



Run Sheet

John Paul Barron 11/01/2025

Date 11/01/2025 **Depot** Warrington **Driver** Barron, John Paul **Jobs on Run** 7

Job # 4062014	Customer	Fujitsu Services Limited - Star Trains		Job Address
SLA Window	10/01/2025 08:12 - 11/01/2025 19:00	Contact Name	LIVERPOOL CENTRAL M2GO NLC2242 ME	ADDRESS/TITLE Ranelagh Street LANCASHIRE Liverpool L1 1JT
Activity	TECH EXCHANGE	Contact Phone	0151 702 2954	
Priority	ND 1900			
Ref 1	C5300872			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 11/01/2025 19:00 SLA: ND 11/01/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 x 1</p>	<p>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 5300872 Problem Web Service qws_uk Fri 10 Jan 2025 08:12:35 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4034TRD3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC16755994 call.problem=NLC2242 Liverpool Central Newbury Data Printer Faded tickets call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=1/10/2025 9:11:56 AM</p> <p>##### Call 5300872 Problem Web Service qws_uk Fri 10 Jan 2025 08:12:35 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18681605401	_MYNEWND4020	MK2:ND4020 MK2:WHITE:MER:RICO	41842			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18681605601	_MYNEWND4020	MKE:ND4020 MK2:WHITE:MER:RICO	41842			

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

John Paul Barron 11/01/2025

Date 11/01/2025 **Depot** Warrington **Driver** Barron, John Paul **Jobs on Run** 7

Job # 4062446	Customer	Vista Retail Support Limited		Job Address
SLA Window	10/01/2025 15:24 - 11/01/2025 17:00	Contact Name	.	MCDONALDS - CAPGEMINI UNIT 18-22 CLAYTON SQUARE SHOPPING CENTRE CHURCH STREET LIVERPOOL MERSEYSIDE LIVERPOOL L1 1QR
Activity	NON TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3163494			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Opening Hours are:- Monday-Sunday 7am-11pm</p>	<p>***BACK DOOR SWAP ONLY*** 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.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18684512401	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18684512601						

Engineer Closure Notes

Engineer Signature	Date	Date
Customer Print		
Customer Signature		



Run Sheet

John Paul Barron 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	7
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Job # 4062486	Customer	Vista Retail Support Limited		Job Address
SLA Window	10/01/2025 15:35 - 11/01/2025 17:00	Contact Name	.	MCDONALDS - CAPGEMINI UNIT 18-22 CLAYTON SQUARE SHOPPING CENTRE CHURCH STREET LIVERPOOL MERSEYSIDE LIVERPOOL L1 1QR
Activity	NON TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3163494			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Opening Hours are:- Monday-Sunday 7am-11pm	***BACK DOOR SWAP ONLY*** 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

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18684558801	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				



Run Sheet

John Paul Barron 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	7
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Job # 4062643	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	10/01/2025 16:54 - 11/01/2025 13:00	Contact Name	MANAGER	ROSEHILL SERVICE STATION ROSEHILL SERVICE STATION HIGHER AUDLEY STREET BLACKBURN BB1 1JB
Activity	TECH EXCHANGE	Contact Phone	####	
Priority	4HR			
Ref 1	02120915			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
33395396//79123/T3	PP1 not recognising gas cards Removed PSU Sent FFA and CC Powered terminal back on LG status successful - 10/01/2025 16:44:53 Needs to press inside to work

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

John Paul Barron 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	7
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Job # 4062646	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	10/01/2025 17:01 - 11/01/2025 13:00	Contact Name	MANAGER	ROSEHILL SERVICE STATION ROSEHILL SERVICE STATION HIGHER AUDLEY STREET BLACKBURN BB1 1JB
Activity	TECH EXCHANGE	Contact Phone		
Priority	4HR			
Ref 1	02120918			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
34521691//79123//RP10	Swap reason: Hardware Damage Screen

Job Notes

In Items

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

Returned Items

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



Run Sheet

John Paul Barron 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	7
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Job # 4062067	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	10/01/2025 09:19 - 11/01/2025 19:00	Contact Name	BLACKBURN NLC2737 NT STATION	Northern Rail - STAR Blackburn Railway Station, The Boulevard, Blackburn, Lancashire, Lancs
Activity	TECH EXCHANGE	Contact Phone	01254 662857	Lancashire Blackburn BB1 1EX
Priority	ND 1900			
Ref 1	C5300870			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 11/01/2025 19:00 SLA: ND 11/01/2025 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 5300870 Problem Web Service qws_uk Fri 10 Jan 2025 08:00:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2737TA23 contract.pkey=23200 call.poms=1 call.zip=BB1 1EX call.address=Blackburn Railway Station The Boulevard Blackburn Lancashire Lancs call.customerid=INC16770311 call.problem=NLC2737 BLACKBURN Window 30+31 chip and pin on the TOMS are low battery even call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUD020PED call.priority=2-Medium call.datereported=1/10/2025 8:59:16 AM...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18681989501	_NRMIUM020DE	NR2DEM020 NORTHERN DESKTOP LIVE	02000303002020	112387		

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



Run Sheet

John Paul Barron 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	7
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Job # 4062013	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address		
SLA Window	10/01/2025 08:01 - 11/01/2025 19:00	Contact Name	BLACKBURN NLC2737 NT STATION		Northern Rail - STAR Blackburn Railway Station, The Boulverd, Blackburn, Lancashire, Lancs		
Activity	TECH EXCHANGE	Contact Phone	01254 662857		Lancashire Blackburn BB1 1EX		
Priority	ND 1900						
Ref 1	C5300871						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
ND 11/01/2025 19:00 SLA: ND 11/01/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRGNCTTV2AMBBLK-5M x 1	Problem: [ME] Mirua Desktop PED USB Cable faulty Root Cause: Unknown Action: Engineer to replace the Mirua Desktop PED USB Cable Test: In Use URL: Call history:: ##### Call 5300871 Problem Web Service qws_uk Fri 10 Jan 2025 08:01:04 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000N2737TA23 contract.pkey=23200 call.poms=1 call.zip=BB1 1EX call.address=Blackburn Railway Station The Boulverd Blackburn Lancashire Lancs call.customerid=INC16770303 call.problem=NLC2737 BLACKBURN Window 30+31 chip and pin on the TOMS are low battery even call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUPEDCBL call.priority=2-Medium call.datereported=1/10/2025 9:00:16 AM ##### Call 5300871 Problem Web Service qws_uk Fri 10 Jan 2025 08:01:04 ...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18681533701	_NRGNCTTV2AM	BBLK5MUSBA-M TO USBB-M NOR				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18681533901	_NRGNCTTV2AM	BBLK5MUSBA-M TO USBB-M NOR				

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



Run Sheet

Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062601	Customer	Computacenter - Kingfisher		Job Address
SLA Window	11/01/2025 09:00 - 11/01/2025 17:00	Contact Name	Matthew Hatcher	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	-	Delph Lane Newton Road Delph Lane Newton Road WA2 8RD
Priority	ND 1700			
Ref 1	24209468			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Till hostname: GBBQ01269POS06P Till number: 06 What element of the tl is impacted?: Customer display Peripheral make/model(Please copy and paste CI): Time of issue: as of today Description of issue: as of t	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18683682401	4601618	KING:BA91W - 2nd Display + Cab				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18683682601	4601618	KING:BA91W - 2nd Display + Cab				

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



Run Sheet

Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062440	Customer	Vista Retail Support Limited	Job Address
SLA Window	10/01/2025 15:23 - 11/01/2025 17:00	Contact Name	THE RANGE UNIT 8A, ALTRINCHAM RETAIL PARK MANCHESTER WA14 5GR
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3160950		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3160950: 7197 Printer. Till 09. Printer lid will not close. Store has been walked through cleaning process and removal of potential debris. Lid will still not close. Please replace. Monday Saturday 09:00 - 20:00 Sunday 10:30 -16:30	Replace PTR-NCR-7197-RS2/USB Till No: Please record serial and Asset in and out without fail on every single call including unused parts(REF DOA). Asset tags can be found in small package attached to the box. Call your depot if there is no asset tag. Please complete the call closure field with what action was taken on site. Call closure must take place real time before you leave site. If this is not possible on your PDA call the details into your depot or call the CSC.

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18684508101	PTR-NCR-7197-RS2/USB	PTR-NCR-7197-RS2/USB				



Run Sheet
Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062557	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	11/01/2025 09:00 - 11/01/2025 11:15	Contact Name	1178 Manchester Swinton Pharmacy	Boots UK Limited 24-28 The Parade Swinton
Activity	REPAIR WITH PARTS	Contact Phone	01617943699	EPSI2 Pharmacy Printer MANCHESTER M27 4BH
Priority	4HR			
Ref 1	11563216			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 11/01/2025 11:15-----ASSET INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO RSDeviceTagCustomer: EPSr2 Pharmacy PrinterSerialNumber: 451432HH0RWX7ProductIdentifier: 3S0330Model: 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 INC000004572577.</p> <p>Spoke to Rebecca user advised printer is posting constant fuser jams 202.05 errors when printing tokens or A4 paper please investigate & replace faulty fuser.MS510PharmacyRebecca 01617 943699 or 07773 240366SN 451432HH0RWX7IP 10.86.138.75AR ETA 11/01/25 @ 11:15Open 09:00 - 17:30----INSTRUCTIONS-----</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
186847635	60-MS510-BTS					
186847660	40X8287	MX61x SVC Tray Base 250 Tray o				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
186847637	60-MS510-BTS					
186847662	40X8287	MX61x SVC Tray Base 250 Tray o				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062650	Customer	Verifone UK LTD		Job Address
SLA Window	11/01/2025 09:00 - 11/01/2025 17:00	Contact Name	STEVEN	Pizza Express - 3256 - Manchester 4 - Tra Unit R8a
Activity	TECH EXCHANGE	Contact Phone	0161 747 2121	The Trafford Centre Manchester
Priority	ND 1800			The Trafford Centre Manchester
Ref 1	P347171			Manchester
Ref 2				M17 8EQ
No. of Parts	0			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.52.01.99991 Inbound PTID = 33567206 Inbound Serial No. = 331-063-297 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 = 3256 Login Pin = 3256 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-2662759

Job Notes
ACCESS REQUESTED 722181

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	



Run Sheet

Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062139	Customer	Verifone UK LTD		Job Address
SLA Window	10/01/2025 10:38 - 11/01/2025 18:00	Contact Name	STEVEN	PIZZA EXPRESS - 3256 - MANCHES
Activity	TECH EXCHANGE	Contact Phone	0161 747 2121	UNIT R8A THE TRAFFORD CENTRE
Priority	ND 1800			UNIT R8A THE TRAFFORD CENTRE
Ref 1	G347186			M17 8EH
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.52.01.99991 Inbound PTID = 28557433 Inbound Serial No. = 321-008-761 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 = 3256 Login Pin = 3256 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-2662784

Job Notes
ACCESS REQUESTED REF 722156

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18682718701	R-Vx680 WiFi-03.52X0809999D		318-058-504			

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time



Run Sheet

Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062068	Customer	Fujitsu Services Limited - EE			Job Address		
SLA Window	11/01/2025 10:00 - 11/01/2025 21:00	Contact Name	4130 Trafford Centre		Trafford Centre U35 129/131 Peel Avenue, Trafford Park		
Activity	NON TECH EXCHANGE	Contact Phone	-		Trafford Manchester M17 8BN		
Priority	ND 1900						
Ref 1	C5300886						
Ref 2							
No. of Parts	1						

Instructions 1	Instructions 2
<p>*** ACCESS GRANTED UNDER REF Work No. #721758 ***</p> <p>ND 11/01/2025 21:00 SLA: ND 11/01/2025 21:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELENX12TAB x 1</p>	<p>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 5300886 Problem Web Service qws_uk Fri 10 Jan 2025 09:04:06 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O4130TRB2 contract.pkey=22856 call.poms=1 call.zip=M17 8BN call.address=U35 129/131 Peel Avenue Trafford Park call.city=Manchester call.customerid=INC16666199 call.problem=FOH - X12 Lenovo - tablet screen and side panel smashed Bt-pw04gdzc //Replacement needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=1/10/2025 10:03:29 AM ##### Call 5300886 Problem Web Service qws_uk Fri 10 Jan 2025 09:04:06 ...</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18681990601	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

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



Run Sheet

Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062653	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	11/01/2025 09:00 - 11/01/2025 16:55	Contact Name	5458 STRETFORD Duty manager	TESCO Stores Limited CHESTER ROAD Trafford
Activity	REPAIR WITH PARTS	Contact Phone	07821795002	Home shopping STRETFORD M32 0RW
Priority	8HR			
Ref 1	11563340			
Ref 2				
No. of Parts	2			

Instructions 1

Intervention #: 1 SLA: 11/01/2025 16:55-----ASSET
INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: Dot.Com
MS811SerialNumber: 40635C6605WBMPProductIdentifier: 40G0230Model:
4063-430Physical Location:

----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 17:00 RETAIL 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.

Instructions 2

-----ACTIVITY DESCRIPTION---Help Desk Reference 26926264. called store
printer was working in the morning
in the afternoon printer would not turn on. checked power cable
checked power switch etc. MS811Home shoppingS/N:40635C6605WBMP
Address:88.149.8.31Contact:Matty Kitchen //07718527598SLA 11/01/25 16:55DDD
13/01/25 16:55JMJ-----INSTRUCTIONS-----Technical Notes -----Tech to
investigate printer not powering on. Tech to check the power cable and wall socket first.
Poss EMQ CB

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
186850841	40X0271	C92x SVC Power Cords UK				
186850898	60-MS811DN-TE\$					

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
186850843	40X0271	C92x SVC Power Cords UK				
186850900	60-MS811DN-TE\$					

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet

Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062447	Customer	Vista Retail Support Limited		Job Address
SLA Window	10/01/2025 15:24 - 11/01/2025 17:00	Contact Name	.	MCDONALDS - CAPGEMINI MOTTRAM JUNCTION STOCKPORT ROAD HYDE CHESHIRE HYDE SK14 3AU
Activity	NON TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3163073			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Monday-Sunday 7am-11pm	***BACK DOOR SWAP ONLY*** 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?
18684511501	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				



Run Sheet

Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062544	Customer	Vista Retail Support Limited	Job Address
SLA Window	10/01/2025 16:10 - 11/01/2025 17:00	Contact Name	.
Activity	NON TECH EXCHANGE	Contact Phone	.
Priority	ND 1700		
Ref 1	3162404		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
<p>3162404: Till 1 receipt printer is damaged Need a swapout - please not alt printer and cables sent</p> <p>Opening Hours are:-</p> <p>Monday-Sunday 7am-11pm</p>	<p>***BACK DOOR SWAP ONLY*** MCD-PTR-CTS751-HP-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</p> <p>call the details into your depot or call the CSC.</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18684731901	MCD-PTR-CTS751	MDI PTR-CTS751-HP-KIT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18684732101						

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



Run Sheet

Daniel Hanson 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	10
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Job # 4062507	Customer	Vista Retail Support Limited		Job Address
SLA Window	10/01/2025 15:45 - 11/01/2025 17:00	Contact Name		LIDL GREAT CLOWES STREET Salford MANCHESTER M7 1RQ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3159836			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>3159836: Brief Description: Defective damaged or lost equipment Mobile Office</p> <p>Check opening times</p>	<p>Replace CRA-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.</p>

Job Notes

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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18684608701	CRA-ZEB-TC57-LID	RORA-ZEB-TC57-LID				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18684608901						

Engineer Closure Notes

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



Run Sheet

Stephen Fitton 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4062131	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	11/01/2025 07:00 - 11/01/2025 09:42	Contact Name	Annabelle Parry Duty manager	TESCO Stores Limited HARTFORD WAY SEALAND ROAD INDUSTRIAL Lap 1 CHESTER CH1 4NT
Activity	REPAIR WITH PARTS	Contact Phone	01914799370	
Priority	8HR			
Ref 1	11562733			
Ref 2				
No. of Parts	5			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 11/01/2025 09:42-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: Dot.Com MS811SerialNumber: 40635C6605WMDPProductIdentifier: 40G0230Model: 4063-430Physical Location:</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 26919577. called site. they advise printer is jamming and creasing pages along the centre of page user inspected rear door assembly and advised that there was no visible damage. ran 10 page test print no jams on test print however 4/10 pages were reported as creased along the centre.MS811Lap1Serial Number: 40635C6605WMDIP Address: 74.223.0.51Contact Name: Annabelle ParryContact Number (Mobile): 01914799370 SLA 11/01/25 11:30DDN 13/01/25 11:30JM---INSTRUCTIONS-----Technical Notes -----DCN. Poss FSL [6:5] @TECH: Please investigate report of unspecified jamming - presume in/around Fuser - and creased pages. Tray as precaution only.</p>

Job Notes

In Items

See Items Overleaf

Returned Items

See Items Overleaf

Engineer Closure Notes	On Site Time	Off Site Time

Customer Print

Customer Signature



Run Sheet

Stephen Fitton 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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In Items for Job # 4062131 page 1 of 1



Run Sheet

Stephen Fitton 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Returned Items for Job # 4062131 page 1 of 1



Run Sheet

Stephen Fitton 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4062660	Customer	Computacenter - Kingfisher		Job Address
SLA Window	11/01/2025 08:00 - 11/01/2025 12:00	Contact Name	Heather Lloyd	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	-	Unit D2, Interlink Trade Park, Queensferry
Priority	Priority MC			Unit D2, Interlink Trade Park, Queensferry
Ref 1	24198710			CH5 2DW
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
Location: Tills Error Code: isn't one Contact number: 01244 533018 Printer name: Till 3 receipt printer IP address: 10.67.104.123 Serial nbr: 2370721030600528 Description: HOST NAME: kf8cg8140zfb IP	No Instructions

Job Notes

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



Run Sheet

Stephen Fitton 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4062604	Customer	Computacenter - Kingfisher		Job Address
SLA Window	11/01/2025 09:00 - 11/01/2025 17:00	Contact Name	Jordan Clayton-Parry	KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	-	Unit D2, Interlink Trade Park, Queenferry
Priority	ND 1700			Unit D2, Interlink Trade Park, Queenferry
Ref 1	24208768			CH5 2DW
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Description: HOST NAME: kf8cg8140zfb IP ADDRESS OF THERMAL PRINTER:67.104.123 OPERATING SYSTEM: n/a TILL NO: 03 LOCATION OF DEVICE: tl 3 SFDAB8-Deeside Trade Counter FAULT DESCRIPTION: Colleague report	No Instructions

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18683682801	4220647	KING:Star 4" TSP847II-24 Therma				



Run Sheet

Stephen Fitton 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4062186	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	10/01/2025 11:06 - 11/01/2025 19:00	Contact Name	HOLYHEAD NLC7830 TFW Depot	TRANSPORT FOR WALES (Holyhead)
Activity	TECH EXCHANGE	Contact Phone	02920 320 322 / 07741 249 783	Station Approach Gwynedd Holyhead LL65 1DQ
Priority	ND 1900			
Ref 1	C5300908			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 11/01/2025 19:00 SLA: ND 11/01/2025 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**. Contact STAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5300908 Problem Web Service qws_uk Fri 10 Jan 2025 10:47:34 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8565TA23 contract.pkey=23200 call.poms=1 call.zip=LL65 1DQ call.address=Station Approach call.city=Holyhead call.customerid=INC16772084 call.problem=NLC7830 Holyhead Miura PED 020-108845 PED frozen NLC 7830 Site Name Holyhea call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=1/10/2025 11:46:53 AM ##### Call 5300908 Problem Web Service qws_uk Fri 10 Jan 2025 10:47:34 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18682917401	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	112290		
18682918401	_SXASSET-LABEL	SXASSET-LABELSV2				

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



Run Sheet

Stephen Fitton 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4062144	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	10/01/2025 10:40 - 11/01/2025 19:00	Contact Name	PORT SUNLIGHT NLC2198 MER HUB STATION	MERSEYRAIL Greendale Road MERSEYSIDE Port Sunlight CH62 4XB
Activity	TECH EXCHANGE	Contact Phone	0151 955 2456	
Priority	ND 1900			
Ref 1	C5300906			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 11/01/2025 19:00 SLA: ND 11/01/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SXMIUM020-CRAD03 x 1</p>	<p>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 5300906 Problem Web Service qws_uk Fri 10 Jan 2025 10:40:06 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4026TA23 contract.pkey=23200 call.poms=1 call.zip=CH62 4XB call.address=Greendale Road call.city=Port Sunlight call.customerid=INC16757050 call.problem=NLC2198 Port Sunlight 30 S2198001ME 020-047600 PED wont accept credit cards NLC 2198 Si call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/M020-CRAD03 call.priority=2-Medium call.datereported=1/10/2025 11:39:38 AM</p> <p>##### Call 5300906 Problem Web Service qws_uk Fri 10 Jan 2025 10:40:06 A+C+P...</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18682731901	_SXMIIUM020-CR	AD01:CRAD03 DESKTOP				

Returned Items

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18682732101	_SXMIIUM020-CR	AT013:CRAD03 DESKTOP				

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



Run Sheet

Stephen Fitton 11/01/2025

Date	11/01/2025	Depot	Warrington	Driver	Fitton, Stephen	Jobs on Run	6
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Job # 4062442	Customer	Vista Retail Support Limited		Job Address
SLA Window	10/01/2025 15:23 - 11/01/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 2, 24-30 LISCARD WAY WALLASEY CH44 5TP
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3163351			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3163351: POS2 Black Motorola needs a cable replacement - damaged. Scanner is intact cable replacement should resolve the intermittent scanning issue. Please replace and test with store. SUP-CAB-R13-S09EAR Monday Saturday 9:00 a.m. ? 5:30 p.m. Sunday 10:00 a.m. ? 4:00 p.m.	Replace SUP-CAB-R13-S09EAR 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?
18684503301	SUP-CAB-R13-S09EAR	RFCAB-R13-S09EAR				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18684503501						



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - EE	18681990601	C5300886	4062068	NON TECH EXCHANGE	Trafford Centre, U35 129/131 Peel Avenue, Trafford Park, Trafford, Manchester, M17 8BN	Daniel Hanson	11/01/2025 10:00 11/01/2025 21:00	11/01/2025	
Verifone UK LTD	18682718701	G347186	4062139	TECH EXCHANGE	PIZZA EXPRESS - 3256 - MANCHES, UNIT R8A THE TRAFFORD CENTRE, UNIT R8A THE TRAFFORD CENTRE, M17 8EH	Daniel Hanson	10/01/2025 10:38 11/01/2025 18:00	11/01/2025	
Verifone UK LTD	(No Items)	P347171	4062650	TECH EXCHANGE	Pizza Express - 3256 - Manchester 4 - Tra Unit R8a, The Trafford Centre Manchester, The Trafford Centre Manchester, Manchester, M17 8EQ	Daniel Hanson	11/01/2025 09:00 11/01/2025 17:00	11/01/2025	
Vista Retail Support Limited	18684731901	3162404	4062544	NON TECH EXCHANGE	MCDONALDS - CAPGEMINI, 18 ST ANNS SQUARE, MANCHESTER, LANCASHIRE, MANCHESTER, M2 7HQ	Daniel Hanson	10/01/2025 16:10 11/01/2025 17:00	11/01/2025	
Xerox (UK) Technical****DO NOT INVOICE****	186847635	11563216	4062557	REPAIR WITH PARTS	Boots UK Limited, 24-28 The Parade, Swinton, EPS2 Pharmacy Printer, MANCHESTER, M27 4BH	Daniel Hanson	11/01/2025 09:00 11/01/2025 11:15	11/01/2025	
Xerox (UK) Technical****DO NOT INVOICE****	186847660	11563216	4062557	REPAIR WITH PARTS	Boots UK Limited, 24-28 The Parade, Swinton, EPS2 Pharmacy Printer, MANCHESTER, M27 4BH	Daniel Hanson	11/01/2025 09:00 11/01/2025 11:15	11/01/2025	
Xerox (UK) Technical****DO NOT INVOICE****	186850841	11563340	4062653	REPAIR WITH PARTS	TESCO Stores Limited, CHESTER ROAD, Trafford, Home shopping, STRETFORD, M32 0RW	Daniel Hanson	11/01/2025 09:00 11/01/2025 16:55	11/01/2025	
Xerox (UK) Technical****DO NOT INVOICE****	186850898	11563340	4062653	REPAIR WITH PARTS	TESCO Stores Limited, CHESTER ROAD, Trafford, Home shopping, STRETFORD, M32 0RW	Daniel Hanson	11/01/2025 09:00 11/01/2025 16:55	11/01/2025	
Vista Retail Support Limited	18684608701	3159836	4062507	TECH EXCHANGE	LIDL, GREAT CLOWES STREET, SALFORD, MANCHESTER, M7 1RQ	Daniel Hanson	10/01/2025 15:45 11/01/2025 17:00	11/01/2025	
Vista Retail Support Limited	18684511501	3163073	4062447	NON TECH EXCHANGE	MCDONALDS - CAPGEMINI, MOTTRAM JUNCTION STOCKPORT ROAD, HYDE, CHESHIRE, HYDE, SK14 3AU	Daniel Hanson	10/01/2025 15:24 11/01/2025 17:00	11/01/2025	
Vista Retail Support Limited	18684508101	3160950	4062440	TECH EXCHANGE	THE RANGE, UNIT 8A, ALTRINCHAM RETAIL PARK, MANCHESTER, WA14 5GR	Daniel Hanson	10/01/2025 15:23 11/01/2025 17:00	11/01/2025	
Computacenter - Kingfisher	18683682401	24209468	4062601	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Delph Lane Newton Road , Delph Lane Newton Road , WA2 8RD	Daniel Hanson	11/01/2025 09:00 11/01/2025 17:00	11/01/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	18681989501	C5300870	4062067	TECH EXCHANGE	Northern Rail - STAR, Blackburn Railway Station, The Boulevard, Blackburn, Lancashire, Lancs, Lancashire, Blackburn, BB1 1EX	John Paul Barron	10/01/2025 09:19 11/01/2025 19:00	11/01/2025	
Fujitsu Services Limited - Star Trains - ME	18681533701	C5300871	4062013	TECH EXCHANGE	Northern Rail - STAR, Blackburn Railway Station, The Boulevard, Blackburn, Lancashire, Lancs, Lancashire, Blackburn, BB1 1EX	John Paul Barron	10/01/2025 08:01 11/01/2025 19:00	11/01/2025	
Paypoint Network Limited - UK	(No Items)	02120915	4062643	TECH EXCHANGE	ROSEHILL SERVICE STATION, ROSEHILL SERVICE STATION, HIGHER AUDLEY STREET, BLACKBURN, BB1 1JB	John Paul Barron	10/01/2025 16:54 11/01/2025 13:00	11/01/2025	
Paypoint Network Limited - UK	(No Items)	02120918	4062646	TECH EXCHANGE	ROSEHILL SERVICE STATION, ROSEHILL SERVICE STATION, HIGHER AUDLEY STREET, BLACKBURN, BB1 1JB	John Paul Barron	10/01/2025 17:01 11/01/2025 13:00	11/01/2025	
Fujitsu Services Limited - Star Trains	18681605401	C5300872	4062014	TECH EXCHANGE	MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT	John Paul Barron	10/01/2025 08:12 11/01/2025 19:00	11/01/2025	
Vista Retail Support Limited	18684512401	3163494	4062446	NON TECH EXCHANGE	MCDONALDS - CAPGEMINI, UNIT 18-22 CLAYTON SQUARE SHOPPING CENTRE CHURCH STREET, LIVERPOOL, MERSEYSIDE, LIVERPOOL, L1 1QR	John Paul Barron	10/01/2025 15:24 11/01/2025 17:00	11/01/2025	
Vista Retail Support Limited	18684558801	3163494	4062486	NON TECH EXCHANGE	MCDONALDS - CAPGEMINI, UNIT 18-22 CLAYTON SQUARE SHOPPING CENTRE CHURCH STREET, LIVERPOOL, MERSEYSIDE, LIVERPOOL, L1 1QR	John Paul Barron	10/01/2025 15:35 11/01/2025 17:00	11/01/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Xerox (UK) Technical***DO NOT INVOICE****	186826312	11562733	4062131	REPAIR WITH PARTS	TESCO Stores Limited, HARTFORD WAY, SEALAND ROAD INDUSTRIAL, Lap 1, CHESTER, CH1 4NT	Stephen Fitton	11/01/2025 07:00 11/01/2025 09:42	11/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186826300	11562733	4062131	REPAIR WITH PARTS	TESCO Stores Limited, HARTFORD WAY, SEALAND ROAD INDUSTRIAL, Lap 1, CHESTER, CH1 4NT	Stephen Fitton	11/01/2025 07:00 11/01/2025 09:42	11/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186826306	11562733	4062131	REPAIR WITH PARTS	TESCO Stores Limited, HARTFORD WAY, SEALAND ROAD INDUSTRIAL, Lap 1, CHESTER, CH1 4NT	Stephen Fitton	11/01/2025 07:00 11/01/2025 09:42	11/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186826317	11562733	4062131	REPAIR WITH PARTS	TESCO Stores Limited, HARTFORD WAY, SEALAND ROAD INDUSTRIAL, Lap 1, CHESTER, CH1 4NT	Stephen Fitton	11/01/2025 07:00 11/01/2025 09:42	11/01/2025	
Xerox (UK) Technical***DO NOT INVOICE****	186826322	11562733	4062131	REPAIR WITH PARTS	TESCO Stores Limited, HARTFORD WAY, SEALAND ROAD INDUSTRIAL, Lap 1, CHESTER, CH1 4NT	Stephen Fitton	11/01/2025 07:00 11/01/2025 09:42	11/01/2025	
Vista Retail Support Limited	18684503301	3163351	4062442	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 2, 24-30 LISCARD WAY, WALLASEY, CH44 5TP	Stephen Fitton	10/01/2025 15:23 11/01/2025 17:00	11/01/2025	
Computacenter - Kingfisher	(No Items)	24198710	4062660	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit D2, Interlink Trade Park, Queensferry, Unit D2, Interlink Trade Park, Queensferry, CH5 2DW	Stephen Fitton	11/01/2025 08:00 11/01/2025 12:00	11/01/2025	
Computacenter - Kingfisher	18683682801	24208768	4062604	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Unit D2, Interlink Trade Park, Queensferry, Unit D2, Interlink Trade Park, Queensferry, CH5 2DW	Stephen Fitton	11/01/2025 09:00 11/01/2025 17:00	11/01/2025	
Fujitsu Services Limited - Star Trains - ME	18682731901	C5300906	4062144	TECH EXCHANGE	MERSEYRAIL, Greendale Road, MERSEYSIDE, Port Sunlight, CH62 4XB	Stephen Fitton	10/01/2025 10:40 11/01/2025 19:00	11/01/2025	
Fujitsu Services Limited - Star Trains - P2PE	18682917401	C5300908	4062186	TECH EXCHANGE	TRANSPORT FOR WALES (Holyhead), Station Approach, Gwynedd, Holyhead, LL65 1DQ	Stephen Fitton	10/01/2025 11:06 11/01/2025 19:00	11/01/2025	
Fujitsu Services Limited - Star Trains - P2PE	18682918401	C5300908	4062186	TECH EXCHANGE	TRANSPORT FOR WALES (Holyhead), Station Approach, Gwynedd, Holyhead, LL65 1DQ	Stephen Fitton	10/01/2025 11:06 11/01/2025 19:00	11/01/2025	