



Run Sheet

Simon Heath 25/07/2025

Date	25/07/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	9
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Job # 4208611	Customer	RICO Depots	Job Address
SLA Window	- 25/07/2025 23:59	Contact Name	Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

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		



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Job # 4207812	Customer	Fujitsu Services Limited - Vodafone		Job Address
SLA Window	24/07/2025 08:52 - 25/07/2025 17:30	Contact Name	St Helens (PA) 60513	VODAFONE RETAIL (ST HELENS)
Activity	TECH EXCHANGE	Contact Phone	07717 763920	St Helens, 6 Palatine Arcade , Church Sq Shopping Centre , Merseyside, England LANCASHIRE St Helens WA10 1BW
Priority	ND 1700			
Ref 1	C5315988			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 25/07/2025 20:00 SLA: ND 25/07/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _VPM920-I5-W11-23H2 x 1	Problem: [TC] Lenovo M920-i5 WIN11 23H2 Base Unit faulty Root Cause: Unknown Action: Engineer to attend and replace Lenovo M920-i5 Test: With Vodafone Service desk URL: Call history: ##### Call 5315988 Problem Web Service qws_uk Thu 24 Jul 2025 08:51:36 A+C+P agent.loginname=qws_uk equipment.assettag=VFDB00000VI293TA23 contract.pkey=23219 call.poms=1 call.zip=WA10 1BW call.address=St Helens 6 Palatine Arcade Church Sq Shopping Centre Merseyside England call.city=St Helens call.customerid=INC17932925 call.problem=RET60513-004 - Windows - Boot Loop call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/VFD/workpackage/VFM920I5WIN1123H2 call.priority=2-Medium call.datereported=7/24/2025 9:50:48 AM ##### Call 5315988 Problem Web Service qws_uk Thu 24 Jul 2025 08:51:36 A+C+P ...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19398542001	_VPM920-I5-W11-23H2M920 I5:WIN11 23H2					



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Job # 4205949	Customer	HCL Barclays			Job Address
SLA Window	22/07/2025 11:29 - 25/07/2025 17:00	Contact Name	SACHIN SUKHADEV KADAM		154 MANOR AVENUE 154 MANOR AVENUE SALE M33 5TG
Activity	COLLECTION	Contact Phone	07442783286		
Priority	ND 1600				
Ref 1	TASK2997270				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Monitor collection - please use large box	Lenovo ThinkVision monitor screen

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19391244201	HCL Large box	Carton box 610 x 457 x 457mm				

Returned Items

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



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Job # 4207861	Customer	Symec Travis Perkins		Job Address
SLA Window	24/07/2025 10:10 - 25/07/2025 17:00	Contact Name	JAMIE GREEN	C C F LTD C C F LTD 2 GUINNESS CIRCLE TRAFFORD PARK MANCHESTER M17 1EB
Activity	TECH EXCHANGE	Contact Phone	447384919045	
Priority	ND 1700			
Ref 1	00459423			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Swap for Faulty zebra TC57 SN:20101522508434	Swap for Faulty zebra TC57 SN:20101522508434

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time



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Job # 4208056	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	24/07/2025 13:29 - 25/07/2025 20:00	Contact Name	BOLTON (TICKET OFFICE) NLC2599 NT ST	Northern Rail - STAR Bolton Railway Station, Trinity Street, Bolton, Greater Manchester, Lancs Greater Manchester Bolton BL2 1BE
Activity	TECH EXCHANGE	Contact Phone	0161 822 2456	
Priority	ND 1900			
Ref 1	C5316077			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 25/07/2025 20:00 SLA: ND 25/07/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1</p>	<p>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 5316077 Problem Web Service qws_uk Thu 24 Jul 2025 13:29:35 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000N2599TA23 contract.pkey=23200 call.poms=1 call.zip=BL2 1BE call.address=Bolton Railway Station Trinity Street Bolton Greater Manchester Lancs call.customerid=INC17934545 call.problem=NLC2599 BOLTON NLC 2599 Site BOLTON Window Serial Number 38820 Fault Code call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=7/24/2025 2:29:08 PM ...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19400417001	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	38816			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19400417201	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	38816			

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



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Job # 4208369	Customer	Fujitsu Services Limited - Vodafone			Job Address
SLA Window	24/07/2025 16:45 - 25/07/2025 18:00	Contact Name	Bolton (PA) 60690		VODAFONE RETAIL LTD (BOLTON DEANSGATE)
Activity	TECH EXCHANGE	Contact Phone	07717 512322		Bolton, 63 DeansGate , Lancashire, England LANCASHIRE
Priority	ND 1900				Bolton BL1 1HQ
Ref 1	C5315176				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 25/07/2025 18:00 SLA: ND 25/07/2025 18:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _VPDELTIL-W11-23H2 x 1	Problem: [TC] Dell 7110 WIN11 23H2 Till faulty Root Cause: Unknown Action: Engineer to replace the faulty Dell Optiplex Till base Unit Test: With Vodafone Service desk URL: Call history: ##### Call 5315176 Problem Web Service qws_uk Mon 14 Jul 2025 11:09:35 A+C+P agent.loginname=qws_uk equipment.assettag=VFDB00000VI35TA23 contract.pkey=23219 call.poms=1 call.zip=BL1 1HQ call.address=Bolton 63 DeansGate Lancashire England call.city=Bolton call.customerid=INC17885018 call.problem=RET60690-032 - Base Unit - Flickering Screen call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/VFD/workpackage/VFDELL7110WIN1123H2 call.priority=2-Medium call.datereported=7/14/2025 12:08:46 PM ##### Call 5315176 Problem Web Service qws_uk Mon 14 Jul 2025 11:09:35 A+C+P RET60690-032 - Base Unit - Flickering Screen...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19401426201	_VPDELTIL-W11-23H2:OPTIPLEX TILL:WIN11 23H2					

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



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Job # 4208407	Customer	Computacenter - Kingfisher		Job Address
SLA Window	24/07/2025 17:37 - 25/07/2025 17:00	Contact Name	ADNAAN PATEL	B & Q B & Q WAREHOUSE NOVA SCOTIA RETAIL PARK BOLTON ROAD BLACKBURN BB2 3QP
Activity	TECH EXCHANGE	Contact Phone	01254 678100	
Priority	ND 1700			
Ref 1	24438031			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
KF SWAP CASH DRAWER 25/07	Symptom: Cash drawer Till number: 02 Make/Model: DRAWEREPOS_0171 Till hostname: GBBQ01173POS02P Contact name/number: +44 1254 678100

Job Notes

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

Returned Items

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Job # 4208365	Customer	Fujitsu Services Limited - Vodafone			Job Address
SLA Window	24/07/2025 16:43 - 25/07/2025 20:00	Contact Name	Burnley (PA) 60504		VODAFONE RETAIL (BURNLEY)
Activity	TECH EXCHANGE	Contact Phone	07717 763908		Burnley, 36 The Mall , Lancashire, England
Priority	ND 1900				LANCASHIRE
Ref 1	C5316072				Burnley
Ref 2					BB11 1BA
No. of Parts	1				

Instructions 1	Instructions 2
ND 25/07/2025 20:00 SLA: ND 25/07/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _VPDELTIL-W11-23H2 x 1	Problem: [TC] Dell 7110 WIN11 23H2 Till faulty Root Cause: Unknown Action: Engineer to replace the faulty Dell Optiplex Till base Unit Test: With Vodafone Service desk URL: Call history: ##### Call 5316072 Problem Web Service qws_uk Thu 24 Jul 2025 13:17:05 A+C+P agent.loginname=qws_uk equipment.assettag=VFDB00000VI247TA23 contract.pkey=23219 call.poms=1 call.zip=BB11 1BA call.address=Burnley 36 The Mall Lancashire England call.city=Burnley call.customerid=INC17934434 call.problem=RET60504-002 - Windows - Boot Loop call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/VFD/workpackage/VFDELL7110WIN1123H2 call.priority=2-Medium call.datereported=7/24/2025 2:16:26 PM ##### Call 5316072 Problem Web Service qws_uk Thu 24 Jul 2025 13:17:05 A+C+P RET60504-002 - Windows - Boot Loop...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19401421101	_VPDELTIL-W11-23H2	OPTIPLEX TILL:WIN11 23H2				

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



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Date	25/07/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	9
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Job # 4208612	Customer	RICO Depots	Job Address
SLA Window	- 25/07/2025 23:59	Contact Name	Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

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

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Vodafone	19401421101	C5316072	4208365	TECH EXCHANGE	VODAFONE RETAIL (BURNLEY), Burnley, 36 The Mall , Lancashire, England, LANCASHIRE, Burnley, BB11 1BA	Simon Heath	24/07/2025 16:43 25/07/2025 20:00	25/07/2025	
Computacenter - Kingfisher	(No Items)	24438031	4208407	TECH EXCHANGE	B & Q, B & Q WAREHOUSE, NOVA SCOTIA RETAIL PARK, BOLTON ROAD, BLACKBURN, BB2 3QP	Simon Heath	24/07/2025 17:37 25/07/2025 17:00	25/07/2025	
Fujitsu Services Limited - Vodafone	19401426201	C5315176	4208369	TECH EXCHANGE	VODAFONE RETAIL LTD (BOLTON DEANSGATE), Bolton, 63 DeansGate , Lancashire, England, LANCASHIRE, Bolton, BL1 1HQ	Simon Heath	24/07/2025 16:45 25/07/2025 18:00	25/07/2025	
Fujitsu Services Limited - Star Trains - ME	19400417001	C5316077	4208056	TECH EXCHANGE	Northern Rail - STAR, Bolton Railway Station, Trinity Street, Bolton, Greater Manchester, Lancs, Greater Manchester, Bolton, BL2 1BE	Simon Heath	24/07/2025 13:29 25/07/2025 20:00	25/07/2025	
Symec Travis Perkins	19398949001	00459423	4207861	TECH EXCHANGE	C C F LTD, C C F LTD, 2 GUINNESS CIRCLE, TRAFFORD PARK, MANCHESTER, M17 1EB	Simon Heath	24/07/2025 10:10 25/07/2025 17:00	25/07/2025	
HCL Barclays	19391244201	TASK2997270	4205949	COLLECTION	154 MANOR AVENUE, 154 MANOR AVENUE, SALE, M33 5TG	Simon Heath	22/07/2025 11:29 25/07/2025 17:00	25/07/2025	
Fujitsu Services Limited - Vodafone	19398542001	C5315988	4207812	TECH EXCHANGE	VODAFONE RETAIL (ST HELENS), St Helens, 6 Palatine Arcade , Church Sq Shopping Centre , Merseyside, England, LANCASHIRE, St Helens, WA10 1BW	Simon Heath	24/07/2025 08:52 25/07/2025 17:30	25/07/2025	