



Run Sheet

Daniel Hanson 05/01/2025

Date	05/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	12
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Job # 4056401	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	05/01/2025 09:00 - 05/01/2025 16:00	Contact Name	Julian /Patricia - 07711131823 Duty manager	TESCO Stores Limited 232-234 Finney La HEALD GREEN Lap 1 CHEADLE SK8 3QA
Activity	REPAIR WITH PARTS	Contact Phone	07821786507	
Priority	8HR			
Ref 1	11555153			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 2 SLA: 04/01/2025 11:30-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: LAP 1 Express MS823dnSerialNumber: 4064435113FTNProductIdentifier: 50G0220Model: 4064-430---ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores & 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 & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17 :00. Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 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 & 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 26859563. flashing op panelJulian reported that printer display keeps flashing and where there is an error or intervention message they can't see what needs to be done. Printer op panel keeps flashing since recent flood in the store. User unsure if printer was liquid damaged but everything else around printer was. Please consider replacing this printer using gold stockMS823LAP1SN: 4064435113FTNIP: 88.123.0.51Julian - 07476598689Patricia - 07711131823SLA 4.01.25 @ 11:30DDD 6.01.25 @ 11:30MK---INSTRUCTIONS-----Technical Notes -----DCN. 2nd; D. Hanson 4055593 04/01: Opened up case definite water damage replacement printer required for safety reasons left it unplugged</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
186604496	60-MS823DN-TE\$					

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
186604498	60-MS823DN-TE5					

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



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Daniel Hanson 05/01/2025

Date 05/01/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 12

Job # 4056429	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	05/01/2025 09:00 - 05/01/2025 12:30	Contact Name	Gary Blackpool Clifton Extra	TESCO Stores Limited CLIFTON RETAIL PARK CLIFTON ROAD Dotcom BLACKPOOL FY4 4UJ
Activity	REPAIR WITH PARTS	Contact Phone	01916931089	
Priority	8HR			
Ref 1	11556221			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 05/01/2025 12:30-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: Dot.com MS823SerialNumber: 4064433113BP1ProductIdentifier: 50G0220Model: 4064-430Physical Location: Deliver to Customer Services Desk Dotcom ----ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores & 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 & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17 :00.Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 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 & 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 26872860. [202.15] Spoke to Steve.At the back where the rear door opens the fuser roller it has sheared away. All the paper started getting jammed. the thin sheet of metal got caught and sheared away.S/N: 4064433113BP1IP Address: 80.24.8.31Contact: Gary Elliott01916931089 HBSLA 05/12/2025 at 12:30DDD 07/12/2025 at 12:30----INSTRUCTIONS-----Technical Notes -----DCN. Poss EMO [3:2] @TECH: Please investigate 202.15 (Paper fed from tray 1 never cleared the sensor (fuser exit)) and investigate 'the thin sheet of metal got caught and sheared away' - no idea; part of the Fuser?</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
186605875	41X2234	MS82x SVC Maint Kit Fuser BELT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
186605877	41X2234	MS82x SVC Maint Kit Fuser BELT				

Engineer Closure Notes

	Customer Print
	Customer Signature



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Daniel Hanson 05/01/2025

Date	05/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	12
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Job # 4056409	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	05/01/2025 09:00 - 05/01/2025 16:00	Contact Name	122 Stockport Duty Manager	Wm Morrison Supermarkets plc Edgeley Road Cheadle Heath Cash office STOCKPORT SK3 0RJ
Activity	REPAIR WITH PARTS	Contact Phone	01614777557	
Priority	ND FIX			
Ref 1	11555477			
Ref 2				
No. of Parts	2			

Instructions 1

Intervention #: 2 SLA: 04/01/2025 17:00-----ASSET
INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO
RSDeviceTagCustomer: MONT122PRN5SerialNumber: 45146PHH3G199ProductIdentifier:
35S0330Model: 4514-630-----ACCOUNT INFORMATION----MPS Customer. MPS Breakfix
SLA Monday to Saturday 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU
Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & MS312
devices are only connected via USB. Not networked.Risk assessment and method
statement to be provided on demand.Engineer to report to customer authorized
representative and sign in the visitors book.

Instructions 2

-----ACTIVITY DESCRIPTION----Help Desk Reference INC000034256399. Error Seen: 230.03 Cause of Error: Faulty solenoid Action Taken: Error apparent on arrival found reverse solenoid to be the cause of the issue replaced and tested ok. When booting back to menu printer asks for date and time to be set after each reboot. As such a new controller board will be needed. Also left side panel is broken due to Plastic fatigue and will need to be replaced as it is sharp. Parts Required:41X036340X8053I logged onto printer remotely and corrected date and time
then rebooted printer and it now saved the date and time.. Putting on controller board as precaution
please test and reboot while onsite to see if I have resolve the T&D issue before replacing controller board.MS510Cash office Michelle 0161 4777557 SN 45146PHH3G199 IP 10.28.60.24 AR ETA 04/01/25 @ 17:00---INSTRUCTIONS-----Technical Notes -----DCN. 2nd (DOA); D. Hanson 4055977 04/01: swapped board
doa doesn't power up with the new board in. Reinstalled old board it half boots them powers off maybe the doa board has blown something on the power supply

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
186605331	41X0366	MS51x SVC Controller MS510dn S				
186605336	40X7798	MX61x SVC Power Supply 220V -				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
186605333	41X0366	MS51x SVC Controller MS510dn S				
186605338	40X7798	MX61x SVC Power Supply 220V -				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Daniel Hanson 05/01/2025

Date	05/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	12
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Job # 4056366	Customer	Verifone UK LTD			Job Address
SLA Window	04/01/2025 08:39 - 05/01/2025 18:00	Contact Name	RACHEL MIEEL		PIZZA EXPRESS - 3332 - MANCHES UNIT B UNIT B 61-95 OXFORD ST M1 6FQ
Activity	TECH EXCHANGE	Contact Phone	01612286665		
Priority	ND 1800				
Ref 1	SFR-2662054				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Stock Item = R-VX680 Charging Cradle-Generic Inbound PTID = Inbound Serial No. = 900-034-674 IP Gateway = 0.0.0.0 Terminal IP Address = Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = PEPED WIFI Network WPA Password = CNhKBMmrNBNI0V7unLTbjPJo WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 3332 Login Pin = 3332 Primary System ID = 7866 SITE OPENING TIMES = Purchase Pin = Notes = Call Pizza Express IT Service Desk Fault Category =Faulty Cradle	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2662054

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18660406201	R-VX680 Charging Cradle-Generic		902-487-041			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18660406401	R-VX680 Charging Cradle-Generic		902-487-041	WM = EM =		



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Job # 4056367	Customer	Verifone UK LTD			Job Address
SLA Window	04/01/2025 08:39 - 05/01/2025 18:00	Contact Name	RACHEL MIEEL		PIZZA EXPRESS - 3332 - MANCHES UNIT B UNIT B 61-95 OXFORD ST M1 6FQ
Activity	TECH EXCHANGE	Contact Phone	01612286665		
Priority	ND 1800				
Ref 1	SFR-2662015				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Stock Item = R-VX680 Charging Cradle-Generic Inbound PTID = Inbound Serial No. = 327-005-126 IP Gateway = 0.0.0.0 Terminal IP Address = Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = PEPED WIFI Network WPA Password = CNhKBMmrNBNI0V7unLTbjPJo WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 3332 Login Pin = 3332 Primary System ID = 7866 SITE OPENING TIMES = Purchase Pin = Notes = Call Pizza Express IT Service Desk Fault Category =Faulty Cradle	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2662015

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18660405801	R-VX680 Charging Cradle-Generic		900-423-111			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18660406001	R-VX680 Charging Cradle-Generic		900-423-111	WM = EM =		



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Job # 4056444	Customer	Verifone UK LTD			Job Address
SLA Window	04/01/2025 12:38 - 05/01/2025 18:00	Contact Name	RACHEL MIEEL		PIZZA EXPRESS - 3332 - MANCHES UNIT B UNIT B 61-95 OXFORD ST M1 6FQ
Activity	TECH EXCHANGE	Contact Phone	01612286665		
Priority	ND 1800				
Ref 1	G346821				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.52.01.99991 Inbound PTID = 29994598 Inbound Serial No. = 321-101-494 IP Gateway = 0.0.0.0 Terminal IP Address = 0.0.0.0 Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = PEPED WIFI Network WPA Password = CNhKBMmrNBNI0V7unLTbjPJo WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 3332 Login Pin = 3332 Primary System ID = 7866 SITE OPENING TIMES = Purchase Pin = Notes = Call Pizza Express IT Service Desk Fault Category =Unable To Get GPRS Signal/Connection	If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2662147

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18660599301	R-Vx680 WiFi-03.52X080999ID		314-385-308			

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



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Daniel Hanson 05/01/2025

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Job # 4056438	Customer	Verifone UK LTD		Job Address
SLA Window	04/01/2025 12:38 - 05/01/2025 18:00	Contact Name	JAMES	STONEGATE - YATES LIVERPOOL (Q QUEENS SQUARE QUEENS SQUARE MERSEYSIDE L1 1RH
Activity	TECH EXCHANGE	Contact Phone	0151 709 7661	
Priority	ND 1800			
Ref 1	G346817			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 33146438 Inbound Serial No. = 330-502-539 IP Gateway = 10.83.11.30 Terminal IP Address = 10.83.11.3 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1519 Login Pin = 1519 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 00:00 Purchase Pin = Notes = Fault Category =Faulty Keypad	MUST BE ATTENDED AT THE WEEKEND. DO NOT ATTEND MON - FRI If you have technical issues always call the Rico Tech support team first if instructed to call the Customer Helpdesk please quote the Salesforce Reference which is SFR-2662141

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18660600501	R-Vx680 WiFi-03.70X68099BD		333-712-598			

Returned Items

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



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Daniel Hanson 05/01/2025

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Job # 4056454	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	05/01/2025 08:00 - 05/01/2025 17:00	Contact Name	STEPHEN HUNTER	WIPRO LIMITED WIPRO LIMITED
Activity	TECH EXCHANGE	Contact Phone		THREE TUNS LANE SEFTON FORMBY WR749 FORMBY
Priority	ND 1700			MERSEYSIDE L37 4AJ
Ref 1	127562279/ 186606043/ 939748304			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>MFD - 18115522511422 - Hardware - Unable to Power On : RICO Engineer to replace TC51 HHT PN 1900001897 SerialNumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202501041243 Caller: Stephen Hunter Opened by: Stephen Hunter Requested For: Stephen Hunter Contact Name: Stephen Hunter Please choose the device type: MFD Shop Handset (TC51) Please enter 14 digit Serial number of the MFD: 18115522511422 What does the MFD Handset issue relate to?: Hardware Please confirm that you have completed a hard reboot on the handset and the fault still remains.: true What is the specific hardware issue?: Unable to Power On Please confirm that you have removed the Rugged Boot & cleaned the device and that the fault still remains.: false Please confirm that you have tried a known working/fully charged battery and the fault still remains.: true Please confirm you have removed the screen protector and that it is not the screen protector that is damaged.: false Please confirm you have followed the %27MFD Not Online%27 guide and that the device is still offline.: false Describe the issue in detail and include any triage completed.: Handset will expectantly turn off although battery is fully charged. Incident INC6499491 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.</p>	<p>INC6499491</p>

Job Notes

In Items

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

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
	PART					

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Daniel Hanson 05/01/2025

Date	05/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	12
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Job # 4056457	Customer	Fujitsu Services Ltd -Telefonica - P2PE			Job Address
SLA Window	04/01/2025 14:18 - 05/01/2025 16:00	Contact Name		Sarich	O2 BURNLEY 46/48 THE MALL Burnley BB11 1BA
Activity	TECH EXCHANGE	Contact Phone		+441282966402	
Priority	ND 1900				
Ref 1	C5300311				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 05/01/2025 16:00 SLA: ND 05/01/2025 16:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _O2INGLANCE3000 x 1	<p>Problem: [P2PE] Faulty Ingenico Lane 3000 PED Root Cause: Unknown Action: Confirm fault and if necessary replace and configure new PED following normal P2PE procedures configuring for VCom as documented. Engineer MUST confirm new PED is powered and contact the Fujitsu Managed Service Desk on 0203 949 3514 and request they arrange activation of the new serial. Test: Engineer to check new PED has power. User to test when activated. URL: Call history:: ##### Call 5300311 Problem Web Service qws_uk Sat 04 Jan 2025 14:17:34 A+C+P</p> <pre>agent.loginname=qws_uk equipment.assettag=TELGB00000T0519TZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000006883954 call.problem=HW - 0519 - 03 - PED replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/PED_LANE_3000 call.priority=2-Medium call.datereported=1/4/2025 2:17:31 PM ##### Call 5300311 Problem Web Service qws_uk Sat 04 Jan 2025 14:17:34 A+C+P</pre> <p>SITE OPENING TIMES [Burnley] Mon: 09:00-17:30 Tue: 09:00-17:00...</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18660645601	_O2INGLANCE3000	P2P:CPD:LANE 3000:VMO2 RETAIL	22355733301110	1028625067		

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



Run Sheet

Daniel Hanson 05/01/2025

Date	05/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	12
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Job # 4056473	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	05/01/2025 08:00 - 05/01/2025 12:00	Contact Name	BARROW IN FURNESS NLC1812 NT Depot		Northern Rail MT (Barrow in Furness)
Activity	MANPOWER	Contact Phone	01618222435		Central Station, Barrow In Furness, Cumbria
Priority	Priority MC				Cumbria
Ref 1	C5300264				Barrow in Furness
Ref 2					LA14 5QZ
No. of Parts	0				

Instructions 1	Instructions 2
ND 04/01/2025 19:00 SLA: ND 04/01/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT=	Problem: [ME] ENGINEER ONLY - Mobile Root Cause: Unknown Action: Engineer to site without parts to investigate please contact the Star Service desk or Support using the contact in therelevant Manual Test: IN USE URL: Call history: ##### Call 5300264 Problem Web Service qws_uk Fri 03 Jan 2025 12:59:34 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8485TA23 contract.pkey=23200 call.poms=1 call.zip=LA14 5QZ call.address=Central Station Barrow In Furness Cumbria call.customerid=INC16716297 call.problem=NLC1812 Barrow PED wont charge call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/ENG call.priority=2-Medium call.datereported=1/3/2025 1:58:59 PM ##### Call 5300264 Problem Web Service qws_uk Fri 03 Jan 2025 12:59:34 A+C+P ...

Job Notes

In Items

Returned Items

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



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Daniel Hanson 05/01/2025

Date	05/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	12
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Job # 4056474	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	05/01/2025 08:00 - 05/01/2025 12:00	Contact Name	SEAFORTH & LITHERLAND NLC2250 MER	SMURFIT RAIL Seaforth Road LANCASHIRE Liverpool L21 3TX
Activity	TECH EXCHANGE	Contact Phone	0151 955 2430	
Priority	Priority MC			
Ref 1	C5300294			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 04/01/2025 19:00 SLA: ND 04/01/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SXMIUM020-CRAD03 x 1</p>	<p>Problem: [ME] Miura Desktop PED Cradle faulty Root Cause: Unknown Action: Engineer to replace the Miura Desktop PED Cradle Test: Customer to test after installation URL: Call history:: ##### Call 5300294 Problem Web Service qws_uk Fri 03 Jan 2025 18:30:36 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000M4045TA23 contract.pkey=23200 call.poms=1 call.zip=L21 3TX call.address=Seaforth Road call.city=Liverpool call.customerid=INC16725360 call.problem=NLC: 2250 Site Name : SEAFORTH & LITHERLAND 020-046858 Window:30 IP Address / Hostname: call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/M020-CRAD03 call.priority=2-Medium call.datereported=1/3/2025 7:30:02 PM</p> <p>##### Call 5300294 Problem Web Service qws_uk Fri 03 Jan 2025 18:30:36 A+C+P</p> <p>NLC: 2250 Site Name : SEAFORTH & LITHERLAND Window:30...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18659749201	_SXMIUM020-CR	A001:CRAD03 DESKTOP	.	.	Not Used	

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18659749401	_SXMIIUM020-CR	A001:CRAD03 DESKTOP	.	.	Good	

Engineer Closure Notes

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



Run Sheet

Daniel Hanson 05/01/2025

Date	05/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	12
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Job # 4056475	Customer	Fujitsu Services Limited - Telefonica ME		Job Address
SLA Window	04/01/2025 16:51 - 05/01/2025 15:26	Contact Name	Ash	O2 LANCASTER 0154 5 PENNY STREET LANCASTER LA1 1UA
Activity	TECH EXCHANGE	Contact Phone	+441524389666	
Priority	8HR			
Ref 1	C5300319			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
8HR 05/01/2025 15:26 SLA: 8HR 05/01/2025 15:26 PART2= PART3= PART4= ALT1=_O2HEP3DS22AV ALT2= ALT3= ALT4= TEXT= _O2HEP3DS22AV-V1-23 x 1	<p>Problem: [ME] HP Engage Flex PRO Till Base Unit faulty Root Cause: Unknown Action: Confirm fault and replace whole unit as required with pre-built base. Configure as documented. **For Disk Corruption or Sick Disk base unit MUST be replaced **. Replacement base is pre-built but requires on-site configuration - see notes.**Contact Fujitsu Managed Services to handover before closing call**. Test: Engineers to test and handover to Managed Services for updates. URL: Call history:: ##### Call 5300319 Problem Web Service qws_uk Sat 04 Jan 2025 15:56:15 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0154TZZ2 contract.pkey=23245 call.poms=1 call.customerid=INC000006884466 call.problem=HW - 0154 - 02 - Base Unit - Dead Base Unit call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/EngageFlex2023 call.priority=3-High call.datereported=1/4/2025 3:56:12 PM ##### Call 5300319 Problem Web Service qws_uk Sat 04 Jan 2025 15:56:15 A+C+P SITE OPENING TIMES [Lancaster] Mon: 09:00-17:30 Tue: 09:00-17:00...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18660740401	_O2HEP3DS22AV	PCR2BNGAGE FLEX PRO:V1 2023				

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 Ltd - Telefonica - P2PE	18660645601	C5300311	4056457	TECH EXCHANGE	O2 BURNLEY, 46/48 THE MALL, Burnley, BB11 1BA	Daniel Hanson	04/01/2025 14:18 05/01/2025 16:00	05/01/2025	
Xerox (UK) Technical***DO NOT INVOICE***	186605875	11556221	4056429	REPAIR WITH PARTS	TESCO Stores Limited, CLIFTON RETAIL PARK, CLIFTON ROAD, Dotcom, BLACKPOOL, FY4 4UJ	Daniel Hanson	05/01/2025 09:00 05/01/2025 12:30	05/01/2025	
Verifone UK LTD	18660600501	G346817	4056438	TECH EXCHANGE	STONEGATE - YATES LIVERPOOL (Q, QUEENS SQUARE, QUEENS SQUARE, MERSEYSIDE, L1 1RH	Daniel Hanson	04/01/2025 12:38 05/01/2025 18:00	05/01/2025	
Fujitsu Services Limited - Star Trains - ME	18659749201	C5300294	4056474	TECH EXCHANGE	MERSEYRAIL, Seaforth Road, LANCASHIRE, Liverpool, L21 3TX	Daniel Hanson	05/01/2025 08:00 05/01/2025 12:00	05/01/2025	
DieboldNixdorf_WIPRO		127562279/ 186606043/ 939748304	4056454	TECH EXCHANGE	WIPRO LIMITED, WIPRO LIMITED, THREE TUNS LANE SEFTON FORMBY, WR749 FORMBY, MERSEYSIDE, L37 4AJ	Daniel Hanson	05/01/2025 08:00 05/01/2025 17:00	05/01/2025	
Fujitsu Services Limited - Telefonica ME	18660740401	C5300319	4056475	TECH EXCHANGE	O2 LANCASTER 0154, 5 PENNY STREET, LANCASTER, LA1 1UA	Daniel Hanson	04/01/2025 16:51 05/01/2025 15:26	05/01/2025	
Fujitsu Services Limited - Star Trains - ME	(No Items)	C5300264	4056473	MANPOWER	Northern Rail MT (Barrow in Furness), Central Station, Barrow In Furness, Cumbria, Barrow in Furness, LA14 5QZ	Daniel Hanson	05/01/2025 08:00 05/01/2025 12:00	05/01/2025	
Verifone UK LTD	18660406201	SFR-2662054	4056366	TECH EXCHANGE	PIZZA EXPRESS - 3332 - MANCHES, UNIT B, UNIT B, 61-95 OXFORD ST, M1 6FQ	Daniel Hanson	04/01/2025 08:39 05/01/2025 18:00	05/01/2025	
Verifone UK LTD	18660405801	SFR-2662015	4056367	TECH EXCHANGE	PIZZA EXPRESS - 3332 - MANCHES, UNIT B, UNIT B, 61-95 OXFORD ST, M1 6FQ	Daniel Hanson	04/01/2025 08:39 05/01/2025 18:00	05/01/2025	
Verifone UK LTD	18660599301	G346821	4056444	TECH EXCHANGE	PIZZA EXPRESS - 3332 - MANCHES, UNIT B, UNIT B, 61-95 OXFORD ST, M1 6FQ	Daniel Hanson	04/01/2025 12:38 05/01/2025 18:00	05/01/2025	
Xerox (UK) Technical***DO NOT INVOICE***	186605331	11555477	4056409	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Edgeley Road, Cheadle Heath, Cash office, STOCKPORT, SK3 0RJ	Daniel Hanson	05/01/2025 09:00 05/01/2025 16:00	05/01/2025	
Xerox (UK) Technical***DO NOT INVOICE***	186605336	11555477	4056409	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Edgeley Road, Cheadle Heath, Cash office, STOCKPORT, SK3 0RJ	Daniel Hanson	05/01/2025 09:00 05/01/2025 16:00	05/01/2025	
Xerox (UK) Technical***DO NOT INVOICE***	186604496	11555153	4056401	REPAIR WITH PARTS	TESCO Stores Limited, 232-234 Finney La, HEALD GREEN, Lap 1, CHEADLE, SK8 3QA	Daniel Hanson	05/01/2025 09:00 05/01/2025 16:00	05/01/2025	