



# Run Sheet

Ryan Owen 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
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Job # 4055867	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	04/01/2025 08:00 - 04/01/2025 17:00	Contact Name	CHERYL SCOWEN	WIPRO LIMITED WIPRO LIMITED 33 SPRING GARDEN CENTRE BUXTON
Activity	TECH EXCHANGE	Contact Phone		WR748 BUXTON DERBYSHIRE SK17 6DF
Priority	ND 1700			
Ref 1	127541815/ 186581020/ 939565388			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
MFD - 18348522506654 - Hardware - Touch Screen Fault : RICO Engineer to replace TC51 HHT PN 1900001897 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202501031206 Caller: Cheryl Scowen Opened by: Cheryl Scowen Requested For: Cheryl Scowen WatchList: Jo Spooner Contact Name: Elizabeth Furness Please choose the device type: MFD Shop Handset (TC51) Please enter 14 digit Serial number of the MFD: 18348522506654 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?: Touch Screen Fault 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.: false 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.: Screen will not stay still it jumps from one program to another. Reboot done and battery changed. Handset is not usable. Incident INC6498837 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.	INC6498837

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time



# Run Sheet

Ryan Owen 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
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Job # 4056135	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	03/01/2025 16:54 - 04/01/2025 13:00	Contact Name	M NASEER	NEWS & BOOZE NEWS & BOOZE 2 HAZELWOOD ROAD HAZEL GROVE STOCKPORT SK7 4LZ
Activity	TECH EXCHANGE	Contact Phone	01614835888	
Priority	4HR			
Ref 1	02109935			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
31266282//31255070//T3	<p>Case Number: 02109935</p> <p>Swap type: Swap Required</p> <p>Swap reason: Printer Fault</p> <p>Device Type: PP1</p> <p>TID Number: 31266282</p> <p>Serial Number:</p> <p>Site ID: 31255070</p>

Job Notes

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



# Run Sheet

Ryan Owen 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
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Job # 4055678	Customer	DieboldNixdorf_WIPRO			Job Address
SLA Window	04/01/2025 08:00 - 04/01/2025 17:00	Contact Name	711 WILMSLOW		WIPRO LIMITED WIPRO LIMITED CHURCH STREET WILMSLOW WR711 WILMSLOW CHESHIRE SK9 1AY
Activity	TECH EXCHANGE	Contact Phone			
Priority	ND 1700				
Ref 1	127165081/ 186572538/ 939553027				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
#No Stock - 1900001897#MFD - 17005522506403 - App - Other / Not Listed : RICO Engineer to replace TC51 HHT PN 1900001897 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202412181135 Web logging Model number: TC51 Serial Number (S/N): 17005522506403 Fault/Attempted Triage:deliveroo app not showing Incident INC6485556 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.	INC6485556

Job Notes

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	On Site Time	Off Site Time
Customer Print		
Customer Signature		



# Run Sheet

Ryan Owen 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
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Job # 4055723	Customer	CXM		Job Address
SLA Window	03/01/2025 11:40 - 04/01/2025 17:00	Contact Name	LEE EVERSON	OPPIO LOUNGE 63 GEORGE STREET
Activity	TECH EXCHANGE	Contact Phone	7970361555	
Priority	ND 1700			ALTRINCHAM WA14 1RJ
Ref 1	5791507			
Ref 2				
No. of Parts	10			

Instructions 1	Instructions 2
*ELAVON* : Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Despatch/Install EN72156/Tetra Move 5000 P2PE x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Collect EN70157/PWN32410153A SNO: 223287313161294528077254: Collect EN72156/Tetra Move 5000 SNO: 191107303191017904387690: Collect EN60009/Part no. K003 SNO: 8931080620055182758LAN_UK_0125188: SWAP OUT/SWAP OUT	LAN_UK_0125188 14685598 447581248088 Ash 9-10pm/7 9-10pm/7 Elavon TID: 14685598; Date Time Logged: 20250103111007; Terminal ID: 210191523902; Profile Number: 14685598   <a href="https://lms.cxmtechservices.net/popups/jobinfo.aspx?code=hznkzaocgrrolo">Other Info</a> 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

See Items Overleaf



# Run Sheet

Ryan Owen 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
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# Run Sheet

Ryan Owen 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
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# Run Sheet

Ryan Owen 04/01/2025

<b>Date</b>	04/01/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Owen, Ryan	<b>Jobs on Run</b>	6
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<b>Job #</b> 4055522	<b>Customer</b>	CXM		<b>Job Address</b>
<b>SLA Window</b>	03/01/2025 08:50 - 04/01/2025 17:00	<b>Contact Name</b>	VICTORIA THOMAS	BESEEKA KENNELS FARM LIMITED SHAW HEY FARM 2-4 EDGELEY ROAD MANCHESTER M41 6EQ
<b>Activity</b>	TECH EXCHANGE	<b>Contact Phone</b>	1617482419	
<b>Priority</b>	ND 1700			
<b>Ref 1</b>	5791407			
<b>Ref 2</b>				
<b>No. of Parts</b>	10			

Instructions 1	Instructions 2
<p>*ELAVON* : Despatch/Install EN60009/KPN SIM CARD x 1: Despatch/Install EN70156/Tetra Move 5000 x 1: Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Collect EN60009/Part no. K003 SNO: 8931080119108214569: Collect EN70157/PWN32410153A SNO: 192597313241005611109404: Collect EN70156/Tetra Move 5000 SNO: 193097303191017911861935LAN_UK_0125180: SWAP OUT/SWAP OUT</p>	<p>LAN_UK_0125180 Vicky +441617482419 10-12 16-17 mon-fri 10-12 sat sun</p> <p>Device damaged by flood (GPRS) 10-12 16-17 mon-fri Elavon TID: 14031838; Date Time Logged: 20250103071004; Terminal ID: 210160667601; Profile Number: 14031838 &lt;BR&gt; &lt;a href="https://lms.cxmtechservices.net/popups/jobinfo.aspx?code=bkbxafqcgodo"&gt;Other Info&lt;/a&gt; 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.</p>

## Job Notes

## In Items

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18656599201	EN60009	KPN SIM CARD-(GB)				
18656599301	EN70156	Tetra Move 5000-(FR)				
18656599401	EN70157	Tetra Move 5000 Base-(FR)				

## **Engineer Closure Notes**

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



# Run Sheet

Ryan Owen 04/01/2025

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# Run Sheet

Ryan Owen 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	6
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Job # 4055503	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	03/01/2025 08:32 - 04/01/2025 17:00	Contact Name	MICHAEL PICKARD	RAFFORD PEEL AVENUE RAFFORD PEEL AVENUE THE TRAFFORD CENTRE MANCHESTER M17 8JL
Activity	TECH EXCHANGE	Contact Phone	-	
Priority	ND 1700			
Ref 1	127523055			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
access booking TRAF721840  replace Ingenico L2500 PN 1900001941	Delivery Instructions: Please see KB0106284- PACT Fault: PED Hardware Failure Irruption Message Shwoing DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202501022132 Web Logging: Locker: TF2-53-PED TPV Number (8 Digits): 15032123 Serial Number: 192567303461103311051374 Asset Number:PAN00097249 Model Ingenico 2500 Location: Comms Room General Office Issue: PED shows a blue screen with the word "Irruption" please can an engineer schedule a replacement thanks Incident INC6498074 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold

Job Notes

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

Returned Items

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# Run Sheet

John Paul Barron 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6
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Job # 4056069	Customer	Computacenter - Kingfisher		Job Address
SLA Window	04/01/2025 09:00 - 04/01/2025 17:00	Contact Name	Jason Woods	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	-	Unit 10, Edge Lane Drive Unit 10, Edge Lane Drive L13 4DL
Priority	ND 1700			
Ref 1	24197731			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01514POS21P Till number: 21 Till type: POS Peripal make/model(Please copy and paste Cl): BEETLE M-III System details K1/M1/R1 found on EC portal): K1.0-Q87-uATX_AB Build version info (Fo	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18658760001	4618558	KING:DB Beetle M-III K Series-				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18658760201	4618558	KING:DB Beetle M-III K Series-				

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print
	Customer Signature



# Run Sheet

John Paul Barron 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6
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Job # 4055842	Customer	Fujitsu Services Limited - Star Trains - P2PE			Job Address
SLA Window	03/01/2025 13:09 - 04/01/2025 19:00	Contact Name	LIVERPOOL CENTRAL M2GO NLC2242 MER HUB STATION	RHESEYRL DESKTOP	Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954		
Priority	ND 1900				
Ref 1	C5300263				
Ref 2					
No. of Parts	1				

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= _MYMIUM020DEVICED x 1	Problem: [P2PE] Miura M020 Desktop 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 5300263   Problem   Web Service   qws_uk   Fri 03 Jan 2025 12:57:34   A+C+P  agent.loginname=qws_uk equipment.assettag=STRGB000000M4034TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC16723942 call.problem=LIVERPOOL CENTRAL M2GO NLC2242 MER HUB STATION faulty chip and pin call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEMIUD020PED call.priority=2-Medium call.datereported=1/3/2025 1:56:49 PM  ##### Call 5300263   Problem   Web Service   qws_uk   Fri 03 Jan 2025 12:57:34   A+C+P  Hi...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18658399101	_MYMIUM020DE	MR2PD020 MERSEYRL DESKTOP LIVE	02000303002020	112479		

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18658399301	_MYMIUM020DE	MR2PD020 MERSEYRL DESKTOP LIVE	02000303002020	112479		

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



# Run Sheet

## John Paul Barron 04/01/2025

**Date** 04/01/2025 **Depot** Warrington **Driver** Barron, John Paul **Jobs on Run** 6

Job # 4056191	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	03/01/2025 18:31 - 04/01/2025 19:00	Contact Name	SEAFORTH & LITHERLAND NLC2250 MER	SWIRE ISIRY RAIL Seaforth Road LANCASHIRE Liverpool L21 3TX
Activity	TECH EXCHANGE	Contact Phone	0151 955 2430	
Priority	ND 1900			
Ref 1	C5300294			
Ref 2				
No. of Parts	1			

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= _SXMIUM020-CRAD03 x 1	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  agent.loginname=qws_uk equipment.assettag=STRGB000000M4045TA23 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  ##### Call 5300294   Problem   Web Service   qws_uk   Fri 03 Jan 2025 18:30:36   A+C+P  NLC: 2250 Site Name : SEAFORTH & LITHERLAND Window:30...

## Job Notes

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18659749201	_SXMIUM020-CR	AD013:CRAD03 DESKTOP				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18659749401	_SXMIUM020-CR	A001:CRAD03 DESKTOP				

#### **Engineer Closure Notes**

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



# Run Sheet

John Paul Barron 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6
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Job # 4056173	Customer	Centrex Services		Job Address
SLA Window	03/01/2025 17:47 - 04/01/2025 13:00	Contact Name		SANTANDER UK PLC SANTANDER UK PLC 52 HIGH STREET RHYL LL18 1ET
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	INC000030103653			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Swap/install/test/collect/record serials	<p>Monday: 9:30 AM - 3:00 PM Tuesday: 9:30 AM - 3:00 PM Wednesday: 9:30 AM - 3:00 PM Thursday: 9:30 AM - 3:00 PM Friday: 9:30 AM - 3:00 PM Saturday: 9:30AM - 12:30PM Sunday: ---</p> <p>Training Day:</p> <p>Workstation ID: SKPRW02780004P Counter or Non-Counter device: Non counter How many counter positions does the branch have: 2 What Troubleshooting has been done: Known working cable tested (working) Reason for the Engineer visit: swap SANTANDER-W7 DP(HDMI) CABLE FOR MONITOR - W7 DP(HDMI) CABLE FOR MONITOR Action for Engineer: swap SANTANDER-W7 DP(HDMI) CABLE FOR MONITOR - W7 DP(HDMI) CABLE FOR MONITOR</p> <p>ServiceNow article used: #KB000730400</p> <p>ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 ..... THIS WOULD INCLUDE ANYTHING WHICH PREVENTS A SUCCESSFUL RESOLUTION BE IT TECHNICAL ACCESS ISSUES OR QUERIES ON PROCESSES - ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 PLEASE CONTACT CENTREX AFTER 30 MINUTES ON SITE</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18659643301						

Returned Items

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



# Run Sheet

John Paul Barron 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6
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Job # 4056170	Customer	Centrex Services			Job Address
SLA Window	03/01/2025 17:45 - 04/01/2025 13:00	Contact Name			SANTANDER UK PLC SANTANDER UK PLC 16 PENRHYN ROAD COLWYN BAY LL29 8PR
Activity	TECH EXCHANGE	Contact Phone			
Priority	ND 1700				
Ref 1	INC000030099388				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Swap/install/test/collect/record serials	Monday: 9:30 AM - 3:00 PM Tuesday: 9:30 AM - 3:00 PM Wednesday: 9:30 AM - 3:00 PM Thursday: 9:30 AM - 3:00 PM Friday: 9:30 AM - 3:00 PM Saturday: 9:30AM - 12:30PM  Training Day: --  Workstation ID: SKPRW62300007P Counter or Non-Counter device: Counter How many counter positions does the branch have: 2 What Troubleshooting has been done: spoke to user asked user if the power socket was tested user confirmed the power socket does work but only chip and pin doesn't go on Has the plug socket been tested and is it switched on? doesn't turn on Reason for the Engineer visit: engineer to swap and test the chip and pin unit - Santander - INGENICO iS350 CHIP & PIN UNIT Action for Engineer: engineer to swap and test the chip and pin unit - Santander - INGENICO iS350 CHIP & PIN UNIT  ServiceNow article used: #KB000630786  ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 ..... THIS WOULD INCLUDE ANYTHING WHICH PREVENTS A SUCCESSFUL RESOLUTION BE IT TECHNICAL ACCESS ISSUES OR QUERIES ON PROCESSES - ANY ISSUES AT ALL...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18659639401						

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18659639601						

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



# Run Sheet

John Paul Barron 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	6
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Job # 4056097	Customer	Computacenter - Kingfisher		Job Address
SLA Window	04/01/2025 09:00 - 04/01/2025 17:00	Contact Name	Holly Ryder	KINGFISHER INFORMATION TECHNOLOGY ( Bolton Road Bolton Road BB2 3QP
Activity	TECH EXCHANGE	Contact Phone	-	
Priority	ND 1700			
Ref 1	24197756			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01173POS20P Till number: 20 Till type: POS Perheral make/model(Please copy and paste Cl): BEETLE M-III System detai (K1/M1/R1 found on EC portal): K1.0-Q87-uATX_AB Build version info (	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18658759501	4618558	KING:DB Beetle M-III K Series-				



# Run Sheet

Daniel Hanson 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4055593	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	04/01/2025 09:00 - 04/01/2025 11:30	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	2			

Instructions 1	Instructions 2
<p>Intervention #: 1 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: 4064-430Physical Location:</p> <p>---ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores &amp; CFC.....s (Dot Com Centres) - Break Fix ..... 8 Hour Fix. Monday ..... Saturday 09:00 ..... 17:00. Sunday 10:00 ..... 16:00. Including Public holidays (excluding Christmas Day)Head Office &amp; DC.....s - Break Fix ..... 8 Hour Fix. Monday ..... Friday 09:00 ..... 17:00. Including Public holidays (excluding Christmas Day) Head Office on-site contact 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 &amp; 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 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 -----JB. Please investigate operator Panel Display Flickering. Usually controller board issue. Do not replace both parts at the same time. If water damaged please call Abingdon Tech first before replacing any parts.</p>

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time



# Run Sheet

Daniel Hanson 04/01/2025

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Job # 4055951	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	03/01/2025 15:19 - 04/01/2025 17:00	Contact Name	LOUISE MATLEY	CHEADLE WILMSLOW ROAD CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	127547527			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
replace Ingenico L2500 PN 1900001941	Delivery Instructions: Please see KB0106284- PACT Fault: Other 041 - Cheadle DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202501031502 Locker: CH1-18-PED TPV Number (8 Digits): 15041018 Serial Number: 192547303461103311017651 Asset Number: PAN00097214 Model Ingenico 2500 Location: Shop support office Issue: No PAN label - found when completing compliance audit Incident INC6497609 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.

Job Notes

In Items

Returned Items

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

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



# Run Sheet

Daniel Hanson 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4056178	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	03/01/2025 17:57 - 04/01/2025 17:00	Contact Name	LOUISE MATLEY	CHEADLE WILMSLOW ROAD CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	127550433			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941	Please see KB0106284- PACT Fault: Other 041 - Cheadle.DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202501031725 Web Logging: Locker: CH1-68-PED TPV Number (8 Digits): 15041068 Serial Number: 192497303461103310965491 Asset Number: PAN00096663 Model Ingenico 2500 Location: Shop support office Issue: PAN label worn - found when completing compliance audit Incident INC6497612 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.

Job Notes

In Items

Returned Items

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



# Run Sheet

Daniel Hanson 04/01/2025

<b>Date</b>	04/01/2025	<b>Depot</b>	Warrington	<b>Driver</b>	Hanson, Daniel	<b>Jobs on Run</b>	11
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Job # 4055977	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	04/01/2025 09:00 - 04/01/2025 17:00	Contact Name	122 Stockport Duty Manager	Wm Morrison Supermarkets plc Edgeley Road Cheadle Heath STOCKPORT SK3 0RJ
Activity	REPAIR WITH PARTS	Contact Phone	061 4777557	
Priority	ND FIX			
Ref 1	11555477			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 04/01/2025 17:00-----ASSET  INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO  RSDeviceTagCustomer: MONT122PRN5SerialNumber: 45146PHH3G199ProductIdentifier:  35S0330Model: 4514-630Physical Location:</p> <p>---ACCOUNT INFORMATION---MPS Customer. MPS Breakfix SLA Monday to Saturday 08:30 to 18:00. Sunday &amp; Bank holidays 10:00 to 16:00.BAU Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 &amp; M312 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.</p>	<p>-----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&amp;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. [Lextech?] @TECH: Please replace LH cover  test and reboot while onsite to see if [Lx] have resolved the Time &amp; Date issue before replacing controller board.</p>

## **Job Notes**

## In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
186591119	41X0366	MS51x SVC Controller MS510dn S				
186591113	40X8053	MX61x SVC Cover Left-L/M/H1				

## Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
186591121	41X0366	MS51x SVC Controller MS510dn S				
186591115	40X8053	MX61x SVC Cover Left-L/M/H1				

Engineer Closure Notes

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



# Run Sheet

Daniel Hanson 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4055646	Customer	Computacenter - Kingfisher			Job Address		
SLA Window	03/01/2025 10:45 - 04/01/2025 17:00	Contact Name	THE MANAGER/ EMMA SMITH		B&Q B & Q PLC UNIT 3 SNIPE WAY ASHTON-UNDER-LYNE OL7 0DN		
Activity	TECH EXCHANGE	Contact Phone	0161 371 0082				
Priority	ND 1700						
Ref 1	24201389						
Ref 2							
No. of Parts	0						

Instructions 1	Instructions 2
PLEASE SWAP UNIT	KINGFISHER Till hostname: GBBQ01229POS20P  Till number: 20  What element of the till is impacted?: Ped device  CARD ACCEPTANCE ISSUE?  Card insert/Chip & Pin working? N  Contactless payments working?N  Peripheral make/model(Please copy and paste CI): PEDVX820  PED serial number : 327-950-740  PED ID (Shown on the back): 30636557  What screen is showing on the PED: decline

Job Notes

In Items

Returned Items

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



# Run Sheet

Daniel Hanson 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4056078	Customer	Computacenter - Kingfisher		Job Address
SLA Window	04/01/2025 09:00 - 04/01/2025 17:00	Contact Name	Claire Roberts	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	-	Snipe Retail Park Manchester Road
Priority	ND 1700			Snipe Retail Park Manchester Road
Ref 1	24200655			OL7 0DN
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01229POS01P Till number: 01 Till type: POS Peripal make/model(Please copy and paste Cl): BEETLE M-III System detailsK1/M1/R1 found on EC portal): R1.0-Q370-uATX Build version info (Fou	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18659106901	4618558	KING:DB Beetle M-III K Series-				

Returned Items

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



# Run Sheet

Daniel Hanson 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4056103	Customer	Computacenter - Kingfisher		Job Address
SLA Window	04/01/2025 09:00 - 04/01/2025 17:00	Contact Name	Claire Roberts	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	-	Snipe Retail Park Manchester Road
Priority	ND 1700			Snipe Retail Park Manchester Road
Ref 1	24200567			OL7 0DN
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01229SCO86P Till number: 86 Till type: SCO Peripal make/model(Please copy and paste Cl): BEETLE M-III System detailsK1/M1/R1 found on EC portal): R1.1-Q370-uATX Build version info (Foun	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18659092901	4618558	KING:DB Beetle M-III K Series-				



# Run Sheet

Daniel Hanson 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4056003	Customer	Verifone UK LTD			Job Address
SLA Window	03/01/2025 15:59 - 04/01/2025 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	G346755				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.52.01.99991 Inbound PTID = 30751426 Inbound Serial No. = 314-352-856 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 =Unknown	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-2662046

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18659260101	R-Vx680 WiFi-03.52X0889999D		321-079-081			

Returned Items

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



# Run Sheet

Daniel Hanson 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4056023	Customer	Verifone UK LTD		Job Address
SLA Window	03/01/2025 15:59 - 04/01/2025 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	G346749			
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 =Unknown	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-2662035

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18659260501	R-Vx680 WiFi-03.52X0889999D		314-386-482			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18659260701	R-Vx680 WiFi-03.52X0889999D		314-386-482			



# Run Sheet

Daniel Hanson 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4056043	Customer	Verifone UK LTD			Job Address
SLA Window	03/01/2025 16:15 - 04/01/2025 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?
18659342601	R-VX680 Charging Cradle-Generic		451-095-254			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18659342801	R-VX680 Charging Cradle-Generic		451-095-254	WM = EM =		



# Run Sheet

Daniel Hanson 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	11
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Job # 4056048	Customer	Verifone UK LTD			Job Address
SLA Window	03/01/2025 16:15 - 04/01/2025 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?
18659343001	R-VX680 Charging Cradle-Generic		902-472-522			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18659343201	R-VX680 Charging Cradle-Generic		902-472-522	WM = EM =		



# Run Sheet

## COURIER MANCHESTER 04/01/2025

Date	04/01/2025	Depot	Warrington	Driver	MANCHESTER, COURIER	Jobs on Run	1
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Job # 4056175	Customer	Centrex Services			Job Address
SLA Window	03/01/2025 17:48 - 04/01/2025 17:00	Contact Name	FAHIM MOHAMMAD		DUNELM MILL STORE DUNELM MILL STORE CAERNARFON ROAD BANGOR LL57 4SU
Activity	COLLECTION	Contact Phone	01248 371444		
Priority	ND 1700				
Ref 1	10266781				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
Collect/record serials	Collect : SN XXQVJ152400118  ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 ..... THIS WOULD INCLUDE ANYTHING WHICH PREVENTS A SUCCESSFUL RESOLUTION BE IT TECHNICAL ACCESS ISSUES OR QUERIES ON PROCESSES - ANY ISSUES AT ALL PLEASE CONTACT 01670 528780 PLEASE CONTACT CENTREX AFTER 30 MINUTES ON SITE

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18659645601						

Returned Items					
Request	Part	Description	Serial	Asset	Part Status
18659645801					

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
Centrex Services	18659645601	10266781	4056175	COLLECTION	DUNELM MILL STORE, DUNELM MILL STORE, CAERNARFON ROAD, BANGOR, LL57 4SU	COURIER MANCHESTER	03/01/2025 17:48 04/01/2025 17:00	04/01/2025	



# Run Sheet

## Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Verifone UK LTD	18659260101	G346755	4056003	TECH EXCHANGE	PIZZA EXPRESS - 3332 - MANCHES, UNIT B, UNIT B, 61-95 OXFORD ST, M1 6FQ	Daniel Hanson	03/01/2025 15:59 04/01/2025 18:00	04/01/2025	
Verifone UK LTD	18659260501	G346749	4056023	TECH EXCHANGE	PIZZA EXPRESS - 3332 - MANCHES, UNIT B, UNIT B, 61-95 OXFORD ST, M1 6FQ	Daniel Hanson	03/01/2025 15:59 04/01/2025 18:00	04/01/2025	
Verifone UK LTD	18659342601	SFR-2662015	4056043	TECH EXCHANGE	PIZZA EXPRESS - 3332 - MANCHES, UNIT B, UNIT B, 61-95 OXFORD ST, M1 6FQ	Daniel Hanson	03/01/2025 16:15 04/01/2025 18:00	04/01/2025	
Verifone UK LTD	18659343001	SFR-2662054	4056048	TECH EXCHANGE	PIZZA EXPRESS - 3332 - MANCHES, UNIT B, UNIT B, 61-95 OXFORD ST, M1 6FQ	Daniel Hanson	03/01/2025 16:15 04/01/2025 18:00	04/01/2025	
Computacenter - Kingfisher	(No Items)	24201389	4055646	TECH EXCHANGE	B&Q, B & Q PLC, UNIT 3, SNIPE WAY, ASHTON-UNDER-LYNE, OL7 0DN	Daniel Hanson	03/01/2025 10:45 04/01/2025 17:00	04/01/2025	
Computacenter - Kingfisher	18659106901	24200655	4056078	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Snipe Retail Park Manchester Road , Snipe Retail Park Manchester Road , OL7 0DN	Daniel Hanson	04/01/2025 09:00 04/01/2025 17:00	04/01/2025	
Computacenter - Kingfisher	18659092901	24200567	4056103	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Snipe Retail Park Manchester Road , Snipe Retail Park Manchester Road , OL7 0DN	Daniel Hanson	04/01/2025 09:00 04/01/2025 17:00	04/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186591119	11555477	4055977	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Edgeley Road, Cheadle Heath, STOCKPORT, SK3 0RJ	Daniel Hanson	04/01/2025 09:00 04/01/2025 17:00	04/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186591113	11555477	4055977	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, Edgeley Road, Cheadle Heath, STOCKPORT, SK3 0RJ	Daniel Hanson	04/01/2025 09:00 04/01/2025 17:00	04/01/2025	
DieboldNixdorf_WIPRO	(No Items)	127547527	4055951	TECH EXCHANGE P2PE	CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	03/01/2025 15:19 04/01/2025 17:00	04/01/2025	
DieboldNixdorf_WIPRO	(No Items)	127550433	4056178	TECH EXCHANGE P2PE	CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	03/01/2025 17:57 04/01/2025 17:00	04/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186571763	11555153	4055593	REPAIR WITH PARTS	TESCO Stores Limited, 232-234 Finney La, HEALD GREEN, Lap 1, CHEADLE, SK8 3QA	Daniel Hanson	04/01/2025 09:00 04/01/2025 11:30	04/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186571767	11555153	4055593	REPAIR WITH PARTS	TESCO Stores Limited, 232-234 Finney La, HEALD GREEN, Lap 1, CHEADLE, SK8 3QA	Daniel Hanson	04/01/2025 09:00 04/01/2025 11:30	04/01/2025	



# Run Sheet

## Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter - Kingfisher	18658759501	24197756	4056097	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Bolton Road , Bolton Road , BB2 3QP	John Paul Barron	04/01/2025 09:00 04/01/2025 17:00	04/01/2025	
Fujitsu Services Limited - Star Trains - P2PE	18658399101	C5300263	4055842	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	John Paul Barron	03/01/2025 13:09 04/01/2025 19:00	04/01/2025	
Computacenter - Kingfisher	18658760001	24197731	4056069	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit 10, Edge Lane Drive , Unit 10, Edge Lane Drive , L13 4DL	John Paul Barron	04/01/2025 09:00 04/01/2025 17:00	04/01/2025	
Fujitsu Services Limited - Star Trains - ME	18659749201	C5300294	4056191	TECH EXCHANGE	MERSEYRAIL, Seaforth Road, LANCASHIRE, Liverpool, L21 3TX	John Paul Barron	03/01/2025 18:31 04/01/2025 19:00	04/01/2025	
Centrex Services	18659643301	INC0000301036 53	4056173	TECH EXCHANGE	SANTANDER UK PLC, SANTANDER UK PLC, 52 HIGH STREET, RHYL, LL18 1ET	John Paul Barron	03/01/2025 17:47 04/01/2025 13:00	04/01/2025	
Centrex Services	18659639401	INC0000300993 88	4056170	TECH EXCHANGE	SANTANDER UK PLC, SANTANDER UK PLC, 16 PENRHYN ROAD, COLWYN BAY, LL29 8PR	John Paul Barron	03/01/2025 17:45 04/01/2025 13:00	04/01/2025	



# Run Sheet

## Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
DieboldNixdorf_WIPRO	(No Items)	127523055	4055503	TECH EXCHANGE	RAFFORD PEEL AVENUE, RAFFORD PEEL AVENUE, THE TRAFFORD CENTRE, MANCHESTER, M17 8JL	Ryan Owen	03/01/2025 08:32 04/01/2025 17:00	04/01/2025	
CXM	18656599001	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
CXM	18656599002	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
CXM	18656599003	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
CXM	18656599004	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
CXM	18656599005	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
CXM	18656599006	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
CXM	18656599007	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
CXM	18656599008	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
CXM	18656599009	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
CXM	18656599010	5791407	4055522	TECH EXCHANGE	BESEEKA KENNELS FARM LIMITED, SHAW HEY FARM, 2-4 EDGELEY ROAD, MANCHESTER, M41 6EQ	Ryan Owen	03/01/2025 08:50 04/01/2025 17:00	04/01/2025	
DieboldNixdorf_WIPRO		127541815/ 186581020/ 939565388	4055867	TECH EXCHANGE	WIPRO LIMITED, WIPRO LIMITED, 33 SPRING GARDEN CENTRE BUXTON, WR748 BUXTON, DERBYSHIRE, SK17 6DF	Ryan Owen	04/01/2025 08:00 04/01/2025 17:00	04/01/2025	
Paypoint Network Limited - UK	(No Items)	02109935	4056135	TECH EXCHANGE	NEWS & BOOZE, NEWS & BOOZE, 2 HAZELWOOD ROAD, HAZEL GROVE, STOCKPORT, SK7 4LZ	Ryan Owen	03/01/2025 16:54 04/01/2025 13:00	04/01/2025	
DieboldNixdorf_WIPRO		127165081/ 186572538/ 939553027	4055678	TECH EXCHANGE	WIPRO LIMITED, WIPRO LIMITED, CHURCH STREET WILMSLOW, WR711 WILMSLOW, CHESHIRE, SK9 1AY	Ryan Owen	04/01/2025 08:00 04/01/2025 17:00	04/01/2025	



# Run Sheet

## Warehouse manifest

### Summary (contd.)

Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
CXM	18657968601	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	
CXM	18657968602	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	
CXM	18657968603	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	
CXM	18657968604	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	
CXM	18657968605	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	
CXM	18657968606	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	
CXM	18657968607	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	
CXM	18657968608	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	
CXM	18657968609	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	
CXM	18657968610	5791507	4055723	TECH EXCHANGE	OPPIO LOUNGE, 63 GEORGE STREET, .., ALTRINCHAM, WA14 1RJ	Ryan Owen	03/01/2025 11:40 04/01/2025 17:00	04/01/2025	