



Run Sheet

Daniel Hanson 08/03/2025

Date	08/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4109685	Customer	Vista Retail Support Limited		Job Address
SLA Window	07/03/2025 16:29 - 08/03/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 4A, NEW MERSEY SHOPPING PARK SPEKE ROAD LIVERPOOL L24 8QB
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3205234			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3205234 HHT SN - 18075522501522 not powering on swapped battery with working on No joy HHT needs replacing SUP-SCN-HHT-ZEB-TC51	Replace SUP-SCN-HHT-ZEB-TC51 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?
18935968201	SUP-SCN-HHT-ZEB-TC51					



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Job # 4109705	Customer	Computacenter - Kingfisher		Job Address
SLA Window	08/03/2025 09:00 - 08/03/2025 17:00	Contact Name	Perry Fletcher	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	-	Racecourse Industrial Estate
Priority	ND 1700			Ormskirk Road
Ref 1	24199356			Racecourse Industrial Estate
Ref 2				Ormskirk Road
No. of Parts	1			L9 5AN

Instructions 1	Instructions 2
: KF86JFJ23 Availability: 9-5 What error message do you see?: N/A Description: HOST NAME: KF86JFJ23 - monitor fault monitor is a HP Elitesplay 68.6cm (27') serial number 3CM53409SQ. IP ADDRESS OF PC: n/a O	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18934640601	4381083	KING:Dell 2722H Monitor				



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Job # 4109215	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	07/03/2025 10:53 - 08/03/2025 19:00	Contact Name	LIVERPOOL LIME STREET TICKET OFFICE	No.02046 RETAIL STATION Booking Office, Northern Rail, Liverpool Lime St Railway Station, Lime Street, M Lancashire Liverpool L1 1JF
Activity	TECH EXCHANGE	Contact Phone	0161 822 2150	
Priority	ND 1900			
Ref 1	C5305677			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 08/03/2025 19:00 SLA: ND 08/03/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1</p>	<p>Problem: [ME] Newbury ND4020 Mark II Required Root Cause: UNKNOWN Action: Make every attempt to repair the printer first before swap. Please call site before dispatching Eng. Clerk will need to come OFF shift BEFORE the new ticket printer is attached. If they do not do this then the replacement printer will not work. Eng MUST Test: IN USE URL: Call history:: ##### Call 5305677 Problem Web Service qws_uk Fri 07 Mar 2025 10:52:29 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000N2246TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JF call.address=Booking Office Northern Rail Liverpool Lime St Railway Station Lime Street M call.city=Liverpool call.customerid=INC17151435 call.problem=Non issuing tickets Newbury printer NLC2246 LIVERPOOL LIME STREET NLC 2246 Site LIVERPOOL LIME STREET Window Serial Number 37891 Fault Code Fault Summary call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18934007901	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	32797			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18934008201	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	32797			

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



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Job # 4109732	Customer	Vista Retail Support Limited	Job Address
SLA Window	07/03/2025 16:55 - 08/03/2025 17:00	Contact Name	MCDONALDS - CAPGEMINI JUNCTION 1 RETAIL PARL, BIDSTON MOSS WALLASEY CH44 2HE
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3214678		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3214678 KVS 43 -printer physically damaged backdoor swapout required	Replace MCD-PTR-LAB3-KIT 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?
18936117401	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				



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Job # 4109347	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	07/03/2025 09:00 - 08/03/2025 23:30	Contact Name	PORT SUNLIGHT NLC2198 MER HUB STATION	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	C5305700				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 08/03/2025 19:00 SLA: ND 08/03/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 x 1	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 5305700 Problem Web Service qws_uk Fri 07 Mar 2025 12:06:04 A+C+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=INC17151912 call.problem=PORT SUNLIGHT NLC2198 MER HUB STATION Newbury Printer 39393 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=3/7/2025 1:05:23 PM ##### Call 5305700 Problem Web Service qws_uk Fri 07 Mar 2025 12:06:04 A+C+P PORT SUNLIGHT NLC2198 MER HUB STATION Newbury Printer 39393...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18934411301	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO	32055			

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



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Job # 4105885	Customer	Vista Retail Support Limited		Job Address
SLA Window	08/03/2025 09:00 - 08/03/2025 17:00	Contact Name	.	SUPERDRUG STORES PLC UNIT 2 WILMSLOW PARK, WILMSLOW ROAD MANCHESTER M13 0JR
Activity	TECH EXCHANGE	Contact Phone	.	
Priority	Priority MC			
Ref 1	3211230			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3211230 Cash Drawer on POS 1 have damaged latches. Please attend and replace. SUP-CDR-FT-460MOD03 ASW-PTR-ZQ210-HHT	Replace SUP-CDR-FT-460MOD03 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?
18906805701	SUP-CDR-FT-460MOD03	SUP-CDR-FT-460MOD03	.	.	Not Used	

Returned Items



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Job # 4109730	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	07/03/2025 16:53 - 08/03/2025 13:00	Contact Name	MR. MOHAMMAD ALI	GUJAR NEWS GUJAR NEWS 200 HOLLINS ROAD OLDHAM OL8 3DG
Activity	TECH EXCHANGE	Contact Phone	####	
Priority	4HR			
Ref 1	02214334			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
31264319//31128429//T3	<p>Preemptive contact attempt due to no comms between PP1 and Moki systems</p> <p>Loss of connection between terminal and Moki prevents us from ensuring the terminal is running on correct software versions.</p> <p>Swap authorised by Marcus M please ensure unit is quarantined upon return to RDC</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		



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Job # 4109336	Customer	CXM			Job Address
SLA Window	07/03/2025 11:50 - 08/03/2025 17:00	Contact Name	NATALIE BAGLEY		BEES COFFEE POT BEES COFFEE POT MOTTRAM PADDOCK FARM HARROP EDGE ROAD HYDE SK14 6SJ
Activity	TECH EXCHANGE	Contact Phone	7717800262		
Priority	ND 1700				
Ref 1	5821928				
Ref 2					
No. of Parts	10				

Instructions 1	Instructions 2
ELAVON : Despatch/Install EN70156/Tetra Move 5000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Collect EN60009/Part no. K003 SNO: 893108222051169463: Collect EN70157/PWN32410153A SNO: 222947313161294527420825: Collect EN70156/Tetra Move 5000 SNO: 222007303201256425862847LAN_UK_0126738: SWAP OUT/SWAP OUT	LAN_UK_0126738Natalie Bagley 447717800262TID 210190555701PROF 146583789-15Recover terminal & baseSWAP (GPRS) 9-15probably open 8.30-16.30 open on Saturday Elavon TID: 14658378; Date Time Logged: 20250307111004; Terminal ID: 210190555701; Profile Number: 14658378 Other Info If the Merchant refuses access to the location for the installation/replacement of the terminal or is absent from the location please try to encourage them or their staff to allow the device to be left at the location as it is a fully configured device via GPRS and only requires connection to power. If this can be arranged please record the name of the person who gave consent. In case of any issues with the installation the Merchant should contact the Elavon Helpdesk.

Job Notes

In Items

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

See Items Overleaf

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18934329201	EN60009	KPN SIM CARD-(GB)				
18934329301	EN70156	Tetra Move 5000-(FR)				
18934329401	EN70157	Tetra Move 5000 Base-(FR)				

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



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Job # 4109374	Customer	Computacenter - Kingfisher		Job Address
SLA Window	08/03/2025 09:00 - 08/03/2025 17:00	Contact Name	Jason Best	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	-	Delph Lane Newton Road Delph Lane Newton Road WA2 8RD
Priority	ND 1700			
Ref 1	24222534			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Description: HOST NAME: KF6MK3J23 - Minitor fault HP Pro display P221-ONITOR 21.5 OPERATING SYSTEM: windows IF DELL7070 IS IT 90W or 130Wnot dell it is HP LOCATION OF DEVICE: 1269-Warrington / garden center	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18934343901	4377244	KING:Dell Monitor LED FHD 24"				



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Job # 4109746	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	07/03/2025 17:41 - 08/03/2025 13:00	Contact Name	MANAGER	GO LOCAL GO LOCAL 119-121 RADCLIFFE ROAD BURY BL9 9LD
Activity	TECH EXCHANGE	Contact Phone	/	
Priority	4HR			
Ref 1	02214410			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34048465//31172790//T3	<p>Case Number: 02214410</p> <p>Swap type: Swap Required</p> <p>Swap reason: Network/Comms Fault</p> <p>Device Type: PP1</p> <p>TID Number: 34048465</p> <p>Serial Number:</p> <p>Site ID: 31172790</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	



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Job # 4109161	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	08/03/2025 08:00 - 08/03/2025 12:00	Contact Name	ST ANNES-ON-THE-SEA NLC2672 NT STA	Northern Rail - STAR St. Annes Railway Station, St. Andrews Road North, Lytham St. Annes, Lancs Lancashire Lytham St. Annes FY8 2JE
Activity	TECH EXCHANGE	Contact Phone	01253 789240	
Priority	4HR			
Ref 1	C5305666			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>4HR 07/03/2025 14:14 SLA: 4HR 07/03/2025 14:14 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1</p>	<p>Problem: [ME] Newbury ND4020 Mark II Required Root Cause: UNKNOWN Action: Make every attempt to repair the printer first before swap. Please call site before dispatching Eng. Clerk will need to come OFF shift BEFORE the new ticket printer is attached. If they do not do this then the replacement printer will not work. Eng MUST Test: IN USE URL: Call history: ##### Call 5305666 Problem Web Service qws_uk Fri 07 Mar 2025 10:15:04 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000N2672TA21 contract.pkey=23200 call.poms=1 call.zip=FY8 2JE call.address=St. Annes Railway Station St. Andrews Road North Lytham St. Annes Lancs call.customerid=INC17151130 call.problem=NLC2672 ST ANNES-ON-THE-SEA NLC 2672 Site ST ANNES-ON-THE-SEA Window 30 Seri call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=4-Critical call.datereported=3/7/2025 11:14:43 AM</p> <p>##### Call 5305666 Problem Web Service qws_uk Fri 07 Mar 2025 10:15:04 ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18933836101	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	34021			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18933836301	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	34021			

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4109650	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/03/2025 16:13 - 08/03/2025 19:00	Contact Name	BLACKBURN NLC8459 NT DEPOT	Northern Rail MT Arriva Rail North, 4th Floor, Cathedral Quarter, Cathedral Square, Blackburn Lancashire Blackburn BB1 1FB
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1900			
Ref 1	C5305728			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 08/03/2025 19:00 SLA: ND 08/03/2025 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 5305728 Problem Web Service qws_uk Fri 07 Mar 2025 16:08:06 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H9405TA23 contract.pkey=23200 call.poms=1 call.zip=BB1 1FB call.address=Arriva Rail North 4th Floor Cathedral Quarter Cathedral Square Blackburn call.customerid=INC17143718 call.problem=NLC8459 Blackburn 020-042696 PED - Customer damage NLC 8459 Site Blackburn R call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=3/7/2025 5:07:20 PM ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18935898501	_NRMIIUM020DE	M2P:M020 NORTHERN MOBILE LIVE	02000303002020042862			
18935898901	_SXASSET-LABEL	SXASSET-LABELSV2				

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Job # 4109779	Customer	Computacenter - Kingfisher		Job Address
SLA Window	08/03/2025 09:00 - 08/03/2025 13:00	Contact Name	Fay Clark	KINGFISHER INFORMATION TECHNOLOGY (Bolton Road Bolton Road BB2 3QP
Activity	TECH EXCHANGE	Contact Phone	01254 678100	
Priority	ND 1300			
Ref 1	24274831			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
desktop 7070 90 watts : HOST NAME: KF3SK3J23 IP ADDRESS OF PC: 10.80.0.93 **correct is 10.80.121.93** LOCATION OF DEVICE: 1173-Blackburn -owrooms FAULT DESCRIPTION: PC is running very slow and not opening a	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18936173601	4299311	KING:Dell OptiPlex 7070 Micro				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18936173801	4299311	KING:Dell OptiPlex 7070 Micro				

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print
	Customer Signature



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Job # 4109765	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	07/03/2025 18:07 - 08/03/2025 13:00	Contact Name	MANAGER	CREWE SUPERMARKET CREWE SUPERMARKET 96 NANTWICH ROAD CREWE CW2 6AT
Activity	TECH EXCHANGE	Contact Phone	01270219329	
Priority	4HR			
Ref 1	02214455			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34048082//31106850//t3	<p>Case Number: 02214455</p> <p>Swap type: Swap Required</p> <p>Swap reason: Network/Comms Fault</p> <p>Device Type: PP1</p> <p>TID Number: 34048082</p> <p>Serial Number:</p> <p>Site ID: 31106850</p>

Job Notes

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

Returned Items



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Job # 4109550	Customer	Secure Retail Limited		Job Address
SLA Window	08/03/2025 09:00 - 08/03/2025 17:00	Contact Name	NOT SPECIFIED	WEST MIDLANDS RAILWAYS WEST MIDLANDS RAILWAYS PLATFORM 12 CREWE RAILWAY STATION CW2 6HR
Activity	TECH EXCHANGE	Contact Phone	-	
Priority	Priority MC			
Ref 1	00054172			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Secure Retail Worldline M020 Script	Please exchange fault Serial Number: 02000102006020019343 PTID: M020-019343 Opening Hours:09:00 - 17:00 Mon to Fri.

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18929283201	Not Used	

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18929283401	Not Used	



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Job # 4109551	Customer	Secure Retail Limited		Job Address
SLA Window	08/03/2025 09:00 - 08/03/2025 17:00	Contact Name	LEE WRIGHT	WEST MIDLANDS RAILWAYS WEST MIDLANDS RAILWAYS PLATFORM 12 CREWE RAILWAY STATION CW2 6HR
Activity	TECH EXCHANGE	Contact Phone	03300955760	
Priority	Priority MC			
Ref 1	00054189			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Secure Retail Worldline M020 Script	Please exchange fault Serial Number: 02000103005020111359 PTID: M020-111359 Opening Hours:09:00 - 17:00 M-F

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18929762101	Not Used	

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



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Job # 4109216	Customer	Fujitsu - Star – TFW - TC			Job Address
SLA Window	07/03/2025 10:53 - 08/03/2025 18:00	Contact Name	CREWE NLC3710 TFW Depot		TRANSPORT FOR WALES (Crewe)
Activity	TECH EXCHANGE	Contact Phone	02920 320 117 / 02920 320 118		Nantwich Road, Cheshire
Priority	ND 1800				Cheshire
Ref 1	C5305678				Crewe
Ref 2					CW2 6HR
No. of Parts	1				

Instructions 1	Instructions 2
ND 08/03/2025 19:00 SLA: ND 08/03/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= FUJFTP-638WSL110 x 1	Problem: [TC] PRINTER Root Cause: Unknown Action: Swap Fujitsu thermal printer & pair with phone following Engineers documentation.- Device ID xx RSP ID xxxx TFS REFxxxxxxxx ** NO PARTS TO BE SENT DIRECT TO SITE ** Test: in use URL: Call history: ##### Call 5305678 Problem Web Service qws_uk Fri 07 Mar 2025 10:53:04 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8564TRT3 contract.pkey=23200 call.poms=1 call.zip=CW2 6HR call.address=Nantwich Road Cheshire call.city=Crewe call.customerid=INC17151436 call.problem=NLC3710 Crewe Fujitsu thermal printer catch broken call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TFWFPR call.priority=2-Medium call.datereported=3/7/2025 11:52:25 AM ##### Call 5305678 Problem Web Service qws_uk Fri 07 Mar 2025 10:53:04 A+C+P ...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18934008801	FUJFTP-638WSL110	RTR:THERMAL W/CHARGER				



Run Sheet

Stephen Fitton 08/03/2025

Date	08/03/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	7
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Job # 4109251	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/03/2025 10:57 - 08/03/2025 19:00	Contact Name	CREWE NLC3710 TFW Depot	TRANSPORT FOR WALES (Crewe)
Activity	TECH EXCHANGE	Contact Phone	02920 320 117 / 02920 320 118	Nantwich Road, Cheshire
Priority	ND 1900			Cheshire
Ref 1	C5305674			Crewe
Ref 2				CW2 6HR
No. of Parts	2			

Instructions 1	Instructions 2
ND 08/03/2025 19:00 SLA: ND 08/03/2025 19:00 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**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5305674 Problem Web Service qws_uk Fri 07 Mar 2025 10:52:05 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8564TA23 contract.pkey=23200 call.poms=1 call.zip=CW2 6HR call.address=Nantwich Road Cheshire call.city=Crewe call.customerid=INC17151422 call.problem=NLC3710 Crewe 020-043847 PED - Tamper alert NLC 3710 Site Crewe RSPID Set N call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=3/7/2025 11:51:22 AM ##### Call 5305674 Problem Web Service qws_uk Fri 07 Mar 2025 10:52:05 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18934044401	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	112958		
18934045101	_SXASSET-LABEL	_SXASSET-LABELSV2				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18934044601	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	112958		
18934045301	_SXASSET-LABEL	_SXASSET-LABELSV2				

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



Run Sheet

Stephen Fitton 08/03/2025

Date	08/03/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	7
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Job # 4109258	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	07/03/2025 11:08 - 08/03/2025 19:00	Contact Name	CREWE NLC3710 TFW Depot	TRANSPORT FOR WALES (Crewe)
Activity	TECH EXCHANGE	Contact Phone	02920 320 117 / 02920 320 118	Nantwich Road, Cheshire
Priority	ND 1900			Cheshire
Ref 1	C5305675			Crewe
Ref 2				CW2 6HR
No. of Parts	2			

Instructions 1	Instructions 2
ND 08/03/2025 19:00 SLA: ND 08/03/2025 19:00 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**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5305675 Problem Web Service qws_uk Fri 07 Mar 2025 10:52:18 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8564TA23 contract.pkey=23200 call.poms=1 call.zip=CW2 6HR call.address=Nantwich Road Cheshire call.city=Crewe call.customerid=INC17151426 call.problem=NLC3710 Crewe 020-107583 PED - Tamper alert NLC 3710 Site Crewe RSPID Set N call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=3/7/2025 11:51:37 AM ##### Call 5305675 Problem Web Service qws_uk Fri 07 Mar 2025 10:52:18 A+C+P...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18934090001	_SXASSET-LABELSV2					
18934089501	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020108754			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18934090201	_SXASSET-LABELSV2					
18934089701	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020108754			

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



Run Sheet

Stephen Fitton 08/03/2025

Date	08/03/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	7
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Job # 4109210	Customer	Fujitsu Services Limited - EE		Job Address
SLA Window	07/03/2025 09:00 - 08/03/2025 17:30	Contact Name	R072 NANTWICH	EE (F) - Nantwich 22a Pepper Street, Nantwich Cheshire Nantwich CW5 5AB
Activity	NON TECH EXCHANGE	Contact Phone	01270 618490	
Priority	ND 1700			
Ref 1	C5305662			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 08/03/2025 21:00 SLA: ND 08/03/2025 21:00 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 STORE MANAGER AND EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAINPSU KEYBOARD AND PEN. RECORD SERIAL AND ASSET DETAILS FOR BOTH INGOING AND OUTCOMING UNITS. BOX OLD UNIT AND RETURN VIANORMAL PROCESS Test: N/A URL: Call history:: ##### Call 5305662 Problem Web Service qws_uk Fri 07 Mar 2025 09:53:33 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O0872TRB4 contract.pkey=22856 call.poms=1 call.zip=CW5 5AB call.address=22a Pepper Street Nantwich call.city=Cheshire call.customerid=INC17150681 call.problem=FOH - Lenovo X12 Tablet - Unable to press the power button / Replacement needed call.modifiedby=QWebServices call.busimpact=Partly Down (TE) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=1-Low call.datereported=3/7/2025 10:53:13 AM ##### Call 5305662 Problem Web Service qws_uk Fri 07 Mar 2025 09:53:33 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18933987201	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18933987401	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Engineer Closure Notes

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
Vista Retail Support Limited	18936117401	3214678	4109732	TECH EXCHANGE	MCDONALDS - CAPGEMINI, JUNCTION 1 RETAIL PARL, BIDSTON MOSS, WALLASEY, CH44 2HE	Daniel Hanson	07/03/2025 16:55 08/03/2025 17:00	08/03/2025	
Fujitsu Services Limited - Star Trains	18934411301	C5305700	4109347	TECH EXCHANGE	MERSEYRAIL, Greendale Road, MERSEYSIDE, Port Sunlight, CH62 4XB	Daniel Hanson	07/03/2025 09:00 08/03/2025 23:30	08/03/2025	
Fujitsu Services Limited - Star Trains - ME	18934007901	C5305677	4109215	TECH EXCHANGE	Northern Rail - STAR, Booking Office, Northern Rail, Liverpool Lime St Railway Station, Lime Street, M, Lancashire, Liverpool, L1 1JF	Daniel Hanson	07/03/2025 10:53 08/03/2025 19:00	08/03/2025	
Vista Retail Support Limited	18935968201	3205234	4109685	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 4A, NEW MERSEY SHOPPING PARK, SPEKE ROAD, LIVERPOOL, L24 8QB	Daniel Hanson	07/03/2025 16:29 08/03/2025 17:00	08/03/2025	
Computacenter - Kingfisher	18934640601	24199356	4109705	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Racecourse Industrial Estate Ormskirk Road, Racecourse Industrial Estate Ormskirk Road, L9 5AN	Daniel Hanson	08/03/2025 09:00 08/03/2025 17:00	08/03/2025	
Vista Retail Support Limited	18906805701	3211230	4105885	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 2, WILMSLOW PARK, WILMSLOW ROAD, MANCHESTER, M13 0JR	Daniel Hanson	08/03/2025 09:00 08/03/2025 17:00	08/03/2025	
Paypoint Network Limited - UK	(No Items)	02214334	4109730	TECH EXCHANGE	GUJAR NEWS, GUJAR NEWS, 200 HOLLINS ROAD, OLDHAM, OL8 3DG	Daniel Hanson	07/03/2025 16:53 08/03/2025 13:00	08/03/2025	
CXM	18934329001	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	
CXM	18934329002	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	
CXM	18934329003	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	
CXM	18934329004	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	
CXM	18934329005	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	
CXM	18934329006	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	
CXM	18934329007	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	
CXM	18934329008	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	



Run Sheet

Warehouse manifest

Summary (contd.)

Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
CXM	18934329009	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	
CXM	18934329010	5821928	4109336	TECH EXCHANGE	BEES COFFEE POT, BEES COFFEE POT, MOTTRAM PADDOCK FARM HARROP EDGE ROAD, HYDE, SK14 6SJ	Daniel Hanson	07/03/2025 11:50 08/03/2025 17:00	08/03/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	18935898501	C5305728	4109650	TECH EXCHANGE	Northern Rail MT, Arriva Rail North, 4th Floor, Cathedral Quarter, Cathedral Square, Blackburn, Lancashire, Blackburn, BB1 1FB	John Paul Barron	07/03/2025 16:13 08/03/2025 19:00	08/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18935898901	C5305728	4109650	TECH EXCHANGE	Northern Rail MT, Arriva Rail North, 4th Floor, Cathedral Quarter, Cathedral Square, Blackburn, Lancashire, Blackburn, BB1 1FB	John Paul Barron	07/03/2025 16:13 08/03/2025 19:00	08/03/2025	
Computacenter - Kingfisher	18936173601	24274831	4109779	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Bolton Road , Bolton Road , BB2 3QP	John Paul Barron	08/03/2025 09:00 08/03/2025 13:00	08/03/2025	
Paypoint Network Limited - UK	(No Items)	02214410	4109746	TECH EXCHANGE	GO LOCAL, GO LOCAL, 119-121 RADCLIFFE ROAD, BURY, BL9 9LD	John Paul Barron	07/03/2025 17:41 08/03/2025 13:00	08/03/2025	
Fujitsu Services Limited - Star Trains - ME	18933836101	C5305666	4109161	TECH EXCHANGE	Northern Rail - STAR, St. Annes Railway Station, St. Andrews Road North, Lytham St. Annes, Lancs, Lancashire, Lytham St. Annes, FY8 2JE	John Paul Barron	08/03/2025 08:00 08/03/2025 12:00	08/03/2025	
Computacenter - Kingfisher	18934343901	24222534	4109374	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Delph Lane Newton Road , Delph Lane Newton Road , WA2 8RD	John Paul Barron	08/03/2025 09:00 08/03/2025 17:00	08/03/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Paypoint Network Limited - UK	(No Items)	02214455	4109765	TECH EXCHANGE	CREWE SUPERMARKET, CREWE SUPERMARKET, 96 NANTWICH ROAD, CREWE, CW2 6AT	Stephen Fitton	07/03/2025 18:07 08/03/2025 13:00	08/03/2025	
Secure Retail Limited	18929283201	00054172	4109550	TECH EXCHANGE	WEST MIDLANDS RAILWAYS, WEST MIDLANDS RAILWAYS, PLATFORM 12, CREWE RAILWAY STATION, CW2 6HR	Stephen Fitton	08/03/2025 09:00 08/03/2025 17:00	08/03/2025	
Secure Retail Limited	18929762101	00054189	4109551	TECH EXCHANGE	WEST MIDLANDS RAILWAYS, WEST MIDLANDS RAILWAYS, PLATFORM 12, CREWE RAILWAY STATION, CW2 6HR	Stephen Fitton	08/03/2025 09:00 08/03/2025 17:00	08/03/2025	
Fujitsu - Star – TFW - TC	18934008801	C5305678	4109216	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	Stephen Fitton	07/03/2025 10:53 08/03/2025 18:00	08/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18934044401	C5305674	4109251	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	Stephen Fitton	07/03/2025 10:57 08/03/2025 19:00	08/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18934045101	C5305674	4109251	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	Stephen Fitton	07/03/2025 10:57 08/03/2025 19:00	08/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18934090001	C5305675	4109258	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	Stephen Fitton	07/03/2025 11:08 08/03/2025 19:00	08/03/2025	
Fujitsu Services Limited - Star Trains - P2PE	18934089501	C5305675	4109258	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	Stephen Fitton	07/03/2025 11:08 08/03/2025 19:00	08/03/2025	
Fujitsu Services Limited - EE	18933987201	C5305662	4109210	NON TECH EXCHANGE	EE (F) - Nantwich, 22a Pepper Street, Nantwich, Cheshire, Nantwich, CW5 5AB	Stephen Fitton	07/03/2025 09:00 08/03/2025 17:30	08/03/2025	