



Run Sheet

Daniel Hanson 16/03/2025

Date 16/03/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 4

Job # 4115508	Customer	Fujitsu - Star – TFW - TC		Job Address
SLA Window	15/03/2025 15:34 - 16/03/2025 20:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire Cheshire Chester CH1 3NS
Priority	ND 1900			
Ref 1	C5306362			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 16/03/2025 20:00 SLA: ND 16/03/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= FUJFTP-638WSL110 x 1	Problem: [TC] PRINTER Root Cause: Unknown Action: Swap Fujitsu thermal printer & pair with phone following Engineers documentation.- Device ID xx RSP ID xxxx TFS REFxxxxxxxx ** NO PARTS TO BE SENT DIRECT TO SITE ** Test: in use URL: Call history:: ##### Call 5306362 Problem Web Service qws_uk Sat 15 Mar 2025 15:34:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8563TRT3 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17204466 call.problem=Mobile General NLC3701 Chester 66002609 020-045114 not printing correctly call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TFWFPR call.priority=2-Medium call.datereported=3/15/2025 4:33:44 PM ##### Call 5306362 Problem Web Service qws_uk Sat 15 Mar 2025 15:34:05 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18961418701	FUJFTP-638WSL	1PWR: THERMAL W/CHARGER				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18961418901	FUJFTP-638WSL	IPTR THERMAL W/CHARGER				

Engineer Closure Notes

	Customer Print
	Customer Signature



Run Sheet

Daniel Hanson 16/03/2025

Date	16/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	4
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4115503	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	16/03/2025 09:00 - 16/03/2025 16:00	Contact Name	272 Denbigh Duty manager	Wm Morrison Supermarkets plc Smithfield Road PRN2 DENBIGH LL16 3RQ
Activity	REPAIR WITH PARTS	Contact Phone	01745812727	
Priority	ND FIX			
Ref 1	11637478			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 16/03/2025 16:00-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: MONT272PRN2SerialNumber: 40636C660748LProductIdentifier: 40G0230Model: 4063-430Physical Location:</p> <p>---ACCOUNT INFORMATION---MPS Customer. MPS Breakfix SLA Monday to Saturday 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & M312 devices are only connected via USB. Not networked.Risk assessment and method statement to be provided on demand.Engineer to report to customer authorized representative and sign in the visitors book.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000034988349. 243.06 jamsInitial call raised last night but person who reported it is off today. Spoken to DM Tracey who advised that she was told that printer keeps jamming when printing from tray 3. There is no visible damage that anyone can see. Please checkMS811PRN2SN: 40636C660748LIP: 10.20.206.22Lisa / Tracey01745 812727SLA 16.03.25 by the end of business day.MK---INSTRUCTIONS-----Technical Notes -----JB. Please investigate 243.06 250/550-sheet tray: Failure to feed from tray 3.....media remains in tray 3.</p>

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
189613871	40X8152	MS81x SVC Tray Insert 250 Shee				



Run Sheet

Daniel Hanson 16/03/2025

Date	16/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	4
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4115455	Customer	Verifone UK LTD		Job Address
SLA Window	15/03/2025 09:31 - 16/03/2025 18:00	Contact Name	UAN DORRAN	STONEGATE - BROOKHOUSE - 91782
Activity	TECH EXCHANGE	Contact Phone	07388507799	467 SMITHDOWN ROAD 467 SMITHDOWN ROAD MERSEYSIDE L15 5AE
Priority	ND 1800			
Ref 1	G350444			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 28553905 Inbound Serial No. = 321-008-218 IP Gateway = 10.83.87.190 Terminal IP Address = 10.83.87.172 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1137 Login Pin = 1137 Primary System ID = 20024503 SITE OPENING TIMES = 11:00 - 00:00 Purchase Pin = Notes = Fault Category =Tamper Mode</p>	<p>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-2669840</p>

Job Notes

For more information about the study, please contact Dr. [REDACTED] at [REDACTED].

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18961224301	R-Vx680 WiFi-03	70X088999BD	332-634-852			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18961224501	R-Vx680 WiFi-03	70X08099BD	332-634-852			

Engineer Closure Notes

Customer Print		
Customer Signature		



Run Sheet

Daniel Hanson 16/03/2025

Date	16/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	4
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4115457	Customer	Verifone UK LTD		Job Address
SLA Window	15/03/2025 09:31 - 16/03/2025 18:00	Contact Name	KATE LAWLESS	STONEGATE - OLD SWAN - 9175706
Activity	TECH EXCHANGE	Contact Phone	07577327715	1 ST OSWALDS STREET LIVERPOOL
Priority	ND 1800			1 ST OSWALDS STREET LIVERPOOL
Ref 1	G350442			MERSEYSIDE L13 5SA
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 28545055 Inbound Serial No. = 321-001-816 IP Gateway = 10.83.86.62 Terminal IP Address = 10.83.86.33 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1332 Login Pin = 1332 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Purchase Pin = Notes = Fault Category =Terminal Will Not Switch On	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-2669836

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18961225901	R-Vx680 WiFi-03.70X68099BD		321-001-400			

Returned Items

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



Run Sheet

David Ranson 16/03/2025

Date	16/03/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
------	------------	-------	------------	--------	---------------	-------------	---

Job # 4115466	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	16/03/2025 08:00 - 16/03/2025 12:00	Contact Name	Mo	O2 Bolton - Market Street 0070 43-47 MARKET STREET BOLTON BL1 1BQ
Activity	TECH EXCHANGE	Contact Phone	+441204957255	
Priority	Priority MC			
Ref 1	C5306342			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 15/03/2025 17:30 SLA: ND 15/03/2025 17:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1	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 5306342 Problem Web Service qws_uk Fri 14 Mar 2025 17:49:22 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0070TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007007743 call.problem=HW - 0070 - 06 - Keyboard white replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/KBUSBMAC call.priority=2-Medium call.datereported=3/14/2025 5:49:20 PM ##### Call 5306342 Problem Web Service qws_uk Fri 14 Mar 2025 17:49:22 A+C+P SITE OPENING TIMES [Bolton - Market Street] Mon-Fri: 09:30-17:30 Sat: 09:00-17:30 Sun: 10:30-16:30 SPECIAL INSTRUCTIONS...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18960625101	GNCKDBUSB-MAC	STYLIC STYLE ALUMINIUM:USB	.	.	Not Used	

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18960625301	GNCKDBUSB-MAC	STYLIC MAC STYLE ALUMINIUM:USB	.	.	Good	

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

David Ranson 16/03/2025

Date 16/03/2025 **Depot** Warrington **Driver** Ranson, David **Jobs on Run** 4

Job # 4115469	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	16/03/2025 08:00 - 16/03/2025 12:00	Contact Name	BURNLEY MANCHESTER ROAD NLC2549	NOTIFICATION - STAR
Activity	TECH EXCHANGE	Contact Phone	01282 455690	Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs Lancashire Burnley BB11 1JZ
Priority	Priority MC			
Ref 1	C5306210			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>4HR 14/03/2025 10:00 SLA: 4HR 14/03/2025 10:00 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 5306210 Problem Web Service qws_uk Thu 13 Mar 2025 20:10:34 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2549TA21 contract.pkey=23200 call.poms=1 call.zip=BB11 1JZ call.address=Burnley Manchester Road Station Manchester Road Burnley Lancashire Lancs call.customerid=INC17194895 call.problem=NLC2549 BURNLEY MANCHESTER ROAD Newbury ticket printer NLC 2549 Site BURNLEY call.modifiedby=QWebServices call.businessimpact=Total Down (TO) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=4-Critical call.datereported=3/13/2025 9:09:59 PM...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18957269701	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	33107	.	Not Used	

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18957269901	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	33107	.	Good	

Engineer Closure Notes

Customer Print		
Customer Signature		



Run Sheet

David Ranson 16/03/2025

Date	16/03/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
------	------------	-------	------------	--------	---------------	-------------	---

Job # 4115467	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	16/03/2025 08:00 - 16/03/2025 12:00	Contact Name	BURNLEY MANCHESTER ROAD NLC2549	BURNLEY MANCHESTER ROAD NLC2549
Activity	TECH EXCHANGE	Contact Phone	01282 455690	Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs Lancashire Burnley BB11 1JZ
Priority	Priority MC			
Ref 1	C5306209			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>4HR15/03/2025 11:00 08:01 PART2= PART3= PART4= ALT1=_NRNEW4633006200 ALT2= ALT3= ALT4= TEXT= _SXNEW4633006200 x 1</p>	<p>Problem: [ME] Newbury Ticket Printer PSU dead no power Root Cause: Possible dead PSU Action: Investigate check connections to PSU from the Mains. Check the PSU is connected to the Printer & the Printer Powerswitch is turned on. Replace the PSU if required following Engineers documentation. Contact Star Support for assistance. Test: with STAR SUPPORT URL: Call history:: ##### Call 5306209 Problem Web Service qws_uk Thu 13 Mar 2025 20:09:04 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000N2549TA21 contract.pkey=23200 call.poms=1 call.zip=BB11 1JZ call.address=Burnley Manchester Road Station Manchester Road Burnley Lancashire Lancs call.customerid=INC17194892 call.problem=NLC2549 BURNLEY MANCHESTER ROAD Newbury ticket printer NLC 2549 Site BURNLE call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/STR/workpackage/NRNEWPSU call.priority=4-Critical...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18957923801	_SXNEW4633006PSU	:24V:ND4020	.	.	Not Used	

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18957924001	_SXNEW46330062PSU	:24V:ND4020	.	.	Good	

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

David Ranson 16/03/2025

Date	16/03/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
------	------------	-------	------------	--------	---------------	-------------	---

Job # 4115475	Customer	Computacenter - Kingfisher			Job Address
SLA Window	15/03/2025 10:49 - 16/03/2025 17:00	Contact Name	JOSHUA JOHNSTON		B&Q B & Q PLC UNIT 1 SOUTH RINGS BUSINESS PARK PRESTON PR5 6BZ
Activity	TECH EXCHANGE	Contact Phone	01772628322		
Priority	ND 1700				
Ref 1	24283864				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
PLEASE SWAP UNIT	KINGFISHER Till hostname: GBBQ01291POS30P Till number: 30 What element of the till is impacted?: PED CARD ACCEPTANCE ISSUE? Yes Card insert/Chip & Pin working? N Contactless payments working? N Peripheral make/model(Please copy and paste CI): PED VERIFONE P400 PED serial number: 807-022-792 PTID (Shown on the back): 38591001 What screen is showing on the PED: connecting 1/3 please wait What is the till showing on the screen: n/a Description of issue: Colleague reports that the PED on till 30 does not connect to the till it displays an error on the PED of 'connecting 1/3 please wait'.

Job Notes

In Items						

Returned Items						

Engineer Closure Notes	On Site Time	Off Site Time



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu - Star – TFW - TC	18961418701	C5306362	4115508	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	15/03/2025 15:34 16/03/2025 20:00	16/03/2025	
Verifone UK LTD	18961225901	G350442	4115457	TECH EXCHANGE	STONEGATE - OLD SWAN - 9175706, 1 ST OSWALDS STREET LIVERPOOL, 1 ST OSWALDS STREET LIVERPOOL, MERSEYSIDE, L13 5SA	Daniel Hanson	15/03/2025 09:31 16/03/2025 18:00	16/03/2025	
Verifone UK LTD	18961224301	G350444	4115455	TECH EXCHANGE	STONEGATE - BROOKHOUSE - 91782, 467 SMITHDOWN ROAD, 467 SMITHDOWN ROAD, MERSEYSIDE, L15 5AE	Daniel Hanson	15/03/2025 09:31 16/03/2025 18:00	16/03/2025	
Xerox (UK) Technical***DO NOT INVOICE****	189613871	11637478	4115503	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Smithfield Road, PRN2, DENBIGH, LL16 3RQ	Daniel Hanson	16/03/2025 09:00 16/03/2025 16:00	16/03/2025	



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	18957269701	C5306210	4115469	TECH EXCHANGE	Northern Rail - STAR, Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs, Lancashire, Burnley, BB11 1JZ	David Ranson	16/03/2025 08:00 16/03/2025 12:00	16/03/2025	
Fujitsu Services Limited - Star Trains - ME	18957923801	C5306209	4115467	TECH EXCHANGE	Northern Rail - STAR, Burnley Manchester Road Station, Manchester Road, Burnley, Lancashire, Lancs, Lancashire, Burnley, BB11 1JZ	David Ranson	16/03/2025 08:00 16/03/2025 12:00	16/03/2025	
Fujitsu Services Limited - Telefonica TC	18960625101	C5306342	4115466	TECH EXCHANGE	O2 Bolton - Market Street 0070, 43-47 MARKET STREET, BOLTON, BL1 1BQ	David Ranson	16/03/2025 08:00 16/03/2025 12:00	16/03/2025	
Computacenter - Kingfisher	(No Items)	24283864	4115475	TECH EXCHANGE	B&Q, B & Q PLC, UNIT 1, SOUTH RINGS BUSINESS PARK, PRESTON, PR5 6BZ	David Ranson	15/03/2025 10:49 16/03/2025 17:00	16/03/2025	