



# Run Sheet

Daniel Hanson 26/10/2025

Date	26/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4273522	Customer	RICO Depots	Job Address
SLA Window	- 26/10/2025 23:59	Contact Name	Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

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 # 4273492	Customer	Computacenter - Kingfisher		Job Address
SLA Window	25/10/2025 15:47 - 26/10/2025 18:00	Contact Name		B & Q PLC B & Q PLC UNIT 5
Activity	TECH EXCHANGE	Contact Phone		STANLEY GREEN RETAIL PARK CHEADLE SK8 6PT
Priority	ND 1700			
Ref 1	24557463			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	Till number: 01  Peripheral make/model(Please copy and paste CI): BEETLE M-III  System details (K1/M1/R1 found on EC portal): K1  Are there still sales are any sales left on the till?: No  Description of Issue: Till boots up to register has failed to start   Error message: See desc.  Screenshot attached: No  Has the cable connection been checked?: Yes  Have they tried a reboot?: Yes  What other troubleshooting steps have been done?: Hard reset reconnected cables  Store opening times: 7.00 - 20.00  Contact name/number: Karan Burns +441614858807

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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Date	26/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4273429	Customer	Computacenter JLP		Job Address
SLA Window	26/10/2025 08:00 - 26/10/2025 12:00	Contact Name	Ellie Fitzgerald	JOHN LEWIS PLC (0081024546) JL Cheadle Wilmslow Road JL Cheadle Wilmslow Road SK8 3BZ
Activity	TECH EXCHANGE	Contact Phone	Service Desk: 01344	
Priority	Priority MC			
Ref 1	24546893			
Ref 2	PO Monthly			
No. of Parts	0			

Instructions 1	Instructions 2
Asset: Ingenico Link/2500 Generic Serial No: GENERIC-0012 Category:rdware SubCategory: Component Please see KB0106284- PACT Fault: PED Hdware Failure 041 - Cheadle Web Logging: Locker: CH1-35-PED TPV	No Instructions

Job Notes

  

In Items						

Returned Items						

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



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Daniel Hanson 26/10/2025

Date	26/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4273430	Customer	Computacenter JLP			Job Address
SLA Window	26/10/2025 08:00 - 26/10/2025 12:00	Contact Name	Jayne Heywood		JOHN LEWIS PLC (0081024546) JL Cheadle Wilmslow Road JL Cheadle Wilmslow Road SK8 3BZ
Activity	TECH EXCHANGE	Contact Phone	Service Desk: 01344		
Priority	Priority MC				
Ref 1	24547783				
Ref 2	PO Monthly				
No. of Parts	0				

Instructions 1	Instructions 2
Asset: USB Access Keyboard Serial No: GENERIC-0196 Category: HardwareSubCategory: Component ePOS Till Issue - CH-C-S59646649 - Other (Not applicable) Web logging Till Host Name: CH-C-S59646649 Till Num	No Instructions

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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Date	26/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4273438	Customer	Computacenter John Lewis			Job Address
SLA Window	25/10/2025 09:51 - 26/10/2025 17:00	<b>Contact Name</b>		YASMINE ROBERTS/ THE MANAGER	JOHN LEWIS JOHN LEWIS WILMSLOW ROAD CHEADLE SK8 3BZ
Activity	TECH EXCHANGE	<b>Contact Phone</b>		0000	
Priority	ND 1700				
Ref 1	24557311				
Ref 2	PO Monthly				
No. of Parts	1				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	<p>Locker: CH3-32-PED</p> <p>TPV Number (8 Digits): 15041172</p> <p>Serial Number: 192497303461103310964157</p> <p>Asset Number: PAN00098247</p> <p>Model Ingenico 2500</p> <p>Location: SS Cupboard</p> <p>Issue: PED is fully charging overnight but completely loses its charge after 30 minutes. I have tried to charge it using a different cable but it has not made a difference</p>

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19708466101	4856868	JLP:INGENICO L2500	192577303461103311070886			



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Date	26/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4273454	Customer	Computacenter - Kingfisher			Job Address
SLA Window	25/10/2025 10:34 - 26/10/2025 17:00	Contact Name	JODIE HICKS		B&Q B & Q PLC UNIT 1 SOUTH RINGS BUSINESS PARK PRESTON PR5 6BZ
Activity	TECH EXCHANGE	Contact Phone	07497225494		
Priority	ND 1700				
Ref 1	24557383				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	Till hostname: GBBQ01291POS01P  Till number: 01  Peripheral make/model(Please copy and paste CI): BEETLE M-III  System details (K1/M1/R1 found on EC portal): K1.0-Q87-uATX  Are there still sales are any sales left on the till?: no  Description of Issue: Unable to logon to Omnistore only getting a http 404 error instead. Tried restarting the Till didn't help Contact name/number: Jodie Hicks 447497225494

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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Daniel Hanson 26/10/2025

Date	26/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4273456	Customer	Computacenter - Kingfisher			Job Address
SLA Window	25/10/2025 10:51 - 26/10/2025 17:00	<b>Contact Name</b>		THE MANAGER/ ABID MOHSIN	B&Q B & Q PLC UNIT 1
Activity	TECH EXCHANGE	<b>Contact Phone</b>		01618324200	MANCHESTER FORT SHOPPING PARK MANCHESTER M8 8EP
Priority	ND 1700				
Ref 1	24557360				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	Till hostname: GBBQ01311SCO87P  Till number: 87  Peripheral make/model(Please copy and paste CI): BEETLE M-III  System details (K1/M1/R1 found on EC portal): K2.1-H81-uATX  Are there still sales are any sales left on the till?: No  Description of Issue: Abid Mohsin reported that till 87 keeps switching off and rebooting itself. The issue was reported earlier under INC6048268 and Abid informed the beetle was also replaced but they are having the same issue again. Contact name/number: Abid Mohsin / +441618324200

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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Daniel Hanson 26/10/2025

Date	26/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4273523	Customer	RICO Depots	Job Address
SLA Window	- 26/10/2025 23:59	Contact Name	Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN
Activity		Contact Phone	
Priority			
Ref 1			
Ref 2			
No. of Parts	0		

Instructions 1	Instructions 2

Job Notes

In Items

Returned Items

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

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)	24557360	4273456	TECH EXCHANGE	B&Q, B & Q PLC, UNIT 1, MANCHESTER FORT SHOPPING PARK, MANCHESTER, M8 8EP	Daniel Hanson	25/10/2025 10:51 26/10/2025 17:00	26/10/2025	
Computacenter - Kingfisher	(No Items)	24557383	4273454	TECH EXCHANGE	B&Q, B & Q PLC, UNIT 1, SOUTH RINGS BUSINESS PARK, PRESTON, PR5 6BZ	Daniel Hanson	25/10/2025 10:34 26/10/2025 17:00	26/10/2025	
Computacenter JLP	(No Items)	24546893	4273429	TECH EXCHANGE	JOHN LEWIS PLC (0081024546), JL Cheadle Wilmslow Road , JL Cheadle Wilmslow Road , SK8 3BZ	Daniel Hanson	26/10/2025 08:00 26/10/2025 12:00	26/10/2025	
Computacenter JLP	(No Items)	24547783	4273430	TECH EXCHANGE	JOHN LEWIS PLC (0081024546), JL Cheadle Wilmslow Road , JL Cheadle Wilmslow Road , SK8 3BZ	Daniel Hanson	26/10/2025 08:00 26/10/2025 12:00	26/10/2025	
Computacenter John Lewis	19708466101	24557311	4273438	TECH EXCHANGE	JOHN LEWIS, JOHN LEWIS, WILMSLOW ROAD, CHEADLE, SK8 3BZ	Daniel Hanson	25/10/2025 09:51 26/10/2025 17:00	26/10/2025	
Computacenter - Kingfisher	(No Items)	24557463	4273492	TECH EXCHANGE	B & Q PLC, B & Q PLC, UNIT 5, STANLEY GREEN RETAIL PARK, CHEADLE, SK8 6PT	Daniel Hanson	25/10/2025 15:47 26/10/2025 18:00	26/10/2025	