



# Run Sheet

Daniel Hanson 19/01/2025

**Date** 19/01/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 2

Job # 4069232	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address		
SLA Window	18/01/2025 06:39 - 19/01/2025 20:00	Contact Name	WILMSLOW NLC2774 NT STATION			
Activity	TECH EXCHANGE	Contact Phone	0161 822 2241			
Priority	ND 1900					
Ref 1	C5301618					
Ref 2						
No. of Parts	1					

Instructions 1	Instructions 2
ND 19/01/2025 20:00 SLA: ND 19/01/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1	<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 5301618   Problem   Web Service   qws_uk   Sat 18 Jan 2025 06:38:37   A+C+P</p> <p>agent.loginname=qws_uk  equipment.assettag=STRGB00000N2774TA23  contract.pkey=23200  call.poms=1  call.zip=SK9 1BU  call.address=Wilmslow Railway Station  Station Road  Wilmslow  Cheshire  W Mancs  call.customerid=INC16820399  call.problem=NLC: 2774 WILMSLOW  Newbury printer wont print due to jamming  call.modifiedby=QWebServices  call.busimpact=Urgent (TD)  category.name=GBR/STR/workpackage/NORTHTKMKII  call.priority=2-Medium  call.datereported=1/18/2025 7:38:09 AM</p> <p>##### Call 5301618   Problem   Web Service   qws_uk   Sat 18 Jan 2025 06:38:37   ...</p>

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18713476201	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	32852			

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18713476401	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	32852			

## **Engineer Closure Notes**

<b>Customer Print</b>	
<b>Customer Signature</b>	



Run Sheet  
Daniel Hanson 19/01/2025

Date	19/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	2
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<b>Job #</b> 4069255	<b>Customer</b>	Fujitsu Services Limited - Star Trains - ME		<b>Job Address</b>
<b>SLA Window</b>	19/01/2025 09:30 - 19/01/2025 13:30	<b>Contact Name</b>	GLOSSOP NLC2895 NT STATION	Northern Rail - STAR Glossop Railway Station, Norfolk Street, Glossop, Derbyshire, E Mancs
<b>Activity</b>	TECH EXCHANGE	<b>Contact Phone</b>	01457 852285	Derbyshire Glossop SK13 8BS
<b>Priority</b>	4HR			
<b>Ref 1</b>	C5301625			
<b>Ref 2</b>				
<b>No. of Parts</b>	1			

Instructions 1	Instructions 2
<p>4HR 18/01/2025 15:06  SLA: 4HR 18/01/2025 15:06 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 5301625   Problem   Web Service   qws_uk   Sat 18 Jan 2025 11:06:34   A+C+P  agent.loginname=qws_uk  equipment.assettag=STRGB00000N2895TA21  contract.pkey=23200  call.poms=1  call.zip=SK13 8BS  call.address=Glossop Railway Station  Norfolk Street  Glossop  Derbyshire  E Mancs  call.customerid=INC16821516  call.problem=NLC2895  GLOSSOP  30  Newbury Data Printer Jamming  call.modifiedby=QWebServices  call.busimpact=Total Down (TO)  category.name=GBR/STR/workpackage/NORTHTKMKII  call.priority=4-Critical...</p>

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18713762201	_NRNEWND4020	MAGNETIC TICKET DT 203DPI	31032			

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18713762401	_NRNEWND4020	MAGNETIC TICKET DT 203DPI	31032			

Engineer Closure Notes	On Site Time	Off Site Time
	<b>Customer Print</b>	
	<b>Customer Signature</b>	



# Run Sheet

David Ranson 19/01/2025

Date	19/01/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	2
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Job # 4069061	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	19/01/2025 07:00 - 19/01/2025 19:00	Contact Name	LIVERPOOL CENTRAL M2GO NLC2242 ME	RHESEYATION Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	
Priority	ND 1900			
Ref 1	C5301613			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 18/01/2025 19:00  SLA: ND 18/01/2025 19:00 PART2=  PART3=  PART4=  ALT1=_SXNEWND4020MK2  ALT2=  ALT3=  ALT4= TEXT=  _SXNEWND4020MK2 x 1</p>	<p>Problem: [TC] Newbury ND4020 Mark II Required Root Cause: Unknown Action: Engineer to replace the faulty Newbury Data printer at depot. Please record serial numbers in &amp; out.  Test: N/A Depot swap URL:  Call history::  ##### Call 5301613   Problem   Web Service   qws_uk   Fri 17 Jan 2025 19:35:04    A+C+P</p> <p>agent.loginname=qws_uk  equipment.assettag=STRGB000000M4034TRD3  contract.pkey=23200  call.poms=1  call.zip=L1 1JT  call.address=Ranelagh Street  call.city=Liverpool  call.customerid=INC16817659  call.problem=NLC2242  Liverpool Central  Newbury Data Printer  Jamming  call.modifiedby=QWebServices  call.busimpact=Urgent (TD)  category.name=GBR/STR/workpackage/MEND4020MK2  call.priority=2-Medium  call.datereported=1/17/2025 8:34:23 PM</p> <p>##### Call 5301613   Problem   Web Service   qws_uk   Fri 17 Jan 2025 19:35:04    A+C+P  ...</p>

## **Job Notes**

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18713068101	_SXNEWND4020	MTR:ND4020 MK2:STAR SHARED	31861			

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18713068301	_SXNEWND4020	MKT:ND4020 MK2:STAR SHARED	31861			

Engineer Closure Notes

<b>Customer Print</b>	
<b>Customer Signature</b>	



# Run Sheet

David Ranson 19/01/2025

Date	19/01/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	2
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Job # 4069293	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	18/01/2025 17:27 - 19/01/2025 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
Priority	ND 1900			Cheshire
Ref 1	C5301635			Chester
Ref 2				CH1 3NS
No. of Parts	2			

Instructions 1	Instructions 2
ND 19/01/2025 20:00 SLA: ND 19/01/2025 20:00 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 5301635   Problem   Web Service   qws_uk   Sat 18 Jan 2025 16:54:36   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=INC16823031 call.problem=NLC3701 Chester Miura PED 02000303002020111097 PED no bluetooth call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=1/18/2025 5:53:57 PM  ##### Call 5301635   Problem   Web Service   qws_uk   Sat 18 Jan 2025 16:54:36   ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18713986301	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020112610			
18713986701	_SXASSET-LABEL	_SXASSET-LABELSV2				

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time
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 - Star Trains - ME	18713762201	C5301625	4069255	TECH EXCHANGE	Northern Rail - STAR, Glossop Railway Station, Norfolk Street, Glossop, Derbyshire, E Mancs, Derbyshire, Glossop, SK13 8BS	Daniel Hanson	19/01/2025 09:30 19/01/2025 13:30	19/01/2025	
Fujitsu Services Limited - Star Trains - ME	18713476201	C5301618	4069232	TECH EXCHANGE	Northern Rail - STAR, Wilmslow Railway Station, Station Road, Wilmslow, Cheshire, W Mancs, Cheshire, Wilmslow, SK9 1BU	Daniel Hanson	18/01/2025 06:39 19/01/2025 20:00	19/01/2025	



# 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 - P2PE	18713986301	C5301635	4069293	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	David Ranson	18/01/2025 17:27 19/01/2025 20:00	19/01/2025	
Fujitsu Services Limited - Star Trains - P2PE	18713986701	C5301635	4069293	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	David Ranson	18/01/2025 17:27 19/01/2025 20:00	19/01/2025	
Fujitsu Services Limited - Star Trains	18713068101	C5301613	4069061	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	David Ranson	19/01/2025 07:00 19/01/2025 19:00	19/01/2025	