



Run Sheet

Daniel Hanson 11/10/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 6 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4262593 | Customer | Fujitsu Services Limited - Star Trains - ME | | Job Address |
|---------------|-------------------------------------|---|-------------------------------|----------------------------------|
| SLA Window | 10/10/2025 09:00 - 11/10/2025 15:00 | Contact Name | CHESTER NLC3701 TFW Depot | TRANSPORT FOR WALES (Chester) |
| Activity | TECH EXCHANGE | Contact Phone | 02920 320 193 / 07741 248 780 | City Road, Cheshire |
| Priority | ND 1500 | | | Cheshire |
| Ref 1 | C5322126 | | | Chester |
| Ref 2 | | | | CH1 3NS |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--|---|
| ND 11/10/2025 15:00 SLA: ND 11/10/2025 15:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KEZEBTC56DJ-1PAZU4P x 1 | <p>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 assistan Test: Site to test URL: Call history:: ##### Call 5322126 Problem Web Service qws_uk Fri 10 Oct 2025 14:08:07 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC18322325 call.problem=NLC3701 Chester Zebra / TC56</p> <p>faults NLC 3701 Site Name Chester Set Number call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=10/10/2025 3:07:38 PM...</p> |

| Job Notes |
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| In Items |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------------|----------------------|--------|-------|-------------------------|-----------------|
| 19657187101 | _KEZEBTC56DJ-1PAZU4P | AN HSPA+/LTE/CDMA:BT | | | | |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
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| | | | | | Customer Print | |
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| | | | | | Customer Signature | |
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Run Sheet

Daniel Hanson 11/10/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 6 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4262594 | Customer | Fujitsu Services Limited - Star Trains - ME | | Job Address |
|---------------|-------------------------------------|---|-------------------------------|----------------------------------|
| SLA Window | 10/10/2025 09:00 - 11/10/2025 15:00 | Contact Name | CHESTER NLC3701 TFW Depot | TRANSPORT FOR WALES (Chester) |
| Activity | TECH EXCHANGE | Contact Phone | 02920 320 193 / 07741 248 780 | City Road, Cheshire |
| Priority | ND 1500 | | | Cheshire |
| Ref 1 | C5322128 | | | Chester |
| Ref 2 | | | | CH1 3NS |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--|---|
| ND 11/10/2025 15:00 SLA: ND 11/10/2025 15:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _KEZEBTC56DJ-1PAZU4P x 1 | <p>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 assistan Test: Site to test URL: Call history:: ##### Call 5322128 Problem Web Service qws_uk Fri 10 Oct 2025 14:09:34 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC18322329 call.problem=NLC3701 Chester Zebra / TC56</p> <p>faults NLC 3701 Site Name Chester Set Number call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56KE call.priority=2-Medium call.datereported=10/10/2025 3:08:53 PM...</p> |

| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------------|----------------------|--------|-------|-------------------------|-----------------|
| 19657194001 | _KEZEBTC56DJ-1PAZU4P | AN HSPA+/LTE/CDMA:BT | | | | |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|------------|----------------------|----------------------|--------|-------|-------------|------------------|
| 1965719401 | _KEZEBTC56DJ-1PAZU4P | AN HSPA+/LTE/CDMA:BT | | | | |
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| Engineer Closure Notes | On Site Time | Off Site Time |
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

Daniel Hanson 11/10/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 6 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4262424 | Customer | Xerox (UK) Technical***DO NOT INVOICE*** | | Job Address |
|---------------|-------------------------------------|--|---------------------------|--|
| SLA Window | 11/10/2025 09:00 - 11/10/2025 11:30 | Contact Name | 2098 Bidston Duty manager | TESCO Stores Limited Bidston Link Road PRENTON LAP 2 PRENTON CH43 7AA |
| Activity | REPAIR WITH PARTS | Contact Phone | 01916931016 | |
| Priority | 8HR | | | |
| Ref 1 | 11862958 | | | |
| Ref 2 | | | | |
| No. of Parts | 2 | | | |

| Instructions 1 | Instructions 2 |
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| <p>Intervention #: 1 SLA: 11/10/2025 11:30-----ASSET INFORMATION---ProductName: MX632adwe MFP HV EMEA Device Tag Customer: LAP 2 MX632adwe Serial Number: 7020425306P04 Product Identifier: 38S0910 Model: 7020-686 Physical Location:</p> <p>---ACCOUNT INFORMATION---Onsite repair instructions: VIP AND MPS CUSTOMER FOR LEXMARK INTERNAL USE ONLY DO NOT SHARE WITH CUSTOMER STORES LAP 2 Tesco123 (To be updated 09.04.2025) HEAD OFFICE & DC.....s ONLY PASSWORD/PIN : 1984 Retail 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 tray ALL MAINTENANCE KITS 3 DAY SLA MONDAY FRIDAY 09:00 17:00 RETAIL 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 already Please contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p> | <p>-----ACTIVITY DESCRIPTION----Help Desk Reference 29120786. Toner leak June reported that toner leaked from IU and there is lots of powder inside of the printer. Please clean device. New IU on order also. MX632 LAP 2 SN: 7020425306P04 IP: 80.32.0.52 June 01916931016 SLA 11.10.25 @ 11:30 DDD 13.10.25 @ 11:30 MK----INSTRUCTIONS-----Technical Notes -----Tech to clean the spilt toner from the printer and test. Parts added in case of any contamination. Only use parts if they are required. CB.</p> |

| Job Notes |
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| In Items |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 196562252 | 40X8393 | MX61x SVC Maint Kit Transfer R | | | | |
| 196562256 | 41X1179 | MX62x SVC Fuser Fuser 220 V | | | | |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
|------------------------|--|--|--|--|--------------------|---------------|
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| | | | | | Customer Print | |
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| | | | | | Customer Signature | |
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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 6 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4262602 | Customer | Verifone UK LTD | | | Job Address |
|---------------|-------------------------------------|-----------------|---------------|--|--|
| SLA Window | 10/10/2025 14:17 - 11/10/2025 18:00 | Contact Name | DUTY MANAGER | | 1GB0934 H&M LIVERPOOL BHS LORD 67-69 LORD STREET |
| Activity | TECH EXCHANGE | Contact Phone | 0344 736 9000 | | N/A LIVERPOOL LIVERPOOL L2 6PG |
| Priority | ND 1800 | | | | |
| Ref 1 | G358026 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 0 | | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| Stock Item = R-P400 Plus -2.9.1.18 H&M UK Inbound PTID = 23420448 Inbound Serial No. = 275-225-988 IP Gateway = 0.0.0.0 Terminal IP Address = 0.0.0.0 Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = 192.168.255.1 WIFI Network SSID N/A WIFI Network WPA Password N/A WPA Encryption method = N/A Manager PIN / Supervisor Pin = 12345 Configuration / Setup Pin = 12345 Login ID = GB0934 Login Pin = GB0934 Primary System ID = 20025641 SITE OPENING TIMES = N/A Notes = N/A Fault Category = Unable To Get GPRS Signal/Connection | 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-2691184 |

| Job Notes |
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| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
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| Engineer Closure Notes | Customer Print |
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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 6 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4262603 | Customer | Verifone UK LTD | | | Job Address |
|---------------|-------------------------------------|-----------------|---------------|--|--|
| SLA Window | 10/10/2025 14:17 - 11/10/2025 18:00 | Contact Name | DUTY MANAGER | | 1GB0934 H&M LIVERPOOL BHS LORD 67-69 LORD STREET |
| Activity | CONSUMABLE INSTALL | Contact Phone | 0344 736 9000 | | N/A LIVERPOOL LIVERPOOL L2 6PG |
| Priority | ND 1800 | | | | |
| Ref 1 | G358026 - Y Cable | | | | |
| Ref 2 | | | | | |
| No. of Parts | 0 | | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| Only use Y Cable if required If you do not use the Y cable please clearly mark as good part | 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-2691184 |

| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
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| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

Daniel Hanson 11/10/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 6 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4262731 | Customer | Vista Retail Support Limited | Job Address |
|---------------|-------------------------------------|------------------------------|---|
| SLA Window | 10/10/2025 15:44 - 11/10/2025 17:00 | Contact Name | LIDL CROFT HEAD LANCASHIRE OLDHAM OL2 5WD |
| Activity | TECH EXCHANGE | Contact Phone | |
| Priority | ND 1700 | | |
| Ref 1 | 3431993 | | |
| Ref 2 | | | |
| No. of Parts | 1 | | |

| Instructions 1 | Instructions 2 |
|---|--|
| 3431993 Store have lost zebra and have looked for a few days before reporting. Password 15487541 | Replace HHT-ZEB-TC57-LID Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE 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 |
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| In Items | | | | | | |
|-------------|------------------|------------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19657784601 | HHT-ZEB-TC57-LID | HHT-ZEB-TC57-LID | | | | |
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| Returned Items | | | | | | |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
| 19657784801 | | | | | | |
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Run Sheet

John Paul Barron 11/10/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4262798 | Customer | Computacenter John Lewis | | Job Address |
|---------------|-------------------------------------|--------------------------|-------------|---|
| SLA Window | 10/10/2025 16:35 - 11/10/2025 10:00 | Contact Name | LISA ENDSOR | JOHN LEWIS JOHN LEWIS WILMSLOW ROAD CHEADLE SK8 3BZ |
| Activity | TECH EXCHANGE | Contact Phone | - | |
| Priority | ND 1700 | | | |
| Ref 1 | 24538516 | | | |
| Ref 2 | PO Monthly | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--------------------------|--|
| JLP SWAP LINK 2500 11/10 | <p>Asset: Ingenico Link/2500 Generic Serial No: GENERIC-0012</p> <p>Category: Hardware SubCategory: Component</p> <p>Please see KB0106284- PACT Lost Card Reader: 041 - Cheadle (10/10)</p> <p>Locker: CH3-26-PED</p> <p>TPV Number (8 Digits): 15041166</p> <p>Serial Number: 192647303461103311178871</p> <p>Asset Number: PAN00100926</p> <p>Model Ingenico 2500</p> <p>Location: lost</p> <p>Issue: PED has been missing since 13/9/25 - we have made every attempt to find it</p> |

| Job Notes |
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| In Items | | | | | | |
|-------------|---------|--------------------|--------------------------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19658107901 | 4856868 | JLP:INGENICO L2500 | 192547303461103311013349 | | | |
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| Returned Items | | | | | | |
|----------------|---------|--------------------|--------------------------|-------|-------------|------------------|
| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
| 19658108101 | 4856868 | JLP:INGENICO L2500 | 192547303461103311013349 | | | |
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Run Sheet

John Paul Barron 11/10/2025

Date 11/10/2025 **Depot** Warrington **Driver** Barron, John Paul **Jobs on Run** 6

| Job # 4262802 | Customer | Computacenter John Lewis | | Job Address |
|---------------|-------------------------------------|--------------------------|-------------|---|
| SLA Window | 10/10/2025 16:41 - 11/10/2025 10:00 | Contact Name | LISA ENDSOR | JOHN LEWIS JOHN LEWIS WILMSLOW ROAD CHEADLE SK8 3BZ |
| Activity | TECH EXCHANGE | Contact Phone | . | |
| Priority | ND 1700 | | | |
| Ref 1 | 24538529 | | | |
| Ref 2 | PO Monthly | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--------------------------|---|
| JLP SWAP LINK 2500 11/10 | <p>Asset: Ingenico Link/2500 Generic Serial No: GENERIC-0012</p> <p>Category: Hardware SubCategory: Component</p> <p>Please see KB0106284- PACT Lost Card Reader: 041 - Cheadle (10/10)</p> <p>*delete as applicable</p> <p>Please provide relevant information below to be sent to Computacenter:</p> <p>Hostname:</p> <p>Serial Number:</p> <p>Model number:</p> <p>Fault:</p> <p>*NOTE: If this is for a JL CHS Estimator laptop please use the PRE: JL CHS Estimator Laptop pre weblog template as this captures extra details needed</p> |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------|--------------------|----------------|------------|-------------------------|-----------------|
| 19658122501 | 4856868 | JLP:INGENICO L2500 | 19258730346110 | 3311074322 | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|---------|--------------------|---------------|------------|-------------|------------------|
| 19658122701 | 4856868 | JLP:INGENICO L2500 | 1925873034610 | 3311074322 | | |
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Engineer Closure Notes

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| Customer Print | |
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| Customer Signature | |
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Run Sheet

John Paul Barron 11/10/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4262524 | Customer | Vista Retail Support Limited | Job Address |
|---------------|-------------------------------------|------------------------------|---|
| SLA Window | 10/10/2025 12:58 - 11/10/2025 17:00 | Contact Name | LIDL CHESTER ROAD LANCASHIRE MANCHESTER M32 0FF |
| Activity | TECH EXCHANGE | Contact Phone | |
| Priority | ND 1700 | | |
| Ref 1 | 3431472 | | |
| Ref 2 | | | |
| No. of Parts | 1 | | |

| Instructions 1 | Instructions 2 |
|---|--|
| 3431472: HHT-ZEB-TC57-LID replacement Passcode: 17457541 | Replace HHT-ZEB-TC57-LID Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE 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 |
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| In Items | | | | | | |
|-------------|------------------|------------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19656826301 | HHT-ZEB-TC57-LID | HHT-ZEB-TC57-LID | | | | |
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| Returned Items | | | | | | |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
| 19656826501 | | | | | | |
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Run Sheet

John Paul Barron 11/10/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4262727 | Customer | Vista Retail Support Limited | Job Address |
|---------------|-------------------------------------|------------------------------|--|
| SLA Window | 10/10/2025 15:44 - 11/10/2025 17:00 | Contact Name | LIDL DARWEN, DUCKWORTH STREET LANCASHIRE DARWEN BB3 1QA |
| Activity | TECH EXCHANGE | Contact Phone | |
| Priority | ND 1700 | | |
| Ref 1 | 3431850 | | |
| Ref 2 | | | |
| No. of Parts | 1 | | |

| Instructions 1 | Instructions 2 |
|---|--|
| 3431850 - FSE to attend and replace?HHT-ZEB-TC57-LID Password 12937541 | Replace HHT-ZEB-TC57-LID Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE 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 |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------------------|------------------|--------|-------|-------------------------|-----------------|
| 19657784101 | HHT-ZEB-TC57-LID | HHT-ZEB-TC57-LID | | | | |
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Run Sheet

John Paul Barron 11/10/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4262555 | Customer | Fujitsu Services Limited - Telefonica TC | | | Job Address |
|---------------|-------------------------------------|--|---------------|--|--|
| SLA Window | 10/10/2025 13:30 - 11/10/2025 17:30 | Contact Name | Josh | | O2 BLACKPOOL 0022 HOUNDSHILL SHOPPING CENTRE BLACKPOOL FY1 4HU |
| Activity | TECH EXCHANGE | Contact Phone | +441253621717 | | |
| Priority | ND 1900 | | | | |
| Ref 1 | C5322118 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| ND 11/10/2025 17:30 SLA: ND 11/10/2025 17:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1 | <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 5322118 Problem Web Service qws_uk Fri 10 Oct 2025 13:29:06 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=TELGB000000T002TZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007372302 call.problem=HW - 0022 - 06 - Keyboard white replacement (Faulty) call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/KBUSBMAC call.priority=2-Medium call.datereported=10/10/2025 1:29:03 PM</p> <p>##### Call 5322118 Problem Web Service qws_uk Fri 10 Oct 2025 13:29:06 A+C+P</p> <p>SITE OPENING TIMES [Blackpool] Mon-Sat: 09:00-17:30 Sun: 10:00-16:00</p> <p>SPECIAL INSTRUCTIONS Store Type = High Street...</p> |

| Job Notes |
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| In Items |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------------------------|-------------|--------|-------|-------------------------|-----------------|
| 19657025701 | GNCKDBUSB-MACSTYLE ALUMINIUM:USB | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

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



Run Sheet

John Paul Barron 11/10/2025

| | | | | | | | |
|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 11/10/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4262531 | Customer | Secure Retail Limited | | | Job Address | | |
|---------------|-------------------------------------|-----------------------|--------------|--|--|--|--|
| SLA Window | 10/10/2025 13:08 - 11/10/2025 17:00 | Contact Name | PETER EVANS | | THE PLANT PLACE GARDEN CENTRE | | |
| Activity | TECH EXCHANGE | Contact Phone | 01253 856414 | | THE PLANT PLACE GARDEN CENTRE | | |
| Priority | ND 1700 | | | | FLEETWOOD ROAD SOUTH THORNTON-CLEVELEY'S FY5 5NS | | |
| Ref 1 | 00060742 | | | | | | |
| Ref 2 | | | | | | | |
| No. of Parts | 1 | | | | | | |

| Instructions 1 | Instructions 2 |
|--|------------------------------|
| Secure Retail - P2PE Generic Tech Install Script | Please exchange: 451-863-449 |

| Job Notes |
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| In Items |
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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 | 19657187101 | C5322126 | 4262593 | TECH EXCHANGE | TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS | Daniel Hanson | 10/10/2025 09:00 11/10/2025 15:00 | 11/10/2025 | |
| Fujitsu Services Limited - Star Trains - ME | 19657194001 | C5322128 | 4262594 | TECH EXCHANGE | TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS | Daniel Hanson | 10/10/2025 09:00 11/10/2025 15:00 | 11/10/2025 | |
| Xerox (UK) Technical****DO NOT INVOICE**** | 196562252 | 11862958 | 4262424 | REPAIR WITH PARTS | TESCO Stores Limited, Bidston Link Road, PRENTON, LAP 2, PRENTON, CH43 7AA | Daniel Hanson | 11/10/2025 09:00 11/10/2025 11:30 | 11/10/2025 | |
| Xerox (UK) Technical****DO NOT INVOICE**** | 196562256 | 11862958 | 4262424 | REPAIR WITH PARTS | TESCO Stores Limited, Bidston Link Road, PRENTON, LAP 2, PRENTON, CH43 7AA | Daniel Hanson | 11/10/2025 09:00 11/10/2025 11:30 | 11/10/2025 | |
| Verifone UK LTD | (No Items) | G358026 | 4262602 | TECH EXCHANGE | 1GB0934 H&M LIVERPOOL BHS LORD, 67-69 LORD STREET, N/A, LIVERPOOL, LIVERPOOL, L2 6PG | Daniel Hanson | 10/10/2025 14:17 11/10/2025 18:00 | 11/10/2025 | |
| Verifone UK LTD | (No Items) | G358026 - Y Cable | 4262603 | CONSUMABLE INSTALL | 1GB0934 H&M LIVERPOOL BHS LORD, 67-69 LORD STREET, N/A, LIVERPOOL, LIVERPOOL, L2 6PG | Daniel Hanson | 10/10/2025 14:17 11/10/2025 18:00 | 11/10/2025 | |
| Vista Retail Support Limited | 19657784601 | 3431993 | 4262731 | TECH EXCHANGE | LIDL, CROFT HEAD, LANCASHIRE, OLDHAM, OL2 5WD | Daniel Hanson | 10/10/2025 15:44 11/10/2025 17:00 | 11/10/2025 | |



Run Sheet

Warehouse manifest

| Summary | | | | | | | | | |
|--|---------------|----------|---------|---------------|--|------------------|--------------------------------------|------------|-------|
| Customer Name | Trace Request | Ref 1 | Job # | Activity | Address | Engineer | SLA Window | Run Date | Rec'd |
| Vista Retail Support Limited | 19657784101 | 3431850 | 4262727 | TECH EXCHANGE | LIDL, DARWEN, DUCKWORTH STREET, LANCASHIRE, DARWEN, BB3 1QA | John Paul Barron | 10/10/2025 15:44 11/10/2025 17:00 | 11/10/2025 | |
| Fujitsu Services Limited - Telefonica TC | 19657025701 | C5322118 | 4262555 | TECH EXCHANGE | O2 BLACKPOOL 0022, HOUNDSHILL SHOPPING CENTRE, BLACKPOOL, FY1 4HU | John Paul Barron | 10/10/2025 13:30 11/10/2025 17:30 | 11/10/2025 | |
| Secure Retail Limited | 19656872301 | 00060742 | 4262531 | TECH EXCHANGE | THE PLANT PLACE GARDEN CENTRE, THE PLANT PLACE GARDEN CENTRE, FLEETWOOD ROAD SOUTH, THORNTON-CLEVELEY S, FY5 5NS | John Paul Barron | 10/10/2025 13:08 11/10/2025 17:00 | 11/10/2025 | |
| Vista Retail Support Limited | 19656826301 | 3431472 | 4262524 | TECH EXCHANGE | LIDL, CHESTER ROAD, LANCASHIRE, MANCHESTER, M32 0FF | John Paul Barron | 10/10/2025 12:58 11/10/2025 17:00 | 11/10/2025 | |
| Computacenter John Lewis | 19658107901 | 24538516 | 4262798 | TECH EXCHANGE | JOHN LEWIS, JOHN LEWIS, WILMSLOW ROAD, CHEADLE, SK8 3BZ | John Paul Barron | 10/10/2025 16:35 11/10/2025 10:00 | 11/10/2025 | |
| Computacenter John Lewis | 19658122501 | 24538529 | 4262802 | TECH EXCHANGE | JOHN LEWIS, JOHN LEWIS, WILMSLOW ROAD, CHEADLE, SK8 3BZ | John Paul Barron | 10/10/2025 16:41 11/10/2025 10:00 | 11/10/2025 | |