

Date	25/10/2025		Depot	Warrington			Driv	/er	Han	son, Daniel		Jobs on Run	8
Job # 4273	101	Cust			Downsint N	Network Limit	tod I	IV.			Job Addres	••	
SLA Windo			//2025 14:56 - 25/10/2025	: 12:00	Contact N		_	MANAGER			MORRISON		
Activity	, w		1 EXCHANGE	13.00	Contact P			01617404729			MORRISON	NS DAILY	
		_	TEXCHANGE		Contact F	none	-	01017404729			183-185 VIO MANCHES	CTORIA AVENUE	
Priority		4HR			_						M9 0RB		
Ref 1		0264	9016		_								
Ref 2		_											
No. of Parts		0											
Instruction	s 1					Instr	ructio	ons 2					
Job Notes													
In Items													
Request	Part		Description			Serial	1	Asset	Part Co	onsumed/Delivered	Tr t	ransit Damage?	
					+		+						
Returned It	tems												
Request	Part		Description		ءِ ا	Serial		Asset	Part Sta	atus	Cı	ustomer Damage?	
	, art						+		•				
							-						
							+						
							\perp						
										T			
Engineer C	losure Notes									On Site Time	Of	ff Site Time	
										Customer Print			
										Customer Signa	ture		



Daniel Hanson 25/10/2025

Date	25/10/2025 Depot		Depot	Warrington D		Driver	Hanson, Daniel		Jobs on Run	8
Job # 42730	ob # 4273096 Customer			Fujitsu Services Limited	- Telefonica ME		Job Address			
SLA Windo	w	25/10	0/2025 09:00 - 25/10/2025	17:30	Contact Name	Ryan		Middleton		

Job # 4273096	Customer	Fujitsu Services Lim	ited - Telefonica ME	Job Address
SLA Window	25/10/2025 09:00 - 25/10/2025 17:30	Contact Name	Ryan	Middleton
Activity	TECH EXCHANGE	Contact Phone	+447599976475	UNIT G14 Rochdale
Priority	ND 1700			MIDDLETON M24 4EL
Ref 1	C5323291]		WE TIEE
Ref 2]		
No. of Parts	1]		
Instructions 1		Ir	structions 2	
Please sign in with secu	ırity on arrival			Base Unit faulty Root Cause: Unknown Action:

ND 25/10/2025 18:00 SLA: ND 25/10/2025 18:00 PART2= PART3=

PART4=

ALT1=_O2HEP3DS22AV

ALT2= ALT3=

ALT4= TEXT=

_O2HEP3DS22AV-V1-23 x 1

Confirm fault and replace whole unit as required with pre-built base. Configure as documented. **For Disk Corruption orSick Disk base unit MUST be replaced **. Replacement base is pre-built but requires on-site configuration - see notes. **Contact Fujitsu Managed Services to handover before closing call**. Test: Engineers to test and handover to Managed Services for updates. URL:

Call history::

Call 5323291 | Problem | Web Service | qws_uk | Fri 24 Oct 2025 14:46:31 |

A+C+P

agent.loginname=qws_uk

equipment.assettag=TELGB000000T0582TZZ3

contract.pkey=23245

call.poms=1

call.customerid=INC000007395622

call.problem=HW - 0582 - 03 - Base Unit - HP Recovery (Faulty)

call.modifiedby=QWebServices

call.busimpact=Urgent (TD)

category.name=GBR/TEL/workpackage/EngageFlex2023

call.priority=2-Medium

call.datereported=10/24/2025 2:46:29 PM

Call 5323291 | Problem | Web Service | qws_uk | Fri 24 Oct 2025 14:46:31 |

A+C+P

SITE OPENING TIMES [Middleton]

Mon-Sat: 09:00-17:30 Sun: 10:00-16:00...

Job Notes

in items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19707120901	_O2HEP3DS22A	VPICIRZBNGAGE FLEX PRO:V1 2023				
Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19707121101	_O2HEP3DS22A	VPICIRZBNGAGE FLEX PRO:V1 2023				

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



Data	25/10/2025	D-		10/2			D.,	iver	Usa	ana Daniel		Jaha an Bun	Γ.
Date	23/10/2023	De	epot	Warrington			ы	ivei	Пап	son, Daniel		Jobs on Run	<u> </u> °
Job # 4273	010	Custom	ner		Vista Ret	tail Suppo	rt Limited	d			Job Addres	ss	
SLA Windo	ow .	24/10/20	025 13:28 - 25/10/20	25 17:00	Contact	Name					MCDONALE		
Activity		NON TE	CH EXCHANGE		Contact	Phone					42-44 WELL SOUTH	INGTON ROAD	
Priority		ND 1700	0								STOCKPOR CHESHIRE	RT	
Ref 1		3446540	0								STOCKPOR	RT	
Ref 2											SK1 3SS		
No. of Parts	s	1											
Instruction	s 1	•					Instruct	ions 2					
3446536 - E	OT - HME Nexe	o - Heads	set Registration/ Cha	rging Station				DOOR SWAP ON					
3446540 - E	OT - HME Nexe	o - Heads	set Registration/ Cha	rging Station				ail on every single		2 Till No: Please red	cord serial and	d Asset in and out	i
3446542 - D	OT - HME Nexe	o - Heads	set Registration/ Cha	rging Station				g unused parts(RE sset tags can be fo		mall package attach	attached to the box. Call your depot if		
				99			there is	no asset tag. Pleas	se comple	ete the call closure	field with wha	t action was taker	n on
Store number Direction of	road (if motorw	ay): Sout	hbound				your PD	A		al time before you l	eave site. If tr	ils is not possible	on
							call the	details into your de	epot or ca	all the CSC.			
Job Notes													
In Items									-				
Request	Part		Description			Serial		Asset	Part Co	onsumed/Delivered	1 Tre	ansit Damage?	
1970662230		T-NEY-H	SETGEORIZT-NEX-HS	T-7002		Oction		Addet	T art oo	msumed/Denvered	- 110	ansit bamage:	
1970002230	or Wob-Ki	1-INLX-III	SILIBEOREI -INEX-IISI										
Returned It	tems												
Request	Part		Description			Serial		Asset	Part Sta	atus	Cu	stomer Damage	?
1970662260						50/IUI			016		Ju	Damage	-
	-												
Engineer C	losure Notes									On Site Time	Off	f Site Time	
J 5													
										Customer Print			
										Customer Signa	ture		
										J			



Date	25/10/2025	[Depot	Warrington			Oriver	Har	son, Daniel		Jobs on Run	8
lab # 40704	007	C			Viete Beteil Com	ant Lineit	d	_		lah Addusa	-	
Job # 42730 SLA Windo		Customer 24/10/2025 13:28 - 25/10/2025 17:00 NON TECH EXCHANGE			Vista Retail Supp Contact Name	ort Limii	tea			Job Addres		
Activity)W			17.00	Contact Name		•			42-44 WELL	INGTON ROAD	
		ND 17			Contact Phone					SOUTH STOCKPOR	₹T	
Priority					-					CHESHIRE		
Ref 1 Ref 2		34465	36							STOCKPOR SK1 3SS	.1	
		_			_							
No. of Parts		1				Inatro	ctions 2					
		o Hoo	dset Registration/ Chargi	ing Station			CK DOOR SWAP ON	II V***				
						Replac	ce MCD-KIT-NEX-H	SET-7002	2 Till No: Please red	ord serial and	d Asset in and out	
3446540 - D	OT - HME Nexe	o - Hea	dset Registration/ Chargi	ing Station			it fail on every single ling unused parts(RE					
3446542 - D	OT - HME Nexe	o - Hea	dset Registration/ Chargi	ing Station		DOA).	Asset tags can be for s no asset tag. Pleas	ound in s	mall package attach	ned to the box	. Call your depot if	on
Store number						site. C	all closure must take					
Direction of	road (if motorw	/ay): So	uthbound			your P	DA le details into your de	epot or ca	all the CSC.			
						oun tr	io dotalio lilio your di	. por 0. 00				
Job Notes												
In Items												
Request	Part		Description		Serial		Asset	Part Co	onsumed/Delivered	i Tra	ansit Damage?	
1970662200	01 MCD-KI	T-NEX-	HSEMICIDORIZT-NEX-HSET	-7002								
Returned It	tems											
Request	Part		Description		Serial		Asset	Part St	atus	Cu	stomer Damage?	
1970662220					Contai		7.000		_	Ju		
10,0002220	-									-+		
										-+		
-												
Englis -	danus N								On City Ti		Cita Time	
Engineer C	losure Notes								On Site Time	Off	f Site Time	
									_			
									Customer Print			
									Customer Signa	ture		



Date	25/10/2025	De	epot	Warrington			Driver		Hanson, I	Daniel		Jobs on Run	8
Job # 4273	2008	Custom	nor .		Vista Retail S	Support Lin	pited				Job Addres		
SLA Windo				17.00	Contact Nan		liteu				MCDONALE		
Activity	ow		025 13:28 - 25/10/2025 	5 17.00	Contact Pho						42-44 WELL	INGTON ROAD	
Priority		ND 170			Contact File	Jile					SOUTH STOCKPOR	RT	
Ref 1		344654									CHESHIRE STOCKPOR	PΤ	
Ref 2		344034.	2		-						SK1 3SS	X I	
No. of Part	te	1			-								
Instruction		L'				Inetr	uctions 2						
		o - Heads	set Registration/ Charg	ing Station				NEY-HSET-7	7002 Till N	No: Please rec	ord serial and	d Asset in and ou	ıt
				_		witho	out fail on ever	ry single call	7002 11111	vo. i lease lec	ord serial and	A ASSECTITION OU	
3446540 - 1	DI - HME Nexe	eo - Heads	set Registration/ Charg	ing Station			iding unused). Asset tags (in small p	package attached to the box. Call your depot if			
3446542 - 1	DT - HME Nexe	eo - Heads	set Registration/ Charg	ing Station								t action was take nis is not possible	
1	per/ID: 0670					your	PDA	•		-	ouvo ono. Il u	no to thet pedelote	, 011
Direction of	f road (if motory	vay): Sout	thbound			call	the details into	o your depot o	or call the	CSC.			
Job Notes													
In Items													
Request	Part		Description		Ser	rial	Asset	Part	t Consun	ned/Delivered	I Tra	ansit Damage?	
197066231	01 MCD-K	IT-NEX-H	SETGEONEZT-NEX-HSET	-7002									
Returned I	Itome												
	Part		Description			rial	Accet	l Berry	t Status		l c	stomer Damage	2
Request			Description		Ser	ıaı	Asset	Par	t Status		Cu	atomer Damage	, 1
197066233	001												
Engineer 0	Closure Notes								On	Site Time	Off	f Site Time	
									Cus	stomer Print			
									Cus	stomer Signat	ture		



Date	25/10/2025	1	Depot	Warrington		Di	river	Har	nson, Daniel		Jobs on Run 8
Job # 4270	315	Custo	omer		Computacenter JL	P				Job Addres	s
SLA Windo			/2025 09:00 - 25/10/2025	: 13:00	Contact Name	-	Ellie Fitzgerald				S PLC (0081024546)
Activity			I EXCHANGE	10.00	Contact Phone		Service Desk: 013	844		JL Cheadle \	Wilmslow Road
Priority		ND 13			Contact Friend		CONTROL DOOK: 010			SK8 3BZ	Wilmslow Road
Ref 1		24546			-						
Ref 2		PO M			-						
No. of Parts	<u> </u>	1			1						
Instruction		l'				Instruc	tions 2				
SubCategor	ry: Component	Please	c Serial No: GENERIC-0 see KB0106284- PACT er: CH1-35-PED TPV			No Insti	ructions				
Job Notes											
In Items	1-		T		1		1.			. 1-	
Request	Part	_	Description		Serial		Asset	Part Co	onsumed/Delivered	d Tra	nsit Damage?
1968905430	01 485686	8 	4856868								
Returned It	tems										
Request	Part		Description		Serial		Asset	Part St	atus	Cu	stomer Damage?
1968905450	01 485686	8	4856868								
Engineer C	losure Notes								On Site Time	Off	Site Time
									Customer Print		
									Customer Signa	ture	



Date	25/10/2025	l l	Depot	Warrington			Dri	ver	Han	son, Daniel		Jobs on Run	8
Job # 42703	242	0			10		_		_		Lab. A datas		
				. 40.00		acenter JLP		In a Harman			Job Addres		F.40\
SLA Windo				13:00	Contact			Jayne Heywood				IS PLC (0081024) Wilmslow Road	546)
Activity					Contact	Phone		Service Desk: 013	44		JL Cheadle SK8 3BZ	Wilmslow Road	
Priority		ND 13			-						ONO SBZ		
Ref 1		24547											
Ref 2		PO Mo	onthly ————————————————————————————————————		1								
No. of Parts	S	1											
Instructions	s 1					Inst	tructi	ions 2					
HardwarSub	Category: Con	nponent	rial No: GENERIC-0196 It ePOS Till Issue - CH-C Host Name: CH-C-S596	-S59646649 -	Other			uctions					
Job Notes													
In Items													
Request	Part		Description			Serial		Asset	Part Co	nsumed/Delivered	i Tr	ansit Damage?	
1968893320	1 485684	1	4856841										
			1										
			+										
Returned It	ems												
Request	Part		Description			Serial		Asset	Part Sta	atus	Cı	ustomer Damage	?
1968893340		1	4856841										
	100001		1										
			+										
			+								-+		
Englasta	leoure Note									On Site Time	I a	ff Cito Time	
Engineer C	losure Notes									On Site Time	Of	ff Site Time	
										Customer Print			
										Customer Signa	ture		



Date	25/10/2025	De	epot	Warrington			Driv	ver .	Han	son, Daniel		Jobs on Run	8
Job # 42726	624	Custom	nor		Computac	center - King	ificher				Job Addı	race	
SLA Windo			025 08:52 - 25/10/202	5.20:00	Contact N			MASON MELLOR)		B & Q		
Activity			EXCHANGE	20.00	Contact F			+441298767200	`		B & Q PL		
Priority		ND 1700			Contact	Tione		+441296767200			STADEN STADEN	BUSINESS PARK LANE	
Ref 1		2454322			1						BUXTON SK17 9R2		
Ref 2		2434322	23		-						SKIT 9K	_	
No. of Parts	•	0			1								
Instructions		Ι σ				Ine	tructio	nne 2					
Please swap								ame: GBBQ01314	ISCO83F)			
	F												
							numbe						
						Per	ripheral	l make/model(Ple	ase copy	and paste CI): EL	O 15" TOU	CHSCREEN	
						Des	scriptio	on of issue:					
						no	power	to the screen> no	power li	ght on the screen			
						Has	s the ca	able connection b	een ched	cked?: yes			
						Hay	ve thev	/ tried a reboot?: y	/es				
							nat othe			ive been done?: tri	ed to reset	the screen cables >	same
							L powe						
						no	physica	al damage on the	cables o	r on the screen itse	elf		
						Erre	or mes	sage: no					
						Cor	ntact na	ame/number: Mas	son Mello	or/441298767200			
Job Notes						•							
In Items													
Request	Part		Description			Serial	1	Asset	Part Co	nsumed/Delivered	d	Transit Damage?	
Returned It	ems												
Request	Part		Description			Serial	- 1	Asset	Part Sta	atus		Customer Damage	?
Engineer C	losure Notes									On Site Time		Off Site Time	
										Customer Print			
										Customer Signa	iture		



Date	25/10/2025		Depot	Warrington			Drive	er	Ran	son, David		Jobs on Run	6
Job # 4273	001	Custo	mor		Paymaint	t Notwork Limit	itad III	V			Job Addres	00	
SLA Windo				12:00	Contact	Neme		MANAGER					
Activity	JW		2025 08:00 - 25/10/2025	12.00	Contact			1407602900			ASDA STO	RES LTD	
		Priority	EXCHANGE		Contact	Phone	10	1407602900			KINGSLANI HOLYHEAD		
Priority					1						LL65 2HY		
Ref 1		02648	209		1								
Ref 2 No. of Parts	•	0			-								
Instruction		<u> </u>				Inct	truction	nc 2					
34032828//7								on: Software/Tran	caction	Foult			
Job Notes													
In Items													
Request	Part		Description			Serial	A	sset	Part Co	nsumed/Delivered	d Tr	ransit Damage?	
Returned It	tems												
Request	Part		Description			Serial	A	sset	Part Sta	atus	Cı	ustomer Damage?	?
Engineer C	losure Notes									On Site Time	Of	ff Site Time	
										Customer Print			
										Customer Signa	ture		



Date	25/10/202	25	Depot	Warrington			Dr	iver	Ran	nson, David		Jobs on Run 6
Job # 4272	762	Custo	mer		Computa	acenter - I	Kinafishe	r			Job Addre	
SLA Windo			/2025 09:00 - 25/10/20	25 17:00	Contact		Tangnono	Ben Wright				ER INFORMATION
Activity			POWER		Contact			441248371958			TECHNOL	
Priority		ND 17	700								LLandegai	R oad
Ref 1		24471	534		1						Unit 2 & 3 (LLandegai	Gateway Park R oad
Ref 2					1						LL57 4YH	
No. of Parts	s	0			1							
Instructions	s 1						Instruct	ions 2				
Engineer to	Job Notes						Descript Model: F Unknow SFDRT6 FIX ATT checked reboot. checked reboot t wall port Till repla STORE	ion: HOST NAME: PEDVX820 DUET / n MANAGER OR 6-Bangor Trade Co EMPTS: Checked d wall port Till 01 not connec d wall port the device still havi t. This machine is acement. RESEAT OPENING TIMES: 3371958 Ben Wrig	kf4ce92/PEDV20/TILL: Till punter FA all cables ting to the ng the sa not connected NETV: 7.00 - 20	e internet. Checked ame issue. Other ma ecting to any wall pu WORK CABLE: Yes 0.00 CONTACT NA	SS OF PC: 10 UET OPER/ ATION OF D N: Till not co all cables achines are of cort. Please costs IS THERE	0.65.84.101 PED ATING SYSTEM: DEVICE: Innecting to the internet connecting to the same oordinate with CC for A WORKAROUND: No
Job Notes												
In Items												
Request	Part		Description			Serial	_	Asset	Part Co	onsumed/Delivered	і Ті	ransit Damage?
Returned It	tems								-			
Request	Part		Description			Serial		Asset	Part Sta	atus	С	ustomer Damage?
Engineer C	losure Not	es								On Site Time	О	ff Site Time
										Customer Print		
										Customer Signa	ture	



Date 25/10/2025 Depot Warringto			Warrington			Dr	iver	Ran	son, David		Jobs on Run	6	
1-1-1/4070	707	01			I		Cartala				Into Address		
Job # 42727		Custom		17.00		acenter - k	Kingfishe				Job Addres		N.
SLA Windo	w		025 09:00 - 25/10/2025	17:00	Contact			Ben Wright			TECHNOLO	R INFORMATIO OGY (N
Activity		MANPO			Contact	Pnone		+44 1248 371958			Unit 2 & 3 G LLandegai F	ateway Park Road	
Priority		ND 1700									Unit 2 & 3 G	ateway Park	
Ref 1		2449298	30								LLandegai F LL57 4YH	Road	
Ref 2	_	•											
No. of Parts		0					Instruct	iana 2					
Engineer to attend and rebuild device via USB. USB stick will be on site.							profile of the till be weekday. We corrunable to and upon it appear unable to they had as it can KF4CES HOST N DUET L use the it didn't tried to l	on checking are the machine was a access the device we advised that the mot be reset or retizant JNQ Kind Relame: KF4CE9211 OCATION: SFDR tidle to error mes thave update recencing in and REBOO WHEN IS THE US	t name: User's Feam Id found to s updated remotel remotel gards H JNQ IP T6-Bange sage. Th thy ERR TED: ye	kF4CE9211JNQ Favailability (not storm that the till machine the till mac	Tault Descriptive opening tine was not built was not built with the Windment at the earlier IT Support .84.103 PED Tault T DESC tith this till nnot be load ME/CONTACT	ion: see above les): 7am - 8pm ailure. The user i It properly. We as ows 11 team arliest. HOST NATILL NO Model: PEDVX8 RIPTION: Users FIX ATTEMPTS F NUMBER: +44	Has re also AME: 0: 3 620 can't
Job Notes													
OOD NOTES													
In Items													
Request	Part		Description			Serial		Asset	Part Co	nsumed/Delivered	d Tr	ansit Damage?	
Returned It	ems												
Request	Part		Description			Serial		Asset	Part Sta	itus	Cı	stomer Damage	?
										- au ==	Tar		
Engineer C	losure Notes									On Site Time	Of	f Site Time	
										Customer Brist			
										Customer Print			
										Customer Signa	ture		
I													



Date	25/10/2025	D	epot	Warrington			Dr	iver	Ran	son, David		Jobs on Run 6
lab # 4070	770	Custon			C	antan Kina	ufiala a				lab Addus	
Job # 4272 SLA Windo		Custor	ner 2025 09:00 - 25/10/2025	: 17:00	Computac	center - King	grisne	Π			Job Addres	R INFORMATION
Activity	ow	MANPO		5 17.00	Contact F			Ben Wright 441248371958			TECHNOLO	OGY (
Priority		ND 170			Contact P	Tione		441246371936			Unit 2 & 3 G LLandegai F	Sateway Park R oad
Ref 1		245148			+						Unit 2 & 3 G	Sateway Park
Ref 2		243140	504		1						LL57 4YH	(Oau
No. of Part	he .	0			-							
Instruction					L	Inc	etruct	ions 2				
Job Notes				will be on site.		here Till Number: 2 Host name: KF4CE9211JBV User's availabitimes): 7am - 8pm weekdays Fault Description: Users can't use the asking them to log in on the windows. when they log in it Has the Description: TILL NO: 2 HOST NAME: KF4CE9211JBV ************************************				er's availabilit can't use the it Has the til Has the	till because it keeps Il been restarted?: Yes kk line - HPEliteDesk Z 2 PED Model: AULT DESCRIPTION: windows. when they ng for log in. ERROR d they can but it kicks bund that the till it properly. We are als lows 11 team arliest. The machine is sion to check further.** 248 371958 WHEN IS 30 pm but anyone car	
Job Notes												
In Items												
Request	Part		Description			Serial		Asset	Part Co	nsumed/Delivered	d Tr	ansit Damage?
Returned I	tems											
Request	Part		Description		5	Serial		Asset	Part Sta	atus	Cu	stomer Damage?
											<u> </u>	
Engineer (Closure Notes									On Site Time	Of	f Site Time
										Customer Print	•	
										Customer Signa	ture	



David Ranson 25/10/2025

Date	25/10/	/2025	Pepot	Warrington		Dr	iver	Ranson, David		Jobs on Run 6
Job # 4272	2837	Custo	mer		Fujitsu Services L	imited - 9	tar Trains		Job Addres	ee .
SLA Winde			2025 11:43 - 25/10/202		Contact Name	iiiiiica c		VE ROAD NLC2154 MER S		
Activity	10W		EXCHANGE		Contact Phone		0151 955 2467	VE ROAD NECZ 134 WER	Groveland F	Road
Priority		ND 190					0101 000 2101		MERSEYSI Wallasey	DE
Ref 1		C5323							CH45 8JX	
Ref 2		00020								
No. of Part	rts	1								
Instruction		'				Instruct	ions 2			
ALT2= ALT3= ALT4= TE	EXT= ND4020M	Problem: [TC] Newbury ND4020 Mark II Required Root Cause: Unknown Action: E to replace the faulty Newbury Data printer at depot. Please record serial numbers in Test: N/A Depot swap URL: Call history: ###### Call 5323264 Problem Web Service qws_uk Fri 24 Oct 2025 11:43:04 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000M4017TRD3 contract.pkey=23200 call.poms=1 call.zip=CH45 & JX call.address=Groveland Road call.city=Wallasey call.customeric=INC18384499 call.customeric=INC18384499 call.problem=NLC2154 Wallasey Grove Road NLC 2154 Sits Wallasey Grove Road Window 30 Seri call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name_GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=10/24/2025 12:42:20 PM ####### Call 5323264 Problem Web Service qws_uk Fri 24 Oct 2025 11:43:04 A+C+P NLC2154								
In Items										
Request	F	Part	Description		Serial		Asset	Part Consumed/Delivere	d Tr	ansit Damage?
197060185	501 _	_MYNEWND402	20 NAKS :ND4020 MK2:	WHITE:MER:RICC) 40505					

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



Date	25/10/2025	D	Pepot	Warrington			Dri	ver	Ran	son, David		Jobs on Run	6
					I =								
Job # 42720		Custo				tail Support L	imited				Job Addres		
SLA Windo	ow		2025 09:19 - 25/10/2025	17:00	Contact			•			MCDONALI 1 KINGSWA	DS - NCR AY RETAIL PARK	<
Activity		TECH	EXCHANGE		Contact	Phone					WALLHEAD	ROAD	
Priority		ND 170	00		_						ROCHDALE LANCASHIF		
Ref 1		344734	19								ROCHDALE OL16 5AF		
Ref 2											OL 10 JAI		
No. of Parts	s	1											
Instructions	s 1					Ins	tructi	ions 2					
Job Notes						on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the there is no asset tag. Please complete the call closure field with site. Call closure must take place real time before you leave sit your PDA call the details into your depot or call the CSC.				ned to the box	it action was take	if en on	
Job Notes													
In Items													
Request	Part		Description			Serial		Asset	Part Co	nsumed/Delivered	d Tra	ansit Damage?	
1970488930	01 MCD-P	TR-LAB3	B-KIMTCD-PTR-LAB3-KIT										
Returned It	ems												
Request	Part		Description			Serial	I	Asset	Part Sta	atus	C	ıstomer Damage	27
1970488950			200011011			Jona		5001	010		30	.c.omor Damage	•
10,0400300	-												
F										l o o =:		. O'	
Engineer C	losure Notes									On Site Time	Of	f Site Time	
										Customer Print			
										Customer Signa	ture		



Date	25/10/2025	De	epot	Warrington			Dr	iver	Barı	ron, John Paul		Jobs on Run	6
Job # 4273	RUBO	Custom	ner		Xeroy (I	IK) Technica	al***DC	NOT INVOICE***	*		Job Addre	nee .	
SLA Wind			025 09:00 - 25/10/2	2025 17:00	Contact	· ·		138 Speke Duty				on Supermarkets	nlc
Activity			R WITH PARTS	2023 17.00		Phone		01514866406	managor	1-3 Penketh Drive			pic
Priority		ND FIX			Comao			01011000100			Speke PRN2 Shop	p floor	
Ref 1		1187848			-						LIVERPOC L24 2WZ	DL	
Ref 2		110701			-						2272112		
No. of Part	ts	4			1								
Instruction		'				In	struct	ions 2					
Intervention #: 1 SLA: 25/10/2025 17:00ASSET INFORMATIONProductName: MS811dn SFP HVDeviceTagCustomer: MONT138PRN2SerialNumber: 40636C66074F4ProductIdentifier: 40G0230 4063-430Physical Location:ACCOUNT INFORMATIONMPS Customer. MPS Breakfix SLA Monc 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU Breakfix Monc 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & M312 devices a connected via USB. Not networked.Risk assessment and method statemer on demand.Engineer to report to customer authorized representative and s book.			30Model: nday to Sanday to France only cent to be properties.	aturday norovided	ray 1 re lease i 0.20.23	o Kelly amming with 242.0 ear guide is broken nvestigate. MS811 88.22 AR ETA 25/1	6 errors and OK PRN2 S 0/25 @ 1	FIONHelp Desk I button is not workin hop floor Kelly 015 17:00INSTRUCT e pick / feed issues	ng 1 4866406 S TONS	N 40636C66074F	F4 IP		
Job Notes	i												
In Items													
Request	Part		Description			Serial		Asset	Part Co	onsumed/Delivered	d Ti	ransit Damage?	
			See	Items	s O	ver	le	af					
Returned I	Items												
Request	Part		Description			Serial		Asset	Part Sta	atus	С	ustomer Damage	9?
	- with					22.19.1			• • •				-
			See	Items	s O	ver	le	af					
Engineer (Closure Notes									On Site Time	0	ff Site Time	
										Customer Print			
										Customer Signa	ture		



Date	25/10/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6	

In Items for Job	Items for Job # 4273089 page 1 of 1											
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?						
197069576	41X0976	MS71x SVC Tray Insert MS81x SV										
197069588	40X7737	MS81x SVC Card control panel b										
197069567	40X7593	MS81x SVC Feeder Roller										
197069580	40X8152	MS81x SVC Tray Insert 250 Shee										
						†						
						<u>l</u>						



Date	25/10/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6	l
			J					1

Returned Items	eturned Items for Job # 4273089 page 1 of 1											
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?						
197069578	41X0976	MS71x SVC Tray Insert MS81x SV										
197069590	40X7737	MS81x SVC Card control panel b										
197069569	40X7593	MS81x SVC Feeder Roller										
197069583	40X8152	MS81x SVC Tray Insert 250 Shee										



Date	25/10/2025	Depot	Warrington		Di	river	Barr	ron, John Paul		Jobs on Run 6
Job # 4272	601	Customer		Computacenter -	Kinafishe	er .			Job Addr	'ASS
SLA Windo		24/10/2025 08:17 - :	25/10/2025 20:00	Contact Name		DENISE GRIFFIT	HS		SCREWF	
Activity		TECH EXCHANGE		Contact Phone		01744 755331			SCREWF	
Priority		ND 1700								OOD DRIVE
Ref 1		24555276		1					ST HELEI WA9 5JD	
Ref 2										
No. of Parts	s	0								
Instruction	s 1				Instruc	tions 2				
Please swap	p unit				TILL NU	JMBER: 21				
					IP ADD	RESS: 10.66.6.145	5			
						30756655				
					PED M	ODEL: VX820				
					SERIAL	NUMBER: 329-25	1-404			
					CURRE	NT DOWNLOAD V	ERSION	ON WEBCOM: VO	3.52.01.99	998
					CONFIG	G RE-DOWNLOAD	ED: N/A			
					SOFTW	/ARE RE-DOWNLO	ADED: N	N/A		
						ION OF THE DEVI			elens Evolu	ution
						CAL DAMAGE (BRO curly cable	JKEN PL	ASTIC/SCREEN/K	EYBOARD): Y
					FAULT	DESCRIPTION: PI	DQ has o	curly cable frayed		
						CT NAME/CONTA			he / 01744 [.]	755331
					CONTA	OT WANTE/OUT TA	OT NOW	DER. Denise China	113701744	70001
Job Notes										
JOD Notes										
In Items										
Request	Part	Description	on	Serial		Asset	Part Co	onsumed/Delivered	d ·	Transit Damage?
Returned It	tems									
Request	Part	Description	on	Serial		Asset	Part Sta	atus		Customer Damage?
Engineer C	losure Notes							On Site Time		Off Site Time
								Customer Print		
								Customer Signa	iture	



Date 2	25/10/2025	De	epot	Warrington			Dr	iver	Barr	on, John Paul		Jobs on Run 6
Job # 427315	6	Custom	ner		Paypoint I	Network L	_imited -	UK			Job Addı	ress
SLA Window			025 15:33 - 25/10/2025	i 13:00	Contact N			MANAGER				ONS DAILY
Activity		TECH E	XCHANGE		Contact F	Phone		01704565490				ONS DAILY LD PARADE
Priority		4HR									SOUTHP	ORT
Ref 1		0264914	 41								PR8 2DT	
Ref 2												
No. of Parts		0										
Instructions 1	1					ı	Instruct	ions 2				
28172346//600	031//PPD						Case Nu	ımber: 02649141				
						5	Swap ty	pe: Swap Required	i			
							Swap re	ason: Hardware da	amage			
								Гуре: PPOS				
								nber: 28172346				
						5	Serial N	umber:				
						8	Site ID:	60031				
						[Descript	ion: Swap requeste	ed as PP0	OS is rattling		
Job Notes												
In Items												
Request	Part		Description		;	Serial		Asset	Part Co	nsumed/Delivered	i .	Transit Damage?
			-									
	1											
Returned Iten	ns											
Request	Part		Description		;	Serial		Asset	Part Sta	atus		Customer Damage?
Engineer Clos	sure Notes									On Site Time		Off Site Time
										Custom 5		
										Customer Print		
										Customer Signat	ture	
										Substitution original		



Date	25/10/2025	0/2025 Depot Warringto					Dr	river	Barı	on, John Paul		Jobs on Run 6
		l			lv., 5	. ". 0						
Job # 42731		Custo				etail Support	Limite	d			Job Addre	9SS
SLA Windo	w		2025 16:11 - 25/10/2025	5 17:00	Contact						SAVERS 5 FRIARG	
Activity			EXCHANGE		Contact	t Phone					PRESTON PR1 2AU	I
Priority		ND 17	00								PRT ZAU	
Ref 1		34465	26									
Ref 2												
No. of Parts	S	1										
Instructions	s 1					In	struc	tions 2				
completely	cket Printer do dead. Please I ZQ210-HHT		n on ihe Ticket Printer - SN- x	xxtj200300035		fa in Do th sit yo	ail on e ncludir OA). A nere is ite. Ca our PD	every single call ng unused parts(RE Asset tags can be for no asset tag. Pleas Il closure must take	cound in sr se comple place re	mall package attachete the call closure to the call closure to the call time before you be	ned to the bo	ox. Call your depot if at action was taken on this is not possible on
Job Notes												
In Items												
Request	Part		Description			Serial		Asset	Part Co	nsumed/Delivered	i T	ransit Damage?
1970751440	01 ASW-P	TR-ZQ2	10-ANSWV-PTR-ZQ210-HI	НТ								
Returned It	ems							•				
Request	Part		Description			Serial		Asset	Part Sta	atus	C	Customer Damage?
1970751460												-
										1		
Engineer C	losure Notes									On Site Time	C	Off Site Time
										Customer Print		
										Customer Signa	ture	



Date	25/10/2025	De	epot	Warrington			Dr	iver	Barr	ron, John Paul		Jobs on Run 6
Job # 42730	070	Custom	ner		Vista Ret	ail Suppo	ort Limite	<u> </u>			Job Addres	S
SLA Windo	ow		025 14:17 - 25/10/202	25 17:00	Contact						LIDL	
Activity		TECH E	XCHANGE		Contact	Phone					ASHTON IN ROAD	MAKERFIELD, YORK
Priority		ND 170	0								WIGAN	
Ref 1		3442749	9								WN4 9BL	
Ref 2												
No. of Parts	s	1										
Instructions	s 1	•					Instruct	ions 2			L	
	adsets Replace		hone not working				fail on er includin DOA). A there is site. Cal your PD	very single call g unused parts(RE sset tags can be fo no asset tag. Pleas I closure must take	iound in sr se comple place re	mall package attachete the call closure all time before you l	ned to the box field with wha	et in and out without Call your depot if t action was taken on his is not possible on
Job Notes												
In Items												
Request	Part		Description			Serial		Asset	Part Co	nsumed/Delivered	d Tra	ansit Damage?
1970691220	01 SPK-VC	C-HDSE	SSSK-VOC-HDSET-S	35								
Returned It	tems											
Request	Part		Description			Serial		Asset	Part Sta	atus	Cu	stomer Damage?
1970691240	01											
Engineer C	losure Notes									On Site Time	Off	f Site Time
										Customer Print		
										Customer Signa	ture	



Date	25/10/202	5 D	Depot Pepot	Warrington			Oriver		Barro	on, John Paul		Jobs on Run 6
Job # 4272	797	Custo	mer		Fujitsu Servi	ices Limited	Star Trains	- P2PE			Job Addres	ss
SLA Windo	ow .	24/10/2	2025 11:05 - 25/10/2025	5 19:00	Contact Na	me	WIGAN W	VALLGATE	NLC3	551 NT Depot	Northern Ra	uil MT (Wigan)
Activity		TECH	EXCHANGE		Contact Ph	one	0161 822	2140			Wallgate, W Lancashire	'igan
Priority		ND 190	00								Wigan	
Ref 1		C5323	235								WN1 1BB	
Ref 2												
No. of Part	:s	2										
Instruction	ns 1					Instru	ctions 2					
PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEX _NRMIUMO	5/10/2025 19) x 1	=_SXASSET-LABELS\	2		follow MUST Call h ##### A+C+ agent equipicontra call.pc call.ac Wiga call.ct call.pr Wiga 020 C NLC call.m call.bc categor call.bc categor call.ct call.bc categor call.bc categor call.dc	the P2PE profile the P2PE profile BE REPLAC story: # Call 53232 points and the P2PE profile BE REPLAC story: # Call 53232 points and the P2PE profile BE REPLAC story: # Call 53232 points and the P2PE profile BE REPLAC story: # Call 53232 profile BE REPLAC profile BE REPLAC story: # Call 53232 profile BE REPLAC profile BE REPLAC story: # Call 53232 profile BE REPLAC profile BE REPLACE	cocess. Device Devices. Device	ice MU tactST. m We h+NLC3: ate RS rkpacka	ST be paired before AR Service Desk bb Service qws_u H8933TS43 PID 8231 S age/NONSTD	ore leaving site for assistance uk Fri 24 Oct	. Test: In Use URL: 2025 10:23:50
Job Notes												
In Items												
Request	Part		Description		Se	erial	Asset	Pa	art Cor	nsumed/Delivere	d Tra	ansit Damage?
197057358	01 _NRI	MIUM020D	EVR2PDM020 NORTHE	RN DESKTOP	LIVE 02	0003030020	20116913					
197057362	01 _SXA	ASSET-LAE	BELSSWASSET-LABELS	V2								
Returned Is	tems											
Request	Part		Description		Se	erial	Asset	Pa	art Sta	tus	Cu	stomer Damage?
197057360	01 _NRI	MIUM020D	EV R2IP EM020 NORTHE	RN DESKTOP	LIVE 02	0003030020	20116913					
197057364	01 _SXA	ASSET-LAE	BELSSWASSET-LABELS	V2								
Engineer C	Closure Note	es								On Site Time	Of	f Site Time
										Customer Print		
										Customer Signa	ature	
												· · · · · · · · · · · · · · · · · · ·



Simon Heath 25/10/2025

Date 25/10/2025 Driver Heath, Simon Jobs on Run 5 Depot Warrington Job # 4273288 Job Address Customer Computacenter - Waitrose SLA Window 24/10/2025 18:51 - 25/10/2025 18:00 MANAGER ON SITE WAITROSE LTD **Contact Name** WAITROSE LTD TECH EXCHANGE Activity **Contact Phone** 01606 333122 22 LONDON ROAD NORTHWICH Priority ND 1700 CW9 5HD Ref 1 24554285 Ref 2 PO Monthly No. of Parts 0 Instructions 1 Instructions 2 swap DVI to HDMI cable 25.10.25 swap DVI to HDMI cable 25.10.25 Make/Model: Wincor Nixdorf BA91W Customer Display Generic Till Number: 759TP111 Fault/Attempted Triage: need to swap DVI to HDMI cable and an adaptor for customer 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**



Simon Heath 25/10/2025

Date	25/10/2025	De	epot	Warrington			Dri	iver	Hea	th, Simon		Jobs on Run	5
Job # 4273	2230	Custon	ner		Vista Reta	ail Support L	imited	1			Job Addre	ee	
SLA Windo			025 16:38 - 25/10/2025	5.17:00	Contact N			-				UG STORES PLO	
Activity			EXCHANGE	7 17.00	Contact F						39-41 HIGH	H STREET	•
Priority		ND 170			Community						HIGH STRI	ON	
Ref 1		344819			1						CW12 1AU		
Ref 2					1								
No. of Part	ts	1			1								
Instruction	ns 1					Ins	tructi	ions 2					
cant do an	HHT is stuck or rything on it remote. Please ZEBRA-TC26	replace th	een ne HHT - SN - 2320652	23022516		fail inc DC the site	on evoluding DA). As ere is re. Call ur PD/	very single call g unused parts(RE sset tags can be fon asset tag. Plea I closure must take	cound in sr se comple place rea	ill No: Please recor nall package attach te the call closure t al time before you le Il the CSC.	ned to the bo	x. Call your depot at action was take	if en on
Job Notes													
In Items													
Request	Part		Description		:	Serial		Asset	Part Co	nsumed/Delivered	iT t	ransit Damage?	
197076184	101 ASW-H	HT-ZEBR	AAISOXI6HHT-ZEBRA-T	C26									
Returned I													
Request	Part		Description		;	Serial		Asset	Part Sta	itus	C	ustomer Damage) ?
197076186	601												
Engineer C	Closure Notes									On Site Time	0	ff Site Time	
										Customer Print			
										Customer Signa	ture		



Simon Heath 25/10/2025

Date	25/10/2025		Depot	Warrington			Driver		Heat	h, Simon		Jobs on Run	5
Job # 4272	066	Custo	mor		Paymoint	Notwork Limit	tod LIK				Job Addres		
SLA Windo				12:00	Contact	Network Limit	MANA	CER			BILLINGS	15	
Activity	JW		2025 13:04 - 25/10/2025 EXCHANGE	13.00	Contact			528338			BILLINGS		
			EXCHANGE		Contact	rnone	015565	520330			61 FROGHA CHEADLE	ALL ROAD	
Priority		4HR	45.4		-						STOKE-ON-	-TRENT	
Ref 1		026484	454		_						ST10 1JR		
Ref 2		0			-								
No. of Parts		Ιυ				lmati							
Instruction	02648454//RP1						ructions 2	lardware Dam		Oakla			
Job Notes													
In Items													
Request	Part		Description			Serial	Asset	F	Part Co	nsumed/Delivered	d Tr	ansit Damage?	
Returned It	tems												
Request	Part		Description			Serial	Asset	F	Part Sta	tus	Cu	ustomer Damage	?
								+					
Engineer C	losure Notes									On Site Time	Of	f Site Time	
Liigilicei G	nosure notes									On one Time		T OILC TIME	
										Customer Print			
										Customer Frint			
										Customor Sian	turo		
										Customer Signa	ture		



Simon Heath 25/10/2025

Date	25/10/2025	Depot	Warrington	Driver	Heath, Simon	Jobs on Run	5
	•						

Job # 4272777	Customer	Fujitsu Services Limited	- Star Trains - P2PE	Job Address
SLA Window	24/10/2025 10:57 - 25/10/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	(Chester) City Road, Cheshire
Priority	ND 1900			Cheshire Chester
Ref 1	C5323232			CH1 3NS
Ref 2				
No. of Parts	2			
Instructions 1	-	Instr	uctions 2	_
ND 25/10/2025 19:00 SLA: ND 25/10/2025 19 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _GAMIUM020DEVICEDSXASSET-LABELSV2		follow MUS Call ##### A+C-1 agen equip contr call.p. call.c. call.c. call.c. call.c. call.c. call.c. call.c. call.p. Chee call.c. call.p. chee call.c. call.p. chee call.c. call.d. categ. call.d. categ. call.d. categ. call.d. call.	.loginname=qws_uk ment.assettag=STRGB000000H8563TS43 act.pkey=23200 oms=1 p=CH1 3NS ddress=City Road hire ty=Chester ustomerid=INC18311070 roblem=++ 020-047274 ++NLC3701 ter 047274 - Bluetooth option not available NLC 3701 odifiedby=QWebServices usimpact=Urgent (TD) ory.name=GBR/STR/workpackage/NONSTI riority=2-Medium attereported=10/24/2025 11:21:43 AM	I before leaving site.**WHOLE PED Desk for assistance. Test: In Use URL: ws_uk Fri 24 Oct 2025 10:22:19 Sit

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19705590301	_GAMIUM020DE	VIRZIPIM020 G ANGLIA DESKTOP LIVE	02000303002020	046864		
19705591101	_SXASSET-LABE	L_SSXZASSET-LABELSV2				
Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19705590501	_GAMIUM020DE	VIRZIPIM020 G ANGLIA DESKTOP LIVE	02000303002020	046864		
19705591301	_SXASSET-LABE	L_SSX2ASSET-LABELSV2				

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



Date 25	5/10/2025	Depot	Warrington		Driver	Heath, Simon	Jobs on Run 5
			3.1		-		
Job # 4272779	Custo	omer		Fujitsu Services Limited	I - Star Trains - F	P2PE	Job Address
SLA Window	24/10)/2025 10:57 - 25/10/2	025 19:00	Contact Name	CHESTER	NLC3701 TFW Depot	TRANSPORT FOR WALES
Activity	TECH	H EXCHANGE		Contact Phone	02920 320	193 / 07741 248 780	(Chester) City Road, Cheshire
Priority	ND 19	900					Cheshire
Ref 1	C5323	3233					Chester CH1 3NS
Ref 2							
No. of Parts	2						
Instructions 1				Inst	uctions 2		
PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _GAMIUM020D _SXASSET-LA				#### A+C ager equi cont call. call. Che call. Che Ped call. call. catte call. catte call. catte call.	at.loginname=qw oment.assettag= ract.pkey=23200 poms=1 zip=CH1 3NS address=City Ro shire city=Chester customerid=INC1 problem=++020- ster system tampere modifiedby=QWe pusimpact=Urger gory.name=GBR priority=2-Mediur datereported=10,	ad 18356858 114189++ NLC 3701 d has no Bluetooth and unab bbServices nt (TD) t/STR/workpackage/NONSTD	
In Items							
Request	Part	Description		Serial	Asset	Part Consumed/Delivere	ed Transit Damage?
19705603001	_GAMIUM020[DEVRZPDM020 G ANG	SLIA DESKTOP LIV	/E 02000303002	020046957		
19705604001	_SXASSET-LA	ABELSSXXASSET-LABE	LSV2				
	+						
Returned Items							
Returned Items	s Part	Description		Serial	Asset	Part Status	Customer Damage?
	Part	Description DEVR2PDM020 G ANG	3LIA DESKTOP LIV			Part Status	Customer Damage?
Request	Part _GAMIUM020E					Part Status	Customer Damage?
Request 19705603201	Part _GAMIUM020E	DE VR2PDM020 G ANG				Part Status	Customer Damage?



Summary									
Customer Name	Trace Request	Ref 1	Job#	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Telefonica ME	19707120901	C5323291	4273096	TECH EXCHANGE	Middleton, UNIT G14, Rochdale, MIDDLETON, M24 4EL	Daniel Hanson	25/10/2025 09:00 25/10/2025 17:30	25/10/2025	
Paypoint Network Limited - UK	(No Items)	02649016	4273104	TECH EXCHANGE	MORRISONS DAILY, MORRISONS DAILY, 183-185 VICTORIA AVENUE, MANCHESTER, M9 0RB	Daniel Hanson	24/10/2025 14:56 25/10/2025 13:00	25/10/2025	
Vista Retail Support Limited	19706622301	3446540	4273010	NON TECH EXCHANGE	MCDONALDS - NCR, 42-44 WELLINGTON ROAD SOUTH, STOCKPORT, CHESHIRE, STOCKPORT, SK1 3SS	Daniel Hanson	24/10/2025 13:28 25/10/2025 17:00	25/10/2025	
Vista Retail Support Limited	19706622001	3446536	4273007	NON TECH EXCHANGE	MCDONALDS - NCR, 42-44 WELLINGTON ROAD SOUTH, STOCKPORT, CHESHIRE, STOCKPORT, SK1 3SS	Daniel Hanson	24/10/2025 13:28 25/10/2025 17:00	25/10/2025	
Vista Retail Support Limited	19706623101	3446542	4273008	TECH EXCHANGE	MCDONALDS - NCR, 42-44 WELLINGTON ROAD SOUTH, STOCKPORT, CHESHIRE, STOCKPORT, SK1 3SS	Daniel Hanson	24/10/2025 13:28 25/10/2025 17:00	25/10/2025	
Computacenter - Kingfisher	(No Items)	24543223	4272624	TECH EXCHANGE	B & Q , B & Q PLC, STADEN BUSINESS PARK, STADEN LANE, BUXTON, SK17 9RZ	Daniel Hanson	24/10/2025 08:52 25/10/2025 20:00	25/10/2025	
Computacenter JLP	19689054301	24546893	4270315	TECH EXCHANGE	JOHN LEWIS PLC (0081024546), JL Cheadle Wilmslow Road , JL Cheadle Wilmslow Road , SK8 3BZ	Daniel Hanson	25/10/2025 09:00 25/10/2025 13:00	25/10/2025	
Computacenter JLP	19688933201	24547783	4270348	TECH EXCHANGE	JOHN LEWIS PLC (0081024546), JL Cheadle Wilmslow Road , JL Cheadle Wilmslow Road , SK8 3BZ	Daniel Hanson	25/10/2025 09:00 25/10/2025 13:00	25/10/2025	



Summary										
Customer Name	Trace Request	Ref 1	Job#	Activity	Address	Engineer	SLA Window	Run Date	Rec'd	
Fujitsu Services Limited - Star Trains	19706018501	C5323264	4272837	TECH EXCHANGE	MERSEYRAIL, Groveland Road, MERSEYSIDE, Wallasey, CH45 8JX	David Ranson	24/10/2025 11:43 25/10/2025 19:00	25/10/2025		
Computacenter - Kingfisher	(No Items)	24471534	4272762	MANPOWER	KINGFISHER INFORMATION TECHNOLOGY (, Unit 2 & 3 Gateway Park LLandegai R oad, Unit 2 & 3 Gateway Park LLandegai R oad, LL57 4YH	David Ranson	24/10/2025 09:00 25/10/2025 17:00	25/10/2025		
Computacenter - Kingfisher	(No Items)	24492980	4272767	MANPOWER	KINGFISHER INFORMATION TECHNOLOGY (, Unit 2 & 3 Gateway Park LLandegai R oad, Unit 2 & 3 Gateway Park LLandegai R oad, LL57 4YH	David Ranson	24/10/2025 09:00 25/10/2025 17:00	25/10/2025		
Computacenter - Kingfisher	(No Items)	24514804	4272770	MANPOWER	KINGFISHER INFORMATION TECHNOLOGY (, Unit 2 & 3 Gateway Park LLandegai R oad, Unit 2 & 3 Gateway Park LLandegai R oad, LL57 4YH	David Ranson	24/10/2025 09:00 25/10/2025 17:00	25/10/2025		
Paypoint Network Limited - UK	(No Items)	02648209	4273091	TECH EXCHANGE	ASDA STORES LTD, ASDA STORES LTD, KINGSLAND ROAD, HOLYHEAD, LL65 2HY	David Ranson	25/10/2025 08:00 25/10/2025 12:00	25/10/2025		
Vista Retail Support Limited	19704889301	3447349	4272654	TECH EXCHANGE	MCDONALDS - NCR, 1 KINGSWAY RETAIL PARK WALLHEAD ROAD, ROCHDALE, LANCASHIRE, ROCHDALE, OL16 5AF	David Ranson	24/10/2025 09:19 25/10/2025 17:00	25/10/2025		



Summary										
Customer Name	Trace Request	Ref 1	Job#	Activity	Address	Engineer	SLA Window	Run Date	Rec'd	
Xerox (UK) Technical***DO NOT INVOICE****	197069576	11878489	4273089	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, 1-3 Penketh Drive, Speke, PRN2 Shop floor, LIVERPOOL, L24 2WZ	John Paul Barron	25/10/2025 09:00 25/10/2025 17:00	25/10/2025		
Xerox (UK) Technical***DO NOT INVOICE****	197069588	11878489	4273089	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, 1-3 Penketh Drive, Speke, PRN2 Shop floor, LIVERPOOL, L24 2WZ	John Paul Barron	25/10/2025 09:00 25/10/2025 17:00	25/10/2025		
Xerox (UK) Technical***DO NOT INVOICE****	197069567	11878489	4273089	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, 1-3 Penketh Drive, Speke, PRN2 Shop floor, LIVERPOOL, L24 2WZ	John Paul Barron	25/10/2025 09:00 25/10/2025 17:00	25/10/2025		
Xerox (UK) Technical***DO NOT INVOICE****	197069580	11878489	4273089	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, 1-3 Penketh Drive, Speke, PRN2 Shop floor, LIVERPOOL, L24 2WZ	John Paul Barron	25/10/2025 09:00 25/10/2025 17:00	25/10/2025		
Vista Retail Support Limited	19707514401	3446526	4273187	TECH EXCHANGE	SAVERS, 5 FRIARGATE, PRESTON, PR1 2AU	John Paul Barron	24/10/2025 16:11 25/10/2025 17:00	25/10/2025		
Paypoint Network Limited - UK	(No Items)	02649141	4273156	TECH EXCHANGE	MORRISONS DAILY, MORRISONS DAILY, 9-10 WELD PARADE, SOUTHPORT, PR8 2DT	John Paul Barron	24/10/2025 15:33 25/10/2025 13:00	25/10/2025		
Computacenter - Kingfisher	(No Items)	24555276	4272601	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT 1, ROUNDWOOD DRIVE, ST HELENS, WA9 5JD	John Paul Barron	24/10/2025 08:17 25/10/2025 20:00	25/10/2025		
Fujitsu Services Limited - Star Trains - P2PE	19705735801	C5323235	4272797	TECH EXCHANGE	Northern Rail MT (Wigan), Wallgate, Wigan, Lancashire, Wigan, WN1 1BB	John Paul Barron	24/10/2025 11:05 25/10/2025 19:00	25/10/2025		
Fujitsu Services Limited - Star Trains - P2PE	19705736201	C5323235	4272797	TECH EXCHANGE	Northern Rail MT (Wigan), Wallgate, Wigan, Lancashire, Wigan, WN1 1BB	John Paul Barron	24/10/2025 11:05 25/10/2025 19:00	25/10/2025		
Vista Retail Support Limited	19706912201	3442749	4273070	TECH EXCHANGE	LIDL, ASHTON IN MAKERFIELD, YORK ROAD, WIGAN, WN4 9BL	John Paul Barron	24/10/2025 14:17 25/10/2025 17:00	25/10/2025		



Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19705590301	C5323232	4272777	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Simon Heath	24/10/2025 10:57 25/10/2025 19:00	25/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19705591101	C5323232	4272777	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Simon Heath	24/10/2025 10:57 25/10/2025 19:00	25/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19705603001	C5323233	4272779	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Simon Heath	24/10/2025 10:57 25/10/2025 19:00	25/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19705604001	C5323233	4272779	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Simon Heath	24/10/2025 10:57 25/10/2025 19:00	25/10/2025	
Vista Retail Support Limited	19707618401	3448190	4273230	TECH EXCHANGE	SUPERDRUG STORES PLC, 39-41 HIGH STREET, HIGH STREET, CONGLETON, CW12 1AU	Simon Heath	24/10/2025 16:38 25/10/2025 17:00	25/10/2025	
Computacenter - Waitrose	(No Items)	24554285	4273288	TECH EXCHANGE	WAITROSE LTD, WAITROSE LTD, 22 LONDON ROAD, NORTHWICH, CW9 5HD	Simon Heath	24/10/2025 18:51 25/10/2025 18:00	25/10/2025	
Paypoint Network Limited - UK	(No Items)	02648454	4272966	TECH EXCHANGE	BILLINGS, BILLINGS, 61 FROGHALL ROAD, CHEADLE, STOKE-ON-TRENT, ST10 1JR	Simon Heath	24/10/2025 13:04 25/10/2025 13:00	25/10/2025	