



Run Sheet

Daniel Hanson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4232039	Customer	Computacenter - Kingfisher			Job Address
SLA Window	29/08/2025 09:41 - 30/08/2025 17:00	Contact Name	VICTORIA TASKER	B & Q PLC B & Q PLC	
Activity	TECH EXCHANGE	Contact Phone	07594137518	NEW MERSEY RETAIL PARK SPEKE ROAD LIVERPOOL L24 8QB	
Priority	ND 1700				
Ref 1	24479135				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Please swap unit	Till hostname: GBBQ01297POS40P Till number: Till 40 Peripheral make/model(Please copy and paste CI): BEETLE M-III System details (K1/M1/R1 found on EC portal): K1.0-Q87-uATX Are there still sales are any sales left on the till?: No Description of Issue:Till <40> - <doesn't power on . No light on the screen and ped is off - Till is red on Endpoint machine Contact name/number: +447594137518 - Victoria Tasker

Job Notes

In Items

Returned Items

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



Run Sheet

Daniel Hanson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4232247	Customer	Vista Retail Support Limited		Job Address
SLA Window	29/08/2025 13:09 - 30/08/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 1B KIRKBY KNOWSLEY L32 8RD
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3382284			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3382284 Label printer is faulty. Tried to clean the thermal head and update the firmware but no luck. It is still printing blank labels. Please replace ASW-PTR-ZQ210-HHT	Replace ASW-PTR-ZQ210-HHT 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

[View Details](#) | [Edit](#) | [Delete](#)

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19512697801	ASW-PTR-ZQ210-ASW	ASW-PTR-ZQ210-HHT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19512698001						

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



Run Sheet

Daniel Hanson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4231895	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	28/08/2025 23:43 - 30/08/2025 19:00	Contact Name	AINTREE NLC2125 MER HUB STATION	MERSEY RAIL Ormskirk Road LANCASHIRE Liverpool L9 5BE
Activity	TECH EXCHANGE	Contact Phone	0151 955 2440	
Priority	ND 1900			
Ref 1	C5318839			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 30/08/2025 19:00 SLA: ND 30/08/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 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 & out. Test: N/A Depot swap URL: Call history::: ##### Call 5318839 Problem Web Service qws_uk Fri 28 Aug 2025 23:43:06 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000M4057TRD3 contract.pkey=23200 call.poms=1 call.zip=L9 5BE call.address=Ormskirk Road call.city=Liverpool call.customerid=INC18110697 call.problem=NLC2125 Aintree Window 30 NLC 2125 Site Name Aintree Window 30 Serial Numbe call.modifiedby=QWebServices call.businessimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=8/29/2025 12:42:36 AM</p> <p>##### Call 5318839 Problem Web Service qws_uk Fri 28 Aug 2025 23:43:06 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19510775801	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	41684			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19510776001	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	41684			

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Daniel Hanson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4232315	Customer	Fujitsu Services Limited - Telefonica TC			Job Address
SLA Window	29/08/2025 14:20 - 30/08/2025 18:00	Contact Name	Sophie		O2 LIVERPOOL - LIVERPOOL ONE 0419 PARADISE COMPLEX LIVERPOOL L1 8BJ
Activity	NON TECH EXCHANGE	Contact Phone	+441517079996 / 07366994984		
Priority	ND 1900				
Ref 1	C5318900				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 30/08/2025 18:00 SLA: ND 30/08/2025 18:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKBDUSB105KEYUKBK x 1	<p>Problem: [BDS] Keyboard Standard black USB Root Cause: UNKNOWN Action: Engineer to supply replacement black keyboard. If store require please collect faulty keyboard for disposal. Test: Engineer or User to test URL: Call history: ##### Call 5318900 Problem Web Service qws_uk Fri 29 Aug 2025 14:17:47 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB00000T0419TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007299867 call.problem=HW - 0419 - BOPC - Keyboard black replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KEYUSBL call.priority=2-Medium call.datereported=8/29/2025 2:17:43 PM ##### Call 5318900 Problem Web Service qws_uk Fri 29 Aug 2025 14:17:47 A+C+P SITE OPENING TIMES [Liverpool - Liverpool One] Mon-Fri: 09:30-20:00 Sat: 09:30-19:00 Sun: 11:00-17:00 ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19512976501	GNCKBDUSB105KEYUKBK	KBDUSB 105 KEY BLACK				

Returned Items

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



Run Sheet

Daniel Hanson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
-------------	------------	--------------	------------	---------------	----------------	--------------------	---

Job # 4232362	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	29/08/2025 09:30 - 30/08/2025 19:00	Contact Name	Sophie	O2 LIVERPOOL - LIVERPOOL ONE 0419 PARADISE COMPLEX LIVERPOOL L1 8BJ
Activity	NON TECH EXCHANGE	Contact Phone	+441517079996 / 07366994984	
Priority	ND 1900			
Ref 1	C5318905			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 30/08/2025 19:00 SLA: ND 30/08/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCMSE2BUTWHEELBLK x 1	<p>Problem: [BDS] Mouse black USB Root Cause: Unknown Action: Engineer to supply replacement black mouse and collect broken mouse for disposal if required. Test: User to test URL:</p> <p>Call history::</p> <pre>##### Call 5318905 Problem Web Service qws_uk Fri 29 Aug 2025 14:31:35 A+C+P</pre> <p>agent.loginname=qws_uk equipment.assettag=TELGB00000T0419TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007299875 call.problem=HW - 0419 - BOPC - BLACK damaged call.modifiedby=QWebServices call.businessimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-MOUSBL call.priority=2-Medium call.datereported=8/29/2025 2:31:32 PM</p> <pre>##### Call 5318905 Problem Web Service qws_uk Fri 29 Aug 2025 14:31:35 A+C+P</pre> <p>SITE OPENING TIMES [Liverpool - Liverpool One] Mon-Fri: 09:30-20:00 Sat: 09:30-19:00 Sun: 11:00-17:00</p> <p>...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19513182901	GNCMSE2BUTW	HONEYCOMB/USB:BLACK:2BUT+WHEEL				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19513183001	GNCMSE2BUTWHEEL	HELMET:SO/USB:BLACK:2BUT+WHEEL				

Engineer Closure Notes

Customer Print		
Customer Signature		



Run Sheet

Daniel Hanson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4232304	Customer	Secure Retail Limited		Job Address
SLA Window	29/08/2025 14:09 - 30/08/2025 12:00	Contact Name	MANAGER ON DUTY	JEWSO BIRKENHEAD JEWSO BIRKENHEAD 300 PRICE STREET BIRKENHEAD CH41 3PX
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1200			
Ref 1	00059547			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Secure Retail - Saint Gobain - VX820 Script	Please exchange 329-216-068

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19512927701						

Returned Items



Run Sheet

Daniel Hanson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4232147	Customer	Computacenter - Kingfisher		Job Address
SLA Window	29/08/2025 11:42 - 30/08/2025 17:00	Contact Name	NATHAN JONES	B&Q B&Q SEALAND ROAD CHESTER CH1 4LD
Activity	TECH EXCHANGE	Contact Phone	01244380228	
Priority	ND 1700			
Ref 1	24479534			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Please swap unit	Till hostname: GBBQ01250POS30P Till number: 30 Peripheral make/model(Please copy and paste CI): TH250 RECEIPT PRINTER Description of issue: Nathan Jones reported that the receipt printer on till 30 cuts receipts too early. Nathan informed they reported the issue previously but the issue hasn't been resolved. Contact name/number: Nathan Jones / +441244380228

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

Daniel Hanson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
------	------------	-------	------------	--------	----------------	-------------	---

Job # 4232154	Customer	Vista Retail Support Limited		Job Address
SLA Window	29/08/2025 11:51 - 30/08/2025 17:00	Contact Name		SAVERS UNIT 1, 14 MARKET STREET ABERGELE LL22 7AA
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3370234			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3370234 HHT Label Printer Faulty. Tried replacing the rolls but it wont print. Please replace it ASW-PTR-ZQ210-HHT	Replace ASW-PTR-ZQ210-HHT 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

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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19512290001	ASW-PTR-ZQ210	ASW-PTR-ZQ210-HHT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19512290201						

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

David Ranson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
------	------------	-------	------------	--------	---------------	-------------	---

Job # 4232132	Customer	Vista Retail Support Limited		Job Address
SLA Window	29/08/2025 11:18 - 30/08/2025 17:00	Contact Name	.	MCDONALDS - NCR OCEAN PLAZA MARINE PARADE SOUTHPORT
Activity	NON TECH EXCHANGE	Contact Phone	.	MERSEYSIDE SOUTHPORT PR8 1SA
Priority	ND 1700			
Ref 1	3387664			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Show Hours Restaurant & Lobby Hours Monday 24hrs Open Monday 24hrs Open Tuesday 24hrs Open Tuesday 24hrs Open Wednesday 24hrs Open Wednesday 24hrs Open Thursday 24hrs Open Thursday 24hrs Open Friday 24hrs Open Friday 24hrs Open Saturday 24hrs Open Saturday 24hrs Open Sunday 24hrs Open 3387664 FSE to attend and follow back door swap out process.	***BACK DOOR SWAP ONLY***Replace MCD-PRT-CIT-CTS651 Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REF 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?
19512095301	MCD-PRT-CIT-CT	8550DPTR-CTS651IIWPSU				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19512095501						



Run Sheet

David Ranson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
------	------------	-------	------------	--------	---------------	-------------	---

Job # 4230801	Customer	Computacenter Ltd Tesco Project			Job Address
SLA Window	27/08/2025 17:15 - 30/08/2025 17:00	Contact Name	STORE DUTY MANAGER		TESCO STORES LTD TESCO STORES LTD CLIFTON RETAIL PARK SANDHAMS WAY BLACKPOOL FY4 4UJ
Activity	PROJECT	Contact Phone	StoreDutyManage		
Priority	ND 1700				
Ref 1	BLACKPOOL CLIFTON EXT				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Delivery Only	Server build and ship to Tesco store- MUST RECORD FIRST AND SECOND NAME OF SIGNATURE AND TAKE PICTURE OF SERVER AT POINT OF DELIVERY

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19506315601						

Returned Items

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



Run Sheet

David Ranson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
------	------------	-------	------------	--------	---------------	-------------	---

Job # 4232343	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	29/08/2025 14:41 - 30/08/2025 13:00	Contact Name	JULIE	ONE STOP COMMUNITY STORES LTD ONE STOP
Activity	TECH EXCHANGE	Contact Phone	01253283519	77 DAGGERS HALL LANE BLACKPOOL FY4 4AX
Priority	4HR			
Ref 1	02520924			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
37600845//29950//PPmini	Please swap PP mini not charging- see case 02518878

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

David Ranson 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	4
------	------------	-------	------------	--------	---------------	-------------	---

Job # 4232155	Customer	Vista Retail Support Limited	Job Address
SLA Window	29/08/2025 11:51 - 30/08/2025 17:00	Contact Name	SAVERS 64-66 LORD STREET FLEETWOOD FY7 6DT
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3369144		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3369144 HHT Label Printer Faulty. The Label printer is not rolling the labels out roller inside is damaged. Please replace Bluetooth printer. ASW-PTR-ZQ210-HHT	Replace ASW-PTR-ZQ210-HHT 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?
19512289501	ASW-PTR-ZQ210-NSM	-ASW-PTR-ZQ210-HHT				

Returned Items					
Request	Part	Description	Serial	Asset	Part Status
19512289701					

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



Run Sheet

Ryan Owen 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
------	------------	-------	------------	--------	------------	-------------	---

Job # 4232413	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	29/08/2025 15:32 - 30/08/2025 17:30	Contact Name	4659 NORTHWICH		EE - 4659 Northwich 1-3 Leicester Street CHESHIRE Northwich CW9 5LA
Activity	NON TECH EXCHANGE	Contact Phone	0845 097 1509		
Priority	ND 1700				
Ref 1	C5318897				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 30/08/2025 17:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELENX12TAB x 1	Problem: [BDS] LENOVO X12 TABLET ** BACK DOOR SWAP ** Root Cause: UNKNOWN Action: LENOVO X12 TABLET ** BACK DOOR SWAP ** CONTACT MANAGER & EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAIN PSUKEYBOARD AND PEN. CONFIRM SERIAL NUMBER OUT IS AS LOGGED. DO NOT SWAP IF DIFFERENT - ESCALATE WHILE ON SITE. Test: N/A URL: Call history:: ##### Call 5318897 Problem Web Service qws_uk Fri 29 Aug 2025 14:12:05 A+C+P agent.loginnname=qws_uk equipment.assettag=EELGB000000O4659TRB2 contract.pkey=22856 call.poms=1 call.zip=CW9 5LA call.address=1-3 Leicester Street call.city=Northwich call.customerid=INC18094329 call.problem=Hardware - Lenovo X12 Tablet - screen flickering / WIN 11 /replacement needed of the tablet with SN: PW05JK9K call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=8/29/2025 3:11:31 PM ##### Call 5318897 Problem Web Service qws_uk Fri 29 Aug 2025 14:12:05 A+C+P ...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19513355001	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				



Run Sheet

Ryan Owen 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
------	------------	-------	------------	--------	------------	-------------	---

Job # 4232553	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	29/08/2025 17:18 - 30/08/2025 13:00	Contact Name	S QADER	ONE SHOP ONE SHOP 7 STATION ROAD URMSTON MANCHESTER M41 9JG
Activity	TECH EXCHANGE	Contact Phone	07411566222	
Priority	4HR			
Ref 1	02521673			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34047599//31146713//T3	<p>Craig Gear- Growth Specialist called</p> <p>-----</p> <p>Transaction/receipt Type? yes</p> <p>Full Issue Description: Not printing receipts</p> <p>On screen error? No error</p> <p>Last auth date & time: 29/08/2025 17:04:25</p> <p>Last successful print:</p> <p>4/4 authentications on SPLUNK? (Yes / No) yes</p> <p>What colour light is on the PSU? (Green / Blue) Green</p> <p>Using PP till rolls (Yes/No) yes -single till roll was sent</p> <p>List of diagnostics completed: Powered off terminal from the mains. Held power button for 10 secs. Power back on. Test Duplicate. Still the same</p> <p>Checked no debris in the roller. Wipe Sensor....</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

Ryan Owen 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
------	------------	-------	------------	--------	------------	-------------	---

Job # 4232262	Customer	Fujitsu GBL - H&M * DO NOT INVOICE*		Job Address
SLA Window	30/08/2025 10:00 - 30/08/2025 17:00	Contact Name	GB0333 HANDM	H&M Shiftstore H&M GB0333: H&M Manchester Unit 16-17, 20 Peel Avenue, The Trafford Centre Manchester M17 8BB
Activity	MANPOWER	Contact Phone	01616021070	
Priority	ND 1900			
Ref 1	C002573628			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
<p>**Access GRANTED TRAF732369**</p> <p>*CLICK HERE*</p>	<p>Call Problem: Device: EFT till#2 Action: Please swap the EFT till#2 with other till</p> <p>*** CALL H&M SD WHILE ONSITE FOR ASSISTANCE / TO CONFIRM ALL OK - 0207 660 2572 ***</p> <p>If you are unable to get through to H&M or the TVS desk please ensure your closure contains the required details.</p>

Job Notes

In Items

Returned Items

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



Run Sheet

Ryan Owen 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
------	------------	-------	------------	--------	------------	-------------	---

Job # 4232460	Customer	Vista Retail Support Limited	Job Address
SLA Window	29/08/2025 16:04 - 30/08/2025 17:00	Contact Name	LIDL GREAT CLOWES STREET Salford MANCHESTER M7 1RQ
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3384344		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3384344 Brief Description: Zebra The Side Scanner is not working Part: HHT-ZEB-TC57-LID S/N: 21120522505670 August Store Code - 20370221	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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19513511001	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19513511201						

Engineer Closure Notes	On Site Time	Off Site Time



Run Sheet

Ryan Owen 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
------	------------	-------	------------	--------	------------	-------------	---

Job # 4232355	Customer	Vista Retail Support Limited		Job Address
SLA Window	29/08/2025 14:46 - 30/08/2025 17:00	Contact Name	.	MCDONALDS - NCR 18 ST ANNS SQUARE MANCHESTER LANCASHIRE MANCHESTER M2 7HQ
Activity	NON TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3384203			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3384203 - FC Till - Printer - Not Printing - Backdoor swap	***BACK DOOR SWAP ONLY*** Replace MCD-PTR-CTS751-HP-KIT Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REF 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?
19513164301	MCD-PTR-CTS751-HP-KIT	MCD-PTR-CTS751-HP-KIT				



Run Sheet

Ryan Owen 30/08/2025

Date	30/08/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
------	------------	-------	------------	--------	------------	-------------	---

Job # 4232140	Customer	Vista Retail Support Limited	Job Address
SLA Window	29/08/2025 11:31 - 30/08/2025 17:00	Contact Name	SAVERS 44 GROSVENOR STREET STALYBRIDGE SK15 2JN
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3362295		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
HHT Label Printer Faulty. The Bluetooth printer is not charging. tried different chargers its not turning back on. Please replace Bluetooth Printer. ASW-PTR-ZQ210-HHT HHT Label Printer Faulty. The Bluetooth printer is not charging. tried different chargers its not turning back on. Please replace Bluetooth Printer. ASW-PTR-ZQ210-HHT	Replace ASW-PTR-ZQ210-HHT 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?
19512210101	ASW-PTR-ZQ210-NSM	-ASW-PTR-ZQ210-HHT				



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)	24479534	4232147	TECH EXCHANGE	B&Q, B&Q, SEALAND ROAD, CHESTER, CH1 4LD	Daniel Hanson	29/08/2025 11:42 30/08/2025 17:00	30/08/2025	
Secure Retail Limited	19512927701	00059547	4232304	TECH EXCHANGE	JEWSON BIRKENHEAD, JEWSON BIRKENHEAD, 300 PRICE STREET, BIRKENHEAD, CH41 3PX	Daniel Hanson	29/08/2025 14:09 30/08/2025 12:00	30/08/2025	
Fujitsu Services Limited - Telefonica TC	19512976501	C5318900	4232315	NON TECH EXCHANGE	O2 LIVERPOOL - LIVERPOOL ONE 0419, PARADISE COMPLEX, LIVERPOOL, L1 8BJ	Daniel Hanson	29/08/2025 14:20 30/08/2025 18:00	30/08/2025	
Fujitsu Services Limited - Telefonica TC	19513182901	C5318905	4232362	NON TECH EXCHANGE	O2 LIVERPOOL - LIVERPOOL ONE 0419, PARADISE COMPLEX, LIVERPOOL, L1 8BJ	Daniel Hanson	29/08/2025 09:30 30/08/2025 19:00	30/08/2025	
Computacenter - Kingfisher	(No Items)	24479135	4232039	TECH EXCHANGE	B & Q PLC, B & Q PLC, NEW MERSEY RETAIL PARK, SPEKE ROAD, LIVERPOOL, L24 8QB	Daniel Hanson	29/08/2025 09:41 30/08/2025 17:00	30/08/2025	
Vista Retail Support Limited	19512697801	3382284	4232247	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 1B, KIRKBY, KNOWSLEY, L32 8RD	Daniel Hanson	29/08/2025 13:09 30/08/2025 17:00	30/08/2025	
Fujitsu Services Limited - Star Trains	19510775801	C5318839	4231895	TECH EXCHANGE	MERSEYRAIL, Ormskirk Road, LANCASHIRE, Liverpool, L9 5BE	Daniel Hanson	28/08/2025 23:43 30/08/2025 19:00	30/08/2025	
Vista Retail Support Limited	19512290001	3370234	4232154	TECH EXCHANGE	SAVERS, UNIT 1, 14 MARKET STREET, ABERGELE, LL22 7AA	Daniel Hanson	29/08/2025 11:51 30/08/2025 17:00	30/08/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Paypoint Network Limited - UK	(No Items)	02520924	4232343	TECH EXCHANGE	ONE STOP COMMUNITY STORES LTD, ONE STOP, 77 DAGGERS HALL LANE, BLACKPOOL, FY4 4AX	David Ranson	29/08/2025 14:41 30/08/2025 13:00	30/08/2025	
Computacenter Ltd Tesco Project	19506315601	BLACKPOOL CLIFTON EXT	4230801	PROJECT	TESCO STORES LTD, TESCO STORES LTD, CLIFTON RETAIL PARK, SANDHAMS WAY, BLACKPOOL, FY4 4UJ	David Ranson	27/08/2025 17:15 30/08/2025 17:00	30/08/2025	
Vista Retail Support Limited	19512289501	3369144	4232155	TECH EXCHANGE	SAVERS, 64-66 LORD STREET, FLEETWOOD, FY7 6DT	David Ranson	29/08/2025 11:51 30/08/2025 17:00	30/08/2025	
Vista Retail Support Limited	19512095301	3387664	4232132	NON TECH EXCHANGE	MCDONALDS - NCR, OCEAN PLAZA MARINE PARADE, SOUTHPORT, MERSEYSIDE, SOUTHPORT, PR8 1SA	David Ranson	29/08/2025 11:18 30/08/2025 17:00	30/08/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - EE	19513355001	C5318897	4232413	NON TECH EXCHANGE	EE - 4659 Northwich, 1-3 Leicester Street, CHESHIRE, Northwich, CW9 5LA	Ryan Owen	29/08/2025 15:32 30/08/2025 17:30	30/08/2025	
Fujitsu GBL - H&M * DO NOT INVOICE*	(No Items)	C002573628	4232262	MANPOWER	H&M Shiftstore H&M, GB0333: H&M Manchester, Unit 16-17, 20 Peel Avenue, , The Trafford Centre, Manchester, M17 8BB	Ryan Owen	30/08/2025 10:00 30/08/2025 17:00	30/08/2025	
Vista Retail Support Limited	19513164301	3384203	4232355	NON TECH EXCHANGE	MCDONALDS - NCR, 18 ST ANNS SQUARE, MANCHESTER, LANCASHIRE, MANCHESTER, M2 7HQ	Ryan Owen	29/08/2025 14:46 30/08/2025 17:00	30/08/2025	
Paypoint Network Limited - UK	(No Items)	02521673	4232553	TECH EXCHANGE	ONE SHOP, ONE SHOP, 7 STATION ROAD, URMSTON, MANCHESTER, M41 9JG	Ryan Owen	29/08/2025 17:18 30/08/2025 13:00	30/08/2025	
Vista Retail Support Limited	19513511001	3384344	4232460	TECH EXCHANGE	LIDL, GREAT CLOWES STREET, SALFORD, MANCHESTER, M7 1RQ	Ryan Owen	29/08/2025 16:04 30/08/2025 17:00	30/08/2025	
Vista Retail Support Limited	19512210101	3362295	4232140	TECH EXCHANGE	SAVERS, 44 GROSVENOR STREET, STALYBRIDGE, SK15 2JN	Ryan Owen	29/08/2025 11:31 30/08/2025 17:00	30/08/2025	