



Rico Logistics Limited

Kennet House, 4 Langley Quay, Waterside Drive, Langley, SL3 6EY

Tel: 0844 472 1504 - Fax: - Email: FieldResourcing@tvsscs.com

INVOICE ADDRESS		DELIVERY ADDRESS	
Name	Pret Tech Mahindra (UK) BAU (PT3064)	Name	T1, MANCHESTER AIRPORT LANDSID
Address	Ormond House 63 Queen Victoria Street	Address	T1, MANCHESTER AIRPORT LANDSID MANCHESTER AIRPORT LANDSIDE,
City	London	City	MANCHESTER AIRPORT, LANDSIDE
Region		Region	MANCHESTER
Postcode	EC4N 4UA	Postcode	M90 3FE
Telephone	01908 546100	Telephone	
Email 1	g.harris@tvsscs.co m	Email	UK0433@pret.com
Email 2	s.alom@tvsscs.com		
Email 3	TechMPRETL1Tea m@TechMahindra.c om		
Email 4	CommandCentre@p ret.com		
Email 5	NK00821879@Tech Mahindra.com		
Email 6	one.helpdesk@pret. com		
Email 7	ss00894799@techm ahindra.com		
Email 8	CommandCentre@p ret.com		

JOB DETAILS

Job No	4114243	Job Type	Field Service
Site Contact		Order Date	13/03/2025 17:02
Ref 1	INC1362244	Due By	14/03/2025 15:00
Ref 2		Time ON Site	14/03/2025 09:13
Instructions 1	Please see last page(s)	Time OFF Site	14/03/2025 09:25
		Instructions 2	Please see last page(s)

JOB INFORMATION

Activity	TECH EXCHANGE	URC Code	None
Priority	ND 1700	Customer Escalation Auth Code	Not Requested
Closure Code	EX - Job completed OK part used	Tech Support Auth Code	Not Requested

IN ITEM DETAILS

Trace No	Serial	Part No	Description	Asset	Part Status
18956172401	None	PAMSATFX3-LX	SATO FX3-LX - FIP Printer	None	Used





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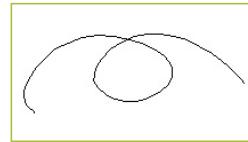
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RETURNED ITEM DETAILS

Trace No	Serial	Part No	Description	Asset	Part Status	Notes
18956172601	CL204284	PAMSATFX3-LX	SATO FX3-LX - FIP	None Printer	Faulty	

JOB COMPLETION DETAILS

Customer Name	Sally	Customer Signature
Completed by	Daniel Hanson	
Completed at	14/03/2025 09:25	
Engineer Notes	Swapped printer	





INSTRUCTIONS 1

Need to replace Full Ingredient Printer(FIP)

INSTRUCTIONS 2

If the Engineer is facing any issues on site, please call - Pret Command Centre 02076601338 & Pret Service Desk - 0207 827 8827

Issue: Damaged//Full ingredient Printer is Damaged(S/N: CL204284)

Shop No.: UK0433

Please avoid the shop during Rush Hours 12 pm to 2 pm.

Please contact the shop beforehand if you are going to attend during this time.

1. Please replace the FIP and Follow the SOP and Install it.
2. After replacing the FIP please configure the FIP.
3. After completing all the above steps still gets any issue, then suppose to contact Pret Helpdesk.
4. Please share the working status of the device with Pret Helpdesk and the shop user.

Note: Please ensure the serial numbers IN and OUT are captured when whole units are exchanged along with the photos of working and damaged devices.

Shop Timings:

Monday 06:00 - 19:00

Tuesday 06:00 - 19:00

Wednesday 06:00 - 19:00

Thursday 06:00 - 19:00

Friday 06:00 - 19:00

Saturday 07:00 - 17:00

Sunday 07:00 - 17:00

