



Run Sheet

Daniel Hanson 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4068844	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	18/01/2025 09:00 - 18/01/2025 14:50	Contact Name	2019 Altrincham Duty manager	TESCO Stores Limited Manor Rd SORTING OFFICE LAP 8 ALTRINCHAM WA15 9QT
Activity	REPAIR WITH PARTS	Contact Phone	01914798065	
Priority	8HR			
Ref 1	11571635			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 18/01/2025 14:50-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 8 MS811SerialNumber: 40635C6604YXTProductIdentifier: 40G0230Model: 4063-430Physical Location: Deliver to Customer Services Desk</p> <p>---ACCOUNT INFORMATION---VIP AND MPS CUSTOMER Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day)Head Office & DC.....s - Break Fix 8 Hour Fix. Monday Friday 09:00 17:00.Including Public holidays (excluding Christmas Day) Head Office on-site contact On-site support..... 07880 038032 (HO Only not DC).....s)Pharmacy - Break Fix 4 Hour Fix. Monday Saturday 09:00 17:00. Sunday 10:00 16:00. Including Public holidays (excluding Christmas Day) MS621 + 550 sheet trayALL MAINTENANCE KITS 3 DAY SLA MONDAY FRIDAY 09:00 17:00RETAIL STORE ONLY:-..... For all device swap outs the engineer is to ensure the 256 MB Flash Simm is installed from the original device and the new Serial Number is recorded in the Debrief Comments..... Trays 2 & 3 in LAP 8 printers should have AUTO SIZE SENSING switched off and set to Universal in PAPER TYPE settings..... Prior to leaving any LAP 1 - LAP 8 call ensure all trays have been tested with Labels..... For models MS811 MX710 CS410 MS510 Please check firmware level and update to EC3 if not at this level alreadyPlease contact Lexmark Enhanced Service Team LEXMARKESD@LEXMARK.COM for any issues.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference 26980130. Called store they advise printer was working fine printing from tray4 but then gave "load paper tray 4" they loaded paper but the printer does not clear "load paper" message. no damage visible on the tray or printer. MS811Lap8Serial Number: 40635C6604YXTIP Address: 80.152.0.58Contact Name: NaomiContact Number: 01914798068SLA 18/01/25 14:50DDDD 01/01/25 14:50JM---INSTRUCTIONS-----Technical Notes -----JB. Please investigate printer was working fine printing from tray4 but then gave "load paper tray 4" they loaded paper but the printer does not clear "load paper" message. no damage visible on the tray or printer.</p>

Job Notes

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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
187119120	40X8106	MS81x SVC Tray Insert 550 Sht				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
187119122	40X8106	MS81x SVC Tray Insert 550 Sht				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4068993	Customer	CXM			Job Address
SLA Window	18/01/2025 08:00 - 18/01/2025 12:00	Contact Name	JUAN TEJOPRAYITNO		POP SPECS TRAFFORD PARK, POP SPECS KIOSK
Activity	TECH EXCHANGE	Contact Phone	7501686206		1ST FLOOR TRAFFORD CENTRE MANCHESTER M17 8BL
Priority	Priority MC				
Ref 1	5797059				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
ELAVON : Despatch/Install EN30003/Poyn 61 Smart Terminal WiFi x 1: Despatch/Install EN60011/NANO KPN SIM CARD x 1: Collect EN30003/POYNT 61 SMART TERMINAL WIFI SNO: ST3SL410PY000162: Collect EN60011/Part no. K003 SNO: 8931081521096105908LAN_UK_0125431: SWAP OUT/SWAP OUT	LAN_UK_0125431 14902239 Maria +447710689744 m-sat 10-9pm (WIFI) m-sat 10-9pm Elavon TID: 14902239; Date Time Logged: 20250115171005; Terminal ID: 210200380301; Profile Number: 14902239 Other Info Your Work Request No.: TRAF722425

Job Notes

In Items

Returned Items

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



Run Sheet

Daniel Hanson 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4069007	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	17/01/2025 17:31 - 18/01/2025 13:00	Contact Name	VISHAN	WELCOME CONVENIENCE STORE
Activity	TECH EXCHANGE	Contact Phone	07491761884	WELCOME STORE
Priority	4HR			106 GREAT WESTERN STREET
Ref 1	02132285			MANCHESTER
Ref 2				M14 4RA
No. of Parts	0			

Instructions 1	Instructions 2
34038224//31171669//T3	pp1 keeps turning off and restarting said he already spoke to someone yesterday and they advised after diags that it would be swapped today however no case for this on the notes at all

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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Daniel Hanson 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4068898	Customer	Vista Retail Support Limited	Job Address
SLA Window	17/01/2025 16:07 - 18/01/2025 17:00	Contact Name	LIDL ASHWORTH STREET LANCASHIRE MANCHESTER M34 3LJ
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3167014		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
:3167014 FSE to 21131522511150 zebra.?MON - SAT - 8AM - 9PM SUN - 10AM - 4PM	Replace HHT-ZEB-TC57-LID Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18712170401	HHT-ZEB-TC57-LID	BHT-ZEB-TC57-LID				

Returned Items

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



Run Sheet

Daniel Hanson 18/01/2025

Date 18/01/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 7

Job # 4068986	Customer	Vista Retail Support Limited		Job Address
SLA Window	17/01/2025 17:06 - 18/01/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 16B CROWN POINT RETAIL PARK
Activity	TECH EXCHANGE	Contact Phone		WORTHINGTON WAY, DENTON MANCHESTER M34 3LF
Priority	ND 1700			
Ref 1	3169350			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3169350 HHT screen cracked please replace TC51 (SN: 17255522506739)	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(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18712770401	SUP-SCN-HHT-ZE	20105TC51				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18712770701						

Engineer Closure Notes

Customer Print	
Customer Signature	



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Daniel Hanson 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	7
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Job # 4068905	Customer	Vista Retail Support Limited	Job Address
SLA Window	17/01/2025 16:16 - 18/01/2025 17:00	Contact Name	LIDL CHEETHAM HILL RD LANCASHIRE MANCHESTER M8 0SN
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3162744		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3162744 - Brief Description: Mobile Office no Wi-Fi on the device Full Description: 2of2 Zebras not connecting to internet	Replace HHT-ZEB-TC57-LID Till No: Please record serial and Asset in and out without fail on every single call including unused parts(RE DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18712209501	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items

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



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Daniel Hanson 18/01/2025

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Job # 4068608	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	17/01/2025 13:29 - 18/01/2025 19:00	Contact Name	MANCHESTER PICCADILLY NLC9653 NT Depot	Northern Rail MT (Manchester)
Activity	TECH EXCHANGE	Contact Phone	0161 822 2406	Manchester Piccadilly Station, North Block, 2nd Floor, Northern
Priority	ND 1900			Trains Signing o
Ref 1	C5301570			Lancashire
Ref 2				Manchester
No. of Parts	2			M60 7RA

Instructions 1	Instructions 2
ND 18/01/2025 19:00 SLA: ND 18/01/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICE 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 5301570 Problem Web Service qws_uk Fri 17 Jan 2025 13:03:12 A+C+P agent.loginnname=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=INC16807696 call.problem=MANCHESTER PICCADILLY NLC9653 NT Depot call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=1/17/2025 2:02:41 PM ##### Call 5301570 Problem Web Service qws_uk Fri 17 Jan 2025 13:03:12 A+C+P ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18710948501	_NRMIUM020DE	NRMIUM020 NORTHERN MOBILE LIVE	02000303002020	112365		
18710948901	_SXASSET-LABEL	SXASSET-LABELSV2				



Run Sheet

Ryan Owen 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	4
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Job # 4068863	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	17/01/2025 15:52 - 18/01/2025 13:00	Contact Name	MANAGER	CO-OP CO-OP 2-4 ALSCOT AVENUE LIVERPOOL L10 0AL
Activity	TECH EXCHANGE	Contact Phone	01515215559	
Priority	4HR			
Ref 1	02131980			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
38962505//31236//PPD	<p>Swap reason: PPOS Dead No Light</p> <p>Device Type: PPOS</p> <p>TID Number: 38962505</p> <p>Serial Number:</p> <p>Site ID: 31236</p> <p>Description: Swap requested as PPOD is dead</p>

Job Notes

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

Returned Items					
Request	Part	Description	Serial	Asset	Part Status

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



Run Sheet

Ryan Owen 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	4
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Job # 4068499	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	17/01/2025 11:15 - 18/01/2025 19:00	Contact Name	LEYLAND NLC2710 NT STATION	Northern Rail - STAR Leyland Railway Station, Golden Hill, Leyland, Lancs Lancashire Leyland PR25 3NN
Activity	TECH EXCHANGE	Contact Phone	01772 623653	
Priority	ND 1900			
Ref 1	C5301539			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 18/01/2025 19:00 SLA: ND 18/01/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICED 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 5301539 Problem Web Service qws_uk Fri 17 Jan 2025 10:45:36 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2710TA23 contract.pkey=23200 call.poms=1 call.zip=PR25 3NN call.address=Leyland Railway Station Golden Hill Leyland Lancs call.customerid=INC16814558 call.problem=NLC2710 LEYLAND 30 S2710001NT 020-044380 card payment issues NLC 2710 Site Name LEYLAND call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUD020PED call.priority=2-Medium call.datereported=1/17/2025 11:44:46 AM ...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18710202401	_NRMIUM020DE	NR2DEM020 NORTHERN DESKTOP LIVE	02000303002020	112335		



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Ryan Owen 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	4
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Job # 4068990	Customer	Vista Retail Support Limited		Job Address
SLA Window	17/01/2025 17:09 - 18/01/2025 17:00	Contact Name		LIDL SQUIRES GATE LANE LANCASHIRE LYTHAM SAINT ANNES FY8 2FX
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3170467			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>3170467 FSE to replace?SPK-VOC-HDSET-S5 Mon-Sat: 08:00-22:00 Sunday: 10:00-16:00</p>	<p>Replace SPK-VOC-HDSET-S5 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.</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?
18712779501	SPK-VOC-HDSET	SPK-VOC-HDSET-S5				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18712779701						

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Date	18/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	4
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Job # 4068725	Customer	CXM		Job Address
SLA Window	17/01/2025 14:20 - 18/01/2025 17:00	Contact Name	CHRISTOPHER HARGREAVES	VEHICLE SOLUTIONS NW LTD LEACHFIELD BUSINESS PARK GREEN LANE WEST GARSTANG PR3 1PR
Activity	TECH EXCHANGE	Contact Phone	7720678374	
Priority	ND 1700			
Ref 1	5798131			
Ref 2				
No. of Parts	5			

Instructions 1	Instructions 2
<p>*ELAVON* : Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Despatch/Install EN70156/Tetra Move 5000 x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Collect EN70156/Tetra Move 5000 SNO: 220717303191183124070306: Collect EN70157/PWN32410153A SNO: 190967313241005604286064: Collect EN60009/Part no. K003 SNO: 8931080620055179622LAN_UK_0125493: SWAP OUT/SWAP OUT</p>	<p>LAN_UK_0125493 15049407 Sharell +01995601500 8:30 - 5:30 / mon-fri / 8:30 - 12:30 - sat They get a faulty terminal not charging PLEASE SEND TOMORROW WITH ENGINEER. Repeat Swap (GPRS) 8:30 - 5:30 / mon-fri / 8:30 - 12:30 - sat Elavon TID: 15049407; Date Time Logged: 20250117141003; Terminal ID: 210140589702; Profile Number: 15049407
 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.</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18711353701	EN60009	KPN SIM CARD-(GB)				
18711353801	EN70156	Tetra Move 5000-(FR)				
18711353901	EN70157	Tetra Move 5000 Base-(FR)				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Ryan Owen 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Owen, Ryan	Jobs on Run	4
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In Items for Job # 4068725 page 1 of 1



Run Sheet

David Ranson 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
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Job # 4069061	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	17/01/2025 19:35 - 18/01/2025 19:00	Contact Name	LIVERPOOL CENTRAL M2GO NLC2242 ME	RICO SERVICES LTD Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	
Priority	ND 1900			
Ref 1	C5301613			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
ND 18/01/2025 19:00 SLA: ND 18/01/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _SXNEWND4020MK2 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 5301613 Problem Web Service qws_uk Fri 17 Jan 2025 19:35:04 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB000000M4034TRD3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC16817659 call.problem=NLC2242 Liverpool Central Newbury Data Printer Jamming call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=1/17/2025 8:34:23 PM ##### Call 5301613 Problem Web Service qws_uk Fri 17 Jan 2025 19:35:04 A+C+P ...

Job Notes

In Items

Returned Items

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



Run Sheet

David Ranson 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
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Job # 4068596	Customer	Fujitsu Services Limited - EE		Job Address
SLA Window	17/01/2025 13:13 - 18/01/2025 17:30	Contact Name	R097 RHYL	EE - (F) Rhyl Unit 1B The Mall, White Rose Centre, High Street, Rhyl Denbighshire Wales LL18 1EW
Activity	NON TECH EXCHANGE	Contact Phone	0845 0971 638	
Priority	ND 1900			
Ref 1	C5301568			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 18/01/2025 21:00 SLA: ND 18/01/2025 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 5301568 Problem Web Service qws_uk Fri 17 Jan 2025 12:52:34 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O0897TRB2 contract.pkey=22856 call.poms=1 call.zip=LL18 1EW call.address=Unit 1B The Mall White Rose Centre High Street Rhyl call.city=Wales call.customerid=INC16773202 call.problem=Software - Lenovo X12 - Failed to rebuild tablet // BT-PW05JK51 // BTSN INC02347671 // replacement needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=1/17/2025 1:52:10 PM...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18710843301	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1	PW05J458			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18710843801	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1	PW05J458			

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



Run Sheet

David Ranson 18/01/2025

Date	18/01/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
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Job # 4068810	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	17/01/2025 15:07 - 18/01/2025 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	C5301575			Crewe
Ref 2				CW2 6HR
No. of Parts	2			

Instructions 1	Instructions 2
ND 18/01/2025 19:00 SLA: ND 18/01/2025 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**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5301575 Problem Web Service qws_uk Fri 17 Jan 2025 14:13:35 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=INC16816038 call.problem=NLC3710 Crewe Miura PED 020-111176 system tampered NLC 3710 Site Name Crew call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=1/17/2025 3:13:05 PM ##### Call 5301575 Problem Web Service qws_uk Fri 17 Jan 2025 14:13:35 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18711678401	_SXASSET-LABELSV2					
18711677601	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020112549			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18711678601	_SXASSET-LABELSV2					
18711678101	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020112549			

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

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Paypoint Network Limited - UK	(No Items)	02132285	4069007	TECH EXCHANGE	WELCOME CONVENIENCE STORE, WELCOME STORE, 106 GREAT WESTERN STREET, MANCHESTER, M14 4RA	Daniel Hanson	17/01/2025 17:31 18/01/2025 13:00	18/01/2025	
CXM	(No Items)	5797059	4068993	TECH EXCHANGE	POP SPECS, TRAFFORD PARK, POP SPECS KIOSK, 1ST FLOOR TRAFFORD CENTRE, MANCHESTER, M17 8BL	Daniel Hanson	18/01/2025 08:00 18/01/2025 12:00	18/01/2025	
Vista Retail Support Limited	18712770401	3169350	4068986	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 16B CROWN POINT RETAIL PARK, WORTHINGTON WAY, DENTON, MANCHESTER, M34 3LF	Daniel Hanson	17/01/2025 17:06 18/01/2025 17:00	18/01/2025	
Vista Retail Support Limited	18712170401	3167014	4068898	TECH EXCHANGE	LIDL, ASHWORTH STREET, LANCASHIRE, MANCHESTER, M34 3LJ	Daniel Hanson	17/01/2025 16:07 18/01/2025 17:00	18/01/2025	
Fujitsu Services Limited - Star Trains - P2PE	18710948501	C5301570	4068608	TECH EXCHANGE	Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA	Daniel Hanson	17/01/2025 13:29 18/01/2025 19:00	18/01/2025	
Fujitsu Services Limited - Star Trains - P2PE	18710948901	C5301570	4068608	TECH EXCHANGE	Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA	Daniel Hanson	17/01/2025 13:29 18/01/2025 19:00	18/01/2025	
Vista Retail Support Limited	18712209501	3162744	4068905	TECH EXCHANGE	LIDL, CHEETHAM HILL RD, LANCASHIRE, MANCHESTER, M8 0SN	Daniel Hanson	17/01/2025 16:16 18/01/2025 17:00	18/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	187119120	11571635	4068844	REPAIR WITH PARTS	TESCO Stores Limited, Manor Rd, SORTING OFFICE, LAP 8, ALTRINCHAM, WA15 9QT	Daniel Hanson	18/01/2025 09:00 18/01/2025 14:50	18/01/2025	



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	18711678401	C5301575	4068810	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	David Ranson	17/01/2025 15:07 18/01/2025 19:00	18/01/2025	
Fujitsu Services Limited - Star Trains - P2PE	18711677601	C5301575	4068810	TECH EXCHANGE	TRANSPORT FOR WALES (Crewe), Nantwich Road, Cheshire, Cheshire, Crewe, CW2 6HR	David Ranson	17/01/2025 15:07 18/01/2025 19:00	18/01/2025	
Fujitsu Services Limited - Star Trains	(No Items)	C5301613	4069061	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	David Ranson	17/01/2025 19:35 18/01/2025 19:00	18/01/2025	
Fujitsu Services Limited - EE	18710843301	C5301568	4068596	NON TECH EXCHANGE	EE - (F) Rhyl, Unit 1B The Mall, White Rose Centre, High Street, Rhyl, Denbighshire, Wales, LL18 1EW	David Ranson	17/01/2025 13:13 18/01/2025 17:30	18/01/2025	



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	18712779501	3170467	4068990	TECH EXCHANGE	LIDL, SQUIRES GATE LANE, LANCASHIRE, LYTHAM SAINT ANNES, FY8 2FX	Ryan Owen	17/01/2025 17:09 18/01/2025 17:00	18/01/2025	
Paypoint Network Limited - UK	(No Items)	02131980	4068863	TECH EXCHANGE	CO-OP, CO-OP, 2-4 ALSCOT AVENUE, LIVERPOOL, L10 0AL	Ryan Owen	17/01/2025 15:52 18/01/2025 13:00	18/01/2025	
Fujitsu Services Limited - Star Trains - P2PE	18710202401	C5301539	4068499	TECH EXCHANGE	Northern Rail - STAR, Leyland Railway Station, Golden Hill, Leyland, Lancs, Lancashire, Leyland, PR25 3NN	Ryan Owen	17/01/2025 11:15 18/01/2025 19:00	18/01/2025	
CXM	18711353501	5798131	4068725	TECH EXCHANGE	VEHICLE SOLUTIONS NW LTD, LEACHFIELD BUSINESS PARK, GREEN LANE WEST, GARSTANG, PR3 1PR	Ryan Owen	17/01/2025 14:20 18/01/2025 17:00	18/01/2025	
CXM	18711353502	5798131	4068725	TECH EXCHANGE	VEHICLE SOLUTIONS NW LTD, LEACHFIELD BUSINESS PARK, GREEN LANE WEST, GARSTANG, PR3 1PR	Ryan Owen	17/01/2025 14:20 18/01/2025 17:00	18/01/2025	
CXM	18711353503	5798131	4068725	TECH EXCHANGE	VEHICLE SOLUTIONS NW LTD, LEACHFIELD BUSINESS PARK, GREEN LANE WEST, GARSTANG, PR3 1PR	Ryan Owen	17/01/2025 14:20 18/01/2025 17:00	18/01/2025	
CXM	18711353504	5798131	4068725	TECH EXCHANGE	VEHICLE SOLUTIONS NW LTD, LEACHFIELD BUSINESS PARK, GREEN LANE WEST, GARSTANG, PR3 1PR	Ryan Owen	17/01/2025 14:20 18/01/2025 17:00	18/01/2025	
CXM	18711353505	5798131	4068725	TECH EXCHANGE	VEHICLE SOLUTIONS NW LTD, LEACHFIELD BUSINESS PARK, GREEN LANE WEST, GARSTANG, PR3 1PR	Ryan Owen	17/01/2025 14:20 18/01/2025 17:00	18/01/2025	