Problem   Web Service   qws_uk   Thu 07 Aug 2025 11:05:35   A+C+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? |
|-------------|--------------|-------------------------|--------|-------|-------------------------|-----------------|
| 19447539101 | _EELENX12TAB | TBT:EHT:X12-TABLET-GEN1 |        |       |                         |                 |
|             |              |                         |        |       |                         |                 |
|             |              |                         |        |       |                         |                 |
|             |              |                         |        |       |                         |                 |

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



# Run Sheet

Claire Booth 08/08/2025

|      |            |       |            |        |               |             |   |
|------|------------|-------|------------|--------|---------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Booth, Claire | Jobs on Run | 6 |
|------|------------|-------|------------|--------|---------------|-------------|---|

| Job # 4218275 | Customer                            | PayPoint Unscheduled |             | Job Address  |
|---------------|-------------------------------------|----------------------|-------------|--|
| SLA Window    | 07/08/2025 16:05 - 08/08/2025 17:00 | Contact Name         | MALIX ASLAM | FAIRFIELD OFF LICENCE<br>1578 ASHTON OLD ROAD<br>MANCHESTER<br>LANCASHIRE<br>M11 1HW |
| Activity      | COLLECTION                          | Contact Phone        |             |  |
| Priority      | ND 1700                             |                      |             |  |
| Ref 1         | 81360                               |                      |             |  |
| Ref 2         |                                     |                      |             |  |
| No. of Parts  | 0                                   |                      |             |  |

| Instructions 1                           | Instructions 2   |
|--|--|
| PP1<br>PP1<br>Mr Malix Aslam 07534895963 | Unscheduled collection - ensure you have the letter for site (available on google drive) -<br>34047631 |

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

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



# Run Sheet

## John Paul Barron 08/08/2025

|             |            |              |            |               |                   |                    |    |
|-------------|------------|--------------|------------|---------------|-------------------|--------------------|----|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Barron, John Paul | <b>Jobs on Run</b> | 10 |
|-------------|------------|--------------|------------|---------------|-------------------|--------------------|----|

|               |                                     |   |                           |  |
|---------------|-------------------------------------|---|---------------------------|--|
| Job # 4218040 | Customer                            | Fujitsu Services Limited - Star Trains - ME |                           | Job Address  |
| SLA Window    | 07/08/2025 08:00 - 08/08/2025 12:00 | Contact Name                                | GATLEY NLC2953 NT STATION | Northern Rail - STAR<br>Gatley Railway Station, Cambridge Road, Gatley, Cheadle, W Mancs Cheshire<br>Gatley<br>SK8 4AE |
| Activity      | TECH EXCHANGE_R                     | Contact Phone                               | 0161 428 2856             |  |
| Priority      | 4HR                                 |   |                           |  |
| Ref 1         | C5317137                            |   |                           |  |
| Ref 2         |                                     |   |                           |  |
| No. of Parts  | 1                                   |   |                           |  |

## **Instructions 1**

Previous WPB - Sent out screen Not a printer the label was correct but the part isn't  
4HR 07/08/2025 13:56  
SLA: 4HR 07/08/2025 13:56 PART2=  
PART3=  
PART4=  
ALT1=  
ALT2=  
ALT3=  
ALT4= TEXT=  
NRNEWND4020MKII x 1

## Instructions 2

Problem: [ME] Newbury ND4020 Mark II Required Root Cause: UNKNOWN Action: Make every attempt to repair the printer first before swap. Please call site before dispatching Eng. Clerk will need to come OFF shift BEFORE the new ticket printer is attached. If they do not do this then the replacement printer will not work. Eng MUST Test: IN USE URL: Call history::  
##### Call 5317137 | Problem | Web Service | qws\_uk | Thu 07 Aug 2025 09:56:43 | A+C+P

agent.loginname=qws\_uk  
equipment.assettag=STRGB00000N2953TA21  
contract.pkey=23200  
call.poms=1  
call.zip=SK8 4AE  
call.address=Gatley Railway Station  
Cambridge Road  
Gatley  
Cheadle  
W Mancs  
call.customerid=INC17996731  
call.problem=NLC2953  
GATLEY  
NLC 2953 Site GATLEY Window 30 Serial Number 34049 Fault Code  
call.modifiedby=QWebServices  
call.busimpact=Total Down (TO)  
category.name=GBR/STR/workpackage/NORTHTKMKII  
call.priority=4-Critical  
call.datereported=8/7/2025 10:56:01 AM  
...

## Job Notes

## In Items

| Request     | Part         | Description                   | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|--------------|-------------------------------|--------|-------|-------------------------|-----------------|
| 19447905701 | _NRNEWND4020 | MTR:MAGNETIC TICKET DT 203DPI | 32797  |       |                         |                 |
|             |              |                               |        |       |                         |                 |
|             |              |                               |        |       |                         |                 |
|             |              |                               |        |       |                         |                 |

## Returned Items

| Request     | Part         | Description                   | Serial | Asset | Part Status | Customer Damage? |
|-------------|--------------|-------------------------------|--------|-------|-------------|------------------|
| 19447905901 | _NRNEWND4020 | MTR:MAGNETIC TICKET DT 203DPI | 32797  |       |             |                  |
|             |              |                               |        |       |             |                  |
|             |              |                               |        |       |             |                  |
|             |              |                               |        |       |             |                  |

Engineer Closure Notes

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



# Run Sheet

John Paul Barron 08/08/2025

|      |            |       |            |        |                   |             |    |
|------|------------|-------|------------|--------|-------------------|-------------|----|
| Date | 08/08/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 10 |
|------|------------|-------|------------|--------|-------------------|-------------|----|

| Job # 4217821 | Customer                            | DieboldNixdorf_WIPRO |               | Job Address  |
|---------------|-------------------------------------|----------------------|---------------|--|
| SLA Window    | 07/08/2025 08:50 - 08/08/2025 17:00 | Contact Name         | LOUISE MATLEY | JOHN LEWIS<br>JOHN LEWIS<br>CHEADLE WILMSLOW ROAD<br>JL041 CHEADLE<br>CHEADLE<br>SK8 3BZ |
| Activity      | INSTALL P2PE                        | Contact Phone        | -             |  |
| Priority      | ND 1700                             |                      |               |  |
| Ref 1         | 132504235                           |                      |               |  |
| Ref 2         |                                     |                      |               |  |
| No. of Parts  | 0                                   |                      |               |  |

| Instructions 1   | Instructions 2  |
|--|---|
| to install Ingenico L2500 PN 1900001941 ONLY<br><br>**NO PART TO BE RETURNED** | Delivery Instructions: Please see KB0106284- PACT Lost Card Reader: 041 - Cheadle (30/07) Part is OOS everywhere so SB auth back order Detailed list ordering FOS : 4016258 order - date 02.08.2025 15:41:31 clk Head data ServiceRequestNo: 132504235 CoS Owner : 80000076 Wipro Limited delivering store: U7L1 Diebold Nixdorf RDC UK shipp. condition: In Night FE technician ID : U7L1 4017315 Vincenzo Sclafani WE consignee 1 : Vincenzo Sclafani WE consignee 2 : Pirtek Stoke WE consignee 2 : WE street : 111 Lichfield St WE postalcode/ci: ST1 3EA HANLEY desired date : 05.08.2025 06:00:00 clk Item data CoS Material Description Qty. Tracking No. Purchase-/order-no. WN Material 01900002180 JLP:PED:INGENICO MOBILE LINK2500 1 4408472954 01770064294 p/n 1900002180Link2500JLP:PED:INGENICO L2500 LOST/STOLEN/INSTALL spoke to ML and asked for part number Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202508021134 Web Logging: Locker: CH2-66-PED TPV Number (8 Digits): 15041136 Serial Number: 192497303461103310964416 Asset Number: PAN00098237 Model Ingenico 2500 Location: 041 - Cheadle Issue: PED is lost and needs replacing please Incident INC6697568 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.replace Ingenico L2500 PN 1900001941 |

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

| In Items |
|----------|
|          |
|          |
|          |
|          |

| Returned Items |
|----------------|
|                |
|                |
|                |
|                |

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



# Run Sheet

John Paul Barron 08/08/2025

|      |            |       |            |        |                   |             |    |
|------|------------|-------|------------|--------|-------------------|-------------|----|
| Date | 08/08/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 10 |
|------|------------|-------|------------|--------|-------------------|-------------|----|

| Job # 4217902 | Customer                            | DieboldNixdorf_WIPRO |               | Job Address                            |
|---------------|-------------------------------------|----------------------|---------------|--|
| SLA Window    | 07/08/2025 10:37 - 08/08/2025 17:00 | Contact Name         | LOUISE MATLEY | CHEADLE WILMSLOW ROAD                  |
| Activity      | INSTALL P2PE                        | Contact Phone        |               | CHEADLE WILMSLOW ROAD<br>JL041 CHEADLE |
| Priority      | ND 1700                             |                      |               | CHEADLE                                |
| Ref 1         | 132456443                           |                      |               | SK8 3BZ                                |
| Ref 2         |                                     |                      |               |  |
| No. of Parts  | 0                                   |                      |               |  |

| Instructions 1                       | Instructions 2  |
|--------------------------------------|---|
| Replace Ingenico L2500 PN 1900001941 | Please see KB0106284- PACT Lost Card Reader: 041 - Cheadle (30/07). PLEASE ORDER THE BELOW PART THROUGH TRACE AND FULLY CONSUME - NOTHING TO RETURN Ingenico L2500 PN 1900001941 ServiceRequestNo: 132456443 CoS Owner : 80000076 Wipro Limited delivering store: U7L1 Diebold Nixdorf RDC UK shipp. condition: In Night FE technician ID : U7L1 4017315 Vincenzo Sclafani WE consignee 1 : Vincenzo Sclafani WE consignee 2 : Pirtek Stoke WE consignee 2 : WE street : 111 Lichfield St WE postalcode/ci: ST1 3EA HANLEY desired date : 01.08.2025 06:00:00 clk Item data CoS Material Description Qty. Tracking No. Purchase-/order-no. WN Material 01900002180 JLP:PED:INGENICO MOBILE LINK2500 1 4408471372 01770064294 #EHD - Please order the following part for the attending engineer 01900002180JLP:PED:INGENICO L2500 LOST/STOLEN/INSTALL part number provided out of stock either contact ehd for advise or attend without and investigate Miscellaneous:Does it need part no 1900001941JLP:PED:INGENICO MOBILE LINK 2500 and its cable or is it the case of installing a regular JLP INGENICO IPP350 PED? Web Logging: Locker: CH2-1-PED TPV Number (8 Digits): 15041071 Serial Number: 192547303461103311012830 Asset Number: PAN00098200 Model Ingenico 2500 Location: 041 - Cheadle Issue: PED is lost and needs replacing please Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202507311143 Incident INC6697562 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. |

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

| In Items |
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|          |

| Returned Items |
|----------------|
|                |
|                |
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|                |

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

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



# Run Sheet

John Paul Barron 08/08/2025

|      |            |       |            |        |                   |             |    |
|------|------------|-------|------------|--------|-------------------|-------------|----|
| Date | 08/08/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 10 |
|------|------------|-------|------------|--------|-------------------|-------------|----|

| Job # 4217707 | Customer                            | NCR TESCO HHT |                | Job Address   |
|---------------|-------------------------------------|---------------|----------------|---|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name  | PATRYCJA MILIK | TESCO<br>232-234 FINNEY LN CHEADLE<br>GREATER MANCHESTER<br>SK8 3QA |
| Activity      | TECH EXCHANGE                       | Contact Phone | NA             |   |
| Priority      | ND 1700                             |               |                |   |
| Ref 1         | 7521802758                          |               |                |   |
| Ref 2         |                                     |               |                |   |
| No. of Parts  | 0                                   |               |                |   |

| Instructions 1  | Instructions 2  |
|---|---|
| <p>Country:GB Summary:Country: UK Summary: UK/ROI::Stores::Honeywell PDA::Physical Damage Subject: Honeywell PDA - CT45 - Physical Damage Till number: Till serial number:23258B51C6 Date:06.08.2025 Problem description / Error message:<br/>----- Janani s</p> <p>Aug 6<br/>2025</p> <p>17:03 Serial no: 23258B51C6 Build: CT45 Troubleshooting: Please enter the below details What part of the PDA is physically damaged? : screen damaged Reason for the PDA damage? : pda has been dropped Advised store that the PDA will be swapped in the next 24 to 48 business hours. Advised to check the updates on Tesco Help.</p> <p>

# Run Sheet

John Paul Barron 08/08/2025

|      |            |       |            |        |                   |             |    |
|------|------------|-------|------------|--------|-------------------|-------------|----|
| Date | 08/08/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 10 |
|------|------------|-------|------------|--------|-------------------|-------------|----|

| Job # 4217973 | Customer                            | NCR TESCO HHT |                |  | Job Address   |
|---------------|-------------------------------------|---------------|----------------|--|---|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name  | STEPHEN WALKER |  | TESCO<br>99 MACCLESFIELD RD<br>STOCKPORT<br>GREATER MANCHESTER<br>SK7 6DT |
| Activity      | TECH EXCHANGE                       | Contact Phone | 3456756970     |  |   |
| Priority      | ND 1700                             |               |                |  |   |
| Ref 1         | 7521903259                          |               |                |  |   |
| Ref 2         |                                     |               |                |  |   |
| No. of Parts  | 0                                   |               |                |  |   |

| Instructions 1   | Instructions 2   |
|--|--|
| <p>Country:GB Summary:Country: UK Summary: UK/ROI::Stores::Dotcom WHOOSH::Call a colleague App Subject: 5287UK - Whoosh PDA - Honeywell - Issue- No Sound in Notification Till number: Till serial number:23252B2329 Date:07.08.2025 Problem description / Error message: ----- Rakshitha R<br/>Aug 7<br/>2025<br/>08:39 Store: 5287UK Issue: Colleague reported that there is no sound coming for any notification on Whoosh PDA no sound in only this PDA Cleared the Notification bar? - [Yes/No] yes Checked the Volume/DND status - [Yes/No] yes Sent Test Notification?: [Yes/ No] yes PDA is logged into Call a Colleague App?: [Yes / No] yes S/N's: 23252B2329 Model ID: Contact Name: Stephen Walker Contact Number: 07967980717 .</p> | <ul style="list-style-type: none"><li>* The engineer must record the serial in and serial out.</li><li>* The engineer must take a clear photo of the rear of the delivered GOOD unit with the serial number SN visible.</li><li>* The SN format is 10 digits long normally starting with "23....."</li><li>* The store must present a Defective unit. If not then the engineer must not swap the item and must return the GOOD unit back to warehouse.</li><li>* This can only be charged as a 15 minute call to the customer.</li><li>* The Engineer should remain on site until completed.</li><li>* The engineer must carefully record arrival on site and departure times.</li><li>* No extra time on site customer charge to be added</li></ul> |

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

| In Items |
|----------|
|          |
|          |
|          |
|          |

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

| Returned Items |
|----------------|
|                |
|                |
|                |
|                |

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



# Run Sheet

John Paul Barron 08/08/2025

|      |            |       |            |        |                   |             |    |
|------|------------|-------|------------|--------|-------------------|-------------|----|
| Date | 08/08/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 10 |
|------|------------|-------|------------|--------|-------------------|-------------|----|

| Job # 4217953 | Customer                            | POSTURITE LIMITED |             |  | Job Address  |
|---------------|-------------------------------------|-------------------|-------------|--|--|
| SLA Window    | 07/08/2025 11:21 - 08/08/2025 17:00 | Contact Name      | ELLIS HART  |  | BUPA LTD<br>APARTMENT 7<br>GLADWIN PLACE, 3 COLMAN<br>GARDENS<br>Salford<br>M5 3NT |
| Activity      | DESK INSTALL                        | Contact Phone     | 07424464176 |  |  |
| Priority      | ND 1700                             |                   |             |  |  |
| Ref 1         | DEL1607847                          |                   |             |  |  |
| Ref 2         |                                     |                   |             |  |  |
| No. of Parts  | 5                                   |                   |             |  |  |

| Instructions 1   | Instructions 2   |
|--|--|
| *** Customer Instructions: Please either ring buzzer for entry or text/call ahead to let me know of your arrival. There's no elevator at property. *** Please call 1 hour before arrival.Customer Ref / PO: BUKMU-0000087967Items on order:2333438 - MONITORARM - Eppa Singl | Tech to deliver<br>assemble and demonstrate DESK(S) features and functions for the end user. Tech MUST also take PHOTOS of the PRODUCT(S) once built. Please provide the customer with the product leaflet. All Packaging needs to be removed and returned to the warehouse for recycling. If there are any issues or queries<br>please call Northampton CSC while onsite Tel: 0203 356 7627. <a href="https://rico.jotform.com/222823708509055?refNumber=DEL1607847&address=Bupa%20Ltd Apartment%207<br>Salford<br>Gladwin%20Place<br>%203%20Colman%20Gardens<br>M5%203NT >Once the job is completed<br>please click this link to open and complete the form.</a> |

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

| In Items |
|----------|
|          |

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

See Items Overleaf

| Returned Items |
|----------------|
|                |

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

See Items Overleaf

| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
|                        |              |               |
|                        |              |               |
|                        |              |               |
|                        |              |               |

Customer Print

Customer Signature



# Run Sheet

John Paul Barron 08/08/2025

|      |            |       |            |        |                   |             |    |
|------|------------|-------|------------|--------|-------------------|-------------|----|
| Date | 08/08/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 10 |
|------|------------|-------|------------|--------|-------------------|-------------|----|

In Items for Job # 4217953 page 1 of 1



# Run Sheet

John Paul Barron 08/08/2025

|      |            |       |            |        |                   |             |    |
|------|------------|-------|------------|--------|-------------------|-------------|----|
| Date | 08/08/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 10 |
|------|------------|-------|------------|--------|-------------------|-------------|----|



# Run Sheet

## John Paul Barron 08/08/2025

|             |            |              |            |               |                   |                    |    |
|-------------|------------|--------------|------------|---------------|-------------------|--------------------|----|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Barron, John Paul | <b>Jobs on Run</b> | 10 |
|-------------|------------|--------------|------------|---------------|-------------------|--------------------|----|

|               |                                     |   |                                     |   |
|---------------|-------------------------------------|---|-------------------------------------|---|
| Job # 4217967 | Customer                            | Fujitsu Services Limited - Star Trains - P2PE |                                     | Job Address   |
| SLA Window    | 07/08/2025 08:00 - 08/08/2025 14:00 | Contact Name                                  | MANCHESTER PICCADILLY (OTS) NLC3497 | Arriva Trains Cross Country<br>(Manchester)<br>7th Floor, Tower Block,<br>Manchester Piccadilly Station<br>Greater Manchester<br>Manchester<br>M1 2BP |
| Activity      | TECH EXCHANGE                       | Contact Phone                                 | 0121 200 6302                       |   |
| Priority      | 6HR                                 |   |                                     |   |
| Ref 1         | C5317178                            |   |                                     |   |
| Ref 2         |                                     |   |                                     |   |
| No. of Parts  | 2                                   |   |                                     |   |

| Instructions 1  | Instructions 2  |
|---|---|
| <p>6hr 08/08/2025 14:00<br/> SLA: 6hr 08/08/2025 14:00 PART2=_SXASSET-LABELSV2<br/> PART3=<br/> PART4=<br/> ALT1=<br/> ALT2=<br/> ALT3=<br/> ALT4= TEXT=<br/> _AXMIUM020DEVICE x 1<br/> _SXASSET-LABELSV2 x 1</p> | <p>Problem: [P2PE] Miura M020 PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history::<br/> ##### Call 5317178   Problem   Web Service   qws_uk   Thu 07 Aug 2025 11:22:36   A+C+P</p> <p>agent.loginname=qws_uk<br/> equipment.assettag=STRGB00000H8596TA23<br/> contract.pkey=23200<br/> call.poms=1<br/> call.zip=M1 2BP<br/> call.address=7th Floor<br/> Tower Block<br/> Manchester Piccadilly Station<br/> call.city=Manchester<br/> call.customerid=INC17996104<br/> call.problem=NLC3497<br/> Manchester Piccadilly</p> <p>PED - Blank screen NLC 3497 Site Manchester P<br/> call.modifiedby=QWebServices<br/> call.busimpact=Urgent (TD)<br/> category.name=GBR/STR/workpackage/AXMIUM020PED<br/> call.priority=2-Medium<br/> call.datereported=8/7/2025 12:22:14 PM</p> <p>##### Call 5317178   Problem   Web Service   qws_uk   Thu 07 Aug 2025 11:22:36   ...</p> |

**Job Notes**

## In Items

| Request     | Part           | Description                    | Serial         | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------|--------------------------------|----------------|-------|-------------------------|-----------------|
| 19447578201 | _SXASSET-LABEL | \$XASSET-LABELSV2              |                |       |                         |                 |
| 19447577801 | _AXMIUM020DEV  | R2E:M020 C COUNTRY MOBILE LIVE | 02000303002020 | 18494 |                         |                 |
|             |                |                                |                |       |                         |                 |
|             |                |                                |                |       |                         |                 |

## Returned Items

| Request     | Part            | Description                    | Serial         | Asset | Part Status | Customer Damage? |
|-------------|-----------------|--------------------------------|----------------|-------|-------------|------------------|
| 19447578401 | _SXASSET-LABELS | SXASSET-LABELSV2               |                |       |             |                  |
| 19447578001 | _AXMIUM020DEV   | R2P:M020 C COUNTRY MOBILE LIVE | 02000303002020 | 18494 |             |                  |
|             |                 |                                |                |       |             |                  |
|             |                 |                                |                |       |             |                  |
|             |                 |                                |                |       |             |                  |

## **Engineer Closure Notes**

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



# Run Sheet

John Paul Barron 08/08/2025

|      |            |       |            |        |                   |             |    |
|------|------------|-------|------------|--------|-------------------|-------------|----|
| Date | 08/08/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 10 |
|------|------------|-------|------------|--------|-------------------|-------------|----|

| Job # 4217944 | Customer                            | Fujitsu Services Limited - Star Trains - P2PE |                                    |  | Job Address  |
|---------------|-------------------------------------|---|------------------------------------|--|--|
| SLA Window    | 07/08/2025 11:15 - 08/08/2025 20:00 | Contact Name                                  | MANCHESTER VICTORIA NLC9654 NT Dep |  | Northern Rail MT (Manchester) Station Approach, Todd Street, Manchester Lancashire Manchester M3 1WY |
| Activity      | TECH EXCHANGE                       | Contact Phone                                 | 0161 822 2094                      |  |  |
| Priority      | ND 1900                             |   |                                    |  |  |
| Ref 1         | C5317161                            |   |                                    |  |  |
| Ref 2         |                                     |   |                                    |  |  |
| No. of Parts  | 2                                   |   |                                    |  |  |

| Instructions 1  | Instructions 2   |
|---|--|
| ND 08/08/2025 20:00<br>SLA: ND 08/08/2025 20:00 PART2=_SXASSET-LABELSV2<br>PART3=<br>PART4=<br>ALT1=<br>ALT2=<br>ALT3=<br>ALT4= TEXT=<br>_NRMIMUM020DEVICE x 1<br>_SXASSET-LABELSV2 x 1 | Problem: [P2PE] Miura M020 PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history:<br>##### Call 5317161   Problem   Web Service   qws_uk   Thu 07 Aug 2025 10:59:35   A+C+P<br><br>agent.loginnname=qws_uk<br>equipment.assettag=STRGB00000H8497TA23<br>contract.pkey=23200<br>call.poms=1<br>call.zip=M3 1WY<br>call.address=Station Approach Todd Street Manchester<br>call.customerid=INC17993084<br>call.problem=++PED++ NLC9654 Manchester Victoria 020-111190<br>set 36 Miura PED<br>call.modifiedby=QWebServices<br>call.busimpact=Urgent (TD)<br>category.name=GBR/STR/workpackage/NRMIMUM020PED<br>call.priority=2-Medium<br>call.datereported=8/7/2025 11:58:30 AM<br><br>##### Call 5317161   Problem   Web Service   qws_uk   Thu 07 Aug 2025 10:59:35   A+C+P... |

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

| In Items |
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| Returned Items |
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| Request     | Part              | Description               | Serial               | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|-------------------|---------------------------|----------------------|-------|-------------------------|-----------------|
| 19447474901 | _SXASSET-LABELSV2 |                           |                      |       |                         |                 |
| 19447474501 | _NRMIMUM020DE     | M020 NORTHERN MOBILE LIVE | 02000303002020118774 |       |                         |                 |
|             |                   |                           |                      |       |                         |                 |
|             |                   |                           |                      |       |                         |                 |

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



# Run Sheet

## John Paul Barron 08/08/2025

|             |            |              |            |               |                   |                    |    |
|-------------|------------|--------------|------------|---------------|-------------------|--------------------|----|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | Barron, John Paul | <b>Jobs on Run</b> | 10 |
|-------------|------------|--------------|------------|---------------|-------------------|--------------------|----|

|               |                                     |                              |                              |   |
|---------------|-------------------------------------|------------------------------|------------------------------|---|
| Job # 4217912 | Customer                            | Computacenter Limited - HSBC |                              | Job Address   |
| SLA Window    | 07/08/2025 10:43 - 08/08/2025 16:30 | Contact Name                 | RACHEL.L.MCLAUGHLIN@HSBC.COM | COMPUTACENTER HSBC<br>109 UNION STREET<br>OLDHAM<br>OLDHAM<br>OL1 1RT |
| Activity      | TECH EXCHANGE                       | Contact Phone                | 6044 76859999                |   |
| Priority      | ND 1600                             |                              |                              |   |
| Ref 1         | INC49902328                         |                              |                              |   |
| Ref 2         |                                     |                              |                              |   |
| No. of Parts  | 1                                   |                              |                              |   |

| Instructions 1   | Instructions 2             |
|--|----------------------------|
| <p>You must call HSBC to close the call on all HSBC branch or office visits<br/>all unsuccessful &amp; escalations on 0114 252 8180 or 0114 252 8254 ..... This call will<br/>either be a Laptop/ Thin Client Terminal/Monitor/Tablet. You must not leave site until the<br/>device is operational**. If a Black Box is sent out by HSBC<br/>all items must fit inside the Black Box (no inserts are to be removed) and returned back to<br/>CC HSBC</p> | <p>Hp Elite X2 (Win11)</p> |

## Job Notes

## In Items

| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| 19447313201 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |

## Returned Items

## **Engineer Closure Notes**

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



# Run Sheet

John Paul Barron 08/08/2025

|      |            |       |            |        |                   |             |    |
|------|------------|-------|------------|--------|-------------------|-------------|----|
| Date | 08/08/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 10 |
|------|------------|-------|------------|--------|-------------------|-------------|----|

| Job # 4218030 | Customer                            | COMPUTACENTER - NFUM Swaps |            | Job Address   |
|---------------|-------------------------------------|----------------------------|------------|---|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name               | Luke Allen | NFU MUTUAL INSURANCE SOCIETY LTD (0 Mutual House, Unit E3 and 1st Flr Unit E2, Waterfold Business Park Mutual House, Unit E3 and 1st Flr Unit E2, Waterfold Business Park BL9 7BR |
| Activity      | NON TECH EXCHANGE                   | Contact Phone              |            |   |
| Priority      | ND 1700                             |                            |            |   |
| Ref 1         | 24450087                            |                            |            |   |
| Ref 2         |                                     |                            |            |   |
| No. of Parts  | 1                                   |                            |            |   |

| Instructions 1  | Instructions 2  |
|---|-----------------|
| CURRENT DEVICE - LAN06669A SERIAL - 5CG43131RB MAKE \ MODEL - HP Eliteok x360 830 G1 BUILD REQUIRED - Agency ADDRESS - Mutual House Unit E3nd 1st Flr Unit E2 Waterfold Business Park Bury Greater Manchester | No Instructions |

| Job Notes |
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|           |

| Request     | Part    | Description                    | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 19447648401 | 4830580 | NFU:HP EliteNB x360 830 G11 (C |        |       |                         |                 |
|             |         |                                |        |       |                         |                 |
|             |         |                                |        |       |                         |                 |
|             |         |                                |        |       |                         |                 |



# Run Sheet

Simon Heath 08/08/2025

|      |            |       |            |        |              |             |   |
|------|------------|-------|------------|--------|--------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Heath, Simon | Jobs on Run | 8 |
|------|------------|-------|------------|--------|--------------|-------------|---|

| Job # 4217883 | Customer                            | Fujitsu Services Limited - Banks |                 |  | Job Address               |  |  |
|---------------|-------------------------------------|----------------------------------|-----------------|--|---------------------------|--|--|
| SLA Window    | 08/08/2025 09:30 - 08/08/2025 16:30 | Contact Name                     | Rachael Simmons |  | RBSG<br>5 ORMSKIRK STREET |  |  |
| Activity      | TECH EXCHANGE                       | Contact Phone                    | -               |  | RBSG<br>ST HELENS         |  |  |
| Priority      | ND 1600                             |                                  |                 |  | WA10 1DR                  |  |  |
| Ref 1         | C5316762                            |                                  |                 |  |                           |  |  |
| Ref 2         |                                     |                                  |                 |  |                           |  |  |
| No. of Parts  | 1                                   |                                  |                 |  |                           |  |  |

| Instructions 1   | Instructions 2  |
|--|---|
| ND 09/08/2025 12:20<br>SLA: ND 09/08/2025 12:20 PART2=<br>PART3=<br>PART4=<br>ALT1=<br>ALT2=<br>ALT3=<br>ALT4= TEXT=<br>_RBINGIPP350V4-KIT x 1 | Problem: [TC] WinX IPP350 Chip and Pin/Cable/PSU Faulty (IPP350 KIT) Root Cause: Unknown Action: Engineer to replace parts following WinX Courier Swapout Guide and test.**KIT PART includes - PED PSU Cable** **ALLFaulty parts must be returned***MON-FRI 09:30-16:30; WED 10:00-16:30; SAT 09:30 13:00.....X4349N11.....13210pp80208658*** Test: Working URL: Call history:: ##### Call 5316762   Problem   Web Service   qws_uk   Fri 01 Aug 2025 13:21:08   A+C+P<br><br>agent.loginnname=qws_uk<br>equipment.assettag=RBSGB000000000WAT1R3<br>contract.pkey=23224<br>call.poms=1<br>call.zip=WA10 1DR<br>call.address=5 Ormskirk Street<br>call.city=ST HELENS<br>call.orgname=RBSG<br>call.customerid=INC9027664<br>call.problem=RET - Chip & PIN - Connectivity issues [SUER]<br>call.modifiedby=QWebServices<br>call.location=RBSG<br>call.busimpact=Urgent (TD)<br>category.name=GBR/Incident/Unqualified<br>call.priority=2-Medium<br>call.datereported=8/1/2025 2:21:02 PM<br>call.dpavailable=1<br><br>##### Call 5316762   Problem   Web Service   qws_uk   Fri 01 Aug 2025 13:21:08  ... |

| Job Notes |
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| In Items |
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| Request     | Part               | Description                  | Serial          | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|--------------------|------------------------------|-----------------|-------|-------------------------|-----------------|
| 19447106201 | _RBINGIPP350V4-KIT | IPP:IPP350 V4CONTACTLESS KIT | 17300PP83572023 |       |                         |                 |
|             |                    |                              |                 |       |                         |                 |
|             |                    |                              |                 |       |                         |                 |
|             |                    |                              |                 |       |                         |                 |

| Returned Items |
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| Engineer Closure Notes | On Site Time       | Off Site Time |
|------------------------|--------------------|---------------|
|                        |                    |               |
|                        | Customer Print     |               |
|                        |                    |               |
|                        | Customer Signature |               |
|                        |                    |               |



# Run Sheet

Simon Heath 08/08/2025

|      |            |       |            |        |              |             |   |
|------|------------|-------|------------|--------|--------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Heath, Simon | Jobs on Run | 8 |
|------|------------|-------|------------|--------|--------------|-------------|---|

| Job # 4218382 | Customer                            | Computacenter Limited |                   |  | Job Address                            |
|---------------|-------------------------------------|-----------------------|-------------------|--|--|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 15:00 | Contact Name          | Hannah Fairclough |  | LLOYDS BANKING GROUP PLC<br>(008102783 |
| Activity      | TECH EXCHANGE                       | Contact Phone         | 07515647963       |  | 145 Cherryfield Drive,Kirkby           |
| Priority      | ND 1500                             |                       |                   |  | 145 Cherryfield Drive,Kirkby           |
| Ref 1         | 24453383                            |                       |                   |  | L32 8SE                                |
| Ref 2         |                                     |                       |                   |  |  |
| No. of Parts  | 1                                   |                       |                   |  |  |

| Instructions 1  | Instructions 2  |
|---|-----------------|
| Contact Name - Hannah Fairclough Contact Number - 07515647963 Heritage Lloyds<br>Location - Liverpool 145 Cherryfield Drive L32 8SE Device - P Make - Moby Device - PED<br>PPD - No Part - 4444195 Ingenico Mobi 8500 B | No Instructions |

| Job Notes |
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| In Items    |         |                         |        |       |                         |                 |
|-------------|---------|-------------------------|--------|-------|-------------------------|-----------------|
| Request     | Part    | Description             | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19449319201 | 4444195 | Moby 8500 Bluetooth Ped |        |       |                         |                 |
|             |         |                         |        |       |                         |                 |
|             |         |                         |        |       |                         |                 |
|             |         |                         |        |       |                         |                 |

| Returned Items |         |                         |        |       |             |                  |
|----------------|---------|-------------------------|--------|-------|-------------|------------------|
| Request        | Part    | Description             | Serial | Asset | Part Status | Customer Damage? |
| 19449319401    | 4444195 | Moby 8500 Bluetooth Ped |        |       |             |                  |
|                |         |                         |        |       |             |                  |
|                |         |                         |        |       |             |                  |
|                |         |                         |        |       |             |                  |

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



# Run Sheet

Simon Heath 08/08/2025

|      |            |       |            |        |              |             |   |
|------|------------|-------|------------|--------|--------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Heath, Simon | Jobs on Run | 8 |
|------|------------|-------|------------|--------|--------------|-------------|---|

| Job # 4218204 | Customer                            | Vista Retail Support Limited |   | Job Address  |
|---------------|-------------------------------------|------------------------------|---|--|
| SLA Window    | 07/08/2025 09:00 - 08/08/2025 17:00 | Contact Name                 | . | MCDONALDS - NCR<br>372 QUEENS DRIVE WALTON<br>LIVERPOOL<br>LANCASHIRE<br>LIVERPOOL<br>L4 8UU |
| Activity      | NON TECH EXCHANGE                   | Contact Phone                | . |  |
| Priority      | ND 1700                             |                              |   |  |
| Ref 1         | 3364519                             |                              |   |  |
| Ref 2         |                                     |                              |   |  |
| No. of Parts  | 0                                   |                              |   |  |

| Instructions 1  | Instructions 2   |
|---|--|
| 3364519<br>KVS43 sticky printer swap out<br>Instruction for FSE - Attend and follow the back door swap procedure. | ***BACK DOOR SWAP ONLY*** MCD-PTR-LAB3-KIT 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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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
|         |      |             |        |       |                         |                 |
|         |      |             |        |       |                         |                 |
|         |      |             |        |       |                         |                 |
|         |      |             |        |       |                         |                 |



# Run Sheet

Simon Heath 08/08/2025

|      |            |       |            |        |              |             |   |
|------|------------|-------|------------|--------|--------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Heath, Simon | Jobs on Run | 8 |
|------|------------|-------|------------|--------|--------------|-------------|---|

| Job # 4218314 | Customer                            | Computacenter - KPMG |               | Job Address  |
|---------------|-------------------------------------|----------------------|---------------|--|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name         | Samuel Hanson | KPMG LLP. (0081097989)<br>K P M G,8 Princes Parade<br>K P M G,8 Princes Parade<br>L3 1QH |
| Activity      | NON TECH EXCHANGE                   | Contact Phone        | 07765 029250  |  |
| Priority      | ND 1700                             |                      |               |  |
| Ref 1         | 24453113                            |                      |               |  |
| Ref 2         | PO Monthly                          |                      |               |  |
| No. of Parts  | 1                                   |                      |               |  |

| Instructions 1                         | Instructions 2  |
|--|-----------------|
| Asset task number: K113890 07765029250 | No Instructions |

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

| In Items |
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|          |
|          |
|          |

| Request     | Part    | Description                    | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 19448656101 | 4619629 | KPMG:MS SL4-13 i7/16/256- STAN |        |       |                         |                 |
|             |         |                                |        |       |                         |                 |
|             |         |                                |        |       |                         |                 |
|             |         |                                |        |       |                         |                 |

| Returned Items |
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| Request     | Part    | Description                    | Serial | Asset | Part Status | Customer Damage? |
|-------------|---------|--------------------------------|--------|-------|-------------|------------------|
| 19448656301 | 4619629 | KPMG:MS SL4-13 i7/16/256- STAN |        |       |             |                  |
|             |         |                                |        |       |             |                  |
|             |         |                                |        |       |             |                  |
|             |         |                                |        |       |             |                  |

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



# Run Sheet

Simon Heath 08/08/2025

|      |            |       |            |        |              |             |   |
|------|------------|-------|------------|--------|--------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Heath, Simon | Jobs on Run | 8 |
|------|------------|-------|------------|--------|--------------|-------------|---|

| Job # 4218238 | Customer                            | Paypoint Network Limited - UK |             |  | Job Address   |
|---------------|-------------------------------------|-------------------------------|-------------|--|---|
| SLA Window    | 07/08/2025 15:42 - 08/08/2025 13:00 | Contact Name                  | MANAGER     |  | LOCAL & GLOBAL<br>LOCAL & GLOBAL<br>72-76 RENSHAW STREET<br>LIVERPOOL<br>L1 4EN |
| Activity      | TECH EXCHANGE                       | Contact Phone                 | 07727714727 |  |   |
| Priority      | 4HR                                 |                               |             |  |   |
| Ref 1         | 02477906                            |                               |             |  |   |
| Ref 2         |                                     |                               |             |  |   |
| No. of Parts  | 0                                   |                               |             |  |   |

| Instructions 1             | Instructions 2  |
|----------------------------|---|
| 37592487//31244874//PPmini | <p>Case ref - 02459875<br/>TID - 37592487</p> <p>EIA errors occurring frequently<br/>no troubleshooting steps have resolved so far<br/>issue initially began after TP Func Test uninstalled<br/>but since then EIA/CPA errors have persisted. All troubleshooting steps in confluence followed without resolving issue<br/>swap required.</p> |

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

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

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

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



# Run Sheet

Simon Heath 08/08/2025

|      |            |       |            |        |              |             |   |
|------|------------|-------|------------|--------|--------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Heath, Simon | Jobs on Run | 8 |
|------|------------|-------|------------|--------|--------------|-------------|---|

| Job # 4217907 | Customer                            | Computacenter Limited - HSBC |                          | Job Address   |
|---------------|-------------------------------------|------------------------------|--------------------------|---|
| SLA Window    | 07/08/2025 10:43 - 08/08/2025 17:00 | Contact Name                 | SUZANNE.GILMORE@HSBC.COM | COMPUTACENTER HSBC<br>6 WHITFIELD CLOSE<br>ROBY<br>LIVERPOOL<br>L36 4AB |
| Activity      | NON TECH EXCHANGE                   | Contact Phone                | 07469702100              |   |
| Priority      | ND 1600                             |                              |                          |   |
| Ref 1         | INC49854830                         |                              |                          |   |
| Ref 2         |                                     |                              |                          |   |
| No. of Parts  | 1                                   |                              |                          |   |

| Instructions 1  | Instructions 2 |
|---|----------------|
| <p>Home swap<br/>Observe Social Distancing. Customer must return their current device. For unsuccessful jobs &amp; escalations contact HSBC on 0114 252 8180 or 0114 252 8254. If a Black Box is sent out by HSBC<br/>all items must fit inside the Black Box (no inserts are to be removed) and returned back to CC HSBC</p> | L14 (Win11)    |

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

| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| 19447311101 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |

| Returned Items |
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# Run Sheet

Simon Heath 08/08/2025

|      |            |       |            |        |              |             |   |
|------|------------|-------|------------|--------|--------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Heath, Simon | Jobs on Run | 8 |
|------|------------|-------|------------|--------|--------------|-------------|---|

| Job # 4217925 | Customer                            | Computacenter - Astra Zeneca |             | Job Address  |
|---------------|-------------------------------------|------------------------------|-------------|--|
| SLA Window    | 08/08/2025 10:00 - 08/08/2025 18:00 | Contact Name                 | Alan Farley | Astrazeneca Speke Reception.<br>Astrazeneca Speke Reception.               |
| Activity      | NON TECH EXCHANGE                   | Contact Phone                |             | To Jay Galloway, Plot 6,<br>Renaissance Way<br>SPEKE<br>England<br>L24 9JW |
| Priority      | ND 1700                             |                              |             |  |
| Ref 1         | WOT000383173                        |                              |             |  |
| Ref 2         |                                     |                              |             |  |
| No. of Parts  | 1                                   |                              |             |  |

| Instructions 1  | Instructions 2  |
|---|---|
| Deliver & collect legacy device using packaging from delivery | {"Customer Catalog ID": "GOLD_ASSET_NAME": "GM0GPPQT - Lenovo ThinkPad T14s Gen 4 AMD Win11 21F9SONX00", "GOLD_ASSET_SERIAL_NUMBER": "GM0GPPQT", "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? |
|-----------|--|-------------|--------|-------|-------------------------|-----------------|
| 194468609 | 000000000004578&0GB-SWAP_Len TP T14s G4 AMD R5 | GM0GPPPS    |        |       |                         |                 |
|           |  |             |        |       |                         |                 |
|           |  |             |        |       |                         |                 |
|           |  |             |        |       |                         |                 |

| Returned Items |
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| Engineer Closure Notes |  |  |  |  | On Site Time       | Off Site Time |
|------------------------|--|--|--|--|--------------------|---------------|
|                        |  |  |  |  |                    |               |
|                        |  |  |  |  | Customer Print     |               |
|                        |  |  |  |  |                    |               |
|                        |  |  |  |  | Customer Signature |               |
|                        |  |  |  |  |                    |               |



# Run Sheet

Simon Heath 08/08/2025

|      |            |       |            |        |              |             |   |
|------|------------|-------|------------|--------|--------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Heath, Simon | Jobs on Run | 8 |
|------|------------|-------|------------|--------|--------------|-------------|---|

| Job # 4218112 | Customer                            | Verifone UK LTD |               | Job Address  |
|---------------|-------------------------------------|-----------------|---------------|--|
| SLA Window    | 07/08/2025 14:05 - 08/08/2025 18:00 | Contact Name    | MAX THOMS     | PIZZA EXPRESS - 2211 - HALE<br>142 ASHLEY ROAD<br>CHESHIRE |
| Activity      | TECH EXCHANGE                       | Contact Phone   | 0161 928 6644 | N/A<br>N/A<br>WA15 9SA                                     |
| Priority      | ND 1800                             |                 |               |  |
| Ref 1         | G355989                             |                 |               |  |
| Ref 2         |                                     |                 |               |  |
| No. of Parts  | 0                                   |                 |               |  |

| Instructions 1   | Instructions 2   |
|--|--|
| Stock Item = R-Vx680 WiFi-03.52.01.99991<br>Inbound PTID = 30751213<br>Inbound Serial No. = 314-352-643<br>IP Gateway = 0.0.0.0<br>Terminal IP Address = N/A<br>Subnet Mask = 0.0.0.0<br>Bill Manager IP / VIM ECR I.P = N/A<br>WIFI Network SSID PEPED<br>WIFI Network WPA Password CNhKBMmrNBNI0V7unLTbjPJo<br>WPA Encryption method = WPA2<br>Manager PIN / Supervisor Pin = 5555<br>Configuration / Setup Pin = 2580<br>Login ID = 2211<br>Login Pin = 2211<br>Primary System ID = 7866<br>SITE OPENING TIMES = N/A<br>Notes = N/A<br>Fault Category = Tamper Mode | 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-2685544 |

| Job Notes |
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| In Items |
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| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
|                        |              |               |
| Customer Print         |              |               |
|                        |              |               |
| Customer Signature     |              |               |
|                        |              |               |



# Run Sheet

David Hargreaves 08/08/2025

|      |            |       |            |        |                   |             |   |
|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4218287 | Customer                            | Computacenter Limited - HSBC |                                |  | Job Address  |
|---------------|-------------------------------------|------------------------------|--------------------------------|--|--|
| SLA Window    | 07/08/2025 16:10 - 08/08/2025 16:30 | Contact Name                 | WEEHLENEJOY.C.WILLIAMSON@HSBC. |  | COMPUTACENTER HSBC<br>3 MARSHFIELD COURT<br>WIRRAL<br>MERSEYSIDE<br>CH46 3SJ |
| Activity      | TECH EXCHANGE                       | Contact Phone                | 07888992525                    |  |  |
| Priority      | ND 1600                             |                              |                                |  |  |
| Ref 1         | RITM36126137                        |                              |                                |  |  |
| Ref 2         |                                     |                              |                                |  |  |
| No. of Parts  | 1                                   |                              |                                |  |  |

| Instructions 1  | Instructions 2     |
|---|--------------------|
| You must call HSBC to close the call on all HSBC branch or office visits all unsuccessful & escalations on 0114 252 8180 or 0114 252 8254 ..... This call will either be a Laptop/ Thin Client Terminal/Monitor/Tablet. You must not leave site until the device is operational**. If a Black Box is sent out by HSBC all items must fit inside the Black Box (no inserts are to be removed) and returned back to CC HSBC | Thin Client Device |

| Job Notes |
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|           |

| In Items |
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| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| 19449038101 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |

| Returned Items |
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| Engineer Closure Notes | On Site Time       | Off Site Time |
|------------------------|--------------------|---------------|
|                        |                    |               |
|                        | Customer Print     |               |
|                        |                    |               |
|                        | Customer Signature |               |
|                        |                    |               |



# Run Sheet

David Hargreaves 08/08/2025

|      |            |       |            |        |                   |             |   |
|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4218056 | Customer                            | Vista Retail Support Limited |   | Job Address  |
|---------------|-------------------------------------|------------------------------|---|--|
| SLA Window    | 07/08/2025 09:00 - 08/08/2025 17:00 | Contact Name                 | . | MCDONALDS - NCR<br>UPTON BY PASS<br>UPTON<br>CHESHIRE<br>UPTON<br>CH49 6QG |
| Activity      | NON TECH EXCHANGE                   | Contact Phone                | . |  |
| Priority      | ND 1700                             |                              |   |  |
| Ref 1         | 3365186                             |                              |   |  |
| Ref 2         |                                     |                              |   |  |
| No. of Parts  | 1                                   |                              |   |  |

| Instructions 1  | Instructions 2  |
|---|---|
| 3365186 Base Station - Quail Pro 9 - Not Connecting to Headsets | ***BACK DOOR SWAP ONLY*** MCD-HSET-QUA Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REF 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    |              |               |        |       |                         |                 |
|-------------|--------------|---------------|--------|-------|-------------------------|-----------------|
| Request     | Part         | Description   | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19447988801 | MCD-HSET-QUA | QUAIL HEADSET |        |       |                         |                 |
|             |              |               |        |       |                         |                 |
|             |              |               |        |       |                         |                 |
|             |              |               |        |       |                         |                 |

| Returned Items |      |             |        |       |             |                  |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request        | Part | Description | Serial | Asset | Part Status | Customer Damage? |
| 19447989001    |      |             |        |       |             |                  |
|                |      |             |        |       |             |                  |
|                |      |             |        |       |             |                  |
|                |      |             |        |       |             |                  |



# Run Sheet

## David Hargreaves 08/08/2025

|      |            |       |            |        |                   |             |   |
|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4217730 | Customer                            | Fujitsu Services Limited - Star Trains |                                       |                                       | Job Address   |
|---------------|-------------------------------------|--|---------------------------------------|---------------------------------------|---|
| SLA Window    | 06/08/2025 23:31 - 08/08/2025 20:00 | Contact Name                           | PORT SUNLIGHT NLC2198 MER HUB STATION | PORT SUNLIGHT NLC2198 MER HUB STATION | MERSEYRAIL<br>Greendale Road<br>MERSEYSIDE<br>Port Sunlight<br>CH62 4XB |
| Activity      | TECH EXCHANGE                       | Contact Phone                          | 0151 955 2456                         |                                       |   |
| Priority      | ND 1900                             |  |                                       |                                       |   |
| Ref 1         | C5317115                            |  |                                       |                                       |   |
| Ref 2         |                                     |  |                                       |                                       |   |
| No. of Parts  | 1                                   |  |                                       |                                       |   |

| Instructions 1   | Instructions 2   |
|--|--|
| ND 08/08/2025 20:00<br>SLA: ND 08/08/2025 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 5317115   Problem   Web Service   qws_uk   Thu 06 Aug 2025 23:31:35   A+C+P<br><br>agent.loginnname=qws_uk<br>equipment.assettag=STRGB000000M4026TRD3<br>contract.pkey=23200<br>call.poms=1<br>call.zip=CH62 4XB<br>call.address=Greendale Road<br>call.city=Port Sunlight<br>call.customerid=INC17994151<br>call.problem=NLC 2198 Site Port Sunlight Serial Number 41684 Newbury Jamming<br>call.modifiedby=QWebServices<br>call.busimpact=Urgent (TD)<br>category.name=GBR/STR/workpackage/MEND4020MK2<br>call.priority=2-Medium<br>call.datereported=8/7/2025 12:31:12 AM<br><br>##### Call 5317115   Problem   Web Service   qws_uk   Thu 06 Aug 2025 23:31:35   A+C+P<br><br>NLC 2198<br>Site Port Sunlight<br>Window ... |

| 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? |
|-------------|--------------|-------------------------------|--------|-------|-------------------------|-----------------|
| 19445510501 | _MYNEWND4020 | MKR:ND4020 MK2:WHITE:MER:RICO | 40516  |       |                         |                 |
|             |              |                               |        |       |                         |                 |
|             |              |                               |        |       |                         |                 |
|             |              |                               |        |       |                         |                 |

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



# Run Sheet

David Hargreaves 08/08/2025

|      |            |       |            |        |                   |             |   |
|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4217798 | Customer                            | Fujitsu GBL - H&M * DO NOT INVOICE* |                    |  | Job Address   |  |  |
|---------------|-------------------------------------|-------------------------------------|--------------------|--|---|--|--|
| SLA Window    | 07/08/2025 07:40 - 08/08/2025 17:00 | Contact Name                        | H&M SHIFTSTORE H&M |  | GB0766: H&M CHESTER<br>GB0766: H&M CHESTER<br>UNIT R03, COLISEUM RETAIL |  |  |
| Activity      | TECH EXCHANGE                       | Contact Phone                       | 01244702040        |  | PARK<br>ELLESmere PORT<br>ELLESmere PORT<br>CH65 9HD                    |  |  |
| Priority      | ND 1900                             |                                     |                    |  |   |  |  |
| Ref 1         | C002571075                          |                                     |                    |  |   |  |  |
| Ref 2         |                                     |                                     |                    |  |   |  |  |
| No. of Parts  | 1                                   |                                     |                    |  |   |  |  |

| Instructions 1                                    | Instructions 2  |
|---|---|
| <a href="HTTPS://GPMO.ME/C8VS1S">*CLICK HERE*</a> | <p>Call Problem: [OMEGA]Device: W02 Replace: HDD Miro/part name: 38042143<br/>*** CALL H&amp;M SD WHILE ONSITE FOR ASSISTANCE / TO CONFIRM ALL OK - 0207 660 2572 ***</p> <p>If you are unable to get through to H&amp;M or the TVS desk please ensure your closure contains the required details</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? |
|-------------|----------|-------------------------------|--------|-------|-------------------------|-----------------|
| 19445964301 | 38042143 | KIT:320GB MQ1ABF032:TPXII:H&M |        |       |                         |                 |
|             |          |                               |        |       |                         |                 |
|             |          |                               |        |       |                         |                 |
|             |          |                               |        |       |                         |                 |

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



# Run Sheet

David Hargreaves 08/08/2025

|      |            |       |            |        |                   |             |   |
|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4217139 | Customer                            | Computacenter Horizon Project |                | Job Address   |
|---------------|-------------------------------------|-------------------------------|----------------|---|
| SLA Window    | 06/08/2025 09:57 - 08/08/2025 17:00 | Contact Name                  | STUART ROBERTS | STUART ROBERTS<br>6 CRABWALL LODGE , OFF<br>PARKGATE RD, MOLLINGTON<br>CHESTER<br>CH1 6NE |
| Activity      | COLLECTION                          | Contact Phone                 | 7736629711     |   |
| Priority      | ND 1700                             |                               |                |   |
| Ref 1         | 43487612_CLF516                     |                               |                |   |
| Ref 2         |                                     |                               |                |   |
| No. of Parts  | 1                                   |                               |                |   |

| Instructions 1   | Instructions 2 |
|--|----------------|
| Home collection only<br>9:00 - 17:00<br>any issues call<br>PLEASE RECORD SERIAL NUMBERS IN and OUT<br>any issues call 07591984016 (Rachel) | Collect only   |

| Job Notes |
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| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| 19442115301 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |



# Run Sheet

David Hargreaves 08/08/2025

|      |            |       |            |        |                   |             |   |
|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4218285 | Customer                            | Computacenter Limited - HSBC |                                |  | Job Address  |
|---------------|-------------------------------------|------------------------------|--------------------------------|--|--|
| SLA Window    | 07/08/2025 16:10 - 08/08/2025 16:30 | Contact Name                 | CHRISTIAN.JOHN.HASSELL@HSBC.CO |  | COMPUTACENTER HSBC<br>HSBC<br>CREWE - DIGITAL SERVICE<br>BRANCH<br>30 MARKET STREET<br>CHESHIRE<br>CW1 2ES |
| Activity      | TECH EXCHANGE                       | Contact Phone                | 838419                         |  |  |
| Priority      | ND 1600                             |                              |                                |  |  |
| Ref 1         | INC49909212                         |                              |                                |  |  |
| Ref 2         |                                     |                              |                                |  |  |
| No. of Parts  | 1                                   |                              |                                |  |  |

| Instructions 1   | Instructions 2 |
|--|----------------|
| You must call HSBC to close the call on all HSBC branch or office visits<br>all unsuccessful & escalations on 0114 252 8180 or 0114 252 8254 ..... This call will<br>either be a Laptop/ Thin Client Terminal/Monitor/Tablet. You must not leave site until the<br>device is operational**. If a Black Box is sent out by HSBC<br>all items must fit inside the Black Box (no inserts are to be removed) and returned back to<br>CC HSBC | X12 (Win11)    |

| Job Notes |
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|           |

| In Items |
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| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| 19449038401 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |

| Returned Items |
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| Request     | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|------|-------------|--------|-------|-------------|------------------|
| 19449038601 |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |
|             |      |             |        |       |             |                  |

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



# Run Sheet

David Hargreaves 08/08/2025

|      |            |       |            |        |                   |             |   |
|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4213174 | Customer                            | Computacenter - Morrisons BAU |              | Job Address  |
|---------------|-------------------------------------|-------------------------------|--------------|--|
| SLA Window    | 08/08/2025 09:00 - 08/08/2025 17:00 | Contact Name                  | JOSH WHITNEY | DISTRIBUTION CENTRE<br>DISTRIBUTION CENTRE<br>WM MORRISON<br>SUPERMARKETS PLC<br>KING STREET<br>NORTHWICH<br>CW9 7WA |
| Activity      | TECH EXCHANGE                       | Contact Phone                 | -            |  |
| Priority      | ND 1700                             |                               |              |  |
| Ref 1         | INC000030910352                     |                               |              |  |
| Ref 2         |                                     |                               |              |  |
| No. of Parts  | 0                                   |                               |              |  |

| Instructions 1          | Instructions 2          |
|-------------------------|-------------------------|
| Swap with LPC094902019W | Swap with LPC094902019W |

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

#### In Items

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

| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
|                        |              |               |
| Customer Print         |              |               |
|                        |              |               |
| Customer Signature     |              |               |
|                        |              |               |



# Run Sheet

|      |            |       |            |        |                      |             |   |
|------|------------|-------|------------|--------|----------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | D'Assuncao, Berlindo | Jobs on Run | 5 |
|------|------------|-------|------------|--------|----------------------|-------------|---|

|                      |                                     |  |               |  |
|----------------------|-------------------------------------|--|---------------|--|
| <b>Job #</b> 4217984 | <b>Customer</b>                     | Fujitsu Services Limited - Telefonica TC |               | <b>Job Address</b>   |
| <b>SLA Window</b>    | 07/08/2025 11:52 - 08/08/2025 17:30 | <b>Contact Name</b>                      | Karen         | O2 Bolton - Market Street 0070<br>43-47 MARKET STREET<br>BOLTON<br>BL1 1BQ |
| <b>Activity</b>      | NON TECH EXCHANGE                   | <b>Contact Phone</b>                     | +447432223420 |  |
| <b>Priority</b>      | ND 1900                             |  |               |  |
| <b>Ref 1</b>         | C5317183                            |  |               |  |
| <b>Ref 2</b>         |                                     |  |               |  |
| <b>No. of Parts</b>  | 1                                   |  |               |  |

| Instructions 1  | Instructions 2   |
|---|--|
| <p>ND 08/08/2025 17:30<br/> SLA: ND 08/08/2025 17:30 PART2=<br/> PART3=<br/> PART4=<br/> ALT1=<br/> ALT2=<br/> ALT3=<br/> ALT4= TEXT=<br/> GNCKDBUSB-MACSTYLE x 1</p> | <p>Problem: [BDS] Keyboard mac style aluminium USB Root Cause: UNKNOWN Action:<br/> Engineer to supply replacement white keyboard. If store require please collect faulty<br/> keyboard for disposal. Test: User to test URL:<br/> Call history::<br/> ##### Call 5317183   Problem   Web Service   qws_uk   Thu 07 Aug 2025 11:51:44  <br/> A+C+P</p> <p>agent.loginname=qws_uk<br/> equipment.assettag=TELGB00000T0070TZZ3<br/> contract.pkey=23245<br/> call.poms=1<br/> call.customerid=INC000007255161<br/> call.problem=HW - 0070 - 05 - Keyboard white replacement<br/> call.modifiedby=QWebServices<br/> call.busimpact=Urgent (TD)<br/> category.name=GBR/TEL/workpackage/BDS-KBUSBMAC<br/> call.priority=2-Medium<br/> call.datereported=8/7/2025 11:51:41 AM</p> <p>##### Call 5317183   Problem   Web Service   qws_uk   Thu 07 Aug 2025 11:51:44  <br/> A+C+P</p> <p>SITE OPENING TIMES [ Bolton - Market Street ]<br/> Mon-Fri: 09:30-17:30<br/> Sat: 09:00-17:30<br/> Sun: 10:30-16:30</p> <p>...</p> |

## Job Notes

## In Items

| Request     | Part          | Description                 | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------------|-----------------------------|--------|-------|-------------------------|-----------------|
| 19447687601 | GNCKDBUSB-MAC | 8GB MAC STYLE ALUMINIUM:USB |        |       |                         |                 |
|             |               |                             |        |       |                         |                 |
|             |               |                             |        |       |                         |                 |
|             |               |                             |        |       |                         |                 |

## Returned Items

| Request     | Part         | Description                   | Serial | Asset | Part Status | Customer Damage? |
|-------------|--------------|-------------------------------|--------|-------|-------------|------------------|
| 19447687801 | GNCKDBUSB-MA | KBDYNAMIC STYLE ALUMINIUM:USB |        |       |             |                  |
|             |              |                               |        |       |             |                  |
|             |              |                               |        |       |             |                  |
|             |              |                               |        |       |             |                  |

Engineer Closure Notes

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



# Run Sheet

Berlindo D`Assuncao 08/08/2025

|      |            |       |            |        |                      |             |   |
|------|------------|-------|------------|--------|----------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | D`Assuncao, Berlindo | Jobs on Run | 5 |
|------|------------|-------|------------|--------|----------------------|-------------|---|

| Job # 4217879 | Customer                            | Computacenter - Morrisons BAU |               |  | Job Address                     |  |  |
|---------------|-------------------------------------|-------------------------------|---------------|--|---------------------------------|--|--|
| SLA Window    | 07/08/2025 10:12 - 08/08/2025 17:00 | Contact Name                  | ANDREW KENYON |  | WM MORRISON<br>SUPERMARKETS PLC |  |  |
| Activity      | DELIVERY                            | Contact Phone                 | 07967697253   |  | WM MORRISON<br>SUPERMARKETS PLC |  |  |
| Priority      | ND 1700                             |                               |               |  | BROOKE STREET                   |  |  |
| Ref 1         | REQ000011295103                     |                               |               |  | CHORLEY                         |  |  |
| Ref 2         |                                     |                               |               |  | PR7 3BE                         |  |  |
| No. of Parts  | 1                                   |                               |               |  |                                 |  |  |

| Instructions 1          | Instructions 2   |
|-------------------------|--|
| Deliver Monitor at Site | Deliver Monitor+Dock+Keyboard at Site<br>Monitor: REQ000011295103<br>Dock: REQ000011295058<br>Keyboard: REQ000011295056<br>Site Contact Name: Andrew Kenyon<br>Site Contact Number:07967697253 |

| Job Notes |
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| In Items    |      |             |        |       |                         |                 |
|-------------|------|-------------|--------|-------|-------------------------|-----------------|
| Request     | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19447072301 |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |
|             |      |             |        |       |                         |                 |

| Returned Items |      |             |        |       |             |                  |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request        | Part | Description | Serial | Asset | Part Status | Customer Damage? |
| 19447072501    |      |             |        |       |             |                  |
|                |      |             |        |       |             |                  |
|                |      |             |        |       |             |                  |
|                |      |             |        |       |             |                  |



# Run Sheet

Berlindo D`Assuncao 08/08/2025

|      |            |       |            |        |                      |             |   |
|------|------------|-------|------------|--------|----------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | D`Assuncao, Berlindo | Jobs on Run | 5 |
|------|------------|-------|------------|--------|----------------------|-------------|---|

| Job # 4218069 | Customer                            | HCL Barclays  |              | Job Address   |
|---------------|-------------------------------------|---------------|--------------|---|
| SLA Window    | 07/08/2025 09:30 - 08/08/2025 15:00 | Contact Name  | CLAIRE LORAM | BARCLAYS BANK PLC<br>BARCLAYS BANK PLC<br>38 FISHERGATE<br>PRESTON<br>PR1 2AD |
| Activity      | MANPOWER                            | Contact Phone | -            |   |
| Priority      | ND 1600                             |               |              |   |
| Ref 1         | INC1039725625                       |               |              |   |
| Ref 2         |                                     |               |              |   |
| No. of Parts  | 0                                   |               |              |   |

| Instructions 1                         | Instructions 2  |
|--|---|
| Desktop installation - on site already | Ticket - INC1039725625<br>Contact name - Clare Loram<br>Contact email - clare.loram@barclays.com<br>Location - Preston - 38 Fishergate - PR1 2DD<br>Serial number - BB30519421<br>Hostname - X30519421TDA761<br>Mac address - 20:88:10:91:9E:A2 |

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

| In Items |
|----------|
|          |
|          |
|          |
|          |



# Run Sheet

Berlindo D`Assuncao 08/08/2025

|      |            |       |            |        |                      |             |   |
|------|------------|-------|------------|--------|----------------------|-------------|---|
| Date | 08/08/2025 | Depot | Warrington | Driver | D`Assuncao, Berlindo | Jobs on Run | 5 |
|------|------------|-------|------------|--------|----------------------|-------------|---|

| Job # 4217873 | Customer                            | Computacenter - Kingfisher |  |               | Job Address  |
|---------------|-------------------------------------|----------------------------|--|---------------|--|
| SLA Window    | 07/08/2025 10:09 - 08/08/2025 17:00 | <b>Contact Name</b>        |  | THOMAS WILSON | SCREWFIX<br>SCREWFIX<br>UNIT 32-33                       |
| Activity      | TECH EXCHANGE                       | <b>Contact Phone</b>       |  | 01524 847363  | LADIES WALK INDUSTRIAL<br>ESTATE<br>LANCASTER<br>LA1 3NX |
| Priority      | ND 1700                             |                            |  |               |  |
| Ref 1         | 24449438                            |                            |  |               |  |
| Ref 2         |                                     |                            |  |               |  |
| No. of Parts  | 0                                   |                            |  |               |  |

| Instructions 1   | Instructions 2  |
|------------------|---|
| Please swap unit | TILL NUMBER: 20<br><br>IP ADDRESS: 10.67.226.144<br><br>PTID: 30776000<br><br>PED MODEL: PEDVX820 DUET<br><br>SERIAL NUMBER: 329-291-618<br><br>CURRENT DOWNLOAD VERSION ON WEBCOM: V03.52.01.99998<br><br>CONFIG RE-DOWNLOADED: no<br><br>SOFTWARE RE-DOWNLOADED: no<br><br>LOCATION OF THE DEVICE ON SITE: Till20 at SFDHB7 - Lancaster Trade Counter - Unit 32&33 Lake Enterprise Park - LA1 3NX - United Kingdom<br><br>PHYSICAL DAMAGE (BROKEN PLASTIC/SCREEN/KEYBOARD): PDQ printer doesn't work<br><br>FAULT DESCRIPTION: PDQ printer doesn't work<br>tried it on different Till<br>different cables. Tried the possible solutions provided by SFD team via other ticket - didn't work. Needs replacement please.<br>CONTACT NAME/CONTACT NUMBER: Thomas Wilson<br>+44 1524 847363 |

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

| In Items |  |  |  |  |  |  |
|----------|--|--|--|--|--|--|
|          |  |  |  |  |  |  |
|          |  |  |  |  |  |  |
|          |  |  |  |  |  |  |
|          |  |  |  |  |  |  |

| Returned Items |  |  |  |  |  |  |
|----------------|--|--|--|--|--|--|
|                |  |  |  |  |  |  |
|                |  |  |  |  |  |  |
|                |  |  |  |  |  |  |
|                |  |  |  |  |  |  |

| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
|                        |              |               |
|                        |              |               |
|                        |              |               |
|                        |              |               |



# Run Sheet

|             |            |              |            |               |                      |                    |   |
|-------------|------------|--------------|------------|---------------|----------------------|--------------------|---|
| <b>Date</b> | 08/08/2025 | <b>Depot</b> | Warrington | <b>Driver</b> | D'Assuncao, Berlindo | <b>Jobs on Run</b> | 5 |
|-------------|------------|--------------|------------|---------------|----------------------|--------------------|---|

|               |                                     |   |                                  |  |
|---------------|-------------------------------------|---|----------------------------------|--|
| Job # 4217941 | Customer                            | Fujitsu Services Limited - Star Trains - P2PE |                                  | Job Address  |
| SLA Window    | 07/08/2025 11:13 - 08/08/2025 20:00 | Contact Name                                  | BLACKPOOL NORTH NLC1828 NT Depot | Northern Rail MT (Blackpool)<br>Talbot Road, Blackpool<br>Lancashire<br>Blackpool<br>FY1 2AB |
| Activity      | TECH EXCHANGE                       | Contact Phone                                 | 0161 822 2105                    |  |
| Priority      | ND 1900                             |   |                                  |  |
| Ref 1         | C5317160                            |   |                                  |  |
| Ref 2         |                                     |   |                                  |  |
| No. of Parts  | 2                                   |   |                                  |  |

| Instructions 1   | Instructions 2   |
|--|--|
| <p>ND 08/08/2025 20:00<br/> SLA: ND 08/08/2025 20:00 PART2=_SXASSET-LABELSV2<br/> PART3=<br/> PART4=<br/> ALT1=<br/> ALT2=<br/> ALT3=<br/> ALT4= TEXT=<br/> _NRMIMUM020DEVICE x 1<br/> _SXASSET-LABELSV2 x 1</p> | <p>Problem: [P2PE] Miura M020 PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history::<br/> ##### Call 5317160   Problem   Web Service   qws_uk   Thu 07 Aug 2025 10:59:05   A+C+P<br/><br/> agent.loginname=qws_uk<br/> equipment.assettag=STRGB00000H8486TA23<br/> contract.pkey=23200<br/> call.poms=1<br/> call.zip=FY1 2AB<br/> call.address=Talbot Road<br/> Blackpool<br/> call.customerid=INC17993079<br/> call.problem=++ PED ++ NLC1828<br/> Blackpool North<br/> 020 - 112834<br/> PED - Blank screen NLC 1828 Site Blackp<br/> call.modifiedby=QWebServices<br/> call.busimpact=Urgent (TD)<br/> category.name=GBR/STR/workpackage/NRMIMUM020PED<br/> call.priority=2-Medium<br/> call.datereported=8/7/2025 11:58:15 AM<br/><br/> ##### Call 5317160   Problem   Web Service   qws_uk   Thu 07 Aug 2025 10:59:05   A+C+P<br/>...</p> |

## Job Notes

## In Items

| Request     | Part           | Description                    | Serial         | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------|--------------------------------|----------------|-------|-------------------------|-----------------|
| 19447462901 | _SXASSET-LABEL | _SXASSET-LABELSV2              |                |       |                         |                 |
| 19447462501 | _NRMIIUM020DE  | PCIE:M020 NORTHERN MOBILE LIVE | 02000303002020 | 11309 |                         |                 |
|             |                |                                |                |       |                         |                 |
|             |                |                                |                |       |                         |                 |

## Returned Items

| Request     | Part           | Description                   | Serial         | Asset | Part Status | Customer Damage? |
|-------------|----------------|-------------------------------|----------------|-------|-------------|------------------|
| 19447463101 | _SXASSET-LABEL | L_SXASSET-LABELSV2            |                |       |             |                  |
| 19447462701 | _NRMIUM020DE   | PCP:M020 NORTHERN MOBILE LIVE | 02000303002020 | 11309 |             |                  |
|             |                |                               |                |       |             |                  |
|             |                |                               |                |       |             |                  |

## **Engineer Closure Notes**

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



# 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 TC      | 19447687601   | C5317183            | 4217984 | NON TECH EXCHANGE | O2 Bolton - Market Street 0070, 43-47 MARKET STREET, BOLTON, BL1 1BQ                        | Berlindo D'Assuncao | 07/08/2025 11:52<br>08/08/2025 17:30 | 08/08/2025 |       |
| Fujitsu Services Limited - Star Trains - P2PE | 19447462901   | C5317160            | 4217941 | TECH EXCHANGE     | Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB        | Berlindo D'Assuncao | 07/08/2025 11:13<br>08/08/2025 20:00 | 08/08/2025 |       |
| Fujitsu Services Limited - Star Trains - P2PE | 19447462501   | C5317160            | 4217941 | TECH EXCHANGE     | Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB        | Berlindo D'Assuncao | 07/08/2025 11:13<br>08/08/2025 20:00 | 08/08/2025 |       |
| Computacenter - Kingfisher                    | (No Items)    | 24449438            | 4217873 | TECH EXCHANGE     | SCREWFIX, SCREWFIX, UNIT 32-33, LADIES WALK INDUSTRIAL ESTATE, LANCASTER, LA1 3NX           | Berlindo D'Assuncao | 07/08/2025 10:09<br>08/08/2025 17:00 | 08/08/2025 |       |
| HCL Barclays                                  | (No Items)    | INC1039725625       | 4218069 | MANPOWER          | BARCLAYS BANK PLC, BARCLAYS BANK PLC, 38 FISHERGATE, PRESTON, PR1 2AD                       | Berlindo D'Assuncao | 07/08/2025 09:30<br>08/08/2025 15:00 | 08/08/2025 |       |
| Computacenter - Morrisons BAU                 | 19447072301   | REQ000011295<br>103 | 4217879 | DELIVERY          | WM MORRISON SUPERMARKETS PLC, WM MORRISON SUPERMARKETS PLC, BROOKE STREET, CHORLEY, PR7 3BE | Berlindo D'Assuncao | 07/08/2025 10:12<br>08/08/2025 17:00 | 08/08/2025 |       |

| Summary                        |               |            |         |                   |  |              |                                      |            |       |
|--------------------------------|---------------|------------|---------|-------------------|--|--------------|--------------------------------------|------------|-------|
| Customer Name                  | Trace Request | Ref 1      | Job #   | Activity          | Address  | Engineer     | SLA Window                           | Run Date   | Rec'd |
| Fujitsu Services Limited - EE  | 19447539101   | C5317169   | 4217961 | NON TECH EXCHANGE | Manchester Market Street, 33 Market Street, Manchester, Manchester, Market, M1 1WR                                 | Claire Booth | 07/08/2025 11:24<br>08/08/2025 20:00 | 08/08/2025 |       |
| COGNIZANT HAYS WAREHOUSING     | 19448399701   | INC0084202 | 4218117 | TECH EXCHANGE     | HAYS SPECIALIST RECRUITMENT LTD, HAYS SPECIALIST RECRUITMENT LTD, CITY TOWER, PICCADILLY PLAZA, MANCHESTER, M1 4BT | Claire Booth | 07/08/2025 14:12<br>08/08/2025 17:00 | 08/08/2025 |       |
| PayPoint Unscheduled           | (No Items)    | 81360      | 4218275 | COLLECTION        | FAIRFIELD OFF LICENCE, 1578 ASHTON OLD ROAD, MANCHESTER, LANCASHIRE, M11 1HW                                       | Claire Booth | 07/08/2025 16:05<br>08/08/2025 17:00 | 08/08/2025 |       |
| Computacenter - KPMG           | 19447810701   | 24449725   | 4218034 | NON TECH EXCHANGE | KPMG LLP, (0081097999), Kpmg St Peters Square , Kpmg St Peters Square , M2 3AE                                     | Claire Booth | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| DHL Supply Chain Limited - RBS | (No Items)    | 44213      | 4218206 | COLLECTION        | 19 HUNSTON ROAD, 19 HUNSTON ROAD, SALE, M33 4RP  | Claire Booth | 07/08/2025 15:09<br>08/08/2025 17:00 | 08/08/2025 |       |
| Vista Retail Support Limited   | 19448699401   | 3364820    | 4218207 | NON TECH EXCHANGE | MCDONALDS - NCR, 42-44 WELLINGTON ROAD SOUTH, STOCKPORT, CHESHIRE, STOCKPORT, SK1 3SS                              | Claire Booth | 07/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |



# Run Sheet

## Warehouse manifest

| Summary                                     |               |                |         |                    |   |               |                                      |            |       |
|---|---------------|----------------|---------|--------------------|---|---------------|--------------------------------------|------------|-------|
| Customer Name                               | Trace Request | Ref 1          | Job #   | Activity           | Address   | Engineer      | SLA Window                           | Run Date   | Rec'd |
| Fujitsu - Star – TFW - TC                   | 19449097701   | C5317229       | 4218298 | TECH EXCHANGE      | TRANSPORT FOR WALES, City Road, CHESHIRE, Chester, CH1 3NS  | Daniel Hanson | 07/08/2025 16:28<br>08/08/2025 20:00 | 08/08/2025 |       |
| Computacenter Limited - HSBC                | 19448283101   | RITM35576588   | 4218093 | TECH EXCHANGE      | COMPUTACENTER HSBC, M&S KINGS MEADOW, CHESTER BUSINESS PARK, CHESTER, CH99 9FB                        | Daniel Hanson | 07/08/2025 13:52<br>08/08/2025 16:30 | 08/08/2025 |       |
| Fujitsu Services Limited - Star Trains - ME | 19447966601   | C5317190       | 4218049 | TECH EXCHANGE      | Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD | Daniel Hanson | 08/08/2025 08:00<br>08/08/2025 12:00 | 08/08/2025 |       |
| Xerox (UK) Technical***DO NOT INVOICE****   | 194460664     | 1-539328082618 | 4217804 | CONSUMABLE INSTALL | Boots UK Limited, Denbigh Street, EPSr2 Pharmacy Printer, LLANRWST, LL26 0LL                          | Daniel Hanson | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| Fujitsu Services Limited - Star Trains - ME | (No Items)    | C5317151       | 4217919 | MANPOWER           | TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB           | Daniel Hanson | 07/08/2025 10:44<br>08/08/2025 20:00 | 08/08/2025 |       |
| Xerox (UK) Technical***DO NOT INVOICE****   | 194467674     | 11794534       | 4217849 | REPAIR             | Boots UK Limited, 1-3 Pool Lane, and 37 Pool Street, CHS MARR, CAERNARFON, LL55 2AL                   | Daniel Hanson | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| Computacenter Limited - HSBC                | 19448283401   | RITM36091271   | 4218096 | DELIVERY           | COMPUTACENTER HSBC, 4 LLWYBR Y GWYNT, PENRHOSGARDNEDD, BANGOR, LL57 2QH                               | Daniel Hanson | 07/08/2025 13:52<br>08/08/2025 17:00 | 08/08/2025 |       |
| HCL Barclays                                | 19448203001   | TASK3044308    | 4218074 | COLLECTION         | 35A BRO EDNYFED, 35A BRO EDNYFED, LLANGEFNI, LL77 7WB   | Daniel Hanson | 07/08/2025 13:30<br>08/08/2025 17:00 | 08/08/2025 |       |

| Summary                                |               |                  |         |                   |  |                  |                                      |            |       |
|--|---------------|------------------|---------|-------------------|--|------------------|--------------------------------------|------------|-------|
| Customer Name                          | Trace Request | Ref 1            | Job #   | Activity          | Address  | Engineer         | SLA Window                           | Run Date   | Rec'd |
| Computacenter Horizon Project          | 19442115301   | 43487612_CLF 516 | 4217139 | COLLECTION        | STUART ROBERTS, 6 CRABWALL LODGE , OFF PARKGATE RD, MOLLINGTON, CHESTER, CH1 6NE                                   | David Hargreaves | 06/08/2025 09:57<br>08/08/2025 17:00 | 08/08/2025 |       |
| Computacenter Limited - HSBC           | 19449038101   | RITM36126137     | 4218287 | TECH EXCHANGE     | COMPUTACENTER HSBC, 3 MARSHFIELD COURT, WIRRAL, MERSEYSIDE, CH46 3SJ   | David Hargreaves | 07/08/2025 16:10<br>08/08/2025 16:30 | 08/08/2025 |       |
| Vista Retail Support Limited           | 19447988801   | 3365186          | 4218056 | NON TECH EXCHANGE | MCDONALDS - NCR, UPTON BY PASS, UPTON, CHESHIRE, UPTON, CH49 6QG   | David Hargreaves | 07/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| Fujitsu Services Limited - Star Trains | 19445510501   | C5317115         | 4217730 | TECH EXCHANGE     | MERSEYRAIL, Greendale Road, MERSEYSIDE, Port Sunlight, CH62 4XB  | David Hargreaves | 06/08/2025 23:31<br>08/08/2025 20:00 | 08/08/2025 |       |
| Fujitsu GBL - H&M * DO NOT INVOICE*    | 19445964301   | C002571075       | 4217798 | TECH EXCHANGE     | GB0766: H&M CHESTER, GB0766: H&M CHESTER, UNIT R03, COLISEUM RETAIL PARK, ELLESMORE PORT, ELLESMORE PORT, CH65 9HD | David Hargreaves | 07/08/2025 07:40<br>08/08/2025 17:00 | 08/08/2025 |       |
| Computacenter Limited - HSBC           | 19449038401   | INC49909212      | 4218285 | TECH EXCHANGE     | COMPUTACENTER HSBC, HSBC, CREWE - DIGITAL SERVICE BRANCH, 30 MARKET STREET, CHESHIRE, CW1 2ES                      | David Hargreaves | 07/08/2025 16:10<br>08/08/2025 16:30 | 08/08/2025 |       |
| Computacenter - Morrisons BAU          | (No Items)    | INC0000309103 52 | 4213174 | TECH EXCHANGE     | DISTRIBUTION CENTRE, DISTRIBUTION CENTRE, WM MORRISON SUPERMARKETS PLC, KING STREET, NORTHWICH, CW9 7WA            | David Hargreaves | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |



# Run Sheet

## Warehouse manifest

| Summary                             |               |                   |         |               |   |              |                                      |            |       |
|-------------------------------------|---------------|-------------------|---------|---------------|---|--------------|--------------------------------------|------------|-------|
| Customer Name                       | Trace Request | Ref 1             | Job #   | Activity      | Address   | Engineer     | SLA Window                           | Run Date   | Rec'd |
| CDW                                 | 19446088901   | SCTASK119551<br>5 | 4217802 | COLLECTION    | 45 PERCIVAL STREET,<br>45 PERCIVAL STREET,<br>DARWEN, BB3 1HB   | David Ranson | 07/08/2025 07:56<br>08/08/2025 17:00 | 08/08/2025 |       |
| Vista Retail Support Limited        | 19448614201   | 3364307           | 4218187 | TECH EXCHANGE | LIDL, ACCRINGTON,<br>HYNDBURN ROAD,<br>LANCASHIRE,<br>ACCRINGTON, BB5 4EQ   | David Ranson | 07/08/2025 14:52<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED                   | 19445826901   | DEL1607185        | 4217745 | CHAIR INSTALL | WAQAR IQBAL, 178<br>BRUNSWICK STREET,<br>NELSON, BB9 0JT  | David Ranson | 07/08/2025 06:35<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED                   | 19445824001   | DEL1605305        | 4217744 | CHAIR INSTALL | DANIELLE DEVENISH<br>WR:31354, 26 PEAR<br>TREE DRIVE,<br>FARNWORTH, BOLTON,<br>BL4 9RR                                  | David Ranson | 07/08/2025 06:34<br>08/08/2025 17:00 | 08/08/2025 |       |
| Fujitsu GBL - H&M * DO NOT INVOICE* | (No Items)    | C002571166        | 4218119 | MANPOWER      | H&M Shiftstore H&M,<br>GB0767: H&M Liverpool,<br>UNIT 8B, New Mersey<br>Retail park., Speke Road,<br>Liverpool, L24 8QB | David Ranson | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED                   | 19447171201   | DEL1611064        | 4217995 | CHAIR INSTALL | HEALTH RESEARCH<br>AUTHORITY, 3<br>PICCADILLY PLACE,<br>MANCHESTER, M1 3BN  | David Ranson | 08/08/2025 09:00<br>08/08/2025 13:00 | 08/08/2025 |       |

| Summary                                       |               |             |         |                   |  |                  |                                      |            |       |
|---|---------------|-------------|---------|-------------------|--|------------------|--------------------------------------|------------|-------|
| Customer Name                                 | Trace Request | Ref 1       | Job #   | Activity          | Address  | Engineer         | SLA Window                           | Run Date   | Rec'd |
| COMPUTACENTER - NFUM Swaps                    | 19447648401   | 24450087    | 4218030 | NON TECH EXCHANGE | NFU MUTUAL INSURANCE SOCIETY LTD (0, Mutual House, Unit E3 and 1st Flr U nit E2, Waterfold Business Park, Mutual House, Unit E3 and 1st Flr U nit E2, Waterfold Business Park, BL9 7BR | John Paul Barron | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| Fujitsu Services Limited - Star Trains - P2PE | 19447578201   | C5317178    | 4217967 | TECH EXCHANGE     | Arriva Trains Cross Country (Manchester), 7th Floor, Tower Block, Manchester Piccadilly Station, Greater Manchester, Manchester, M1 2BP  | John Paul Barron | 07/08/2025 08:00<br>08/08/2025 14:00 | 08/08/2025 |       |
| Fujitsu Services Limited - Star Trains - P2PE | 19447577801   | C5317178    | 4217967 | TECH EXCHANGE     | Arriva Trains Cross Country (Manchester), 7th Floor, Tower Block, Manchester Piccadilly Station, Greater Manchester, Manchester, M1 2BP  | John Paul Barron | 07/08/2025 08:00<br>08/08/2025 14:00 | 08/08/2025 |       |
| Fujitsu Services Limited - Star Trains - P2PE | 19447474901   | C5317161    | 4217944 | TECH EXCHANGE     | Northern Rail MT (Manchester), Station Approach, Todd Street, Manchester, Lancashire, Manchester, M3 1WY   | John Paul Barron | 07/08/2025 11:15<br>08/08/2025 20:00 | 08/08/2025 |       |
| Fujitsu Services Limited - Star Trains - P2PE | 19447474501   | C5317161    | 4217944 | TECH EXCHANGE     | Northern Rail MT (Manchester), Station Approach, Todd Street, Manchester, Lancashire, Manchester, M3 1WY   | John Paul Barron | 07/08/2025 11:15<br>08/08/2025 20:00 | 08/08/2025 |       |
| POSTURITE LIMITED                             | 19447518301   | DEL1607847  | 4217953 | DESK INSTALL      | BUPA LTD, APARTMENT 7, GLADWIN PLACE, 3 COLMAN GARDENS, SALFORD, M5 3NT  | John Paul Barron | 07/08/2025 11:21<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED                             | 19447518302   | DEL1607847  | 4217953 | DESK INSTALL      | BUPA LTD, APARTMENT 7, GLADWIN PLACE, 3 COLMAN GARDENS, SALFORD, M5 3NT  | John Paul Barron | 07/08/2025 11:21<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED                             | 19447518303   | DEL1607847  | 4217953 | DESK INSTALL      | BUPA LTD, APARTMENT 7, GLADWIN PLACE, 3 COLMAN GARDENS, SALFORD, M5 3NT  | John Paul Barron | 07/08/2025 11:21<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED                             | 19447518304   | DEL1607847  | 4217953 | DESK INSTALL      | BUPA LTD, APARTMENT 7, GLADWIN PLACE, 3 COLMAN GARDENS, SALFORD, M5 3NT  | John Paul Barron | 07/08/2025 11:21<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED                             | 19447518305   | DEL1607847  | 4217953 | DESK INSTALL      | BUPA LTD, APARTMENT 7, GLADWIN PLACE, 3 COLMAN GARDENS, SALFORD, M5 3NT  | John Paul Barron | 07/08/2025 11:21<br>08/08/2025 17:00 | 08/08/2025 |       |
| Computacenter Limited - HSBC                  | 19447313201   | INC49902328 | 4217912 | TECH EXCHANGE     | COMPUTACENTER HSBC, 109 UNION STREET, OLDHAM, OLDHAM, OL1 1RT  | John Paul Barron | 07/08/2025 10:43<br>08/08/2025 16:30 | 08/08/2025 |       |
| NCR TESCO HHT                                 | (No Items)    | 7521903259  | 4217973 | TECH EXCHANGE     | TESCO, 99 MACCLESFIELD RD, STOCKPORT, GREATER MANCHESTER , SK7 6DT   | John Paul Barron | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| DieboldNixdorf_WIPRO                          | (No Items)    | 132504235   | 4217821 | INSTALL P2PE      | JOHN LEWIS, JOHN LEWIS, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ   | John Paul Barron | 07/08/2025 08:50<br>08/08/2025 17:00 | 08/08/2025 |       |
| DieboldNixdorf_WIPRO                          | (No Items)    | 132456443   | 4217902 | INSTALL P2PE      | CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ  | John Paul Barron | 07/08/2025 10:37<br>08/08/2025 17:00 | 08/08/2025 |       |
| NCR TESCO HHT                                 | (No Items)    | 7521802758  | 4217707 | TECH EXCHANGE     | TESCO, 232-234 FINNEY LN CHEADLE, GREATER MANCHESTER, SK8 3QA  | John Paul Barron | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |



# Run Sheet

## Warehouse manifest

### Summary (contd.)

| Customer Name                               | Trace Request | Ref 1    | Job #   | Activity        | Address   | Engineer         | SLA Window                           | Run Date   | Rec'd |
|---|---------------|----------|---------|-----------------|---|------------------|--------------------------------------|------------|-------|
| Fujitsu Services Limited - Star Trains - ME | 19447905701   | C5317137 | 4218040 | TECH EXCHANGE_R | Northern Rail - STAR, Gatley Railway Station, Cambridge Road, Gatley, Cheadle, W Mancs, Cheshire, Gatley, SK8 4AE | John Paul Barron | 07/08/2025 08:00<br>08/08/2025 12:00 | 08/08/2025 |       |



# Run Sheet

## Warehouse manifest

| Summary                         |               |              |         |                     |  |                  |                                      |            |       |
|---------------------------------|---------------|--------------|---------|---------------------|--|------------------|--------------------------------------|------------|-------|
| Customer Name                   | Trace Request | Ref 1        | Job #   | Activity            | Address  | Engineer         | SLA Window                           | Run Date   | Rec'd |
| POSTURITE LIMITED               | (No Items)    | DEL1602406   | 4208232 | MANPOWER            | TRAFFIC WALES,<br>GWY57 (NORTH AN,<br>UNIT 29, MORFA<br>CONWY BUSINESS<br>PARK, FFORDD SAM<br>PARI, CONWY, LL32<br>8HH                         | Nadeem<br>Saleem | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED               | 19445833501   | DEL1610394   | 4217749 | CHAIR<br>INSTALL    | JOSHUA STAPLETON,<br>APARTMENT 40, BLOCK<br>A ALTO, SILLAVAN<br>WAY, SALFORD, M3<br>6GA  | Nadeem<br>Saleem | 07/08/2025 06:41<br>08/08/2025 17:00 | 08/08/2025 |       |
| Computacenter - Astra<br>Zeneca | 194182880     | WOT000382590 | 4217501 | DELIVERY            | Mill Court Reception, Mill<br>Court Reception, To<br>Craig Wrench, Silk Road<br>Business Park, Charter ,<br>MACCLESFIELD,<br>England, SK10 2NA | Nadeem<br>Saleem | 08/08/2025 10:00<br>08/08/2025 18:00 | 08/08/2025 |       |
| Computacenter - Astra<br>Zeneca | 194434721     | WOT000382089 | 4217836 | DELIVERY            | Mill Court Reception, Mill<br>Court Reception, To<br>Craig Wrench, Silk Road<br>Business Park, Charter ,<br>MACCLESFIELD,<br>England, SK10 2NA | Nadeem<br>Saleem | 08/08/2025 10:00<br>08/08/2025 18:00 | 08/08/2025 |       |
| Computacenter - Astra<br>Zeneca | 194483602     | WOT000383794 | 4218226 | DELIVERY            | Mill Court Reception, Mill<br>Court Reception, To<br>Craig Wrench, Silk Road<br>Business Park, Charter ,<br>MACCLESFIELD,<br>England, SK10 2NA | Nadeem<br>Saleem | 08/08/2025 10:00<br>08/08/2025 18:00 | 08/08/2025 |       |
| POSTURITE LIMITED               | 19445848401   | DEL1610857   | 4217760 | CHAIR SP<br>INSTALL | CLAIRE FARRALL, 110<br>BROWN EDGE ROAD,<br>BUXTON, SK17 7AB  | Nadeem<br>Saleem | 07/08/2025 06:59<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED               | 19445848402   | DEL1610857   | 4217760 | CHAIR SP<br>INSTALL | CLAIRE FARRALL, 110<br>BROWN EDGE ROAD,<br>BUXTON, SK17 7AB  | Nadeem<br>Saleem | 07/08/2025 06:59<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED               | 19447473401   | DEL1608571   | 4217942 | DESK SP<br>INSTALL  | JAMES JOHNSON, 25<br>SHARPLES STREET,<br>STOCKPORT, SK4 1QE  | Nadeem<br>Saleem | 07/08/2025 11:14<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED               | 19447473402   | DEL1608571   | 4217942 | DESK SP<br>INSTALL  | JAMES JOHNSON, 25<br>SHARPLES STREET,<br>STOCKPORT, SK4 1QE  | Nadeem<br>Saleem | 07/08/2025 11:14<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED               | 19447473403   | DEL1608571   | 4217942 | DESK SP<br>INSTALL  | JAMES JOHNSON, 25<br>SHARPLES STREET,<br>STOCKPORT, SK4 1QE  | Nadeem<br>Saleem | 07/08/2025 11:14<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED               | 19447473404   | DEL1608571   | 4217942 | DESK SP<br>INSTALL  | JAMES JOHNSON, 25<br>SHARPLES STREET,<br>STOCKPORT, SK4 1QE  | Nadeem<br>Saleem | 07/08/2025 11:14<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED               | 19447473405   | DEL1608571   | 4217942 | DESK SP<br>INSTALL  | JAMES JOHNSON, 25<br>SHARPLES STREET,<br>STOCKPORT, SK4 1QE  | Nadeem<br>Saleem | 07/08/2025 11:14<br>08/08/2025 17:00 | 08/08/2025 |       |
| POSTURITE LIMITED               | 19447473406   | DEL1608571   | 4217942 | DESK SP<br>INSTALL  | JAMES JOHNSON, 25<br>SHARPLES STREET,<br>STOCKPORT, SK4 1QE  | Nadeem<br>Saleem | 07/08/2025 11:14<br>08/08/2025 17:00 | 08/08/2025 |       |



# 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)    | 02477906     | 4218238 | TECH EXCHANGE     | LOCAL & GLOBAL, LOCAL & GLOBAL, 72-76 RENSHAW STREET, LIVERPOOL, L1 4EN   | Simon Heath | 07/08/2025 15:42<br>08/08/2025 13:00 | 08/08/2025 |       |
| Computacenter - Astra Zeneca     | 194468609     | WOT000383173 | 4217925 | NON TECH EXCHANGE | Astrazeneca Speke Reception., Astrazeneca Speke Reception., To Jay Galloway, Plot 6, Renaissance Way, SPEKE, England, L24 9JW | Simon Heath | 08/08/2025 10:00<br>08/08/2025 18:00 | 08/08/2025 |       |
| Computacenter - KPMG             | 19448656101   | 24453113     | 4218314 | NON TECH EXCHANGE | KPMG LLP. (0081097989), K P M G,8 Princes Parade , K P M G,8 Princes Parade , L3 1QH  | Simon Heath | 08/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| Computacenter Limited            | 19449319201   | 24453383     | 4218382 | TECH EXCHANGE     | LLOYDS BANKING GROUP PLC (008102783, 145 Cherryfield Drive,Kirkby , 145 Cherryfield Drive,Kirkby , L32 8SE                    | Simon Heath | 08/08/2025 09:00<br>08/08/2025 15:00 | 08/08/2025 |       |
| Computacenter Limited - HSBC     | 19447311101   | INC49854830  | 4217907 | NON TECH EXCHANGE | COMPUTACENTER HSBC, 6 WHITFIELD CLOSE, ROBY, LIVERPOOL, L36 4AB   | Simon Heath | 07/08/2025 10:43<br>08/08/2025 17:00 | 08/08/2025 |       |
| Vista Retail Support Limited     | (No Items)    | 3364519      | 4218204 | NON TECH EXCHANGE | MCDONALDS - NCR, 372 QUEENS DRIVE WALTON, LIVERPOOL, LANCASHIRE, LIVERPOOL, L4 8UU  | Simon Heath | 07/08/2025 09:00<br>08/08/2025 17:00 | 08/08/2025 |       |
| Fujitsu Services Limited - Banks | 19447106201   | C5316762     | 4217883 | TECH EXCHANGE     | RBSG, 5 ORMSKIRK STREET, RBSG, ST HELENS, WA10 1DR  | Simon Heath | 08/08/2025 09:30<br>08/08/2025 16:30 | 08/08/2025 |       |
| Verifone UK LTD                  | (No Items)    | G355989      | 4218112 | TECH EXCHANGE     | PIZZA EXPRESS - 2211 - HALE, 142 ASHLEY ROAD, CHESHIRE, N/A, N/A, WA15 9SA  | Simon Heath | 07/08/2025 14:05<br>08/08/2025 18:00 | 08/08/2025 |       |