



Run Sheet

Daniel Hanson 02/03/2025

Date	02/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	4
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Job # 4104181	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	02/03/2025 09:00 - 02/03/2025 12:21	Contact Name	6250 CHORLEY Duty manager	TESCO Stores Limited TESCO STORES LTD BUCKSHAW VILLAGE Pharmacy CHORLEY PR7 7EL
Activity	REPAIR WITH PARTS	Contact Phone	01914799708	
Priority	4HR			
Ref 1	11622100			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 02/03/2025 12:21-----ASSET INFORMATION---ProductName: MS621dn SFP HVDeviceTagCustomer: PharmacySerialNumber: 4600936311959ProductIdentifier: 36S0410Model: 4600-830Physical Location: MAIN GROUND</p> <p>----ACCOUNT INFORMATION----VIP AND MPS CUSTOMER Retail Stores & CFC.....s (Dot Com Centres) - Break Fix 8 Hour Fix. Monday</p> <p>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</p> <p>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</p> <p>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</p> <p>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 27301728. user reports that they have had multiple fuser jams he advises that he has taken a screwdriver to the machine and disassembled the printer to try and remove the jam and repair himself and is now stuck and not sure what to take apart next. printer was still plugged in and powered on. advised customer to immediately unplug the printer from the wall and do not attempt to reassemble the printer.ms621PharmacySerial Number:4600936311959IP Address: 82.248.0.46Contact Name:Suzanne Contact Number (Mobile):01204501030 SLA 02/03/25 12:30DDD 04/03/12:30JM----INSTRUCTIONS-----Technical Notes -----Tech to investigate printer was jamming and the Customer has tried fixing themselves.CB.</p>

Job Notes

For more information about the study, please contact Dr. John Smith at (555) 123-4567 or via email at john.smith@researchinstitute.org.

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
189028921	60-MS621DN-TE\$					

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
189028923	60-MS621DN-TE\$					

Engineer Closure Notes

	Customer Print
	Customer Signature



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Job # 4104163	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address	
SLA Window	02/03/2025 09:00 - 02/03/2025 12:35	Contact Name	3041 Prestwich Duty manager	TESCO Stores Limited VALLEY PARK ROAD PRESTWICH LAP1 MANCHESTER M25 3TG	
Activity	REPAIR WITH PARTS	Contact Phone	07718500487		
Priority	8HR				
Ref 1	11622082				
Ref 2					
No. of Parts	2				

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 02/03/2025 13:28-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 1 MS811SerialNumber: 40635C6605HPYProductIdentifier: 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 27300982. called store. they advise the printer has no power. they have tried different power cable and different socket both did not work.MS811Lap1IP Address : 80.124.0.51Serial Number: 40635C6605HPYContact Name: JessicaContact Number (Mobile): 01916935094SLA 02/03/25 12:35DDD 03/03/25 12:35JM---INSTRUCTIONS-----Technical Notes -----Tech to investigate printer not powering up. Tech to try another wall socket and power lead first.CB.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
189028142	60-MS811DN-TE\$					
189028138	40X0271	C92x SVC Power Cords UK				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
189028144	60-MS811DN-TE\$					
189028140	40X0271	C92x SVC Power Cords UK				

Engineer Closure Notes

		Customer Print
		Customer Signature



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Job # 4104162	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	01/03/2025 12:36 - 02/03/2025 20:00	Contact Name	WIGAN WALLGATE NLC2406 NT STATION	Northern Rail - STAR Wigan Wallgate Railway Station, Wallgate, Wigan, Lancs Lancashire Wigan WN1 1BB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2140	
Priority	ND 1900			
Ref 1	C5305154			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 02/03/2025 20:00 SLA: ND 02/03/2025 20:00 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 5305154 Problem Web Service qws_uk Sat 01 Mar 2025 12:36:05 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB00000N2406TA23 contract.pkey=23200 call.poms=1 call.zip=WN1 1BB call.address=Wigan Wallgate Railway Station Wallgate Wigan Lancs call.customerid=INC17108564 call.problem=NLC2406 WIGAN WALLGATE Window 30 NDP Jamming Railcards call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium call.datereported=3/1/2025 1:35:42 PM ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18902807301	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	33609			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18902807501	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	33609			

Engineer Closure Notes

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



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Job # 4104187	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	01/03/2025 17:44 - 02/03/2025 20:00	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	C5305170			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
ND 02/03/2025 20:00 SLA: ND 02/03/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICED 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 5305170 Problem Web Service qws_uk Sat 01 Mar 2025 17:05:34 A+C+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=INC17109776 call.problem=NLC2246 LIVERPOOL LIME STREET & TC Window 32 Blank screen on PED call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUD020PED call.priority=2-Medium...

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		

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	(No Items)	C5305170	4104187	TECH EXCHANGE	Northern Rail - STAR, Booking Office, Northern Rail, Liverpool Lime St Railway Station, Lime Street, M, Lancashire, Liverpool, L1 1JF	Daniel Hanson	01/03/2025 17:44 02/03/2025 20:00	02/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189028142	11622082	4104163	REPAIR WITH PARTS	TESCO Stores Limited, VALLEY PARK ROAD, PRESTWICH, LAP1, MANCHESTER, M25 3TG	Daniel Hanson	02/03/2025 09:00 02/03/2025 12:35	02/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189028138	11622082	4104163	REPAIR WITH PARTS	TESCO Stores Limited, VALLEY PARK ROAD, PRESTWICH, LAP1, MANCHESTER, M25 3TG	Daniel Hanson	02/03/2025 09:00 02/03/2025 12:35	02/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189028921	11622100	4104181	REPAIR WITH PARTS	TESCO Stores Limited, TESCO STORES LTD, BUCKSHAW VILLAGE, Pharmacy, CHORLEY, PR7 7EL	Daniel Hanson	02/03/2025 09:00 02/03/2025 12:21	02/03/2025	
Fujitsu Services Limited - Star Trains - ME	18902807301	C5305154	4104162	TECH EXCHANGE	Northern Rail - STAR, Wigan Wallgate Railway Station, Wallgate, Wigan, Lancs, Lancashire, Wigan, WN1 1BB	Daniel Hanson	01/03/2025 12:36 02/03/2025 20:00	02/03/2025	