



Run Sheet

Daniel Hanson 05/07/2025

Date	05/07/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4194347	Customer	Computacenter - Kingfisher			Job Address
SLA Window	04/07/2025 17:07 - 05/07/2025 17:00	Contact Name	JACQUELINE TWIST	B&Q B & Q PLC UNIT 1	MILVERNY WAY ST HELENS WA9 1JF
Activity	TECH EXCHANGE	Contact Phone	01744454220		
Priority	ND 1700				
Ref 1	24414806				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	<p>Category: I have a till query</p> <p>Sub Category: 1.) Seamless payment till</p> <p>Symptom: PED / PINPAD / C&P Device</p> <p>Till number: 84</p> <p>Make/Model: P400 Plus</p> <p>Serial number: 806-689-665</p> <p>Description: PM</p> <p>Parvez Merchant</p> <p>Work notes04/07/2025 16:20:2813m ago</p> <p>Dear SD team</p> <p>as per the retail app support team</p> <p>It look like POS mode is not enabled Kindy arrange CC to replace PED</p> <p>...</p>

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	



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Job # 4194265	Customer	Vista Retail Support Limited	Job Address
SLA Window	04/07/2025 16:03 - 05/07/2025 17:00	Contact Name	THE RANGE BUILDING 3, LIVERPOOL INNOVATION PARK EDGE LANE LIVERPOOL L7 9NJ
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3327906		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3327906 7197 Printer. Till 09. Store advised poor print quality have been run through cleaning process of internal parts but there has been no change to the quality. Please replace and test including cash drawer firing. Monday Saturday 9am?8pm Sunday 10:30am?4:30pm	Replace PTR-NCR-7197-RS2/USB 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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19335719901	PTR-NCR-7197-RS2/USB	PTR-NCR-7197-RS2/USB				

Returned Items

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



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Job # 4193846	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	04/07/2025 09:34 - 05/07/2025 19:00	Contact Name	LIVERPOOL LIME STREET NLC9613 NT De	Northern Rail MT (Liverpool)	Liverpool Lime Street Station, Liverpool Merseyside Liverpool L1 1JD
Activity	MANPOWER	Contact Phone	0161 822 2152		
Priority	ND 1900				
Ref 1	C5314547				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
ND 05/07/2025 19:00 SLA: ND 05/07/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT=	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: Call history: ##### Call 5314547 Problem Web Service qws_uk Fri 04 Jul 2025 09:34:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8495TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JD call.address=Liverpool Lime Street Station Liverpool call.customerid=INC17823829 call.problem=NLC9613 Liverpool Lime Street Zebra / TC56 Zebra - no 4G when taken out of call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/ENG call.priority=2-Medium call.datereported=7/4/2025 10:33:36 AM ##### Call 5314547 Problem Web Service qws_uk Fri 04 Jul 2025 09:34:05 A+C+P NLC9613...

Job Notes

In Items

Returned Items

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

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



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Daniel Hanson 05/07/2025

Date	05/07/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4193830	Customer	Fujitsu Services Limited - EE - ME			Job Address
SLA Window	04/07/2025 08:37 - 05/07/2025 17:30	Contact Name	4619 Wallasey		Orange Retail 9 Liscard Way Merseyside Wallasey CH44 5TL
Activity	TECH EXCHANGE	Contact Phone	01516 383196		
Priority	ND 1700				
Ref 1	C5312498				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 05/07/2025 17:29 SLA: ND 05/07/2025 17:29 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EESTA39595000-MAC x 1	<p>Problem: [ME] AIRCASH CASH DRAWER CONTROLLER FAULTY FOR BOTH REFRESHED AND LEGACY STORES Root Cause: UNKNOWN Action: ENGINEER TO REPLACE THE AIRCASH CASH DRAWER CONTROLLER AND CONFIGURE NEW UNIT. CONFIRM IF SITE IS REFRESHED OR LEGACY AND FOLLOW CORRECT PROCEDURE ON TSS. (PROCEDURE IS DIFFERENT BETWEEN THE TWO) Test: STORE MANAGER TO FULLY TEST CASH DRAWER OPERATION URL: Call history:: ##### Call 5312498 Problem Web Service qws_uk Fri 06 Jun 2025 15:23:05 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O4553TA22 contract.pkey=22856 call.poms=1 call.zip=CH44 5TL call.address=9 Liscard Way call.city=Wallasey call.customerid=INC17695873 call.problem=FOH - Aircash Unit - Missing in store /Installation needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/AIRCASH-MAC call.priority=3-High call.datereported=6/6/2025 4:22:25 PM ##### Call 5312498 Problem Web Service qws_uk Fri 06 Jun 2025 15:23:05 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19333102801	_EESTA39595000	AIRCASH SAC10E:PSU&CBL:MAC				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19333103001	_EESTA39595000	AIRCASH SAC10E:PSU&CBL:MAC				

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



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Job # 4193818	Customer	Fujitsu - Star – TFW - TC		Job Address
SLA Window	04/07/2025 07:58 - 05/07/2025 19:00	Contact Name	CREWE NLC3710 TFW Depot	TRANSPORT FOR WALES (Crewe)
Activity	TECH EXCHANGE	Contact Phone	02920 320 117 / 02920 320 118	Nantwich Road, Cheshire Cheshire Crewe CW2 6HR
Priority	ND 1900			
Ref 1	C5314542			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 05/07/2025 19:00 SLA: ND 05/07/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= FUJFTP-638WSL110 x 1</p>	<p>Problem: [TC] PRINTER Root Cause: Unknown Action: Swap Fujitsu thermal printer & pair with phone following Engineers documentation.- Device ID xx RSP ID xxxx TFS REFxxxxxxxxx ** NO PARTS TO BE SENT DIRECT TO SITE ** Test: in use URL: Call history:: ##### Call 5314542 Problem Web Service qws_uk Fri 04 Jul 2025 07:58:05 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000H8564TRT3 contract.pkey=23200 call.poms=1 call.zip=CW2 6HR call.address=Nantwich Road Cheshire call.city=Crewe call.customerid=INC17835428 call.problem=NLC3710 Crewe Fujitsu Thermal Printer</p> <p>the clip has broken so unable to chan call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TFWFPR call.priority=2-Medium call.datereported=7/4/2025 8:57:19 AM</p> <p>##### Call 5314542 Problem Web Service qws_uk Fri 04 Jul 2025 07:58:05 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19332940501	FUJFTP-638WSL	IPUR: THERMAL W/CHARGER				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19332940701	FUJFTP-638WSL	POWER: THERMAL W/CHARGER				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Daniel Hanson 05/07/2025

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Job # 4194335	Customer	Computacenter - Kingfisher			Job Address		
SLA Window	04/07/2025 16:54 - 05/07/2025 17:00	Contact Name	ADAM WIDDOWSON		SCREWFIX SCREWFIX UNIT 4B-5A		
Activity	TECH EXCHANGE	Contact Phone	01565364771		NOVUS PARK KNUTSFORD WA16 8FB		
Priority	ND 1700						
Ref 1	24414506						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
Plase swap unit	Category: I have a till query Sub Category: A chip and pin machine Symptom: My query is not listed here Description: STORE LOCATION: UK TILL NUMBER: 01 IP ADDRESS: 10.70.230.141 PTID: 37247103 PED MODEL: V200c SERIAL NUMBER: 450-752-954 CURRENT DOWNLOAD VERSION ON WEBCOM: 2.10.0.31 CONFIG RE-DOWNLOADED: N/A SOFTWARE RE-DOWNLOADED: N/A LOCATION OF THE DEVICE ON SITE: Till01 SFDJL6 - Knutsford Trade Counter PHYSICAL DAMAGE (BROKEN PLASTIC/SCREEN/KEYBOARD): Y...

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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Daniel Hanson 05/07/2025

Date	05/07/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4193859	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	04/07/2025 09:51 - 05/07/2025 17:00	Contact Name	YASMINE ROBERTS	WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	131681777			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941	Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle 02/07/2025 14:45:31 - Yash Wagh (Work notes) @Diebold Nixdorf Web Logging: Locker: CH1-1-PED TPV Number (8 Digits): 15041001 Serial Number: 192587303461103311074573 Asset Number: PAN00098286 Model Ingenico 2500 Location: SS Cupboard Issue: When initiating PED an error message %27Error Dialogue Server%27 appears on PED screen and Device screen displays %27Could not find device Ped initialisation failed.%27 SerialNumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202506301603 Web Logging: Locker: CH1-1-PED TPV Number (8 Digits): 15041001 Serial Number: 192577303461103311067969 Asset Number: PAN00098286 Model Ingenico 2500 Location: SS Cupboard Issue: When initiating PED an error message %27Error Dialogue Server%27 appears on PED screen and Device screen displays %27Could not find device Ped initialisation failed.%27 Incident INC6670010 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to 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

Daniel Hanson 05/07/2025

Date	05/07/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4194125	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	04/07/2025 13:46 - 05/07/2025 17:00	Contact Name	YASMINE ROBERTS	WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	131627669			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941	<p>**R/O** Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle</p> <p>@Rico Closure Code DOA - Part defective on arrival Serial In : 192087303461103310424130%0D Serial Out : 192087303461103310424130%0D</p> <p>Engineer Notes Ped would not power on. Tried several known working chargers but still the same Please reorder 02/07/2025 11:37:22 - Laxmi Muppani (Work notes) @Diebold Nixdorf The replaced PED still facing the same error (Unable to initialize replacement PED in KIT app</p> <p>PED says Error Dialogue Server) The Replaced PED serial number is - 192557303461103311037436 DN Engineer to replace Ingenico L2500 PN 1900001941</p> <p>Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202506271447 Web Logging: Locker: CH3-7-PED TPV Number (8 Digits): 15041147 Serial Number: 192577303461103311053249 Asset Number: PAN00097743 Model Ingenico 2500 Location: SS cupboard Issue: When initiating PED an error message %27Error Dialogue Server%27 appears on PED screen and Device screen displays %27Could not find device Ped initialisation failed.%27 Incident INC6670006 has been placed into the On Hold</p> <p>Awaiting Vendor state. Attempting to transfer to Diebold.</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

Simon Heath 05/07/2025

Date	05/07/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	2
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Job # 4194380	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	05/07/2025 09:00 - 05/07/2025 13:00	Contact Name	BLACKPOOL NORTH NLC1828 NT Depot	Northern Rail MT (Blackpool) Talbot Road, Blackpool Lancashire Blackpool FY1 2AB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2105	
Priority	4HR			
Ref 1	C5314620			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>4HR 05/07/2025 13:00 SLA: 4HR 05/07/2025 13:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRZEBZQ51-BUE000E00 x 1</p>	<p>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: Call history:: ##### Call 5314620 Problem Web Service qws_uk Fri 04 Jul 2025 17:45:35 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000H8486TAA3 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC17838257 call.problem=NLC1828 Blackpool North Zebra Printer NLC 1828 Site Name Blackpool North call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMTZQ511 call.priority=2-Medium call.datereported=7/4/2025 6:44:55 PM ##### Call 5314620 Problem Web Service qws_uk Fri 04 Jul 2025 17:45:35 A+C+P NLC1828...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19336095101	_NRZEBZQ51-BU	P00E0511 DT:MEDIAW 3.15/80MM				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19336095301	_NRZEBZQ51-BU	P0020511 DT:MEDIAW 3.15/80MM				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Simon Heath 05/07/2025

Date	05/07/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	2
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Job # 4194293	Customer	Computacenter - Kingfisher		Job Address
SLA Window	05/07/2025 09:00 - 05/07/2025 13:00	Contact Name	Diane Thornton	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	01229871157	Unit 2 Cornmill Park, Cornmill Crossing
Priority	ND 1300			Unit 2 Cornmill Park, Cornmill Crossing
Ref 1	24414325			LA14 2GN
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Category: I have a till query Sub Category: 1.) Seamless payment till Symptom: Beetle Till number: 83 Description: ###Please ensure previo ticket have been checked ### EPOS advised: 'Hi team I called the sto	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19334581701	4618558	KING:DB Beetle M-III K Series-				



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - EE - ME	19333102801	C5312498	4193830	TECH EXCHANGE	Orange Retail, 9 Liscard Way, Merseyside, Wallasey, CH44 5TL	Daniel Hanson	04/07/2025 08:37 05/07/2025 17:30	05/07/2025	
Fujitsu - Star – TFW - TC	19332940501	C5314542	4193818	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	Daniel Hanson	04/07/2025 07:58 05/07/2025 19:00	05/07/2025	
Fujitsu Services Limited - Star Trains - ME	(No Items)	C5314547	4193846	MANPOWER	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Daniel Hanson	04/07/2025 09:34 05/07/2025 19:00	05/07/2025	
Vista Retail Support Limited	19335719901	3327906	4194265	TECH EXCHANGE	THE RANGE, BUILDING 3, LIVERPOOL INNOVATION PARK, EDGE LANE, LIVERPOOL, L7 9NJ	Daniel Hanson	04/07/2025 16:03 05/07/2025 17:00	05/07/2025	
DieboldNixdorf_WIPRO	(No Items)	131681777	4193859	TECH EXCHANGE P2PE	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	04/07/2025 09:51 05/07/2025 17:00	05/07/2025	
DieboldNixdorf_WIPRO	(No Items)	131627669	4194125	TECH EXCHANGE P2PE	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	04/07/2025 13:46 05/07/2025 17:00	05/07/2025	
Computacenter - Kingfisher	(No Items)	24414506	4194335	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT 4B-5A, NOVUS PARK, KNUTSFORD, WA16 8FB	Daniel Hanson	04/07/2025 16:54 05/07/2025 17:00	05/07/2025	
Computacenter - Kingfisher	(No Items)	24414806	4194347	TECH EXCHANGE	B&Q, B & Q PLC, UNIT 1, MILVERNY WAY, ST HELENS, WA9 1JF	Daniel Hanson	04/07/2025 17:07 05/07/2025 17:00	05/07/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - ME	19336095101	C5314620	4194380	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	Simon Heath	05/07/2025 09:00 05/07/2025 13:00	05/07/2025	
Computacenter - Kingfisher	19334581701	24414325	4194293	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit 2 Cormill Park, Cormill Crossing, Unit 2 Cormill Park, Cormill Crossing, LA14 2GN	Simon Heath	05/07/2025 09:00 05/07/2025 13:00	05/07/2025	