



Run Sheet

Daniel Hanson 18/05/2025

Date	18/05/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4161139	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	18/05/2025 08:00 - 18/05/2025 12:45	Contact Name	206253 MANAGER	Mitchells & Butlers Leisure Retail Apollo Park, Unit 1 Burtonwood & Westbrook WARRINGTON WA5 7YA
Activity	REPAIR WITH PARTS	Contact Phone	02345000000	
Priority	4HR			
Ref 1	11705430			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 18/05/2025 12:45-----ASSET INFORMATION---ProductName: MS521dn SFP HV SPRDeviceTagCustomer: SerialNumber: 46008130021ZBProductIdentifier: 36S0310Model: 4600-630Physical Location: 212872</p> <p>---ACCOUNT INFORMATION---</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC17585344. Spoke to Georgia user advised printer keeps posting 240.06 paper jams tray restraints are positioned correctly paper settings all OK and they are loading paper from tray insert and not MP feeder but 240.06 error keeps returning please investigate.MS521OfficeGeorgia 01925712345SN 46008130021ZBIP 10.202.157.94AR ETA 18/05/25 @ 12:45---INSTRUCTIONS-----Technical Notes -----JB. Please investigate 240.06 Paper fed from the MPF was picked but it never reached the sensor (input).</p>

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
191733933	60-MS521DN-MAB	Lexmark MS521dn Printer -MAB				



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Job # 4161080	Customer	Fujitsu Services Limited - Telefonica ME			Job Address
SLA Window	17/05/2025 11:23 - 18/05/2025 17:00	Contact Name	John		O2 LIVERPOOL - NEW MERSEY 0461 SPEKE LIVERPOOL L24 8QB
Activity	TECH EXCHANGE	Contact Phone	+441514941070		
Priority	ND 1900				
Ref 1	C5311004				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 18/05/2025 17:00 SLA: ND 18/05/2025 17:00 PART2= PART3= PART4= ALT1=_O2HEP3DS22AV ALT2= ALT3= ALT4= TEXT= _O2HEP3DS22AV-V1-23 x 1	<p>Problem: [ME] HP Engage Flex PRO Till Base Unit faulty Root Cause: Unknown Action: Confirm fault and replace whole unit as required with pre-built base. Configure as documented. **For Disk Corruption or Sick 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 5311004 Problem Web Service qws_uk Sat 17 May 2025 11:21:24 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0461TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007120215 call.problem=HP Engage Flex Pro - Dead / No Display call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/EngageFlex2023 call.priority=2-Medium call.datereported=5/17/2025 11:21:21 AM ##### Call 5311004 Problem Web Service qws_uk Sat 17 May 2025 11:21:24 A+C+P SITE OPENING TIMES [Liverpool - New Mersey] Mon-Fri: 10:00-20:00 Sat: 10:00-18:00...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19173253601	_O2HEP3DS22AV	P/C/R2BNGAGE FLEX PRO:V1 2023				

Returned Items

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



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Job # 4161133	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	17/05/2025 16:23 - 18/05/2025 20:00	Contact Name	WIGAN WALLGATE NLC3551 NT Depot	Northern Rail MT (Wigan) Wallgate, Wigan Lancashire Wigan WN1 1BB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2140	
Priority	ND 1900			
Ref 1	C5311018			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 18/05/2025 20:00 SLA: ND 18/05/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCP2PETOTEBOX x 1	Problem: [P2PE] [P2Pe] - collection of PED ONLY Root Cause: Unknown Action: [P2Pe] - collection of PED ONLY Test: IN USE URL: Call history:: ##### Call 5311018 Problem Web Service qws_uk Sat 17 May 2025 15:53:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8933TA23 contract.pkey=23200 call.poms=1 call.zip=WN1 1BB call.address=Wallgate Wigan call.customerid=INC17585387 call.problem=NLC3551 Wigan Wallgate Found PED call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STAR/P2PETOTE call.priority=2-Medium call.datereported=5/17/2025 4:52:25 PM ##### Call 5311018 Problem Web Service qws_uk Sat 17 May 2025 15:53:05 A+C+P NLC3551 Wigan Wallgate...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19173382201	GNCP2PETOTEBOXP	MSC:2TONE GREEN:300X200:6L				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19173382401	GNCP2PETOTEBOXP:MSC:2TONE GREEN:300X200:6L					

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4161074	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	18/05/2025 08:00 - 18/05/2025 12:00	Contact Name	MANAGER	YOUR LOCAL YOUR LOCAL 1 JACKSON STREET RADCLIFFE MANCHESTER M26 1NL
Activity	TECH EXCHANGE	Contact Phone	01617076578	
Priority	Priority MC			
Ref 1	02329605			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34043798//31141601//T3	<p>Case Number: 02329605</p> <p>Swap type: Swap Required</p> <p>Swap reason: Software/Transaction Fault</p> <p>Device Type: PP1</p> <p>TID Number: 34043798</p> <p>Serial Number:</p> <p>Site ID: 31141601</p> <p>Description: Unit is stuck in boot loop and will not progress far enough to login</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	



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Job # 4161118	Customer	Computacenter - Kingfisher		Job Address
SLA Window	18/05/2025 15:15 - 18/05/2025 20:00	Contact Name	.	MACKENZIE HASLAM B & Q PLC WESTON ROAD CREWE CW1 6BA
Activity	TECH EXCHANGE	Contact Phone	01270214911	
Priority	ND 1700			
Ref 1	24355723			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
swap BEETLE M-III 17.05.25 9-5 FAO: A1 General (001)	swap BEETLE M-III 17.05.25 9-5 Till number: 32 Till hostname: GBBQ01172POS32P Store opening times: Mon - Fri 7am-8pm Sat 7-8 sun 10-4pm SNo 53R0248497 GBBQ01172POS32P Contact name/number: Mackenzie Haslam/ +441270214911 When is the user available (Not store opening times)?: Thurs until 4.30pm Fri 9-4pm

Job Notes

In Items

Returned Items

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



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Job # 4161141	Customer	Computacenter - Kingfisher			Job Address
SLA Window	18/05/2025 16:57 - 18/05/2025 20:00	Contact Name	LUCIE CARROLL	B & Q PLC B & Q PLC	
Activity	TECH EXCHANGE	Contact Phone	01298 767200	STADEN BUSINESS PARK STADEN LANE BUXTON SK17 9RZ	
Priority	ND 1700				
Ref 1	24355858				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
swap beetle 17.05.25 FAO: A1 General (001)	swap beetle 17.05.25 SNo 53R0255405 GBBQ01314SCO83P Till number: 83 Till hostname: GBBQ01314SCO83P Till number: 83 Peripheral make/model(Please copy and paste Cl): BEETLE M-III System details (K1/M1/R1 found on EC portal): K1.1-Q87-uATX Store opening times: 8-8pm mon-fri Contact name/number: +44 1298 767200 // Lucie Carroll When is the user available (Not store opening times)?: 8-8pm mon-fri

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

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter - Kingfisher	(No Items)	24355723	4161118	TECH EXCHANGE	MACKENZIE HASLAM, B & Q PLC, WESTON ROAD, CREWE, CW1 6BA	Daniel Hanson	18/05/2025 15:15 18/05/2025 20:00	18/05/2025	
Fujitsu Services Limited - Telefonica ME	19173253601	C5311004	4161080	TECH EXCHANGE	O2 LIVERPOOL - NEW MERSEY 0461, SPEKE, LIVERPOOL, L24 8QB	Daniel Hanson	17/05/2025 11:23 18/05/2025 17:00	18/05/2025	
Paypoint Network Limited - UK	(No Items)	02329605	4161074	TECH EXCHANGE	YOUR LOCAL, YOUR LOCAL, 1 JACKSON STREET, RADCLIFFE, MANCHESTER, M26 1NL	Daniel Hanson	18/05/2025 08:00 18/05/2025 12:00	18/05/2025	
Computacenter - Kingfisher	(No Items)	24355858	4161141	TECH EXCHANGE	B & Q PLC, B & Q PLC, STADEN BUSINESS PARK, STADEN LANE, BUXTON, SK17 9RZ	Daniel Hanson	18/05/2025 16:57 18/05/2025 20:00	18/05/2025	
Xerox (UK) Technical***DO NOT INVOICE****	191733933	11705430	4161139	REPAIR WITH PARTS	Mitchells & Butlers Leisure Retail, Apollo Park, Unit 1, Burtonwood & Westbrook, WARRINGTON, WA5 7YA	Daniel Hanson	18/05/2025 08:00 18/05/2025 12:45	18/05/2025	
Fujitsu Services Limited - Star Trains - P2PE	19173382201	C5311018	4161133	TECH EXCHANGE	Northern Rail MT (Wigan), Wallgate, Wigan, Lancashire, Wigan, WN1 1BB	Daniel Hanson	17/05/2025 16:23 18/05/2025 20:00	18/05/2025	