



Run Sheet

Daniel Hanson 19/04/2025

Date 19/04/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 2

Job # 4141337	Customer	Xerox (UK) Technical***DO NOT INVOICE****		Job Address
SLA Window	19/04/2025 09:00 - 19/04/2025 17:00	Contact Name	6080 Warrington Man Rd Express	TESCO Stores Limited MANCHESTER ROAD LAP 1 Office WARRINGTON WA1 3NJ
Activity	REPAIR WITH PARTS	Contact Phone	03333452039	
Priority	8HR			
Ref 1	11674263			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>Intervention #: 2 SLA: 18/04/2025 16:55-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: LAP 1 Express MS823dnSerialNumber: 4064435113FNCProductIdentifier: 50G0220Model: 4064-430---ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day)Head Office & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17:00.Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 07880 038032 (HO Only not DC.....s)Pharmacy - Break Fix 4 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA MONDAY FRIDAY 09:00 17:00RETAIL STORE ONLY:..... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 & 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	-----ACTIVITY DESCRIPTION----Help Desk Reference 27675350. Spoke to Christopher.Sent test print and printer says busy but did not print anything.Screen just says Lexmark on it and nothing else.Sent test printsPage count still the same.Trying to restart the printer and it says resetting printer but has not rebooted.Has been pressing on/off button but not affecting the printer.Has taken the power cable out and now it is rebooting. The printer is booting but the screen does not show anything apart from the Lexmark logo.Asked him to reboot the printer with the network cable out. Plugged network cable back in.I sent another testy print printer says busy but page count not incremented and nothing printed out.MS823LAP1OfficeSerial Number:4064435113FNCIP Address: 78.174.0.51Contact Name:ChristopherContact Number (Mobile):03333452039HBSLA 1----INSTRUCTIONS-----Technical Notes -----JB. 2nd D. Ranson 4141134 18/04. Swapped controller board but didn't fix the problem. Screen starts to load then freezes at the white screen. This was the same issue as before the controller board was swapped. Please try Op's panel first controller board only sent as precaution. Do not replace both parts together at the same time.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
190829757	41X1733	MS82x SVC Board 2.4				
190829761	41X2606	MS82x SVC Controller SYSTEM BO				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
190829759	41X1733	MS82x SVC Board 2.4				
190829763	41X2606	MS82x SVC Controller SYSTEM BO				

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



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Date	19/04/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	2
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Job # 4141280	Customer	Computacenter - Kingfisher			Job Address
SLA Window	18/04/2025 07:23 - 19/04/2025 17:00	Contact Name		LIVVY HENDERSON-MORAN	B&Q B & Q PLC UNIT 1
Activity	TECH EXCHANGE	Contact Phone		07847601170	MANCHESTER FORT SHOPPING PARK MANCHESTER M8 8EP
Priority	ND 1700				
Ref 1	24324153				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>B&Q Description: HOST NAME: KFD7B3J23</p> <p>LOCATION OF THE DEVICE ON SITE: back office</p> <p>FAULT DESCRIPTION: Faulty monitor on the back office PC need to be swapped model is NEC Multisync EA273wmi</p> <p>FIX ATTEMPTS: user tried another monitor with the PC the test monitor worked</p> <p>IS THE STORE/SITE ABLE TO ACCEPT AN ENGINEER VISIT?: Y</p> <p>IS THERE A WORKAROUND: N</p> <p>STORE/SITE OPENING TIMES: weekdays 7am-8pm</p> <p>CONTACT NAME/CONTACT NUMBER: Livvy Henderson-Moran / 07847601170</p>

Job Notes

In Items

Returned Items

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



Run Sheet

David Ranson 19/04/2025

Date	19/04/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
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Job # 4141357	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	18/04/2025 13:17 - 19/04/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire Cheshire Chester CH1 3NS
Priority	ND 1900			
Ref 1	C5308933			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 19/04/2025 19:00 SLA: ND 19/04/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE x 1 _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:: ##### Call 5308933 Problem Web Service qws_uk Fri 18 Apr 2025 13:00:06 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17430362 call.problem=NLC3701 Chester 020-112463 PED - Blank screen call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=4/18/2025 1:59:24 PM ##### Call 5308933 Problem Web Service qws_uk Fri 18 Apr 2025 13:00:06 A+C+P...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19083184401	_TWMIUM020DE	MP2P:M020 TFW MOBILE LIVE	02000303002020	042342		
19083184801	_SXASSET-LABELS	\$XASSET-LABELSV2				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19083184601	_TWMIUM020DE	MR2E:M020 TFW MOBILE LIVE	02000303002020042342			
19083185001	_SXASSET-LABELS	SXASSET-LABELSV2				

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



Run Sheet

David Ranson 19/04/2025

Date	19/04/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
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Job # 4141361	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	18/04/2025 13:43 - 19/04/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire
Priority	ND 1900			Cheshire
Ref 1	C5308937			Chester
Ref 2				CH1 3NS
No. of Parts	1			

Instructions 1	Instructions 2
ND 19/04/2025 19:00 SLA: ND 19/04/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KEZEBTC56DJ-1PAZU4P x 1	Problem: [ME] Zebra TC56 Set Number ** not working Root Cause: Unknown Action: Engineer to replace the Zebra TC56 retaining the Sim Card & ISM Card as applicable.Engineer to contact Star Support toget the HHT added to the TOC network. Once on the Network Engineer will need to Pair the peripherals.Contact Starsupport for assistan Test: Site to test URL: Call history:: ##### Call 5308937 Problem Web Service qws_uk Fri 18 Apr 2025 13:43:36 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17430486 call.problem=NLC3701 Chester 353857082696713 Not turning on call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=4/18/2025 2:43:09 PM...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19083238801	_KEZEBTC56DJ-1PAZU4P	AN HSPA+/LTE/CDMA:BT	19086522500836			

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



Run Sheet

David Ranson 19/04/2025

Date	19/04/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
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Job # 4141363	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	18/04/2025 13:46 - 19/04/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire
Priority	ND 1900			Cheshire
Ref 1	C5308939			Chester
Ref 2				CH1 3NS
No. of Parts	1			

Instructions 1	Instructions 2
ND 19/04/2025 19:00 SLA: ND 19/04/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KEZEBTC56DJ-1PAZU4P x 1	Problem: [ME] Zebra TC56 Set Number ** not working Root Cause: Unknown Action: Engineer to replace the Zebra TC56 retaining the Sim Card & ISM Card as applicable.Engineer to contact Star Support toget the HHT added to the TOC network. Once on the Network Engineer will need to Pair the peripherals.Contact Starsupport for assistan Test: Site to test URL: Call history:: ##### Call 5308939 Problem Web Service qws_uk Fri 18 Apr 2025 13:46:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17430498 call.problem=NLC3701 Chester 353857082698495 Not turning on call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=4/18/2025 2:45:26 PM...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19083252701	_KEZEBTC56DJ-1PAZU4P	AN HSPA+/LTE/CDMA:BT				

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



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David Ranson 19/04/2025

Date	19/04/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
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Job # 4141343	Customer	Fujitsu Services Limited - Star Trains		Job Address	
SLA Window	18/04/2025 12:10 - 19/04/2025 19:00	Contact Name	PORT SUNLIGHT NLC2198 MER HUB STATION	MERSEYRAIL Greendale Road MERSEYSIDE Port Sunlight CH62 4XB	
Activity	TECH EXCHANGE	Contact Phone	0151 955 2456		
Priority	ND 1900				
Ref 1	C5308929				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
<p>ND 19/04/2025 19:00 SLA: ND 19/04/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 x 1</p>	<p>Problem: [TC] Newbury ND4020 Mark II Required Root Cause: Unknown Action: Engineer to replace the faulty Newbury Data printer at depot. Please record serial numbers in & out. Test: N/A Depot swap URL: Call history:: ##### Call 5308929 Problem Web Service qws_uk Fri 18 Apr 2025 12:10:13 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4026TRD3 contract.pkey=23200 call.poms=1 call.zip=CH62 4XB call.address=Greendale Road call.city=Port Sunlight call.customerid=INC17430215 call.problem=NLC2198 PORT SUNLIGHT Newbury Printer Jamming call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=4/18/2025 1:09:45 PM</p> <p>##### Call 5308929 Problem Web Service qws_uk Fri 18 Apr 2025 12:10:13 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19083047001	_MYNEWWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	40759			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19083047201	_MYNEWND4020	MK2:ND4020 MK2:WHITE:MER:RICO	40759			

Engineer Closure Notes

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
Computacenter - Kingfisher	(No Items)	24324153	4141280	TECH EXCHANGE	B&Q, B & Q PLC, UNIT 1, MANCHESTER FORT SHOPPING PARK, MANCHESTER, M8 8EP	Daniel Hanson	18/04/2025 07:23 19/04/2025 17:00	19/04/2025	
Xerox (UK) Technical****DO NOT INVOICE****	190829757	11674263	4141337	REPAIR WITH PARTS	TESCO Stores Limited, MANCHESTER ROAD, LAP 1 Office, WARRINGTON, WA1 3NJ	Daniel Hanson	19/04/2025 09:00 19/04/2025 17:00	19/04/2025	
Xerox (UK) Technical****DO NOT INVOICE****	190829761	11674263	4141337	REPAIR WITH PARTS	TESCO Stores Limited, MANCHESTER ROAD, LAP 1 Office, WARRINGTON, WA1 3NJ	Daniel Hanson	19/04/2025 09:00 19/04/2025 17:00	19/04/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19083184401	C5308933	4141357	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	David Ranson	18/04/2025 13:17 19/04/2025 19:00	19/04/2025	
Fujitsu Services Limited - Star Trains - P2PE	19083184801	C5308933	4141357	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	David Ranson	18/04/2025 13:17 19/04/2025 19:00	19/04/2025	
Fujitsu Services Limited - Star Trains - ME	19083238801	C5308937	4141361	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	David Ranson	18/04/2025 13:43 19/04/2025 19:00	19/04/2025	
Fujitsu Services Limited - Star Trains - ME	19083252701	C5308939	4141363	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	David Ranson	18/04/2025 13:46 19/04/2025 19:00	19/04/2025	
Fujitsu Services Limited - Star Trains	19083047001	C5308929	4141343	TECH EXCHANGE	MERSEYRAIL, Greendale Road, MERSEYSIDE, Port Sunlight, CH62 4XB	David Ranson	18/04/2025 12:10 19/04/2025 19:00	19/04/2025	