



Run Sheet

Daniel Hanson 25/01/2025

Date	25/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4075595	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	25/01/2025 09:00 - 25/01/2025 17:00	Contact Name	John Guest	TESCO Stores Limited Great Bank Road Wingates Ind Park Shop Floor IP: 172.19.72.46 BOLTON BL5 3XU
Activity	REPAIR WITH PARTS	Contact Phone	01204501068	
Priority	8HR			
Ref 1	11578434			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 2 SLA: 24/01/2025 15:45-----ASSET INFORMATION---ProductName: MX911de High Volt BH CY KW MT LB OM QADeviceTagCustomer: SerialNumber: 7421013057632ProductIdentifier: 26Z0143Model: 7421-236----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 27022457. Toner leakJohn Guest advised that someone was replacing WTB and old bottle was dropped on top of the printer. Whole printer is covered in toner and needs cleaning. Asked if bottle was dropped on op panel but was told that there is no damage. Please vac the toner and clean device.MX911Shop FloorSN: 7421013057632 IP: 172.19.72.46 John Guest07513711076 / 01204 501068 SLA 24.01.25 @ 15:45DDD 26.01.25 @ 15:45MK----INSTRUCTIONS-----Technical Notes -----4074470Engineer: John Paul Barron Date: 24/01/2025 14:19-15:19 Cleaned toner from printer internally and externally. Printer prints fine and scans fine but paper is being marked when using adf loader. Unable to clean rollers fully.CB.</p>

Job Notes

In Items

Returned Items

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



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Job # 4075528	Customer	Vista Retail Support Limited		Job Address
SLA Window	24/01/2025 15:24 - 25/01/2025 17:00	Contact Name		THE RYMAN GROUP 15-19 NEWPORT STREET BOLTON BL1 1NE
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3176968			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3176968 - Till 2 needs a new keyboard it no longer works. the wires are breaking at the join of the keyboard Store number: 01204 324 108	Replace KBD-ACC-540-MINI-LAS 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?
18754982601	KBD-ACC-540-MINI-LAS	KBD-ACC-540-MINI-LAS				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18754982801						

Engineer Closure Notes	On Site Time	Off Site Time

		Customer Print
		Customer Signature



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Job # 4074946	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	24/01/2025 08:20 - 25/01/2025 19:00	Contact Name	GORTON NLC2962 NT STATION	Northern Rail - STAR Gorton Railway Station, Lees Street, Gorton, Greater Manchester, E Mancs
Activity	TECH EXCHANGE	Contact Phone	0161 230 7549	Greater Manchester Gorton M11 1WN
Priority	ND 1900			
Ref 1	C5302126			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 25/01/2025 19:00 SLA: ND 25/01/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRNEWND4020MKII x 1	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 5302126 Problem Web Service qws_uk Fri 24 Jan 2025 08:20:27 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2962TA23 contract.pkey=23200 call.poms=1 call.zip=M11 1WN call.address=Gorton Railway Station Lees Street Gorton Greater Manchester E Mancs call.customerid=INC16857200 call.problem=NLC2962 GORTON Newbury Data Printer 31804 NLC 2962 Site GORTON Window 30 Faulty call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NORTHTKMKII call.priority=2-Medium...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18752246401	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	32618			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18752246601	_NRNEWND4020	MTR:MAGNETIC TICKET DT 203DPI	32618			

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



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Job # 4075611	Customer	Vista Retail Support Limited		Job Address
SLA Window	24/01/2025 16:24 - 25/01/2025 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	3177448			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3177448 POS 6 receipt printer will not cut please replace ASW-PTR-WIN-TH250	Replace ASW-PTR-WIN-TH250 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?
18755411501	ASW-PTR-WIN-T	H250cor TH250 Black USB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18755411701						

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



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Date	25/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4075705	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	24/01/2025 17:56 - 25/01/2025 17:00	Contact Name	ELLIE FITZGERALD	WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	128096117			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941	Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202501241728 Web Logging: Locker: CH1-48-PED TPV Number (8 Digits): 15041048 Serial Number: 192577303461103311068428 Asset Number: PAN00096652 Model Ingenico 2500 Location: CH1-48-PED Cheadle Issue: There is paper/debris trapped at the bottom of the card entry slot and we are unable to get it out. Means transactions can't be done as debit/credit cards won't fit in the slot all the way. Incident INC6516367 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941

Job Notes

In Items

Returned Items

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

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



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Job # 4075737	Customer	DieboldNixdorf_WIPRO			Job Address
SLA Window	24/01/2025 18:58 - 25/01/2025 17:00	Contact Name	ELLIE FITZGERALD		WIPRO LIMITED WIPRO LIMITED
Activity	TECH EXCHANGE P2PE	Contact Phone			CHEADLE WILMSLOW ROAD JL041 CHEADLE
Priority	ND 1700			CHEADLE SK8 3BZ	
Ref 1	128097381				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Replace Ingenico L2500 PN 1900001941	Please see KB0106284- PACT Fault: PED Hardware Failure 041 - Cheadle Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202501241848 Web Logging: Locker: CH3-19-PED TPV Number (8 Digits): 15041159 Serial Number: 192577303461103311071797 Asset Number: PAN00096648 Model Ingenico 2500 Issue: Blue irruption error message on screen - unable to use PED Incident INC6516374 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold. DN Engineer to replace Ingenico L2500 PN 1900001941

Job Notes

In Items

Returned Items

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

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



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Job # 4075093	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	25/01/2025 08:00 - 25/01/2025 17:00	Contact Name	ELLIE FITZGERALD	WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	COLLECTION	Contact Phone	-	
Priority	ND 1700			
Ref 1	128082857/ 187524999/ 941477235			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
PED Collection - 192497303461103310964093 : Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202501240854 Caller: Ellie Fitzgerald Opened by: Ellie Fitzgerald Requested For: Ellie Fitzgerald WatchList: Louise MatleyYasmine RobertsLisa Endson Select which service you require.: Collection Select the PED type.: Wireless - Ingenico Link/2500 Enter the Serial number of the PED: 192497303461103310964093 Location: Admin Office Incident INC6515842 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.	INC6515842

Job Notes

In Items

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

Returned Items

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



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Job # 4075094	Customer	DieboldNixdorf_WIPRO			Job Address
SLA Window	25/01/2025 08:00 - 25/01/2025 17:00	Contact Name	ELLIE FITZGERALD		WIPRO LIMITED WIPRO LIMITED CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	COLLECTION	Contact Phone	-		
Priority	ND 1700				
Ref 1	128082785/ 187524719/ 941477187				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
PED Collection - 19254730346110331103070 : Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202501240852 Caller: Ellie Fitzgerald Opened by: Ellie Fitzgerald Requested For: Ellie Fitzgerald WatchList: Louise MatleyYasmine RobertsLisa Endor Select which service you require.: Collection Select the PED type.: Wireless - Ingenico Link/2500 Enter the Serial number of the PED: 19254730346110331103070 Location: Admin Office Incident INC6515839 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.	INC6515839

Job Notes

In Items

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

Returned Items

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



Run Sheet

Gideon Ajulo 25/01/2025

Date	25/01/2025	Depot	Warrington	Driver	Ajulo, Gideon	Jobs on Run	3
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Job # 4075594	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	25/01/2025 09:00 - 25/01/2025 17:00	Contact Name	0299 Holyhead Care homes	Boots UK Limited 29 Market St Pharmacy HOLYHEAD LL65 1UN
Activity	REPAIR WITH PARTS	Contact Phone	01407762794	
Priority	ND FIX			
Ref 1	11580084			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 25/01/2025 18:00-----ASSET INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO RSDeviceTagCustomer: NBD Pharmacy PrinterSerialNumber: 45146PHH36HGLProductIdentifier: 35S0330Model: 4514-630Physical Location:</p> <p>---ACCOUNT INFORMATION---VIP customer. MPS customer.Break Fix</p> <p>Monday Saturday 08:00 18:00 Sunday & Bank Holidays (excl. Xmas day) 10:00 -16:00.Maintenance kits 3 days Monday Friday 8:00 18:00Important: Call scheduler/control tower to set ETA expectation with customer For SEV1 (4 hour fix) tasks call the Boots engineer line (2nd level) to ask for the missing information -they can be contacted on the number - 0330 123 9000 option 9. If dialing from the Republic of Ireland the number is 00 44 330123 9000Please note that option 9 is the Engineer..... option and is unannounced as this line is also for use by Boots colleagues. ConfigurationsTray 1 A4 Plain paperTray 2 A4 Custom type 2 (where available)MP Feeder Custom type 6Toner Darkness 6 (mono printers)Toner Darkness 3 (colour printers)EPOS printers PPDS MUST be turnedON.....MS510dn printers MUST have Paper Change Prompts configured as below in the 2 + 6 configuration menu on bootup:..... "Action for Prompts" - Select the "Use current" optionAll printers must be on the below FW level (or higher)Lexmark MS510dn LW71.PR2.P025-0Lexmark CS510de LW71.VY4.P025-0Lexmark MX511dhe LW71.SB4.P025-0</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000004604412. Tray 1 empty error + 242.06 jamsCustomer advised that printer is not detecting any paper in tray 1. Media present flag damaged. Printer also jams from tray 2. Please checkMS510PharmacySN: 45146PHH36HGLIP: 10.80.138.75Ebeon oven01407762794SLA 25.01.25 by the end of business day.MK----INSTRUCTIONS-----Technical Notes -----DCN. @TECH: Please replace media presence flag and investigate Tray 2.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
187553309	41X4453	MS51x SVC Sensor Paper Present				
187553305	40X8287	MX61x SVC Tray Base 250 Tray o				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
187553311	41X4453	MS51x SVC Sensor Paper Present				
187553307	40X8287	MX61x SVC Tray Base 250 Tray o				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Gideon Ajulo 25/01/2025

Date	25/01/2025	Depot	Warrington	Driver	Ajulo, Gideon	Jobs on Run	3
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Job # 4074992	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	24/01/2025 09:12 - 25/01/2025 15:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire Cheshire Chester CH1 3NS
Priority	ND 1900			
Ref 1	C5302114			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 24/01/2025 20:00 SLA: ND 24/01/2025 20:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1</p>	<p>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 5302114 Problem Web Service qws_uk Thu 23 Jan 2025 18:47:06 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8563TA23 contract.pkey=23200 call.poms=1 call.zip=CH1 3NS call.address=City Road Cheshire call.city=Chester call.customerid=INC16855052 call.problem=NLC3701 Chester Miura PED 20111321 System Tampered NLC 3701 Site Name Chest call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=1/23/2025 7:46:16 PM ##### Call 5302114 Problem Web Service qws_uk Thu 23 Jan 2025 18:47:06 ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18752621801	_SXASSET-LABEL	L SXASSET-LABELSV2				
18752621401	_TWMIUM020DE	R2E:M020 TFW MOBILE LIVE	02000303002020	106873		

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18752622001	_SXASSET-LABEL	\$XASSET-LABELSV2				
18752621601	_TWMIIUM020DE	MP2E:M020 TFW MOBILE LIVE	02000303002020	106873		

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Gideon Ajulo 25/01/2025

Date	25/01/2025	Depot	Warrington	Driver	Ajulo, Gideon	Jobs on Run	3
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Job # 4075585	Customer	Vista Retail Support Limited	Job Address
SLA Window	24/01/2025 15:59 - 25/01/2025 17:00	Contact Name	SAVERS 55-57 MILL STREET MACCLESFIELD SK11 6NG
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3177181		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3177181 HHT Does not boot up. Please replace. (SN:20284522503849) 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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18755312601	SUP-SCN-HHT-ZEB-TC51					

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18755312801						

Engineer Closure Notes	On Site Time	Off Site Time

Customer Print

Customer Signature



Run Sheet

David Hargreaves 25/01/2025

Date	25/01/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	4
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Job # 4075647	Customer	Computacenter - Kingfisher		Job Address
SLA Window	25/01/2025 09:00 - 25/01/2025 17:00	Contact Name	Jean Durney	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	24225191			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01514POS01P Till number: 01 What element of theill is impacted?: colleague display monitor Peripheral make/model(Pase copy and paste Cl): ELO 15' TOUCHSCREEN Time of issue: 13/01/2025	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18754927901	4601616	KING:ELO ET1502L Prime Disp +Â				



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David Hargreaves 25/01/2025

Date	25/01/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	4
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Job # 4075568	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	24/01/2025 15:47 - 25/01/2025 19:00	Contact Name	LIVERPOOL CENTRAL M2GO NLC2242 MER HUB STATION	RHEUS STAR TRDN	Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954		
Priority	ND 1900				
Ref 1	C5302191				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 25/01/2025 19:00 SLA: ND 25/01/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _MYFUJKA02072-D722 x 1	Problem: [TC] Fujitsu FP510 Receipt Printer requires replacement Root Cause: Unknown Action: Engineer to replace the Fujitsu FP510 Receipt Printer Test: In Use URL: Call history: ##### Call 5302191 Problem Web Service qws_uk Fri 24 Jan 2025 15:47:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC16860184 call.problem=LIVERPOOL CENTRAL M2GO NLC2242 MER HUB STATION Receipt printer call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/PTRFP510BLK call.priority=2-Medium call.datereported=1/24/2025 4:46:20 PM ##### Call 5302191 Problem Web Service qws_uk Fri 24 Jan 2025 15:47:05 A+C+P NLC 2242 Site Name Liverpool Central Window 33...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18755212401	_MYFUJKA02072-D722FP510 II:DUAL I/F:USB:BLK		N/A			

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



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David Hargreaves 25/01/2025

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Job # 4075576	Customer	Vista Retail Support Limited	Job Address
SLA Window	24/01/2025 15:54 - 25/01/2025 17:00	Contact Name	MCDONALDS - CAPGEMINI SUNNYFIELD MORECOMBE ROAD
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		MORECAMBE LANCASHIRE MORECAMBE LA3 3AB
Ref 1	3176338		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
Side 3 sticky printer USB port damaged Need a swapout t Opening Hours are:- Monday-Sunday 7am-11pm	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?
18755257301	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				



Run Sheet

David Hargreaves 25/01/2025

Date 25/01/2025 **Depot** Warrington **Driver** Hargreaves, David **Jobs on Run** 4

Job # 4075583	Customer	Vista Retail Support Limited		Job Address
SLA Window	24/01/2025 15:58 - 25/01/2025 17:00	Contact Name		LIDL CLARKE STREET LANCASHIRE POULTON-LE-FYLDE FY6 8JW
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3172410			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3172410 Brief Description: VoCoVo Report a fault with the headset	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.

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18755302501	SPK-VOC-HDSET	SPK-VOC-HDSET-S5				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18755302701						

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
Vista Retail Support Limited	18754982601	3176968	4075528	TECH EXCHANGE	THE RYMAN GROUP, 15-19 NEWPORT STREET, BOLTON, BL1 1NE	Daniel Hanson	24/01/2025 15:24 25/01/2025 17:00	25/01/2025	
Xerox (UK) Technical****DO NOT INVOICE****	187553300	11578434	4075595	REPAIR WITH PARTS	TESCO Stores Limited, Great Bank Road, Wingates Ind Park, Shop Floor IP: 172.19.72.46 , BOLTON, BL5 3XU	Daniel Hanson	25/01/2025 09:00 25/01/2025 17:00	25/01/2025	
Fujitsu Services Limited - Star Trains - ME	18752246401	C5302126	4074946	TECH EXCHANGE	Northern Rail - STAR, Gorton Railway Station, Lees Street, Gorton, Greater Manchester, E Mancs, Greater Manchester, Gorton, M11 1WN	Daniel Hanson	24/01/2025 08:20 25/01/2025 19:00	25/01/2025	
Vista Retail Support Limited	18755411501	3177448	4075611	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 16B CROWN POINT RETAIL PARK, WORTHINGTON WAY, DENTON, MANCHESTER, M34 3LF	Daniel Hanson	24/01/2025 16:24 25/01/2025 17:00	25/01/2025	
DieboldNixdorf_WIPRO	(No Items)	128096117	4075705	TECH EXCHANGE P2PE	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	24/01/2025 17:56 25/01/2025 17:00	25/01/2025	
DieboldNixdorf_WIPRO	(No Items)	128097381	4075737	TECH EXCHANGE P2PE	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	24/01/2025 18:58 25/01/2025 17:00	25/01/2025	
DieboldNixdorf_WIPRO		128082857/ 187524999/ 941477235	4075093	COLLECTION	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	25/01/2025 08:00 25/01/2025 17:00	25/01/2025	
DieboldNixdorf_WIPRO		128082785/ 187524719/ 941477187	4075094	COLLECTION	WIPRO LIMITED, WIPRO LIMITED, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	25/01/2025 08:00 25/01/2025 17:00	25/01/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Vista Retail Support Limited	18755302501	3172410	4075583	TECH EXCHANGE	LIDL, CLARKE STREET, LANCASHIRE, POULTON-LE-FYLDE, FY6 8JW	David Hargreaves	24/01/2025 15:58 25/01/2025 17:00	25/01/2025	
Fujitsu Services Limited - Star Trains	18755212401	C5302191	4075568	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	David Hargreaves	24/01/2025 15:47 25/01/2025 19:00	25/01/2025	
Computacenter - Kingfisher	18754927901	24225191	4075647	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit 10, Edge Lane Drive , Unit 10, Edge Lane Drive , L13 4DL	David Hargreaves	25/01/2025 09:00 25/01/2025 17:00	25/01/2025	
Vista Retail Support Limited	18755257301	3176338	4075576	TECH EXCHANGE	MCDONALDS - CAPGEMINI, SUNNYFIELD MORECOMBE ROAD, MORECAMBE, LANCASHIRE, MORECAMBE, LA3 3AB	David Hargreaves	24/01/2025 15:54 25/01/2025 17:00	25/01/2025	



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	18752621801	C5302114	4074992	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Gideon Ajulo	24/01/2025 09:12 25/01/2025 15:00	25/01/2025	
Fujitsu Services Limited - Star Trains - P2PE	18752621401	C5302114	4074992	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Gideon Ajulo	24/01/2025 09:12 25/01/2025 15:00	25/01/2025	
Xerox (UK) Technical****DO NOT INVOICE****	187553309	11580084	4075594	REPAIR WITH PARTS	Boots UK Limited, 29 Market St, Pharmacy, HOLYHEAD, LL65 1UN	Gideon Ajulo	25/01/2025 09:00 25/01/2025 17:00	25/01/2025	
Xerox (UK) Technical****DO NOT INVOICE****	187553305	11580084	4075594	REPAIR WITH PARTS	Boots UK Limited, 29 Market St, Pharmacy, HOLYHEAD, LL65 1UN	Gideon Ajulo	25/01/2025 09:00 25/01/2025 17:00	25/01/2025	
Vista Retail Support Limited	18755312601	3177181	4075585	TECH EXCHANGE	SAVERS, 55-57 MILL STREET, MACCLESFIELD, SK11 6NG	Gideon Ajulo	24/01/2025 15:59 25/01/2025 17:00	25/01/2025	