



Run Sheet

John Paul Barron 21/06/2025

Date	21/06/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	4
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Job # 4184698	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	21/06/2025 08:00 - 21/06/2025 12:00	Contact Name	WIDNES NLC2391 NT STATION	Northern Rail - STAR Widnes Railway Station, Victoria Avenue, Widnes, Mersey
Activity	TECH EXCHANGE	Contact Phone	0151 424 1405	Merseyside Widnes WA8 7TJ
Priority	4HR			
Ref 1	C5313495			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
part is with tech 4HR 21/06/2025 12:00 SLA: 4HR 21/06/2025 12:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRFUJTP8-200046EU x 1	Problem: [ME] TP8 Touch Screen requires replacement Root Cause: Unknown Action: Replace the TP8 Touch Screen. Cables must be fed correctly. Please ensure Site hours are correct & site is open before dispatching Eng. Contact STAR support for assistance and testing. Test: In Use URL: Call history: ##### Call 5313495 Problem Web Service qws_uk Fri 20 Jun 2025 09:35:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000N2391TAA3 contract.pkey=23200 call.poms=1 call.zip=WA8 7TJ call.address=Widnes Railway Station Victoria Avenue Widnes Mersey call.customerid=INC17764214 call.problem=NLC2391 WIDNES Window 30 Touch screen not working. NLC 2391 Site Name WIDNES call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NTTP8TCHSCR call.priority=2-Medium call.datereported=6/20/2025 10:34:22 AM ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
192876783	_NRFUJTP8-200046EU15	TP8 TOUCH:PCAP				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
192876785	_NRFUJTP8-200046EU15	TP8 TOUCH:PCAP				

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



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Job # 4184743	Customer	Verifone UK LTD		Job Address
SLA Window	20/06/2025 16:04 - 21/06/2025 18:00	Contact Name	KELLY GARCIA	STONEGATE - HOPE & ANCHOR - 91 MARYLAND STREET LIVERPOOL MERSEYSIDE MERSEYSIDE L1 9DE
Activity	TECH EXCHANGE	Contact Phone	0151 702 7911	
Priority	ND 1800			
Ref 1	G354423			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 30793074 Inbound Serial No. = 314-455-421 IP Gateway = 10.83.43.94 Terminal IP Address = 10.83.43.68 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID SGPDQ WIFI Network WPA Password TH76saER99 WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1255 Login Pin = 1255 Primary System ID = 20024503 SITE OPENING TIMES = 11:00 - 00:00 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-2680456

Job Notes

In Items						

Returned Items						

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



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Job # 4184752	Customer	Vista Retail Support Limited		Job Address
SLA Window	20/06/2025 16:11 - 21/06/2025 17:00	Contact Name		THE RANGE AINTREE RACECOURSE RETAIL PARK
Activity	TECH EXCHANGE	Contact Phone		TOPHAM DRIVE, SEFTON LIVERPOOL L9 5AL
Priority	ND 1700			
Ref 1	3313241			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3313241: Note: Store currently experiencing difficulties with phone lines. Till 06. 7197 Printer. Print quality poor. Store have been walked through cleaning process with no change. Please replace printer and test with print and cash drawer firing.	Replace PTR-NCR-7197-RS2/USB 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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19289823701	PTR-NCR-7197-RS2/USB	PTR-NCR-7197-RS2/USB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19289823901						

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print
	Customer Signature



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Job # 4184771	Customer	Computacenter - Kingfisher			Job Address
SLA Window	21/06/2025 09:00 - 21/06/2025 13:00	Contact Name	Kirsty Hackney		KINGFISHER INFORMATION TECHNOLOGY (Statham Street Statham Street SK11 6XF
Activity	TECH EXCHANGE	Contact Phone	01625 616729		
Priority	ND 1300				
Ref 1	24396204				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Description: HOST NAME: KF1RG3J23 IP ADDRESS OF PC: 10.83.69.30 OPERING SYSTEM: Win11 IF DELL7070 IS IT 90W or 130W: 90W LOCATION OF DEVE: 1379-Macclesfield / showroom desk FAULT DESCRIPTION: windows updat	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19288887701	4299311	KING:Dell OptiPlex 7070 Micro				

Returned Items

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



Run Sheet

Daniel Hanson 21/06/2025

Date	21/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	3
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Job # 4184603	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	20/06/2025 09:00 - 21/06/2025 17:30	Contact Name		R282 BURNLEY (Connected)	ORANGE (BURNLEY) 52 The Mall (Unit 1/1A), Charter Walk Shopping Centre LANCASHIRE Burnley BB11 1BA
Activity	NON TECH EXCHANGE	Contact Phone		0845 0971 282	
Priority	ND 1700				
Ref 1	C5313513				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 21/06/2025 21:00 SLA: ND 21/06/2025 21:00 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 5313513 Problem Web Service qws_uk Fri 20 Jun 2025 12:28:06 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O0282TRB2 contract.pkey=22856 call.poms=1 call.zip=BB11 1BA call.address=52 The Mall (Unit 1/1A) Charter Walk Shopping Centre call.city=Burnley call.customerid=INC17765246 call.problem=Hardware - Lenovo X12 - Tablet is not turning on - replacement of tablet with SN PW0999Q7 needed Re-open INC17737249 call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=6/20/2025 1:27:16 PM ##### Call 5313513 Problem Web Service qws_uk Fri 20 Jun 2025 12:28:06 A+C+P...

Job Notes

In Items

Returned Items

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



Run Sheet

Daniel Hanson 21/06/2025

Date	21/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	3
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Job # 4184578	Customer	Vista Retail Support Limited	Job Address
SLA Window	20/06/2025 12:27 - 21/06/2025 17:00	Contact Name	LIDL BEEZON ROAD KENDAL LA9 6EL
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3310159		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3310159 Brief Description: Defective damaged or lost equipment Mobile Office ----- Is the device defective physically damaged or lost? : Defective passcode: 19340778	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

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19288821701	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				



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Daniel Hanson 21/06/2025

Date	21/06/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	3
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Job # 4184670	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	20/06/2025 14:11 - 21/06/2025 19:00	Contact Name	MANCHESTER OXFORD ROAD NLC2966 NLC2966	INTERIORail - STAR Oxford Road Station, Oxford Road Station Approach, Manchester, Inner Mancs Lancashire Manchester M1 6FU
Activity	TECH EXCHANGE	Contact Phone	0161 228 5431	
Priority	ND 1900			
Ref 1	C5313530			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 21/06/2025 19:00 SLA: ND 21/06/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1</p>	<p>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 5313530 Problem Web Service qws_uk Fri 20 Jun 2025 14:11:04 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000N2966TA23 contract.pkey=23200 call.poms=1 call.zip=M1 6FU call.address=Oxford Road Station Oxford Road Station Approach Manchester Inner Mancs call.customerid=INC17765682 call.problem=NLC2966 MANCHESTER OXFORD ROAD NLC 2966 Site MANCHESTER OXFORD ROAD Window 3 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=6/20/2025 3:10:27 PM</p> <p>##### Call 5313530 Problem Web Service qws_uk Fri 20 Jun 2025 14:11:04 ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19289232801	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	31541			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19289233001	_NRNEWND4020	MAGNETIC TICKET DT 203DPI	31541			

Engineer Closure Notes

		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 - EE	19288869401	C5313513	4184603	NON TECH EXCHANGE	ORANGE (BURNLEY), 52 The Mall (Unit 1/1A), Charter Walk Shopping Centre, LANCASHIRE, Burnley, BB11 1BA	Daniel Hanson	20/06/2025 09:00 21/06/2025 17:30	21/06/2025	
Vista Retail Support Limited	19288821701	3310159	4184578	TECH EXCHANGE	LIDL, BEEZON ROAD, KENDAL, LA9 6EL	Daniel Hanson	20/06/2025 12:27 21/06/2025 17:00	21/06/2025	
Fujitsu Services Limited - Star Trains - ME	19289232801	C5313530	4184670	TECH EXCHANGE	Northern Rail - STAR, Oxford Road Station, Oxford Road Station Approach, Manchester, Inner Mancs, Lancashire, Manchester, M1 6FU	Daniel Hanson	20/06/2025 14:11 21/06/2025 19:00	21/06/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Verifone UK LTD	(No Items)	G354423	4184743	TECH EXCHANGE	STONEGATE - HOPE & ANCHOR - 91, MARYLAND STREET, LIVERPOOL, MERSEYSIDE, MERSEYSIDE, L1 9DE	John Paul Barron	20/06/2025 16:04 21/06/2025 18:00	21/06/2025	
Vista Retail Support Limited	19289823701	3313241	4184752	TECH EXCHANGE	THE RANGE, AINTREE RACECOURSE RETAIL PARK, TOPHAM DRIVE, SEFTON, LIVERPOOL, L9 5AL	John Paul Barron	20/06/2025 16:11 21/06/2025 17:00	21/06/2025	
Computacenter - Kingfisher	19288887701	24396204	4184771	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Statham Street , Statham Street , SK11 6XF	John Paul Barron	21/06/2025 09:00 21/06/2025 13:00	21/06/2025	
Fujitsu Services Limited - Star Trains - ME	192876783	C5313495	4184698	TECH EXCHANGE	Northern Rail - STAR, Widnes Railway Station, Victoria Avenue, Widnes, Mersey, Merseyside, Widnes, WA8 7TJ	John Paul Barron	21/06/2025 08:00 21/06/2025 12:00	21/06/2025	