



# Run Sheet

Daniel Hanson 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4241769	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	13/09/2025 09:00 - 13/09/2025 11:30	Contact Name	4485 KENDAL Duty manager	TESCO Stores Limited 26-28 Highgate LAP 1 KENDAL LA9 4SX
Activity	REPAIR	Contact Phone	07783197838	
Priority	8HR			
Ref 1	11832512			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 13/09/2025 11:30-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 1 Express MS811SerialNumber: 40635C6604MG6ProductIdentifier: 40G0230Model: 4063-430Physical Location:</p> <p>---ACCOUNT INFORMATION---Onsite repair instructions: VIP AND MPS CUSTOMERFOR LEXMARK INTERNAL USE ONLY ..... DO NOT SHARE WITH CUSTOMERSTORESLAP 2 ..... Tesco123 (To be updated 09.04.2025)HEAD OFFICE &amp; DC.....s ONLYPASSWORD/PIN : 1984Retail Stores &amp; CFC.....s (Dot Com Centres) - Break Fix ..... 8 Hour Fix. Monday ..... Saturday 09:00 ..... 17 :00. Sunday 10:00 ..... 16:00. Including Public holidays (excluding Christmas Day)Head Office &amp; DC.....s - Break Fix ..... 8 Hour Fix. Monday ..... Friday 09:00 ..... 17 :00.Including Public holidays (excluding Christmas Day) Head Office on-site contact Adam Simmonds ..... 07880 038032 (HO Only not DC.....s)Pharmacy - Break Fix ..... 4 Hour Fix. Monday ..... Saturday 09:00 ..... 17 :00. Sunday 10:00 ..... 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA ..... MONDAY ..... FRIDAY 09:00 ..... 17:00RETAIL STORE ONLY:-.... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 &amp; 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 28865412. 230.01 jamRichard reported that printer shows paper jam but he can't find any obstructions. Advised user to check behind back duplex jam access cover but was told that there is nothing there either. Please checkMS811LAP1SN: 40635C6604MG6IP: 73.116.0.51Richard07747843887SLA 13.09.25 @ 11:30DDD 15.09.25 @ 11:30MK----INSTRUCTIONS-----Technical Notes -----JB. @TECH: Please investigate 230.01 Media remains on the sensor (duplex path) during the warm up sequence.</p>

Job Notes

In Items

Returned Items

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



# Run Sheet

Daniel Hanson 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4242215	Customer	Vista Retail Support Limited	Job Address
SLA Window	12/09/2025 16:57 - 13/09/2025 17:00	Contact Name	LIDL BEEZON ROAD KENDAL LA9 6EL
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3403050		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3403050 - FSE to replace?HHT-ZEB-TC57-LID S/N: 24054524210945 Pass Code: 19344504	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?
19560307101	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items



# Run Sheet

Daniel Hanson 13/09/2025

<b>Date</b>	13/09/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Hanson, Daniel	<b>Jobs on Run</b>	6
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Job # 4242066	Customer	Computacenter - Kingfisher		Job Address
SLA Window	12/09/2025 15:01 - 13/09/2025 17:00	Contact Name	COURTNEY SMITH	B&Q B & Q PLC HALLAM WAY WHITEHILLS BUSINESS PARK BLACKPOOL FY4 5LU
Activity	TECH EXCHANGE	Contact Phone	+44 1253 798111	
Priority	ND 1700			
Ref 1	24499276			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	Till hostname: GBBQ01313POS01P Till number: 01 What element of the till is impacted?: PED CARD ACCEPTANCE ISSUE? Not Card insert/Chip & Pin working? NA Contactless payments working? NA Peripheral make/model(Please copy and paste CI): PED VERIFONE P400 PED serial number 807-518-286 PTID (Shown on the back): 39285587 What screen is showing on the PED: SRED error What is the till showing on the screen: No error Description of issue: The PED started displaying the SRED error on the screen. Contact name/number: Courtney Smith - +44 1253 798111

## **Job Notes**

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

Engineer Closure Notes

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



# Run Sheet

Daniel Hanson 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4241805	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	12/09/2025 10:41 - 13/09/2025 19:00	Contact Name	WIGAN WALLGATE NLC3551 NT Depot	Northern Rail MT (Wigan) Wallgate, Wigan Lancashire Wigan WN1 1BB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2140	
Priority	ND 1900			
Ref 1	C5319879			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 13/09/2025 19:00 SLA: ND 13/09/2025 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 5319879   Problem   Web Service   qws_uk   Fri 12 Sep 2025 10:33:48   A+C+P  agent.loginnname=qws_uk equipment.assettag=STRGB00000H8933TA23 contract.pkey=23200 call.poms=1 call.zip=WN1 1BB call.address=Wallgate Wigan call.customerid=INC18143977 call.problem=++PED++NLC3551 Wigan Wallgate 020-114123 PED - Bluetooth option not available NLC 3 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=9/12/2025 11:33:16 AM  ##### Call 5319879   Problem   Web Service   qws_uk   Fri 12 Sep 2025 10:33:48   A+C+P ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19558355401	_NRMIUM020DE	M2P:M020 NORTHERN MOBILE LIVE	02000303002020	118558		
19558355801	_SXASSET-LABEL	SXASSET-LABELSV2				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19558355601	_NRMIUM020DE	M2P:M020 NORTHERN MOBILE LIVE	02000303002020	118558		
19558356001	_SXASSET-LABEL	SXASSET-LABELSV2				



# Run Sheet

Daniel Hanson 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4241806	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	12/09/2025 10:41 - 13/09/2025 19:00	Contact Name	WIGAN WALLGATE NLC3551 NT Depot	Northern Rail MT (Wigan) Wallgate, Wigan Lancashire Wigan WN1 1BB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2140	
Priority	ND 1900			
Ref 1	C5319878			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 13/09/2025 19:00 SLA: ND 13/09/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE 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 5319878   Problem   Web Service   qws_uk   Fri 12 Sep 2025 10:33:35   A+C+P  agent.loginnname=qws_uk equipment.assettag=STRGB00000H8933TA23 contract.pkey=23200 call.poms=1 call.zip=WN1 1BB call.address=Wallgate Wigan call.customerid=INC18143972 call.problem=++PED++NLC3551 Wigan Wallgate 020-114158 PED - Bluetooth option not available NLC 3 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=9/12/2025 11:33:00 AM  ##### Call 5319878   Problem   Web Service   qws_uk   Fri 12 Sep 2025 10:33:35   A+C+P ...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19558354601	_SXASSET-LABELSV2					
19558354201	_NRMIIUM020DE	P2P:M020 NORTHERN MOBILE LIVE	02000303002020042949			

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



# Run Sheet

Daniel Hanson 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4241784	Customer	Vista Retail Support Limited		Job Address
SLA Window	12/09/2025 10:29 - 13/09/2025 17:00	Contact Name		LIDL BOLTON, 164-172 DERBY STREET LANCASHIRE BOLTON BL3 6JR
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3401347			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3401347 - Replace x3 headsets passcode - 12204504	Replace SPK-VOC-HDSET-S5 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?
19558267701	SPK-VOC-HDSET	SPK-VOC-HDSET-S5				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19558268001						

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print
	Customer Signature



# Run Sheet

Mark Hosie 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	6
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Job # 4242060	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	12/09/2025 14:58 - 13/09/2025 13:00	Contact Name	MANAGER	CO-OPERATIVE RETAIL SERVICES LTD
Activity	TECH EXCHANGE	Contact Phone	01270588412	CO-OPERATIVE RETAIL SERVICES LTD
Priority	4HR			UNIT 1
Ref 1	02552208			645 WEST STREET
Ref 2				CREWE
No. of Parts	0			CW2 8SL

Instructions 1	Instructions 2
38960510//77384//PPD	Swap reason: PPOS Dead No Light

Job Notes

#### In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items

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



# Run Sheet

Mark Hosie 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	6
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Job # 4242129	Customer	Computacenter - Kingfisher		Job Address
SLA Window	12/09/2025 15:44 - 13/09/2025 17:00	Contact Name	HEATHER LLOYD	SCREWFIX SCREWFIX UNIT 2D INTERLINQ TRADE PARK DEESIDE CH5 2DW
Activity	TECH EXCHANGE	Contact Phone	07555148138	
Priority	ND 1700			
Ref 1	24499275			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	<p>Category: I have a till query</p> <p>Sub Category: A chip and pin machine</p> <p>Symptom: The machine is visibly damaged</p> <p>Description: STORE LOCATION: UK</p> <p>TILL NUMBER: 01</p> <p>IP ADDRESS: 10.67.104.142</p> <p>PTID: 30775895</p> <p>PED MODEL: vx820</p> <p>SERIAL NUMBER: 329-291-513</p> <p>CURRENT DOWNLOAD VERSION ON WEBCOM: v03.52.01.99998</p> <p>CONFIG RE-DOWNLOADED: no</p> <p>SOFTWARE RE-DOWNLOADED: no</p> <p>LOCATION OF THE DEVICE ON SITE: sfx side</p> <p>PHYSICAL DAMAGE (BROKEN PLASTIC/SCREEN/KEYBOARD): broken cable</p> <p>...</p>

Job Notes

In Items						

Returned Items						

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



# Run Sheet

Mark Hosie 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	6
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Job # 4241983	Customer	Computacenter - Kingfisher			Job Address
SLA Window	12/09/2025 13:38 - 13/09/2025 17:00	Contact Name	DANIEL WILLIAMS		B & Q PLC B & Q PLC UNIT 1 CLWYD RETAIL PARK RHYL LL18 2TJ
Activity	TECH EXCHANGE	Contact Phone	01745342422		
Priority	ND 1700				
Ref 1	24498902				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	<p>Category: I have a till query Sub Category: 1.) Seamless payment till Symptom: Beetle Till number: 84 Description: AS Anjali Shaw Work notes 12/09/2025 11:32:34 about 11 minutes ago Hello tried the wake-up option in ME it did not work the till is offline in ME and unreachable from BO please assign this ticket to CC for replacing the beetle.</p> <p>###Please ensure previous ticket have been checked ###</p> <p>...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items

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



# Run Sheet

Mark Hosie 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	6
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Job # 4242044	Customer	Computacenter - Kingfisher			Job Address
SLA Window	12/09/2025 14:41 - 13/09/2025 17:00	Contact Name	PAULA REESE	B & Q PLC	
Activity	TECH EXCHANGE	Contact Phone	01492878181	B & Q PLC UNIT 3 CHARLOTTE ROAD LLANDUDNO LL30 1RT	
Priority	ND 1700				
Ref 1	24497939				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	<p>Category: I have a till query</p> <p>Sub Category: 1.) Seamless payment till</p> <p>Symptom: Cash drawer</p> <p>Till number: 01</p> <p>Make/Model: DRAWEREPOS_0171</p> <p>Description: ***EPOS Team advised***</p> <p>PK</p> <p>Pratim Karmakar</p> <p>Work notes 11/09/2025 16:06:30</p> <p>Hi team we have changed the drivers but still it's not opening we have confirmations from juli so please replace the cashdrawer and make sure it is working properly before leaving the store</p> <p>Thanks ...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items					
Request	Part	Description	Serial	Asset	Part Status

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



# Run Sheet

Mark Hosie 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	6
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Job # 4242146	Customer	Vista Retail Support Limited	Job Address
SLA Window	12/09/2025 16:08 - 13/09/2025 17:00	Contact Name	LIDL LIME STREET LANCASHIRE LIVERPOOL L1 1JQ
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3401763		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3401763 - Brief Description: Zebra not connecting to the internet FSE to replace HHT. HHT-ZEB-TC57-LID Pass Code: 18284504	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?
19559984601	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				



# Run Sheet

Mark Hosie 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Hosie, Mark	Jobs on Run	6
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Job # 4242012	Customer	Computacenter - Kingfisher			Job Address
SLA Window	12/09/2025 14:08 - 13/09/2025 17:00	<b>Contact Name</b>		LAUREN MCKEEFREY	SCREWFIX SCREWFIX 9 TRAFALGAR WAY ERSKINE INDUSTRIAL ESTATE LIVERPOOL L6 1NA
Activity	TECH EXCHANGE	<b>Contact Phone</b>		01512611857	
Priority	ND 1700				
Ref 1	24498935				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	<p>Category: I have a printer query</p> <p>Sub Category: Till thermal printer</p> <p>Symptom: My query is not listed here</p> <p>IP address: 10.66.106.123</p> <p>Serial number: TP028960</p> <p>Till number: 03</p> <p>What error message do you see?: n/a</p> <p>What is the number on the network port?: MDF15</p> <p>Description: PJ</p> <p>Priya Jaiswal</p> <p>Work notes 12/09/2025 12:05:04 about 10 minutes ago</p> <p>This incident has been reassigned from group 'SFD App Support' with the following comments:</p> <p>Hi Team</p> <p>...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

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



Run Sheet  
Asif Alam 13/09/2025

**Date** 13/09/2025 **Depot** Warrington **Driver** Alam, Asif **Jobs on Run** 7

Job # 4242218	Customer	Vista Retail Support Limited		Job Address
SLA Window	12/09/2025 17:05 - 13/09/2025 17:00	Contact Name		LIDL OLD LIVERPOOL ROAD LANCASHIRE WARRINGTON WA5 1AP
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3402377			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3402377 - install 3x headsets please passcode: 14954504	Replace SPK-VOC-HDSET-S5 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?
19560324201	SPK-VOC-HDSET	SPK-VOC-HDSET-S5				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19560324401						

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Engineer Closure Notes

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



# Run Sheet

Asif Alam 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	7
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Job # 4241781	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	12/09/2025 09:00 - 13/09/2025 13:00	Contact Name	MANCHESTER OXFORD ROAD NLC2966 N	NT STAR rail - STAR	NT STAR rail - STAR
Activity	TECH EXCHANGE	Contact Phone	0161 228 5431	Oxford Road Station, Oxford Road	Station Approach, Manchester,
Priority	4HR			Inner Mancs	Lancashire
Ref 1	C5319821			Manchester	M1 6FU
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
4HR 13/09/2025 14:00 SLA: 4HR 12/09/2025 14:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRS26381-K521-L165 x 1	<p>Problem: [ME] Tom USB Keyboard required Root Cause: Unknown Action: Engineer to replace the USB QWERTY Keyboard. Contact STAR support if necessary. Test: In Use URL: Call history: ##### Call 5319821   Problem   Web Service   qws_uk   Thu 11 Sep 2025 15:33:36   A+C+P</p> <pre>agent.loginnname=qws_uk equipment.assettag=STRGB00000N2966TAA3 contract.pkey=23200 call.poms=1 call.zip=M1 6FU call.address=Oxford Road Station Oxford Road Station Approach Manchester Inner Mancs call.customerid=INC18179268 call.problem=NLC2966 MANCHESTER OXFORD ROAD Window The keyboards have become quite stick call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMTKBD call.priority=2-Medium call.datereported=9/11/2025 4:32:59 PM</pre> <p>##### Call 5319821   Problem   Web Service   qws_uk   Thu 11 Sep 2025 15:33:36   ...</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19558246501	_NRS26381-K521	KB5KB521 GB				

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



Run Sheet  
Asif Alam 13/09/2025

<b>Date</b>	13/09/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Alam, Asif	<b>Jobs on Run</b>	7
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Job # 4241807	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	12/09/2025 10:42 - 13/09/2025 19:00	Contact Name	MANCHESTER PICCADILLY NLC9653 NT D	Northern Rail MT (Manchester) Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o Lancashire Manchester M60 7RA
Activity	TECH EXCHANGE	Contact Phone	0161 822 2406	
Priority	ND 1900			
Ref 1	C5319881			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 13/09/2025 19:00  SLA: ND 13/09/2025 19:00 PART2=_SXASSET-LABELSV2  PART3=  PART4=  ALT1=  ALT2=  ALT3=  ALT4= TEXT=  _NRMIUM020DEVICE x 1  _SXASSET-LABELSV2 x 1</p>	<p>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 5319881   Problem   Web Service   qws_uk   Fri 12 Sep 2025 10:34:18   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=INC18145056  call.problem=++PED++ NLC9653  Manchester Piccadilly   020-043222  Pairing inconsistent  call.modifiedby=QWebServices  call.busimpact=Urgent (TD)  category.name=GBR/STR/workpackage/NRMIUM020PED  call.priority=2-Medium  call.datereported=9/12/2025 11:33:33 AM...</p>

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19558356901	_NRMIUM020DE	RF2E:M020 NORTHERN MOBILE LIVE	02000303002020042693			
19558357301	_SXASSET-LABELS	SXASSET-LABELSV2				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19558357001	_NRMIUM020DE	M020 NORTHERN MOBILE LIVE	02000303002020	042693		
19558357401	_SXASSET-LABELS	SXASSET-LABELSV2				

Engineer Closure Notes

Engineer Signature	On Site Time	On Site Time
<b>Customer Print</b>		
<b>Customer Signature</b>		



# Run Sheet

Asif Alam 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	7
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Job # 4242221	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	12/09/2025 17:09 - 13/09/2025 13:00	Contact Name	MANAGER	AKIS OFF LICENCE & NEWS AKIS OFF LICENCE & NEWS 129-131 MANCHESTER ROAD DROYLSDEN MANCHESTER M43 6EG
Activity	TECH EXCHANGE	Contact Phone	01613707245	
Priority	4HR			
Ref 1	02552927			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
33192328//02552927//T3	Swap reason: Software/Transaction Fault

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?

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



# Run Sheet

Asif Alam 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	7
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Job # 4241785	Customer	Vista Retail Support Limited		Job Address
SLA Window	12/09/2025 10:29 - 13/09/2025 17:00	Contact Name	.	MCDONALDS - NCR 260 LONDON ROAD HAZEL GROVE
Activity	NON TECH EXCHANGE	Contact Phone	.	STOCKPORT CHESHIRE STOCKPORT SK7 4RD
Priority	ND 1700			
Ref 1	3401998			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3401996 - Headset found faulty by an engineer  3401997 Headset found faulty by an engineer  3401998 Headsets Base Station 2 problem - BS 2 not working no headsets able to be paired	***BACK DOOR SWAP ONLY*** Replace MCD-HSET-QUA 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
***BACK DOOR SWAP ONLY***

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19558277301	MCD-HSET-QUA	QUAIL HEADSET				

Returned Items					
Request	Part	Description	Serial	Asset	Part Status
19558277501					

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



# Run Sheet

Asif Alam 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	7
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Job # 4241786	Customer	Vista Retail Support Limited			Job Address
SLA Window	12/09/2025 10:29 - 13/09/2025 17:00	Contact Name	.		MCDONALDS - NCR 260 LONDON ROAD HAZEL GROVE
Activity	NON TECH EXCHANGE	Contact Phone	.		STOCKPORT CHESHIRE STOCKPORT SK7 4RD
Priority	ND 1700				
Ref 1	3401996				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
3401996 - Headset found faulty by an engineer  3401997 Headset found faulty by an engineer  3401998 Headsets Base Station 2 problem - BS 2 not working no headsets able to be paired	***BACK DOOR SWAP ONLY*** Replace MCD-HSET-QUA 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
***BACK DOOR SWAP ONLY***

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19558271301	MCD-HSET-QUA	QUAIL HEADSET				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19558271501						

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



# Run Sheet

Asif Alam 13/09/2025

Date	13/09/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	7
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Job # 4241788	Customer	Vista Retail Support Limited		Job Address
SLA Window	12/09/2025 10:29 - 13/09/2025 17:00	Contact Name	.	MCDONALDS - NCR 260 LONDON ROAD HAZEL GROVE
Activity	NON TECH EXCHANGE	Contact Phone	.	STOCKPORT CHESHIRE STOCKPORT SK7 4RD
Priority	ND 1700			
Ref 1	3401997			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3401996 - Headset found faulty by an engineer  3401997 Headset found faulty by an engineer  3401998 Headsets Base Station 2 problem - BS 2 not working no headsets able to be paired	***BACK DOOR SWAP ONLY*** Replace MCD-HSET-QUA 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?
19558274801	MCD-HSET-QUA	QUAIL HEADSET				

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - ME	19558246501	C5319821	4241781	TECH EXCHANGE	Northern Rail - STAR, Oxford Road Station, Oxford Road Station Approach, Manchester, Inner Mancs, Lancashire, Manchester, M1 6FU	Asif Alam	12/09/2025 09:00 13/09/2025 13:00	13/09/2025	
Paypoint Network Limited - UK	(No Items)	02552927	4242221	TECH EXCHANGE	AKIS OFF LICENCE & NEWS, AKIS OFF LICENCE & NEWS, 129-131 MANCHESTER ROAD, DROYLSDEN, MANCHESTER, M43 6EG	Asif Alam	12/09/2025 17:09 13/09/2025 13:00	13/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19558356901	C5319881	4241807	TECH EXCHANGE	Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA	Asif Alam	12/09/2025 10:42 13/09/2025 19:00	13/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19558357301	C5319881	4241807	TECH EXCHANGE	Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA	Asif Alam	12/09/2025 10:42 13/09/2025 19:00	13/09/2025	
Vista Retail Support Limited	19558277301	3401998	4241785	NON TECH EXCHANGE	MCDONALDS - NCR, 260 LONDON ROAD HAZEL GROVE, STOCKPORT, CHESHIRE, STOCKPORT, SK7 4RD	Asif Alam	12/09/2025 10:29 13/09/2025 17:00	13/09/2025	
Vista Retail Support Limited	19558271301	3401996	4241786	NON TECH EXCHANGE	MCDONALDS - NCR, 260 LONDON ROAD HAZEL GROVE, STOCKPORT, CHESHIRE, STOCKPORT, SK7 4RD	Asif Alam	12/09/2025 10:29 13/09/2025 17:00	13/09/2025	
Vista Retail Support Limited	19558274801	3401997	4241788	NON TECH EXCHANGE	MCDONALDS - NCR, 260 LONDON ROAD HAZEL GROVE, STOCKPORT, CHESHIRE, STOCKPORT, SK7 4RD	Asif Alam	12/09/2025 10:29 13/09/2025 17:00	13/09/2025	
Vista Retail Support Limited	19560324201	3402377	4242218	TECH EXCHANGE	LIDL, OLD LIVERPOOL ROAD, LANCASHIRE, WARRINGTON, WA5 1AP	Asif Alam	12/09/2025 17:05 13/09/2025 17:00	13/09/2025	



# Run Sheet

## Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Vista Retail Support Limited	19558267701	3401347	4241784	TECH EXCHANGE	LIDL, BOLTON, 164-172 DERBY STREET, LANCASHIRE, BOLTON, BL3 6JR	Daniel Hanson	12/09/2025 10:29 13/09/2025 17:00	13/09/2025	
Computacenter - Kingfisher	(No Items)	24499276	4242066	TECH EXCHANGE	B&Q, B & Q PLC, HALLAM WAY, WHITEHILLS BUSINESS PARK, BLACKPOOL, FY4 5LU	Daniel Hanson	12/09/2025 15:01 13/09/2025 17:00	13/09/2025	
Xerox (UK) Technical***DO NOT INVOICE****	195579312	11832512	4241769	REPAIR	TESCO Stores Limited, 26-28 Highgate, LAP 1, KENDAL, LA9 4SX	Daniel Hanson	13/09/2025 09:00 13/09/2025 11:30	13/09/2025	
Vista Retail Support Limited	19560307101	3403050	4242215	TECH EXCHANGE	LIDL, BEEZON ROAD, KENDAL, LA9 6EL	Daniel Hanson	12/09/2025 16:57 13/09/2025 17:00	13/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19558355401	C5319879	4241805	TECH EXCHANGE	Northern Rail MT (Wigan), Wallgate, Wigan, Lancashire, Wigan, WN1 1BB	Daniel Hanson	12/09/2025 10:41 13/09/2025 19:00	13/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19558355801	C5319879	4241805	TECH EXCHANGE	Northern Rail MT (Wigan), Wallgate, Wigan, Lancashire, Wigan, WN1 1BB	Daniel Hanson	12/09/2025 10:41 13/09/2025 19:00	13/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19558354601	C5319878	4241806	TECH EXCHANGE	Northern Rail MT (Wigan), Wallgate, Wigan, Lancashire, Wigan, WN1 1BB	Daniel Hanson	12/09/2025 10:41 13/09/2025 19:00	13/09/2025	
Fujitsu Services Limited - Star Trains - P2PE	19558354201	C5319878	4241806	TECH EXCHANGE	Northern Rail MT (Wigan), Wallgate, Wigan, Lancashire, Wigan, WN1 1BB	Daniel Hanson	12/09/2025 10:41 13/09/2025 19:00	13/09/2025	



# Run Sheet

## Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter - Kingfisher	(No Items)	24499275	4242129	TECH EXCHANGE	SCREWFIX, SCREWFIX, UNIT 2D, INTERLINQ TRADE PARK, DEESIDE, CH5 2DW	Mark Hosie	12/09/2025 15:44 13/09/2025 17:00	13/09/2025	
Paypoint Network Limited - UK	(No Items)	02552208	4242060	TECH EXCHANGE	CO-OPERATIVE RETAIL SERVICES LTD, CO-OPERATIVE RETAIL SERVICES LTD, UNIT 1, 645 WEST STREET, CREWE, CW2 8SL	Mark Hosie	12/09/2025 14:58 13/09/2025 13:00	13/09/2025	
Vista Retail Support Limited	19559984601	3401763	4242146	TECH EXCHANGE	LIDL, LIME STREET, LANCASHIRE, LIVERPOOL, L1 1JQ	Mark Hosie	12/09/2025 16:08 13/09/2025 17:00	13/09/2025	
Computacenter - Kingfisher	(No Items)	24498935	4242012	TECH EXCHANGE	SCREWFIX, SCREWFIX, 9 TRAFALGAR WAY, ERSKINE INDUSTRIAL ESTATE, LIVERPOOL, L6 1NA	Mark Hosie	12/09/2025 14:08 13/09/2025 17:00	13/09/2025	
Computacenter - Kingfisher	(No Items)	24498902	4241983	TECH EXCHANGE	B & Q PLC, B & Q PLC, UNIT 1, CLWYD RETAIL PARK, RHYL, LL18 2TJ	Mark Hosie	12/09/2025 13:38 13/09/2025 17:00	13/09/2025	
Computacenter - Kingfisher	(No Items)	24497939	4242044	TECH EXCHANGE	B & Q PLC, B & Q PLC, UNIT 3, CHARLOTTE ROAD, LLANDUDNO, LL30 1RT	Mark Hosie	12/09/2025 14:41 13/09/2025 17:00	13/09/2025	