



Run Sheet

Daniel Hanson 22/02/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4097993 | Customer | Vista Retail Support Limited | | Job Address |
|---------------|-------------------------------------|------------------------------|--|---|
| SLA Window | 21/02/2025 09:24 - 22/02/2025 17:00 | Contact Name | | MCDONALDS - CAPGEMINI STONE CROSS PARK YEW TREE WAY, GOLBORNE |
| Activity | TECH EXCHANGE | Contact Phone | | WARRINGTON LANCASHIRE WARRINGTON WA3 3JD |
| Priority | ND 1700 | | | |
| Ref 1 | 3199966 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| <p>3199970 - POS 02 receipt printer showing red error light Need swapout</p> <p>Full postal code of the Site : WA3 3JD</p> <p>Store Number :1058</p> <p>Mention direction of road if motorway service store :NA</p> <p>Make: STAR</p> <p>Model/Product Type(if (If NCR/HP Engage Till - Mention Flat or Stand till type) : FVP10 (NCR CX7)</p> <p>Serial No: (for Printers Headset & PED only) 2380116011100459 M</p> <p>Full Fault Description: POS 02 receipt printer showing red error light Need swapout</p> <p>Action taken by CG:</p> <p>Uneven swap printer upgrade printer needs to be replaced</p> | <p>Replace MCD-PRT-CT-S2000-RP 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.</p> |

| Job Notes |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------------------|-----------------------|--------|-------|-------------------------|-----------------|
| 18870801201 | MCD-PRT-CT-S2000-RP | MCD-PTR-CTS2000S25UWH | | | | |
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Run Sheet

Daniel Hanson 22/02/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4097992 | Customer | Vista Retail Support Limited | | Job Address |
|---------------|-------------------------------------|------------------------------|---|---|
| SLA Window | 21/02/2025 09:00 - 22/02/2025 17:00 | Contact Name | . | MCDONALDS - CAPGEMINI STONE CROSS PARK YEW TREE WAY, GOLBORNE |
| Activity | NON TECH EXCHANGE | Contact Phone | . | WARRINGTON LANCASHIRE WARRINGTON WA3 3JD |
| Priority | ND 1700 | | | |
| Ref 1 | 3199970 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| <p>3199970 - POS 02 receipt printer showing red error light Need swapout</p> <p>Full postal code of the Site : WA3 3JD</p> <p>Store Number :1058</p> <p>Mention direction of road if motorway service store :NA</p> <p>Make: STAR</p> <p>Model/Product Type(if (If NCR/HP Engage Till - Mention Flat or Stand till type) : FVP10 (NCR CX7)</p> <p>Serial No: (for Printers Headset & PED only) 2380116011100459 M</p> <p>Full Fault Description: POS 02 receipt printer showing red error light Need swapout</p> <p>Action taken by CG:</p> <p>Uneven swap printer upgrade printer needs to be replaced</p> | <p>***BACK DOOR SWAP ONLY*** MCD-PTR-CTS751-NCR-KIT 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.</p> |

| Job Notes |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------------------------|-------------|--------|-------|-------------------------|-----------------|
| 18870801701 | MCD-PTR-CTS751-NCR-KIT | | | | | |
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Run Sheet

Daniel Hanson 22/02/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4098039 | Customer | Vista Retail Support Limited | | Job Address |
|---------------|-------------------------------------|------------------------------|---|---|
| SLA Window | 21/02/2025 09:00 - 22/02/2025 17:00 | Contact Name | . | MCDONALDS - CAPGEMINI STONE CROSS PARK YEW TREE WAY, GOLBORNE |
| Activity | NON TECH EXCHANGE | Contact Phone | . | WARRINGTON LANCASHIRE WARRINGTON WA3 3JD |
| Priority | ND 1700 | | | |
| Ref 1 | 3202594 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| <p>3199970 - POS 02 receipt printer showing red error light Need swapout</p> <p>Full postal code of the Site : WA3 3JD</p> <p>Store Number :1058</p> <p>Mention direction of road if motorway service store :NA</p> <p>Make: STAR</p> <p>Model/Product Type(if (If NCR/HP Engage Till - Mention Flat or Stand till type) : FVP10 (NCR CX7)</p> <p>Serial No: (for Printers Headset & PED only) 2380116011100459 M</p> <p>Full Fault Description: POS 02 receipt printer showing red error light Need swapout</p> <p>Action taken by CG:</p> <p>Uneven swap printer upgrade printer needs to be replaced</p> | <p>***BACK DOOR SWAP ONLY*** MCD-PTR-LAB3-KIT 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.</p> |

| Job Notes |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------------------|------------------|--------|-------|-------------------------|-----------------|
| 18871033701 | MCD-PTR-LAB3-KIT | MCD-PTR-LAB3-KIT | | | | |
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Run Sheet

Daniel Hanson 22/02/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4098037 | Customer | Vista Retail Support Limited | | Job Address |
|---------------|-------------------------------------|------------------------------|--|--|
| SLA Window | 21/02/2025 09:58 - 22/02/2025 17:00 | Contact Name | | SUPERDRUG STORES PLC UNITS G26-27 ARNDALE CENTRE LEVEL 0 MIDDLETON MIDDLETON M24 4EL |
| Activity | TECH EXCHANGE | Contact Phone | | |
| Priority | ND 1700 | | | |
| Ref 1 | 3202520 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| <p>3201924 POS1 receipt printer faulty. Printer was originally on POS99 but has been swapped with POS1 to test - issue follows printer. Printer left on POS1. Please replace printer and test with store. ASW-PTR-WIN-TH250</p> <p>3202519 (3/3) POS99 receipt printer needs replacing. Very old and thermal head dying. Please replace and test with store. ASW-PTR-WIN-TH250</p> <p>3202520 (2/3) POS2 receipt printer needs replacing. Printer is very old and thermal head is dying out. Please replace printer and test with store. ASW-PTR-WIN-TH250</p> <p>Mon - Sat: 09:00 - 17:30 Sun: 10:00 - 16:00</p> | <p>Replace ASW-PTR-WIN-TH250 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.</p> |

| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|-------------------|---------------------|--------|-------|-------------------------|-----------------|
| 18871021801 | ASW-PTR-WIN-TH250 | cor TH250 Black USB | | | | |
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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 22/02/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4098038 | Customer | Vista Retail Support Limited | | Job Address |
|---------------|-------------------------------------|------------------------------|--|--|
| SLA Window | 21/02/2025 09:58 - 22/02/2025 17:00 | Contact Name | | SUPERDRUG STORES PLC UNITS G26-27 ARNDALE CENTRE LEVEL 0 MIDDLETON MIDDLETON M24 4EL |
| Activity | TECH EXCHANGE | Contact Phone | | |
| Priority | ND 1700 | | | |
| Ref 1 | 3202519 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| <p>3201924 POS1 receipt printer faulty. Printer was originally on POS99 but has been swapped with POS1 to test - issue follows printer. Printer left on POS1. Please replace printer and test with store. ASW-PTR-WIN-TH250</p> <p>3202519 (3/3) POS99 receipt printer needs replacing. Very old and thermal head dying. Please replace and test with store. ASW-PTR-WIN-TH250</p> <p>3202520 (2/3) POS2 receipt printer needs replacing. Printer is very old and thermal head is dying out. Please replace printer and test with store. ASW-PTR-WIN-TH250</p> <p>Mon - Sat: 09:00 - 17:30 Sun: 10:00 - 16:00</p> | <p>Replace ASW-PTR-WIN-TH250 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.</p> |

| Job Notes |
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| In Items | | | | | | |
|-------------|-------------------|---------------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 18871020301 | ASW-PTR-WIN-TH250 | cor TH250 Black USB | | | | |
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| | | | | | | |
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| Returned Items | | | | | | |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
| 18871020501 | | | | | | |
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Run Sheet

Daniel Hanson 22/02/2025

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|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

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|---------------|-------------------------------------|--|-----------------------|---|
| Job # 4098450 | Customer | Xerox (UK) Technical***DO NOT INVOICE*** | | Job Address |
| SLA Window | 22/02/2025 09:00 - 22/02/2025 17:00 | Contact Name | 2153 Rochdale manager | Boots UK Limited Riverside Retail Park CHS MARR ROCHDALE OL16 1BE |
| Activity | REPAIR WITH PARTS | Contact Phone | 01706521974 | |
| Priority | ND FIX | | | |
| Ref 1 | 11613335 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--|---|
| <p>Intervention #: 1 SLA: 22/02/2025 18:00-----ASSET INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO RSDeviceTagCustomer: CHS MARRSerialNumber: 451443HH15F9KProductIdentifier: 35S0330Model: 4514-630Physical Location:</p> <p>----ACCOUNT INFORMATION---VIP customer. MPS customer.Break Fix</p> <p>Monday Saturday 08:00 18:00 Sunday & Bank Holidays (excl. Xmas day) 10:00 -16:00.Maintenance kits 3 days Monday Friday 8:00 18:00Important: Call scheduler/control tower to set ETA expectation with customer For SEV1 (4 hour fix) tasks call the Boots engineer line (2nd level) to ask for the missing information -they can be contacted on the number - 0330 123 9000 option 9. If dialing from the Republic of Ireland the number is 00 44 330123 9000Please note that option 9 is the Engineer..... option and is unannounced as this line is also for use by Boots colleagues. ConfigurationsTray 1 A4 Plain paperTray 2 A4 Custom type 2 (where available)MP Feeder Custom type 6Toner Darkness 6 (mono printers)Toner Darkness 3 (colour printers)EPOS printers PPDS MUST be turnedON.....MS510dn printers MUST have Paper Change Prompts configured as below in the 2 + 6 configuration menu on bootup:..... "Action for Prompts" - Select the "Use current" optionAll printers must be on the below FW level (or higher)Lexmark MS510dn LW71.PR2.P025-0Lexmark CS510de LW71.VY4.P025-0Lexmark MX511dhe LW71.SB4.P025-0</p> | <p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000004671283. No communication Spoken with Peter and printer is offline and missing a toner. Removed toner from another device and it came up unsupported. Suspect dates wrong. Plugged into known working port from another printer and still offline.CHS MARRMS510451443HH15F9K10.88.102.79255.255.255.010.88.102.1Peter strong0796988444401706 521974.Device is galvo so needs polygon conversionSH---INSTRUCTIONS-----Technical Notes -----DCN. @TECH: Please investigate comms issue and unsupported toner - check time & date are correct first. Printer as precaution.</p> |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|--------------|-------------|--------|-------|-------------------------|-----------------|
| 188729740 | 60-MS510-BTS | | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-----------|--------------|-------------|--------|-------|-------------|------------------|
| 188729742 | 60-MS510-BTS | | | | | |
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Engineer Closure Notes

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| | | Customer Print |
| | | |
| | | Customer Signature |
| | | |



Run Sheet

Daniel Hanson 22/02/2025

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|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

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|---------------|-------------------------------------|---|------------------------------------|---|
| Job # 4097990 | Customer | Fujitsu Services Limited - Star Trains - P2PE | | Job Address |
| SLA Window | 21/02/2025 09:22 - 22/02/2025 19:00 | Contact Name | MANCHESTER PICCADILLY NLC9653 NT D | Northern Rail MT (Manchester) Manchester Piccadilly Station, North Block, 2nd Floor, Northern |
| Activity | TECH EXCHANGE | Contact Phone | 0161 822 2406 | Trains Signing o Lancashire Manchester M60 7RA |
| Priority | ND 1900 | | | |
| Ref 1 | C5304492 | | | |
| Ref 2 | | | | |
| No. of Parts | 2 | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| ND 22/02/2025 19:00 SLA: ND 22/02/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1 | Problem: [P2PE] Miura M020 PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history:: ##### Call 5304492 Problem Web Service qws_uk Fri 21 Feb 2025 08:17:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8496TA23 contract.pkey=23200 call.poms=1 call.zip=M60 7RA call.address=Manchester Piccadilly Station North Block 2nd Floor Northern Trains Signing o call.city=Manchester call.customerid=INC17035092 call.problem=Faulty mobile PED NLC9653 Manchester Piccadilly PED - Bluetooth option not available NLC 9653 Site Manchester Piccadilly RSPID Set Number 66 Serial Number call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=2/21/2025 9:16:28 AM... |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------|-------------------------------|----------------|--------|-------------------------|-----------------|
| 18870796601 | _NRMIIUM020DE | R2P-M020 NORTHERN MOBILE LIVE | 02000303002020 | 111095 | | |
| 18870797001 | _SXASSET-LABEL | SXASSET-LABELSV2 | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|----------------|-------------------------------|----------------|--------|-------------|------------------|
| 18870796801 | _NRMIIUM020DE | RCM-M020 NORTHERN MOBILE LIVE | 02000303002020 | 111095 | | |
| 18870797201 | _SXASSET-LABEL | SXASSET-LABELSV2 | | | | |
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Engineer Closure Notes

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|---------------------------|--|
| | |
| Customer Print | |
| | |
| | |
| Customer Signature | |
| | |



Run Sheet

Daniel Hanson 22/02/2025

Date 22/02/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 8

| | | | | |
|----------------------|-------------------------------------|------------------------------|--|---|
| Job # 4098010 | Customer | Vista Retail Support Limited | | Job Address |
| SLA Window | 21/02/2025 09:29 - 22/02/2025 17:00 | Contact Name | | THE RANGE UNIT 6, PEEL CENTRE GREAT PORTWOOD STREET STOCKPORT SK1 2HH |
| Activity | TECH EXCHANGE | Contact Phone | | |
| Priority | ND 1700 | | | |
| Ref 1 | 3201186 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| 3201186 - Till 12 POS Printer very poor print quality. Printer has been cleaned and heating element cleaned. Issue persist. Can this be investigated? | 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(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

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------------|----------------------|--------|-------|-------------------------|-----------------|
| 18870821301 | PTR-NCR-7197-RS2/USB | PTR-NCR-7197-RS2/USB | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|------|-------------|--------|-------|-------------|------------------|
| 18870821501 | | | | | | |
| | | | | | | |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|---------------------------|--------------|---------------|
| | | |
| Customer Print | | |
| | | |
| Customer Signature | | |
| | | |



Run Sheet

Stephen Fitton 22/02/2025

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|-------------|------------|--------------|------------|---------------|-----------------|--------------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 7 |
|-------------|------------|--------------|------------|---------------|-----------------|--------------------|---|

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|---------------|-------------------------------------|------------------------------|--|--|
| Job # 4097995 | Customer | Vista Retail Support Limited | | Job Address |
| SLA Window | 21/02/2025 09:25 - 22/02/2025 17:00 | Contact Name | | LIDL THELWALL LANE LANCASHIRE WARRINGTON WA4 1LJ |
| Activity | TECH EXCHANGE | Contact Phone | | |
| Priority | ND 1700 | | | |
| Ref 1 | 3201607 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| <p>3201607 - Brief Description: Defective damaged or lost equipment Mobile Office</p> <p>Full Description: PM Interface: This ticket was created by a store employee store deputy manager or store manager.</p> <p>Please select the 'Store Support Information'-Tab below for more information about the incident.</p> <p>If you are an external support provider please read the questions and answers below</p> <hr/> <p>Device number? : 3</p> <hr/> <p>Which app is affected and how exactly does the error manifest itself? : device just says phone loading</p> <hr/> <p>What steps did you take or what activity did you want to carry out when the error occurred? : restart and close all apps</p> <p>Mon - Sat 08:00-22:00 Sun 10:00-16:00</p> | <p>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.</p> |

Job Notes

| In Items | | | | | | |
|-------------|------------------|------------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 18870803901 | HHT-ZEB-TC57-LID | HHT-ZEB-TC57-LID | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|------|-------------|--------|-------|-------------|------------------|
| 18870804101 | | | | | | |
| | | | | | | |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|---------------------------|--------------|---------------|
| | | |
| Customer Print | | |
| | | |
| Customer Signature | | |
| | | |



Run Sheet

Stephen Fitton 22/02/2025

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|------|------------|-------|------------|--------|-----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-----------------|-------------|---|

| Job # 4098330 | Customer | Fujitsu Services Limited - Star Trains - P2PE | | Job Address |
|---------------|-------------------------------------|---|-------------------------------|---|
| SLA Window | 21/02/2025 14:15 - 22/02/2025 19:00 | 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 | C5304533 | | | |
| Ref 2 | | | | |
| No. of Parts | 2 | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| ND 22/02/2025 19:00 SLA: ND 22/02/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1 | Problem: [P2PE] Miura M020 PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5304533 Problem Web Service qws_uk Fri 21 Feb 2025 13:36:03 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17044356 call.problem=NLC3701 Chester 20108720 PED - Bluetooth option not available NLC 3701 Site call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=2/21/2025 2:35:35 PM ##### Call 5304533 Problem Web Service qws_uk Fri 21 Feb 2025 13:36:03 A+C+P... |

| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------|--------------------------|----------------|--------|-------------------------|-----------------|
| 18872469701 | _TWMIUM020DE | M2P:M020 TFW MOBILE LIVE | 02000303002020 | 112874 | | |
| 18872470101 | _SXASSET-LABEL | _SXASSET-LABELSV2 | | | | |
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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

Stephen Fitton 22/02/2025

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|------|------------|-------|------------|--------|-----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-----------------|-------------|---|

| Job # 4098331 | Customer | Fujitsu Services Limited - Star Trains - P2PE | | Job Address |
|---------------|-------------------------------------|---|-------------------------------|---|
| SLA Window | 21/02/2025 14:14 - 22/02/2025 19:00 | 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 | C5304532 | | | |
| Ref 2 | | | | |
| No. of Parts | 2 | | | |

| Instructions 1 | Instructions 2 |
|--|---|
| ND 22/02/2025 19:00 SLA: ND 22/02/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1 | Problem: [P2PE] Miura M020 PED faulty Root Cause: Unknown Action: Engineer MUST follow the P2PE process. Device MUST be paired before leaving site.**WHOLE PED MUST BE REPLACED**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5304532 Problem Web Service qws_uk Fri 21 Feb 2025 13:34:34 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17044344 call.problem=NLC3701 Chester 20112461 PED - Bluetooth option not available NLC 3701 Site call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=2/21/2025 2:34:14 PM ##### Call 5304532 Problem Web Service qws_uk Fri 21 Feb 2025 13:34:34 A+C+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? |
|-------------|----------------|--------------------------|----------------|--------|-------------------------|-----------------|
| 18872467901 | _TWMIUM020DE | M2P:M020 TFW MOBILE LIVE | 02000303002020 | 112968 | | |
| 18872468301 | _SXASSET-LABEL | SXASSET-LABELSV2 | | | | |
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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

Stephen Fitton 22/02/2025

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|------|------------|-------|------------|--------|-----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-----------------|-------------|---|

| Job # 4098527 | Customer | Computacenter - Kingfisher | | Job Address |
|---------------|-------------------------------------|----------------------------|-------------|--|
| SLA Window | 22/02/2025 09:00 - 22/02/2025 17:00 | Contact Name | Adrian Hall | KINGFISHER INFORMATION TECHNOLOGY (Berse Road Berse Road LL11 2BL |
| Activity | TECH EXCHANGE | Contact Phone | 01978362777 | |
| Priority | ND 1700 | | | |
| Ref 1 | 24250979 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|-----------------|
| Till hostname: GBBQ01090SCO84P Till number: 84 Peripheral make/modellease copy and paste CI): SCANNERDS6878 Description of issue: User reported that the battery of the scanner on till 84 won't charge. User con | No Instructions |

| Job Notes |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------|-------------------------------|--------|-------|-------------------------|-----------------|
| 18872250201 | 4601607 | KING:Symbol DS6878 + Cradle + | | | | |
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Run Sheet

Stephen Fitton 22/02/2025

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|------|------------|-------|------------|--------|-----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-----------------|-------------|---|

| Job # 4098342 | Customer | Vista Retail Support Limited | Job Address |
|---------------|-------------------------------------|------------------------------|--|
| SLA Window | 21/02/2025 14:25 - 22/02/2025 17:00 | Contact Name | ONE STOP 124 BANKS ROAD, WEST KIRBY WIRRAL MERSEYSIDE WIRRAL CH48 0RF |
| Activity | TECH EXCHANGE | Contact Phone | |
| Priority | ND 1700 | | |
| Ref 1 | 3202943 | | |
| Ref 2 | | | |
| No. of Parts | 1 | | |

| Instructions 1 | Instructions 2 |
|---|---|
| 3202943 HP Printer on Paper jam Opening Hours Monday: 0700 - 2200 Tuesday: 0700 - 2200 Wednesday: 0700 - 2200 Thursday: 0700 - 2200 Friday: 0700 - 2200 Saturday: 0700 - 2200 Sunday: 0700 - 2200 | Replace PTR-HP-E40040 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? |
|-------------|---------------|---------------|--------|-------|-------------------------|-----------------|
| 18872523701 | PTR-HP-E40040 | PTR-HP-E40040 | | | | |
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| Returned Items |
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Run Sheet

Stephen Fitton 22/02/2025

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|------|------------|-------|------------|--------|-----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-----------------|-------------|---|

| Job # 4098396 | Customer | Fujitsu Services Limited - Star Trains | | | Job Address |
|---------------|-------------------------------------|--|-------------------------------------|---|-------------|
| SLA Window | 21/02/2025 15:12 - 22/02/2025 19:00 | Contact Name | LIVERPOOL CENTRAL NLC2242 MER Depot | MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT | |
| Activity | TECH EXCHANGE | Contact Phone | 0151 702 2954 | | |
| Priority | ND 1900 | | | | |
| Ref 1 | C5304549 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| ND 22/02/2025 19:00 SLA: ND 22/02/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1 | Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history: ##### Call 5304549 Problem Web Service qws_uk Fri 21 Feb 2025 14:57:03 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17045245 call.problem=NLC2242 Liverpool Central Steatite CCST Printer 810 Star mobile fault NLC call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=2/21/2025 3:56:20 PM ##### Call 5304549 Problem Web Service qws_uk Fri 21 Feb 2025 14:57:03 A+C+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? |
|-------------|---------------------|----------------------|--------|-------|-------------------------|-----------------|
| 18872789101 | _SLMIK100202-000-MP | STEATITE THERMAL TKT | | | | |
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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

Stephen Fitton 22/02/2025

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|------|------------|-------|------------|--------|-----------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Fitton, Stephen | Jobs on Run | 7 |
|------|------------|-------|------------|--------|-----------------|-------------|---|

| Job # 4098558 | Customer | Fujitsu Services Limited - Star Trains | | | Job Address |
|---------------|-------------------------------------|--|-------------------------------------|---|-------------|
| SLA Window | 21/02/2025 16:51 - 22/02/2025 19:00 | Contact Name | LIVERPOOL CENTRAL NLC2242 MER Depot | MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT | |
| Activity | TECH EXCHANGE | Contact Phone | 0151 702 2954 | | |
| Priority | ND 1900 | | | | |
| Ref 1 | C5304562 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| ND 22/02/2025 19:00 SLA: ND 22/02/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1 | Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history: ##### Call 5304562 Problem Web Service qws_uk Fri 21 Feb 2025 16:02:04 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17035869 call.problem=NLC2242 Liverpool Central Steatite CCST Printer 668 star mobile printer fau call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=2/21/2025 5:01:19 PM ##### Call 5304562 Problem Web Service qws_uk Fri 21 Feb 2025 16:02:04 A+C+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? |
|-------------|---------------------|----------------------|--------|-------|-------------------------|-----------------|
| 18873389101 | _SLMIK100202-000-MP | STEATITE THERMAL TKT | | | | |
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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

David Hargreaves 22/02/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4098613 | Customer | Computacenter - Kingfisher | | | Job Address |
|---------------|-------------------------------------|----------------------------|-----------------|--|---|
| SLA Window | 22/02/2025 09:00 - 22/02/2025 17:00 | Contact Name | ADNAAN PATEL | | KINGFISHER INFORMATION TECHNOLOGY (Bolton Road Bolton Road BB2 3QP |
| Activity | TECH EXCHANGE | Contact Phone | +44 1254 678100 | | |
| Priority | ND 1700 | | | | |
| Ref 1 | 24248267 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
|---|----------------|
| Till hostname: GBBQ01173SCO86P Till number: 86 Peripheral make/modellease copy and paste CI): TH250 RECEIPT PRINTER Description of issue:ser contacted to report that the receipt printer on till 86 doesn't pr | |

| Job Notes | | | | | | |
|-----------|------|-------------|--------|-------|-------------------------|-----------------|
| | | | | | | |
| | | | | | | |
| In Items | | | | | | |
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 188734015 | | | | | | |
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| Returned Items | | | | | |
|----------------|------|-------------|--------|-------|-------------|
| Request | Part | Description | Serial | Asset | Part Status |
| 188734016 | | | | | |
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| Engineer Closure Notes | | | | On Site Time | Off Site Time |
|------------------------|--|--|--|--------------------|---------------|
| | | | | | |
| | | | | Customer Print | |
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| | | | | Customer Signature | |
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Run Sheet

David Hargreaves 22/02/2025

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|-------------|------------|--------------|------------|---------------|-------------------|--------------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 4 |
|-------------|------------|--------------|------------|---------------|-------------------|--------------------|---|

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|---------------|-------------------------------------|----------------------------|---------------|---|
| Job # 4098220 | Customer | Computacenter - Kingfisher | | Job Address |
| SLA Window | 22/02/2025 09:00 - 22/02/2025 17:00 | Contact Name | Michael Boult | KINGFISHER INFORMATION TECHNOLOGY (Churchill Way Churchill Way BB9 6RT |
| Activity | TECH EXCHANGE | Contact Phone | - | |
| Priority | ND 1700 | | | |
| Ref 1 | 24232488 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|------------------------|
| <p>Till hostname: GBBQ01116SCO83P Till number: 83 What element of the tl is impacted?: Receipt printer Peripheral make/model(Please copy and paste CI): TH250 RECEIPT PRINTER</p> | <p>No Instructions</p> |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 18871547901 | 4601620 | KING.TH250 POS printer + Cable | | | | |
| | | | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|---------|--------------------------------|--------|-------|-------------|------------------|
| 18871548101 | 4601620 | KING:TH250 POS printer + Cable | | | | |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|---------------------------|--------------|---------------|
| | | |
| Customer Print | | |
| | | |
| Customer Signature | | |
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Run Sheet

David Hargreaves 22/02/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4098206 | Customer | Computacenter - Kingfisher | | Job Address |
|---------------|-------------------------------------|----------------------------|-----------------|---|
| SLA Window | 22/02/2025 09:00 - 22/02/2025 17:00 | Contact Name | Michael Boulton | KINGFISHER INFORMATION TECHNOLOGY (Churchill Way Churchill Way BB9 6RT |
| Activity | TECH EXCHANGE | Contact Phone | - | |
| Priority | ND 1700 | | | |
| Ref 1 | 24232380 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--|-----------------|
| Till hostname: GBBQ01116SCO81P Till number: 81 What element of the tl is impacted?: Receipt printer Peripheral make/model(Please copy and paste CI): TH250 RECEIPT PRINTER | No Instructions |

| 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? |
|-------------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 18871548401 | 4601620 | KING:TH250 POS printer + Cable | | | | |
| | | | | | | |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
|------------------------|--|--|--|--|--------------------|---------------|
| | | | | | | |
| | | | | | Customer Print | |
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| | | | | | Customer Signature | |
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Run Sheet

David Hargreaves 22/02/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 22/02/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4098523 | Customer | Computacenter - Kingfisher | | | Job Address |
|---------------|-------------------------------------|----------------------------|------------------------|--|---|
| SLA Window | 22/02/2025 09:00 - 22/02/2025 17:00 | Contact Name | Joshua Dearden McAteer | | KINGFISHER INFORMATION TECHNOLOGY (|
| Activity | TECH EXCHANGE | Contact Phone | 01229871157 | | Unit 2 Cornmill Park, Cornmill Crossing |
| Priority | ND 1700 | | | | Unit 2 Cornmill Park, Cornmill Crossing |
| Ref 1 | 24249398 | | | | LA14 2GN |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
|---|-----------------|
| Till hostname: GBBQ01070POS01P Till number: 01 Peripheral make/modellease copy and paste CI): TH250 RECEIPT PRINTER Description of issue:ill 01 - Receipt printer prints out the whole roll in the middle of th | No Instructions |

| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 18872806201 | 4601620 | KING:TH250 POS printer + Cable | | | | |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|---------|--------------------------------|--------|-------|-------------|------------------|
| 18872806501 | 4601620 | KING:TH250 POS printer + Cable | | | | |
| | | | | | | |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
| | | |
| Customer Print | | |
| | | |
| Customer Signature | | |
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| Summary | | | | | | | | | |
|---|---------------|----------|---------|-------------------|--|---------------|--------------------------------------|------------|-------|
| Customer Name | Trace Request | Ref 1 | Job # | Activity | Address | Engineer | SLA Window | Run Date | Rec'd |
| Vista Retail Support Limited | 18871021801 | 3202520 | 4098037 | TECH EXCHANGE | SUPERDRUG STORES PLC, UNITS G26-27 ARNDALE CENTRE, LEVEL 0, MIDDLETON, MIDDLETON, M24 4EL | Daniel Hanson | 21/02/2025 09:58 22/02/2025 17:00 | 22/02/2025 | |
| Vista Retail Support Limited | 18871020301 | 3202519 | 4098038 | TECH EXCHANGE | SUPERDRUG STORES PLC, UNITS G26-27 ARNDALE CENTRE, LEVEL 0, MIDDLETON, MIDDLETON, M24 4EL | Daniel Hanson | 21/02/2025 09:58 22/02/2025 17:00 | 22/02/2025 | |
| Fujitsu Services Limited - Star Trains - P2PE | 18870796601 | C5304492 | 4097990 | TECH EXCHANGE | Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA | Daniel Hanson | 21/02/2025 09:22 22/02/2025 19:00 | 22/02/2025 | |
| Fujitsu Services Limited - Star Trains - P2PE | 18870797001 | C5304492 | 4097990 | TECH EXCHANGE | Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA | Daniel Hanson | 21/02/2025 09:22 22/02/2025 19:00 | 22/02/2025 | |
| Xerox (UK) Technical****DO NOT INVOICE**** | 188729740 | 11613335 | 4098450 | REPAIR WITH PARTS | Boots UK Limited, Riverside Retail Park, CHS MARR, ROCHDALE, OL16 1BE | Daniel Hanson | 22/02/2025 09:00 22/02/2025 17:00 | 22/02/2025 | |
| Vista Retail Support Limited | 18870821301 | 3201186 | 4098010 | TECH EXCHANGE | THE RANGE, UNIT 6, PEEL CENTRE, GREAT PORTWOOD STREET, STOCKPORT, SK1 2HH | Daniel Hanson | 21/02/2025 09:29 22/02/2025 17:00 | 22/02/2025 | |
| Vista Retail Support Limited | 18870801201 | 3199966 | 4097993 | TECH EXCHANGE | MCDONALDS - CAPGEMINI, STONE CROSS PARK YEW TREE WAY, GOLBORNE, WARRINGTON, LANCASHIRE, WARRINGTON, WA3 3JD | Daniel Hanson | 21/02/2025 09:24 22/02/2025 17:00 | 22/02/2025 | |
| Vista Retail Support Limited | 18870801701 | 3199970 | 4097992 | NON TECH EXCHANGE | MCDONALDS - CAPGEMINI, STONE CROSS PARK YEW TREE WAY, GOLBORNE, WARRINGTON, LANCASHIRE, WARRINGTON, WA3 3JD | Daniel Hanson | 21/02/2025 09:00 22/02/2025 17:00 | 22/02/2025 | |
| Vista Retail Support Limited | 18871033701 | 3202594 | 4098039 | NON TECH EXCHANGE | MCDONALDS - CAPGEMINI, STONE CROSS PARK YEW TREE WAY, GOLBORNE, WARRINGTON, LANCASHIRE, WARRINGTON, WA3 3JD | Daniel Hanson | 21/02/2025 09:00 22/02/2025 17:00 | 22/02/2025 | |



Run Sheet

Warehouse manifest

| Summary | | | | | | | | | |
|----------------------------|---------------|----------|---------|---------------|---|------------------|--------------------------------------|------------|-------|
| Customer Name | Trace Request | Ref 1 | Job # | Activity | Address | Engineer | SLA Window | Run Date | Rec'd |
| Computacenter - Kingfisher | 188734015 | 24248267 | 4098613 | TECH EXCHANGE | KINGFISHER INFORMATION TECHNOLOGY (, Bolton Road , Bolton Road , BB2 3QP | David Hargreaves | 22/02/2025 09:00 22/02/2025 17:00 | 22/02/2025 | |
| Computacenter - Kingfisher | 18871547901 | 24232488 | 4098220 | TECH EXCHANGE | KINGFISHER INFORMATION TECHNOLOGY (, Churchill Way , Churchill Way , BB9 6RT | David Hargreaves | 22/02/2025 09:00 22/02/2025 17:00 | 22/02/2025 | |
| Computacenter - Kingfisher | 18871548401 | 24232380 | 4098206 | TECH EXCHANGE | KINGFISHER INFORMATION TECHNOLOGY (, Churchill Way , Churchill Way , BB9 6RT | David Hargreaves | 22/02/2025 09:00 22/02/2025 17:00 | 22/02/2025 | |
| Computacenter - Kingfisher | 18872806201 | 24249398 | 4098523 | TECH EXCHANGE | KINGFISHER INFORMATION TECHNOLOGY (, Unit 2 Cormill Park, Cormill Crossing, Unit 2 Cormill Park, Cormill Crossing, LA14 2GN | David Hargreaves | 22/02/2025 09:00 22/02/2025 17:00 | 22/02/2025 | |

| Summary | | | | | | | | | |
|---|---------------|----------|---------|---------------|--|----------------|--------------------------------------|------------|-------|
| Customer Name | Trace Request | Ref 1 | Job # | Activity | Address | Engineer | SLA Window | Run Date | Rec'd |
| Fujitsu Services Limited - Star Trains - P2PE | 18872469701 | C5304533 | 4098330 | TECH EXCHANGE | TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS | Stephen Fitton | 21/02/2025 14:15 22/02/2025 19:00 | 22/02/2025 | |
| Fujitsu Services Limited - Star Trains - P2PE | 18872470101 | C5304533 | 4098330 | TECH EXCHANGE | TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS | Stephen Fitton | 21/02/2025 14:15 22/02/2025 19:00 | 22/02/2025 | |
| Fujitsu Services Limited - Star Trains - P2PE | 18872467901 | C5304532 | 4098331 | TECH EXCHANGE | TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS | Stephen Fitton | 21/02/2025 14:14 22/02/2025 19:00 | 22/02/2025 | |
| Fujitsu Services Limited - Star Trains - P2PE | 18872468301 | C5304532 | 4098331 | TECH EXCHANGE | TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS | Stephen Fitton | 21/02/2025 14:14 22/02/2025 19:00 | 22/02/2025 | |
| Vista Retail Support Limited | 18872523701 | 3202943 | 4098342 | TECH EXCHANGE | ONE STOP, 124 BANKS ROAD, WEST KIRBY, WIRRAL, MERSEYSIDE, WIRRAL, CH48 0RF | Stephen Fitton | 21/02/2025 14:25 22/02/2025 17:00 | 22/02/2025 | |
| Fujitsu Services Limited - Star Trains | 18872789101 | C5304549 | 4098396 | TECH EXCHANGE | MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT | Stephen Fitton | 21/02/2025 15:12 22/02/2025 19:00 | 22/02/2025 | |
| Fujitsu Services Limited - Star Trains | 18873389101 | C5304562 | 4098558 | TECH EXCHANGE | MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT | Stephen Fitton | 21/02/2025 16:51 22/02/2025 19:00 | 22/02/2025 | |
| Computacenter - Kingfisher | 18872250201 | 24250979 | 4098527 | TECH EXCHANGE | KINGFISHER INFORMATION TECHNOLOGY (, Berse Road , Berse Road , LL11 2BL | Stephen Fitton | 22/02/2025 09:00 22/02/2025 17:00 | 22/02/2025 | |
| Vista Retail Support Limited | 18870803901 | 3201607 | 4097995 | TECH EXCHANGE | LIDL, THELWALL LANE, LANCASHIRE, WARRINGTON, WA4 1LJ | Stephen Fitton | 21/02/2025 09:25 22/02/2025 17:00 | 22/02/2025 | |