



Run Sheet

Daniel Hanson 14/09/2025

Date	14/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4242420	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	14/09/2025 09:00 - 14/09/2025 15:18	Contact Name	4485 KENDAL Duty manager	TESCO Stores Limited 26-28 Highgate LAP1 - IP 73.116.0.51
Activity	REPAIR WITH PARTS	Contact Phone	07783197838	KENDAL LA9 4SX
Priority	8HR			
Ref 1	11833733			
Ref 2				
No. of Parts	4			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 14/09/2025 15:18-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 1 Express MS811SerialNumber: 40635C6604MG6ProductIdentifier: 40G0230Model: 4063-430Physical Location:</p> <p>---ACCOUNT INFORMATION---Onsite repair instructions: VIP AND MPS CUSTOMERFOR LEXMARK INTERNAL USE ONLY DO NOT SHARE WITH CUSTOMERSTORESLAP 2 Tesco123 (To be updated 09.04.2025)HEAD OFFICE & DC.....s ONLYPASSWORD/PIN : 1984Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday Saturday 09:00 17 :00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day)Head Office & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17 :00.Including Public holidays (excluding Christmas Day) Head Office on-site contact Adam Simmonds 07880 038032 (HO Only not DC.....s)Pharmacy - Break Fix 4 Hour Fix. Monday Saturday 09:00 17 :00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA MONDAY FRIDAY 09:00 17:00RETAIL STORE ONLY:.... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 & 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 28865412. 241.06 Paper Jams. Toner is leaking into the paper trays. Engineer to take toner vac to clean toner spill. I have ordered a new IU. Contact Richard Sumpter on 07747843887. LAP1. IP 73.116.0.51. SLA Expires 14/09 15:17.----INSTRUCTIONS-----Technical Notes -----DCN. @TECH: *Requires toner vac* Please clean toner spillage and investigate 241.06 (media is late reaching the sensor(input). Fuser as precaution only.</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
		See Items Overleaf				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4242414	Customer	Fujitsu Services Ltd -Telefonica - P2PE			Job Address		
SLA Window	13/09/2025 14:12 - 14/09/2025 16:00	Contact Name	Sahvish		O2 BURNLEY 46/48 THE MALL Burnley BB11 1BA		
Activity	TECH EXCHANGE	Contact Phone	+441282966402				
Priority	ND 1900						
Ref 1	C5319931						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
ND 14/09/2025 16:00 SLA: ND 14/09/2025 16:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _O2INGLANCE3000 x 1	Problem: [P2PE] Faulty Ingenico Lane 3000 PED Root Cause: Unknown Action: Confirm fault and if necessary replace and configure new PED following normal P2PE procedures configuring for VCom asdocumented. Engineer MUST confirm new PED is powered and contact the Fujitsu Managed Service Desk on 0203 949 3514 andrequest they arrange activation of the new serial. Test: Engineer to check new PED has power. User to test when activated. URL: Call history::: ##### Call 5319931 Problem Web Service qws_uk Sat 13 Sep 2025 13:16:41 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0519TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007324823 call.problem=HW - 0519 - 03 - PED replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/PED_LANE_3000 call.priority=2-Medium call.datereported=9/13/2025 1:16:38 PM ##### Call 5319931 Problem Web Service qws_uk Sat 13 Sep 2025 13:16:41 A+C+P SITE OPENING TIMES [Burnley] Mon-Sat: 09:00-17:30 Sun: 10:00-16:00...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19561217001	_O2INGLANCE3000	P2P:CPD:LANE 3000:VMO2 RETAIL	22201733301110	1025879504		

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



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Job # 4242363	Customer	Computacenter - Kingfisher			Job Address
SLA Window	13/09/2025 10:51 - 14/09/2025 15:00	Contact Name		LUKE CHERRY	SCREWFIX SCREWFIX NORTHGATE
Activity	TECH EXCHANGE	Contact Phone		01524599306	WHITE LUND INDUSTRIAL ESTATE MORECAMBE LA3 3AY
Priority	ND 1700				
Ref 1	24499590				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	TILL NUMBER: Till20 IP ADDRESS: 10.64.246.143 PTID: 30645497 PED MODEL: VX820 SERIAL NUMBER: 327-964-983 CURRENT DOWNLOAD VERSION ON WEBCOM: not applicable CONFIG RE-DOWNLOADED:no SOFTWARE RE-DOWNLOADED: no LOCATION OF THE DEVICE ON SITE: SFDMT3-Lancaster Trade Counter both Screwfix and Trade side. PHYSICAL DAMAGE (BROKEN PLASTIC/SCREEN/KEYBOARD): no FAULT DESCRIPTION: Till20 ped does not turn on SFD App support requested switch ERROR MESSAGE (INCLUDE PHOTO/SCREENSHOT IF POSSIBLE): none IS THIS A CARD ACCEPTANCE ISSUE? (YES/NO) no ...

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 # 4242405	Customer	Fujitsu Services Ltd -Telefonica - P2PE			Job Address		
SLA Window	13/09/2025 14:00 - 14/09/2025 16:00	Contact Name	Sahvish		O2 BURNLEY 46/48 THE MALL Burnley BB11 1BA		
Activity	TECH EXCHANGE	Contact Phone	+441282966402				
Priority	ND 1900						
Ref 1	C5319931						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
ND 14/09/2025 16:00 SLA: ND 14/09/2025 16:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _O2INGLANE3000 x 1	<p>Problem: [P2PE] Faulty Ingenico Lane 3000 PED Root Cause: Unknown Action: Confirm fault and if necessary replace and configure new PED following normal P2PE procedures configuring for VCom as documented. Engineer MUST confirm new PED is powered and contact the Fujitsu Managed Service Desk on 0203 949 3514 and request they arrange activation of the new serial. Test: Engineer to check new PED has power. User to test when activated. URL: Call history:: ##### Call 5319931 Problem Web Service qws_uk Sat 13 Sep 2025 13:16:41 A+C+P</p> <pre>agent.loginname=qws_uk equipment.assettag=TELGB000000T0519TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007324823 call.problem=HW - 0519 - 03 - PED replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/PED_LANE_3000 call.priority=2-Medium call.datereported=9/13/2025 1:16:38 PM ##### Call 5319931 Problem Web Service qws_uk Sat 13 Sep 2025 13:16:41 A+C+P</pre> <p>SITE OPENING TIMES [Burnley] Mon-Sat: 09:00-17:30 Sun: 10:00-16:00...</p>

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	



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Job # 4242410	Customer	Vista Retail Support Limited		Job Address
SLA Window	14/09/2025 14:01 - 14/09/2025 17:00	Contact Name	.	MCDONALDS - NCR 1 KINGSWAY RETAIL PARK WALLHEAD ROAD ROCHDALE LANCASHIRE ROCHDALE OL16 5AF
Activity	TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3403346			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3403346 - The headset is not connecting to the base station but is powered on. Store Access Hours: 05:00AM-01:00AM 3380504 - Till 1 printer not feeding	Replace MCD-KIT-NEX-HSET-7002 Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REF DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19561206901	MCD-KIT-NEX-HSET-7002					



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Ltd -Telefonica - P2PE	19561217001	C5319931	4242414	TECH EXCHANGE	O2 BURNLEY, 46/48 THE MALL, Burnley, BB11 1BA	Daniel Hanson	13/09/2025 14:12 14/09/2025 16:00	14/09/2025	
Fujitsu Services Ltd -Telefonica - P2PE	(No Items)	C5319931	4242405	TECH EXCHANGE	O2 BURNLEY, 46/48 THE MALL, Burnley, BB11 1BA	Daniel Hanson	13/09/2025 14:00 14/09/2025 16:00	14/09/2025	
Computacenter - Kingfisher	(No Items)	24499590	4242363	TECH EXCHANGE	SCREWFIX, SCREWFIX, NORTHGATE, WHITE LUND INDUSTRIAL ESTATE, MORECAMBE, LA3 3AY	Daniel Hanson	13/09/2025 10:51 14/09/2025 15:00	14/09/2025	
Xerox (UK) Technical****DO NOT INVOICE****	195612308	11833733	4242420	REPAIR WITH PARTS	TESCO Stores Limited, 26-28 Highgate, LAP1 - IP 73.116.0.51, KENDAL, LA9 4SX	Daniel Hanson	14/09/2025 09:00 14/09/2025 15:18	14/09/2025	
Xerox (UK) Technical****DO NOT INVOICE****	195612304	11833733	4242420	REPAIR WITH PARTS	TESCO Stores Limited, 26-28 Highgate, LAP1 - IP 73.116.0.51, KENDAL, LA9 4SX	Daniel Hanson	14/09/2025 09:00 14/09/2025 15:18	14/09/2025	
Xerox (UK) Technical****DO NOT INVOICE****	195612312	11833733	4242420	REPAIR WITH PARTS	TESCO Stores Limited, 26-28 Highgate, LAP1 - IP 73.116.0.51, KENDAL, LA9 4SX	Daniel Hanson	14/09/2025 09:00 14/09/2025 15:18	14/09/2025	
Xerox (UK) Technical****DO NOT INVOICE****	195612316	11833733	4242420	REPAIR WITH PARTS	TESCO Stores Limited, 26-28 Highgate, LAP1 - IP 73.116.0.51, KENDAL, LA9 4SX	Daniel Hanson	14/09/2025 09:00 14/09/2025 15:18	14/09/2025	
Vista Retail Support Limited	19561206901	3403346	4242410	TECH EXCHANGE	MCDONALDS - NCR, 1 KINGSWAY RETAIL PARK WALLHEAD ROAD, ROCHDALE, LANCASHIRE, ROCHDALE, OL16 5AF	Daniel Hanson	14/09/2025 14:01 14/09/2025 17:00	14/09/2025	