



Run Sheet

Daniel Hanson 09/11/2025

Date	09/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4283913	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address		
SLA Window	09/11/2025 08:00 - 09/11/2025 12:00	Contact Name	CHESTER NLC2412 TFW HUB STATION			
Activity	TECH EXCHANGE	Contact Phone	02920 320193			
Priority	4HR					
Ref 1	C5324312					
Ref 2						
No. of Parts	1					

Instructions 1	Instructions 2
<p>4HR 09/11/2025 12:00 SLA: 4HR 09/11/2025 12:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWFUJTP8ALLINONE x 1</p>	<p>Problem: [ME] TP8 All in One unit faulty Root Cause: Unknown Action: Engineer MUST contact Star Desktop Support before replacing the TOM for instructions. Engineer must also have the BuildPen Drive Bell 8406 & a Laptop with Full TSS. Test: In Use / With Star Support URL: Call history:: ##### Call 5324312 Problem Web Service qws_uk Sat 08 Nov 2025 11:41:04 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000AT016TAA3 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road call.city=Chester call.customerid=INC18449819 call.problem=NLC2412 CHESTER 31 system shutdown NLC 2412 Site Name CHESTER Window 31 Problem Summary 0 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TP8WUS call.priority=2-Medium call.datereported=11/8/2025 12:40:41 PM</p> <p>##### Call 5324312 Problem Web Service qws_uk Sat 08 Nov 2025 11:41:04 A+C+P...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19755835501	_TWFUJTP8ALL	NONONE15:TP8 ALL IN ONE POS				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19755835701	_TWFUJTP8ALL	NONE15:TP8 ALL IN ONE POS				

Engineer Closure Notes

		Customer Print
		Customer Signature



Run Sheet

Daniel Hanson 09/11/2025

Date	09/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4283893	Customer	Computacenter - Waitrose		Job Address
SLA Window	08/11/2025 11:14 - 09/11/2025 17:00	Contact Name		WAITROSE LTD WAITROSE LTD 22 LONDON ROAD NORTHWICH CW9 5HD
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	24575872			
Ref 2	PO Monthly			
No. of Parts	1			

Instructions 1	Instructions 2
PLEASE SWAP	Asset: Wincor Nixdorf BA91W Customer Display Generic Serial No: GENERIC-0218 Category: Hardware SubCategory: Damaged 759TP111 - Wincor Nixdorf BA91W Customer Display - DVI to HDMI Female Adapter Web logging Make/Model: Wincor Nixdorf BA91W Customer Display - DVI to HDMI Female Adapter Till Number: 759TP111

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19755777701	4856838	WAIT:DNIxdorf BA91W POS Touchs	85GY615902			

Returned Items

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



Run Sheet

Daniel Hanson 09/11/2025

Date	09/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4283956	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	08/11/2025 15:10 - 09/11/2025 14:00	Contact Name	MANAGER	GO LOCAL GO LOCAL 15 BRIDGE ROAD CROSBY LIVERPOOL L23 6SA
Activity	TECH EXCHANGE	Contact Phone	01519315000	
Priority	4HR			
Ref 1	02687512			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34039596//02687512//T3	Swap reason: Printer Fault

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
Daniel Hanson 09/11/2025

Date	09/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4283878	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	08/11/2025 10:14 - 09/11/2025 20:00	Contact Name	MANCHESTER PICCADILLY NLC9653 NT D	Northern Rail MT (Manchester) Manchester Piccadilly Station, North Block, 2nd Floor, Northern
Activity	TECH EXCHANGE	Contact Phone	0161 822 2406	Trains Signing o Lancashire Manchester M60 7RA
Priority	ND 1900			
Ref 1	C5324308			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 09/11/2025 20:00 SLA: ND 09/11/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRZEBTC56DJ-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 assist Test: Site to test. URL: Call history:: ##### Call 5324308 Problem Web Service qws_uk Sat 08 Nov 2025 10:14:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8496TA23 contract.pkey=23200 call.poms=1 call.zip=M60 7RA call.address=Manchester Piccadilly Station North Block 2nd Floor Northern Trains Signing o call.city=Manchester call.customerid=INC18458100 call.problem=NLC9653 Manchester Piccadilly Zebra / TC56 Broken Screen call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56NT...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19755716201	_NRZEBTC56DJ	1PAZUWAN HSPA+/LTE/CDMA:BT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19755716401	_NRZEBTC56DJ	1PAZUWYAN HSPA+/LTE/CDMA:BT				

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



Run Sheet

Daniel Hanson 09/11/2025

Date	09/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4283874	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	09/11/2025 10:30 - 09/11/2025 16:30	Contact Name		R406 WIGAN, GRAND ARCADE	ORANGE WIGAN: GRAND ARCADE
Activity	NON TECH EXCHANGE	Contact Phone		0845 0971 406	37 (Unit 9A) The Grand Arcade LANCASHIRE Wigan: Grand Arcade WN1 1BH
Priority	ND 1600				
Ref 1	C5324209				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 09/11/2025 16:30 SLA: ND 09/11/2025 16:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELENX12TAB x 1	Problem: [BDS] LENOVO X12 TABLET ** BACK DOOR SWAP ** Root Cause: UNKNOWN Action: LENOVO X12 TABLET ** BACK DOOR SWAP ** CONTACT MANAGER & EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAIN PSUKEYBOARD AND PEN. CONFIRM SERIAL NUMBER OUT IS AS LOGGED. DO NOT SWAP IF DIFFERENT - ESCALATE WHILE ON SITE. Test: N/A URL: Call history:: ##### Call 5324209 Problem Web Service qws_uk Fri 07 Nov 2025 09:38:33 A+C+P agent.loginnname=qws_uk equipment.assettag=EELGB000000O0406TRB2 contract.pkey=22856 call.poms=1 call.zip=WN1 1BH call.address=37 (Unit 9A) The Grand Arcade call.city=Wigan: Grand Arcade call.customerid=INC18439782 call.problem=Hardware - Lenovo X12 - Tablet not switching on /Win 11/Replacement PW-04L2X2 needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=11/7/2025 10:37:55 AM ##### Call 5324209 Problem Web Service qws_uk Fri 07 Nov 2025 09:38:33 A+C+P ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19752311901	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1	.	.	Not Used	

Returned Items

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



Run Sheet

Daniel Hanson 09/11/2025

Date	09/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4283986	Customer	Computacenter John Lewis			Job Address
SLA Window	08/11/2025 17:34 - 09/11/2025 17:00	Contact Name	THE MANAGER/ANN SHAW		JOHN LEWIS JOHN LEWIS 70 SOUTH JOHN STREET LIVERPOOL L1 8BJ
Activity	TECH EXCHANGE	Contact Phone	01517097070		
Priority	ND 1700				
Ref 1	24576133				
Ref 2	PO Monthly				
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	Till Host Name: L1-c-s60317844 Till Number / User ID: LPC844 Device Type (PED etc): Display touchscreen Make/Model: Wincor D1150 PC-TOUCH BK Exact Till Location (Floor Dept/Section Detail): Haby Contact Number: 01517097070 Fault:The monitor isn't working the printer scanner and keyboard look fine but even the power icon lit up there is not image on the monitor.

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	



Run Sheet

Daniel Hanson 09/11/2025

Date	09/11/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4283987	Customer	Computacenter - Kingfisher		Job Address
SLA Window	08/11/2025 17:41 - 09/11/2025 17:00	Contact Name	THE MANAGER/ ASH HOQUE	B&Q B & Q PLC WESTHULME WAY
Activity	TECH EXCHANGE	Contact Phone	01616260066	OLDHAM OL1 2PH
Priority	ND 1700			
Ref 1	24576145			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>Till hostname: GBBQ01304SCO88P</p> <p>Till number: 88</p> <p>Peripheral make/model(Please copy and paste CI): TH250 RECEIPT PRINTER</p> <p>Description of issue: a few days ago a colleague has dropped and broken the TH250 receipt printer at till 88. It can't be worked since as it's broken.</p> <p>Contact name/number: +441616260066 // Ash Hoque</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		



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	19755835501	C5324312	4283913	TECH EXCHANGE	TRANSPORT FOR WALES, City Road, CHESHIRE, Chester, CH1 3NS	Daniel Hanson	09/11/2025 08:00 09/11/2025 12:00	09/11/2025	
Computacenter - Waitrose	19755777701	24575872	4283893	TECH EXCHANGE	WAITROSE LTD, WAITROSE LTD, 22 LONDON ROAD, NORTHWICH, CW9 5HD	Daniel Hanson	08/11/2025 11:14 09/11/2025 17:00	09/11/2025	
Computacenter John Lewis	(No Items)	24576133	4283986	TECH EXCHANGE	JOHN LEWIS, JOHN LEWIS, 70 SOUTH JOHN STREET, LIVERPOOL, L1 8BJ	Daniel Hanson	08/11/2025 17:34 09/11/2025 17:00	09/11/2025	
Paypoint Network Limited - UK	(No Items)	02687512	4283956	TECH EXCHANGE	GO LOCAL, GO LOCAL, 15 BRIDGE ROAD, CROSBY, LIVERPOOL, L23 6SA	Daniel Hanson	08/11/2025 15:10 09/11/2025 14:00	09/11/2025	
Fujitsu Services Limited - Star Trains - ME	19755716201	C5324308	4283878	TECH EXCHANGE	Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA	Daniel Hanson	08/11/2025 10:14 09/11/2025 20:00	09/11/2025	
Computacenter - Kingfisher	(No Items)	24576145	4283987	TECH EXCHANGE	B&Q, B & Q PLC, WESTHULME WAY, OLDHAM, OL1 2PH	Daniel Hanson	08/11/2025 17:41 09/11/2025 17:00	09/11/2025	
Fujitsu Services Limited - EE	19752311901	C5324209	4283874	NON TECH EXCHANGE	ORANGE WIGAN: GRAND ARCADE, 37 (Unit 9A) The Grand Arcade, LANCASHIRE, Wigan: Grand Arcade, WN1 1BH	Daniel Hanson	09/11/2025 10:30 09/11/2025 16:30	09/11/2025	