



Run Sheet

Daniel Hanson 23/02/2025

Date	23/02/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4098759	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	23/02/2025 10:00 - 23/02/2025 17:00	Contact Name	023 Unit 3 Top Plaza Vision Express	Vision Express (UK) Limited Unit 3 Tops Plaza, Parker Street Clayton Square Shopping Centre LIVERPOOL L1 1QR
Activity	REPAIR WITH PARTS	Contact Phone	01517070987	
Priority	ND FIX			
Ref 1	11614243			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 25/02/2025 17:00-----ASSET INFORMATION---ProductName: MS510dn HV SPRDeviceTagCustomer: SerialNumber: 45145PHH2KD68ProductIdentifier: 35S0332Model: 4514-630Physical Location:</p> <p>---ACCOUNT INFORMATION---For stores ONLY - Maintenance kit covered only : Monday Friday 09:00 17:00. 3 Day SLAIf the customer is logging a break-fix service action direct the customer to their ITSS Team Tel: 0800 298 3355 Email: itstoresupport@visionexpress.comFor head office ONLY (Ruddington Fields Business Park Mere Way Nottingham NG11 6NZ) Break Fix - Next Business day fix. Monday Friday 09:00 17:00.Maintenance kit : Monday Friday 09:00 17:00. 3 Day SLA</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 330329. Spoke to Sam.Printer paper jams.Show me..... says at the back but cannot find any piece of paper. Taken toner IU and tray out but still cannot see anything.It prints 1 sheet and then says error. Tried to reset printer but after printing one or two sheets jams againShows me says it is getting jammed at the back.MS510dn45145PHH2KD6810.50.5.143SamSite Phone Number : 01517070987HBSLA 23/02/2025 at 17:00----INSTRUCTIONS-----Technical Notes -----JB. Please investigate paper jam in fuser. Poss EMO.</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
188749014	41X4453	MS51x SVC Sensor Paper Present				
188749010	41X0959	MX51x SVC Drive pickarm asm				
188749006	40X8024	MX61x SVC Fuser 220 V Fuser				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
188749016	41X4453	MS51x SVC Sensor Paper Present				
188749012	41X0959	MX51x SVC Drive pickarm asm				
188749008	40X8024	MX61x SVC Fuser 220 V Fuser				



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Job # 4098717	Customer	Fujitsu Services Limited - Star Trains		Job Address	
SLA Window	22/02/2025 05:47 - 23/02/2025 20:00	Contact Name	PORT SUNLIGHT NLC2198 MER HUB STATION	MERSEYRAIL Greendale Road MERSEYSIDE Port Sunlight CH62 4XB	
Activity	TECH EXCHANGE	Contact Phone	0151 955 2456		
Priority	ND 1900				
Ref 1	C5304575				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
<p>ND 23/02/2025 20:00 SLA: ND 23/02/2025 20:00 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 5304575 Problem Web Service qws_uk Sat 22 Feb 2025 05:47:05 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4026TRD3 contract.pkey=23200 call.poms=1 call.zip=CH62 4XB call.address=Greendale Road call.city=Port Sunlight call.customerid=INC17050750 call.problem=NLC2198 Port Sunlight Missing Print/Voiding of Hopper Tickets call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=2/22/2025 6:46:29 AM</p> <p>##### Call 5304575 Problem Web Service qws_uk Sat 22 Feb 2025 05:47:05 A+C+P</p> <p>NLC2198...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18874156701	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	40484			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18874156901	_MYNEWND4020	ND4020 MK2:WHITE:MER:RICO	40484			

Engineer Closure Notes

	Customer Print
	Customer Signature



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Job # 4098779	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	22/02/2025 15:44 - 23/02/2025 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	C5304594			Chester
Ref 2				CH1 3NS
No. of Parts	2			

Instructions 1	Instructions 2
ND 23/02/2025 20:00 SLA: ND 23/02/2025 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 5304594 Problem Web Service qws_uk Sat 22 Feb 2025 15:18:34 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC17055959 call.problem=NLC3701 Chester 20112577 system tampered call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=2/22/2025 4:18:04 PM ##### Call 5304594 Problem Web Service qws_uk Sat 22 Feb 2025 15:18:34 A+C+P...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18874974301	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	112912		
18874974701	_SXASSET-LABEL	SXASSET-LABELSV2				



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Job # 4098783	Customer	Verifone UK LTD		Job Address
SLA Window	22/02/2025 15:52 - 23/02/2025 18:00	Contact Name	TRACEY QUINN	358 BOOKER HAYDOCK YEWTREE INDUSTRIAL ESTATE KILBUCK LANE YEWTREE INDUSTRIAL ESTATE
Activity	TECH EXCHANGE	Contact Phone	01942712801	KILB MERSEYSIDE WA11 9UX
Priority	ND 1800			
Ref 1	G349247			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Stock Item = R-2.10.0.26 P400 Inbound PTID = 39283917 Inbound Serial No. = 807-516-616 IP Gateway = 10.1.1.254 Terminal IP Address = 10.1.5.1 Subnet Mask = 255.255.0.0 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = WIFI Network WPA Password = WPA Encryption method = Manager PIN / Supervisor Pin = 12345 Configuration / Setup Pin = 12345 Login ID = 5358 Login Pin = 5358 Primary System ID = 20024077 SITE OPENING TIMES = Purchase Pin = Notes = Create *ETHSPD terminal variable and configure terminal IP as per the Engineer notes. ENSURE THE TERMINAL IS NOT CONNECTED TO THE NETWORK WHEN THIS IS COMPLETED Fault Category =Unknown</p>	<p>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-2667366</p>

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?
18874977101	R-2.10.0.26 P400	R-2.10.0.26 P400	806-589-213			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18874977301	R-2.10.026 P400	R-2.10.026 P400	806-589-213			

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4098748	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	23/02/2025 10:00 - 23/02/2025 16:00	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	C5304492			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
ND 23/02/2025 19:00 SLA: ND 23/02/2025 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**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5304492 Problem Web Service qws_uk Fri 21 Feb 2025 08:17:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8496TA23 contract.pkey=23200 call.poms=1 call.zip=M60 7RA call.address=Manchester Piccadilly Station North Block 2nd Floor Northern Trains Signing o call.city=Manchester call.customerid=INC17035092 call.problem=Faulty mobile PED NLC9653 Manchester Piccadilly PED - Bluetooth option not available NLC 9653 Site Manchester Piccadilly RSPID Set Number 66 Serial Number call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=2/21/2025 9:16:28 AM...

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	



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Job # 4098778	Customer	Verifone UK LTD			Job Address
SLA Window	22/02/2025 15:43 - 23/02/2025 18:00	Contact Name	WARREN JILLOTT		STONEGATE - SLUG AND LETTUCE D
Activity	TECH EXCHANGE	Contact Phone	01618390985		64-66 DEANGATE 64-66 DEANGATE GREATER MANCHESTER M3 2EN
Priority	ND 1800				
Ref 1	G349356				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Stock Item = R-Vx820(IP SIL)-03.70.00.99995 Inbound PTID = 30622064 Inbound Serial No. = 327-822-481 IP Gateway = 10.83.16.94 Terminal IP Address = 10.83.16.67 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = WIFI Network WPA Password = WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1039 Login Pin = 1039 Primary System ID = 20024503 SITE OPENING TIMES = Purchase Pin = Notes = Phone number: 01618390985 Contact: Warren Jillott PED Serial Number: 327-822-481 Summary of Fault: Keypad not working at all Site Access Times: Slot D Text Alerts: No What is required from Verifone: Replace PED Fault Category =Tamper Mode	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-2667553

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18874973901	R-Vx820(IP SIL)-03.70.00.99995		332-589-006			

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 - P2PE	18874974301	C5304594	4098779	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	22/02/2025 15:44 23/02/2025 20:00	23/02/2025	
Fujitsu Services Limited - Star Trains - P2PE	18874974701	C5304594	4098779	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	22/02/2025 15:44 23/02/2025 20:00	23/02/2025	
Fujitsu Services Limited - Star Trains	18874156701	C5304575	4098717	TECH EXCHANGE	MERSEYRAIL, Greendale Road, MERSEYSIDE, Port Sunlight, CH62 4XB	Daniel Hanson	22/02/2025 05:47 23/02/2025 20:00	23/02/2025	
Xerox (UK) Technical***DO NOT INVOICE****	188749014	11614243	4098759	REPAIR WITH PARTS	Vision Express (UK) Limited, Unit 3 Tops Plaza, Parker Street, Clayton Square Shopping Centre, LIVERPOOL, L1 1QR	Daniel Hanson	23/02/2025 10:00 23/02/2025 17:00	23/02/2025	
Xerox (UK) Technical***DO NOT INVOICE****	188749010	11614243	4098759	REPAIR WITH PARTS	Vision Express (UK) Limited, Unit 3 Tops Plaza, Parker Street, Clayton Square Shopping Centre, LIVERPOOL, L1 1QR	Daniel Hanson	23/02/2025 10:00 23/02/2025 17:00	23/02/2025	
Xerox (UK) Technical***DO NOT INVOICE****	188749006	11614243	4098759	REPAIR WITH PARTS	Vision Express (UK) Limited, Unit 3 Tops Plaza, Parker Street, Clayton Square Shopping Centre, LIVERPOOL, L1 1QR	Daniel Hanson	23/02/2025 10:00 23/02/2025 17:00	23/02/2025	
Verifone UK LTD	18874973901	G349356	4098778	TECH EXCHANGE	STONEGATE - SLUG AND LETTUCE D, 64-66 DEANSGATE, 64-66 DEANSGATE, GREATER MANCHESTER, M3 2EN	Daniel Hanson	22/02/2025 15:43 23/02/2025 18:00	23/02/2025	
Fujitsu Services Limited - Star Trains - P2PE	(No Items)	C5304492	4098748	TECH EXCHANGE	Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA	Daniel Hanson	23/02/2025 10:00 23/02/2025 16:00	23/02/2025	
Verifone UK LTD	18874977101	G349247	4098783	TECH EXCHANGE	358 BOOKER HAYDOCK, YEWTREE INDUSTRIAL ESTATE KILBUCK LANE, YEWTREE INDUSTRIAL ESTATE KILB, MERSEYSIDE, WA11 9UX	Daniel Hanson	22/02/2025 15:52 23/02/2025 18:00	23/02/2025	