



Run Sheet

Daniel Hanson 10/08/2025

Date	10/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4219317	Customer	Computacenter - Kingfisher			Job Address		
SLA Window	09/08/2025 08:17 - 10/08/2025 15:00	Contact Name	DANIEL HADDEN		SCREWFIX SCREWFIX UNIT 2 BECHERS DRIVE LIVERPOOL L9 5AY		
Activity	TECH EXCHANGE	Contact Phone	01515 249462				
Priority	ND 1700						
Ref 1	24454881						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
PLEASE SWAP UNIT	Description: HOST NAME: KF4CE9211KF9 **Model at site is HP Z2 Mini G4 Workstation** IP ADDRESS OF PC: 10.64.18.105 PED Model: PEDVX820 DUET OPERATING SYSTEM: Win11 MANAGER OR TILL: Till TILL NO: 05 LOCATION OF DEVICE: SFDAT3-Aintree Trade Counter / Till05 FAULT DESCRIPTION: the user profile service failed the sign in. user profile cannot be loaded FIX ATTEMPTS: **EUS Retail team advised: We have a till machine from Screwfix Aintree which needs to be replaced as windows 11 build failed and unable to rebuild/reset the PC. Please coordinate with computa center for replacement.** CONTACT NAME/CONTACT NUMBER: Daniel Hadden // 01515 249462

Job Notes

In Items

Returned Items

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



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Job # 4219382	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	09/08/2025 13:29 - 10/08/2025 16:30	Contact Name	Joanne	O2 WIGAN 0335 GRAND ARCADE SHOPPING CENTRE WIGAN WN1 1BH
Activity	TECH EXCHANGE	Contact Phone	+447912072638	
Priority	ND 1900			
Ref 1	C5317345			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 10/08/2025 16:30 SLA: ND 10/08/2025 16:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1</p>	<p>Problem: [TC] Keyboard mac style aluminium USB Root Cause: UNKNOWN Action: mac style aluminium USB keyboard needs replacing. Test: Engineer or User to test URL: Call history:: ##### Call 5317345 Problem Web Service qws_uk Sat 09 Aug 2025 13:27:57 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=TELGB000000T0335TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007258864 call.problem=HW - 0335 - 07 - Keyboard white replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/KBUSBMAC call.priority=2-Medium call.datereported=8/9/2025 1:27:53 PM</p> <p>##### Call 5317345 Problem Web Service qws_uk Sat 09 Aug 2025 13:27:57 A+C+P</p> <p>SITE OPENING TIMES [Wigan] Mon-Sat: 09:00-17:30 Sun: 10:30-16:30</p> <p>SPECIAL INSTRUCTIONS Store Type = Pedestrian/Covered Shopping Centre...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19453971501	GNCKDBUSB-M	KSDYMAC STYLE ALUMINIUM:USB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19453971701	GNCKDBUSB-M	KSDY MAC STYLE ALUMINIUM:USB				

Engineer Closure Notes

		Customer Print
		Customer Signature



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Job # 4219404	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	09/08/2025 15:18 - 10/08/2025 13:00	Contact Name	MANAGER	DAVE NEWS DAVES NEWS 35 KENTMERE ROAD BOLTON BL2 5JG
Activity	TECH EXCHANGE	Contact Phone	01204524368	
Priority	4HR			
Ref 1	02481317			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34045642//80486/T3	02480721 - android 6 black screen error Factory reset did not clear this error

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 # 4219374	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address		
SLA Window	09/08/2025 12:41 - 10/08/2025 20:00	Contact Name	ROCHDALE NLC2924 NT STATION		Northern Rail - STAR		
Activity	TECH EXCHANGE	Contact Phone	01706 357582		Rochdale Railway Station, Station Road, Rochdale, Greater Manchester, E Mancs		
Priority	ND 1900				Greater Manchester		
Ref 1	C5317342				Rochdale		
Ref 2					OL11 1DR		
No. of Parts	1						

Instructions 1	Instructions 2
ND 10/08/2025 20:00 SLA: ND 10/08/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1	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 5317342 Problem Web Service qws_uk Sat 09 Aug 2025 12:41:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000N2924TA23 contract.pkey=23200 call.poms=1 call.zip=OL11 1DR call.address=Rochdale Railway Station Station Road Rochdale Greater Manchester E Mancs call.customerid=INC18007246 call.problem=NLC2924 ROCHDALE Window 31 Printer wire keeps disconnecting call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=8/9/2025 1:40:19 PM...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19453927501	_NRNEWND4020MKII	MAGNETIC TICKET DT 203DPI	31032			

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



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Job # 4219351	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	09/08/2025 10:15 - 10/08/2025 17:00	Contact Name	LOUISE MATLEY	CHEADLE WILMSLOW ROAD CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	132655357			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941	Please see KB0106284- PACT Fault: Other 041 - Cheadle Locker: CH1-2-PED TPV Number (8 Digits): 15041002 Serial Number: 192577303461103311072329 Asset Number: PAN00098295 Model Ingenico 2500 Location: 041 - Cheadle SSP office Issue: Showing a blue screen with %27irruption%27 needs replacing please Incident INC6715515 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202508090859

Job Notes

In Items						

Returned Items						

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



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Job # 4219341	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	10/08/2025 08:00 - 10/08/2025 17:00	Contact Name	LOUISE MATLEY	WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	COLLECTION	Contact Phone	-	
Priority	ND 1700			
Ref 1	132654143/ 194537333/ 958565884			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
PED Collection - 192497303461103310964354 : Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202508090716 Caller: Louise Matley Opened by: Louise Matley Requested For: Louise Matley WatchList: Ellie FitzgeraldYasmine RobertsLisa Endso Select which service you require.: Collection Select the PED type.: Wireless - Ingenico Link/2500 Enter the Serial number of the PED: 192497303461103310964354 Location: Admin Office Provide any other information you think may be useful.: This is a collection only as it has been found after it had been replaced. Incident INC6715505 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.	INC6715505

Job Notes

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

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
	PART					

Engineer Closure Notes	On Site Time	Off Site Time



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Job # 4219343	Customer	Verifone UK LTD		Job Address
SLA Window	09/08/2025 09:35 - 10/08/2025 18:00	Contact Name	MAX THOMS	PIZZA EXPRESS - 2211 - HALE 142 ASHLEY ROAD CHESHIRE
Activity	TECH EXCHANGE	Contact Phone	0161 928 6644	N/A N/A WA15 9SA
Priority	ND 1800			
Ref 1	G356086			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.52.01.99991 Inbound PTID = 30751213 Inbound Serial No. = 314-352-643 IP Gateway = 0.0.0.0 Terminal IP Address = N/A Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID PEPED WIFI Network WPA Password CNhKBMmrNBNI0V7unLTbjPJo WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 2211 Login Pin = 2211 Primary System ID = 7866 SITE OPENING TIMES = N/A Notes = N/A Fault Category = Tamper Mode	MUST BE ATTENDED AT THE WEEKEND. DO NOT ATTEND MON - FRI If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2685661

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print
	Customer Signature

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Paypoint Network Limited - UK	(No Items)	02481317	4219404	TECH EXCHANGE	DAVE NEWS, DAVES NEWS, 35 KENTMERE ROAD, BOLTON, BL2 5JG	Daniel Hanson	09/08/2025 15:18 10/08/2025 13:00	10/08/2025	
Computacenter - Kingfisher	(No Items)	24454881	4219317	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT 2, BECHERS DRIVE, LIVERPOOL, L9 5AY	Daniel Hanson	09/08/2025 08:17 10/08/2025 15:00	10/08/2025	
Fujitsu Services Limited - Star Trains - ME	19453927501	C5317342	4219374	TECH EXCHANGE	Northern Rail - STAR, Rochdale Railway Station, Station Road, Rochdale, Greater Manchester, E Mancs, Greater Manchester, Rochdale, OL11 1DR	Daniel Hanson	09/08/2025 12:41 10/08/2025 20:00	10/08/2025	
DieboldNixdorf_WIPRO	(No Items)	132655357	4219351	TECH EXCHANGE P2PE	CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	09/08/2025 10:15 10/08/2025 17:00	10/08/2025	
DieboldNixdorf_WIPRO		132654143/ 194537333/ 958565884	4219341	COLLECTION	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	10/08/2025 08:00 10/08/2025 17:00	10/08/2025	
Verifone UK LTD	(No Items)	G356086	4219343	TECH EXCHANGE	PIZZA EXPRESS - 2211 - HALE, 142 ASHLEY ROAD, CHESHIRE, N/A, N/A, WA15 9SA	Daniel Hanson	09/08/2025 09:35 10/08/2025 18:00	10/08/2025	
Fujitsu Services Limited - Telefonica TC	19453971501	C5317345	4219382	TECH EXCHANGE	O2 WIGAN 0335, GRAND ARCADE SHOPPING CENTRE, WIGAN, WN1 1BH	Daniel Hanson	09/08/2025 13:29 10/08/2025 16:30	10/08/2025	