



Run Sheet

Daniel Hanson 29/06/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 29/06/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4189686 | Customer | DieboldNixdorf_WIPRO | | Job Address |
|---------------|-------------------------------------|----------------------|-----------------|--|
| SLA Window | 28/06/2025 09:53 - 29/06/2025 17:00 | Contact Name | YASMINE ROBERTS | CHEADLE WILMSLOW ROAD |
| Activity | TECH EXCHANGE P2PE | Contact Phone | | CHEADLE WILMSLOW ROAD JL041 CHEADLE |
| Priority | ND 1700 | | | CHEADLE SK8 3BZ |
| Ref 1 | 131629359 | | | |
| 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.joe@09.41 on 28.06 1900001941LINK/2500JLP:PED:INGENICO MOBILE LINK 2500 Web Logging: Locker: CH3-31-PED TPV Number (8 Digits): 15041171 Serial Number: 192587303461103311074322 Asset Number: PAN00096672 Model Ingenico 2500 Location: SS cupboard Issue: Blue Screen with %27Irruption%27 on screen URC - Unresolved call Serials on Job dont needs to be rebooked with the serial on the photo Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202506271617 Web Logging: Locker: CH3-31-PED TPV Number (8 Digits): 15041171 Serial Number: 192587303461103311074322 Asset Number: PAN00096672 Model Ingenico 2500 Location: SS cupboard Issue: Blue Screen with %27Irruption%27 on screen Incident INC6670025 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 |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
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Run Sheet

Daniel Hanson 29/06/2025

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|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| Date | 29/06/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

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|---------------|-------------------------------------|--|----------------------------------|---|
| Job # 4189717 | Customer | Xerox (UK) Technical***DO NOT INVOICE*** | | Job Address |
| SLA Window | 29/06/2025 10:00 - 29/06/2025 12:02 | Contact Name | 6676 Hadfield Station Rd Express | TESCO Stores Limited Station Road Shop floor GLOSSOP SK13 1AR |
| Activity | REPAIR WITH PARTS | Contact Phone | 07595030550 | |
| Priority | 8HR | | | |
| Ref 1 | 11751167 | | | |
| Ref 2 | | | | |
| No. of Parts | 3 | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| <p>Intervention #: 1 SLA: 29/06/2025 12:02-----ASSET INFORMATION---ProductName: MS823dn High Volt DZ AT BA BE BG HR CZDeviceTagCustomer: LAP 1 Express MS823dnSerialNumber: 4064433113BNVProductIdentifier: 50G0220Model: 4064-430Physical Location:</p> <p>---ACCOUNT INFORMATION---Onsite repair instructions: VIP AND MPS CUSTOMERFOR LEXMARK INTERNAL USE ONLY DO NOT SHARE WITH CUSTOMERSTORESLAP 2 Tesco123 (To be updated 09.04.2025)HEAD OFFICE & DC.....s ONLYPASSWORD/PIN : 1984Retail 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 Adam Simmonds 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 28239012. Spoke to David user advised printer is not loading paper from tray 5 I noticed tray was set to Universal so talked user through adjusting and locking tray guide in A4 position now feeding paper OK but user advised jams intermittently due to pick rollers in tray 5 being visibly lower than pick rollers in other trays in order to close tray 5 user has to manually push pick rollers out of the way please investigate as I suspect pick rollers faulty in tray 5.MS823Shop floorDavid 07595030550SN 4064433113BNVIP 71.12.0.51AR DDD 01/07/25ETA 29/06/25 @ 12:02---INSTRUCTIONS-----Technical Notes -----JB. Please investigate paper jams from tray 5.</p> |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-----------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 193148224 | 41X1107 | MS82x SVC Feeder media feeder | | | | |
| 193148228 | 41X1108 | MS82x SVC Rollers pick | | | | |
| 193148232 | 41X1118 | MS82x SVC Tray Insert media tr | | | | |
| | | | | | | |

Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-----------|---------|--------------------------------|--------|-------|-------------|------------------|
| 193148226 | 41X1107 | MS82x SVC Feeder media feeder | | | | |
| 193148230 | 41X1108 | MS82x SVC Rollers pick | | | | |
| 193148234 | 41X1118 | MS82x SVC Tray Insert media tr | | | | |
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Engineer Closure Notes

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| | | Customer Print |
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| | | Customer Signature |
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Run Sheet

Daniel Hanson 29/06/2025

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|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| Date | 29/06/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

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|----------------------|-------------------------------------|-------------------------------------|-------------------|--|
| Job # 4189680 | Customer | Fujitsu Services Limited - Vodafone | | Job Address |
| SLA Window | 29/06/2025 08:00 - 29/06/2025 12:00 | Contact Name | Bolton (PA) 60690 | VODAFONE RETAIL LTD (BOLTON DEANSGATE) |
| Activity | TECH EXCHANGE | Contact Phone | 07717 512322 | Bolton, 63 DeansGate , Lancashire, England LANCASHIRE Bolton BL1 1HQ |
| Priority | Priority MC | | | |
| Ref 1 | C5314012 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| ND 28/06/2025 20:00 SLA: ND 28/06/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _VPLEX35S0332 x 1 | Problem: [TC] Lexmark MS510 Back Office MFP ENGINEER MUST OBTAIN PORT UNLOCK REFERENCE FROM FIXED LINE SERVICES AND PROVIDE TOVODAFONE DESK Root Cause: Unknown Action: Engineer to investigate and repair/replace Lexmark MS510 Printer. must call vodafone fixed line services to unlock portif swapped - 0800 9755115 Option 3 - REQUEST UNLOCK AS PRIORITY 1 WITH FLS Test: IN USE URL: Call history:: ##### Call 5314012 Problem Web Service qws_uk Fri 27 Jun 2025 10:42:37 A+C+P agent.loginname=qws_uk equipment.assettag=VFDGB00000VI353TA23 contract.pkey=23219 call.poms=1 call.zip=BL1 1HQ call.address=Bolton 63 DeansGate Lancashire England call.city=Bolton call.customerid=INC17801067 call.problem=RET60690 - Contract Printer - Reinstall Missing or Unresponsive Imaging Unit call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/VFD/workpackage/Contract Printer - MS510dn call.priority=2-Medium call.datereported=6/27/2025 11:41:48 AM ##### Call 5314012 Problem Web Service qws_uk Fri 27 Jun 2025 10:42:37 ... |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------------|-------------|--------|-------|-------------------------|-----------------|
| 19311815601 | _VPLEX35S0332 | PTR:MS510DN | . | . | Not Used | |
| | | | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|---------------|-------------|--------|-------|-------------|------------------|
| 19311815801 | _VPLEX35S0332 | PTR:MS510DN | . | . | Good | |
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Engineer Closure Notes

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| | | Customer Print |
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| | | Customer Signature |
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Run Sheet

Daniel Hanson 29/06/2025

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|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| Date | 29/06/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

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|----------------------|-------------------------------------|--|-------------------------------------|---|
| Job # 4189682 | Customer | Fujitsu Services Limited - Star Trains | | Job Address |
| SLA Window | 29/06/2025 08:00 - 29/06/2025 12:00 | Contact Name | LIVERPOOL CENTRAL NLC2242 MER Depot | MERSEY RAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT |
| Activity | TECH EXCHANGE | Contact Phone | 0151 702 2954 | |
| Priority | Priority MC | | | |
| Ref 1 | C5313994 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| <p>ND 28/06/2025 19:00 SLA: ND 28/06/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1</p> | <p>Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history:: ##### Call 5313994 Problem Web Service qws_uk Fri 27 Jun 2025 09:08:35 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17800997 call.problem=NLC2242 Liverpool Central Steatite CCST Printer</p> <p>Printing Void Tickets NLC call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=6/27/2025 10:08:07 AM</p> <p>##### Call 5313994 Problem Web Service qws_uk Fri 27 Jun 2025 09:08:35 A+C+P...</p> |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|-------------------|----------------------|--------|-------|-------------------------|-----------------|
| 19311249501 | _SLMIK100202-0097 | STEATITE THERMAL TKT | . | . | Not Used | |
| | | | | | | |
| | | | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|--------------------|----------------------|--------|-------|-------------|------------------|
| 19311249701 | _SLMIK100202-008TP | STEATITE THERMAL TKT | . | . | Good | |
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Engineer Closure Notes

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| Customer Print | |
| | |
| Customer Signature | |
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Run Sheet

Daniel Hanson 29/06/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 29/06/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4189684 | Customer | Fujitsu Services Limited - Star Trains | | | Job Address |
|---------------|-------------------------------------|--|-------------------------------------|--|-------------|
| SLA Window | 29/06/2025 08:00 - 29/06/2025 12:00 | Contact Name | LIVERPOOL CENTRAL NLC2242 MER Depot | MERSEYRAIL Ranelagh Street LANCASHIRE Liverpool L1 1JT | |
| Activity | TECH EXCHANGE | Contact Phone | 0151 702 2954 | | |
| Priority | Priority MC | | | | |
| Ref 1 | C5313995 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| ND 28/06/2025 19:00 SLA: ND 28/06/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SLMIK100202-000-MP x 1 | Problem: [TC] PRINTER Root Cause: Unknown Action: Engineer to swap and pair with the phone - Device ID xx RSP ID xxxx TFS REF xxxxxxxx **Please ensure all tickets where possible are removed from printers before removing from site** Test: In use URL: Call history: ##### Call 5313995 Problem Web Service qws_uk Fri 27 Jun 2025 09:10:05 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB000000M4034TRT3 contract.pkey=23200 call.poms=1 call.zip=L1 1JT call.address=Ranelagh Street call.city=Liverpool call.customerid=INC17801003 call.problem=NLC2242 Liverpool Central Steatite CCST Printer Printing Void Tickets NLC call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/STEATITE-ME call.priority=2-Medium call.datereported=6/27/2025 10:09:16 AM ##### Call 5313995 Problem Web Service qws_uk Fri 27 Jun 2025 09:10:05 A+C+P... |

| Job Notes |
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| In Items |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------------------|----------------------|--------|-------|-------------------------|-----------------|
| 19311248901 | _SLMIK100202-000-MP | STEATITE THERMAL TKT | . | . | Not Used | |
| | | | | | | |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
|------------------------|--|--|--|--|--------------------|---------------|
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| | | | | | Customer Print | |
| | | | | | | |
| | | | | | Customer Signature | |
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Run Sheet

Daniel Hanson 29/06/2025

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|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| Date | 29/06/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

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|---------------|-------------------------------------|---|----------------------------------|---|
| Job # 4189681 | Customer | Fujitsu Services Limited - Star Trains - ME | | Job Address |
| SLA Window | 29/06/2025 08:00 - 29/06/2025 12:00 | Contact Name | NEW BRIGHTON NLC2152 MER STATION | MERSEYRAIL Atherton Street MERSEYSIDE Wallasey CH45 2NY |
| Activity | TECH EXCHANGE | Contact Phone | 0151 955 2468 | |
| Priority | Priority MC | | | |
| Ref 1 | C5314032 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| ND 28/06/2025 19:00 SLA: ND 28/06/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SXMIUM020-CRAD03 x 1 | Problem: [ME] Miura Desktop PED Cradle faulty Root Cause: Unknown Action: Engineer to replace the Miura Desktop PED Cradle Test: Customer to test after installation URL: Call history:: ##### Call 5314032 Problem Web Service qws_uk Fri 27 Jun 2025 12:23:37 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000M4016TA23 contract.pkey=23200 call.poms=1 call.zip=CH45 2NY call.address=Atherton Street call.city=Wallasey call.customerid=INC17780825 call.problem=NLC2152 New Brighton NLC 2152 Site New Brighton Window 30 Serial Number Fault call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/M020-CRAD03 call.priority=2-Medium call.datereported=6/27/2025 1:23:12 PM ##### Call 5314032 Problem Web Service qws_uk Fri 27 Jun 2025 12:23:37 A+C+P *** Ticket Reopened previous ref: 5313996 *** NLC2152... |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------------|---------------------|--------|-------|-------------------------|-----------------|
| 19312478001 | _SXMIUM020-CR | A001:CRAD03 DESKTOP | . | . | Not Used | |
| | | | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|----------------|---------------------|--------|-------|-------------|------------------|
| 19312478201 | _SXMIIUM020-CR | A001:CRAD03 DESKTOP | . | . | Good | |
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Engineer Closure Notes

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



Run Sheet

Daniel Hanson 29/06/2025

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|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| Date | 29/06/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

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|---------------|-------------------------------------|----------------------------|-----------------|---|
| Job # 4189757 | Customer | Computacenter - Kingfisher | | Job Address |
| SLA Window | 28/06/2025 14:32 - 29/06/2025 20:00 | Contact Name | TRACEY.SHERRIFF | B & Q PLC B & Q PLC UNIT 1 CLWYD RETAIL PARK RHYL LL18 2TJ |
| Activity | TECH EXCHANGE | Contact Phone | 01745342422 | |
| Priority | ND 1700 | | | |
| Ref 1 | 24406524 | | | |
| Ref 2 | | | | |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|-------------------|--|
| SWAP PED KF - B&Q | <p>Category: I have a till query</p> <p>Sub Category: 1.) Seamless payment till</p> <p>Symptom: PED / PINPAD / C&P Device</p> <p>Till number: 1</p> <p>Make/Model: PED VERIFONE P400</p> <p>Serial number: 807-518-482</p> <p>Description: ###Please ensure previous tickets have been checked ###</p> <p>Till hostname: GBBQ01220POS01P</p> <p>Till number: 1</p> <p>What element of the till is impacted?: PED</p> <p>CARD ACCEPTANCE ISSUE? NA</p> <p>Card insert/Chip & Pin working? Y/N NA</p> <p>Contactless payments working? Y/N NA</p> <p>...</p> |

Job Notes

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

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|---------|------|-------------|--------|-------|-------------|------------------|
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| Engineer Closure Notes | On Site Time | Off Site Time |
|---------------------------|--------------|---------------|
| | | |
| Customer Print | | |
| | | |
| Customer Signature | | |
| | | |



Run Sheet

Daniel Hanson 29/06/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 29/06/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4189747 | Customer | Fujitsu - Star – TFW - TC | | | Job Address |
|---------------|-------------------------------------|---------------------------|------------------------------------|--|-------------|
| SLA Window | 28/06/2025 13:16 - 29/06/2025 20:00 | Contact Name | LLANDUDNO JUNCTION NLC9616 TFW Dep | TRANSPORT FOR WALES (Llandudno Junction) Conwy Road Gwynedd Llandudno Junction LL31 9NB | |
| Activity | TECH EXCHANGE | Contact Phone | 02920 320 178 / 02920 320 342 | | |
| Priority | ND 1900 | | | | |
| Ref 1 | C5314089 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 1 | | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| ND 29/06/2025 20:00 SLA: ND 29/06/2025 20:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= FUJFTP-638WSL110 x 1 | Problem: [TC] PRINTER Root Cause: Unknown Action: Swap Fujitsu thermal printer & pair with phone following Engineers documentation.- Device ID xx RSP ID xxxx TFS REFxxxxxxxx ** NO PARTS TO BE SENT DIRECT TO SITE ** Test: in use URL: Call history: ##### Call 5314089 Problem Web Service qws_uk Sat 28 Jun 2025 13:16:05 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8566TRT3 contract.pkey=23200 call.poms=1 call.zip=LL31 9NB call.address=Conwy Road call.city=Llandudno Junction call.customerid=INC17805986 call.problem=NLC9616 LLANDUDNO JUNCTION Fujitsu Thermal Printer CLIP ON PRINTER BROKE call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TFWFPR call.priority=2-Medium call.datereported=6/28/2025 2:15:21 PM ##### Call 5314089 Problem Web Service qws_uk Sat 28 Jun 2025 13:16:05 A+C+P... |

| Job Notes |
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| In Items |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------------------|----------------------------|--------|-------|-------------------------|-----------------|
| 19314864001 | FUJFTP-638WSL110 | PRINTER: THERMAL W/CHARGER | x | | | |
| | | | | | | |
| | | | | | | |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
|------------------------|--|--|--|--|--------------------|---------------|
| | | | | | | |
| | | | | | Customer Print | |
| | | | | | | |
| | | | | | Customer Signature | |
| | | | | | | |



Run Sheet

COURIER MANCHESTER 29/06/2025

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|------|------------|-------|------------|--------|---------------------|-------------|---|
| Date | 29/06/2025 | Depot | Warrington | Driver | MANCHESTER, COURIER | Jobs on Run | 1 |
|------|------------|-------|------------|--------|---------------------|-------------|---|

| Job # 4189730 | Customer | Fujitsu Services Limited - Telefonica TC | | Job Address |
|---------------|-------------------------------------|--|---------------|---|
| SLA Window | 29/06/2025 08:00 - 29/06/2025 12:00 | Contact Name | Jack | O2 CREWE 0338 51 MARKET STREET CREWE CW1 2EY |
| Activity | NON TECH EXCHANGE | Contact Phone | +447597404910 | |
| Priority | Priority MC | | | |
| Ref 1 | C5314021 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| ND 28/06/2025 17:30 SLA: ND 28/06/2025 17:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _O2AKENVXB827/1 x 1 | <p>Problem: [BDS] Keyboard POS USB Access with MSR Root Cause; UNKNOWN Action: Engineer to supply replacement USB POS Keyboard with INTEGRATED MSR. Old keyboard must be similar with integrated MSRand MUST be collected and be collected and returned for repair (THESE KEYBOARDS ARE NOT CONSUMABLE).UPDATE CALL TOCONFIRM KEYBOARD MODEL COLLECED. Test: User to test URL: Call history::</p> <pre>##### Call 5314021 Problem Web Service qws_uk Fri 27 Jun 2025 11:08:08 A+C+P</pre> <p>agent.loginname=qws_uk equipment.assettag=TELGB000000T0338TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007187153 call.problem=HW - 0338 - 01 - Keyboard black replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-KACCESSUSB call.priority=2-Medium call.datereported=6/27/2025 11:08:04 AM</p> <pre>##### Call 5314021 Problem Web Service qws_uk Fri 27 Jun 2025 11:08:08 A+C+P</pre> <p>SITE OPENING TIMES [Crewe] Mon-Sat: 09:30-17:30 Sun: 11:00-16:00 ...</p> |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|---------------|-------------------------------|--------|-------|-------------------------|-----------------|
| 19311940501 | _O2AKENVXB827 | KBD:POS:O2 STORES:W/USB CABLE | . | . | Not Used | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|---------------|-------------------------------|--------|-------|-------------|------------------|
| 19311940701 | _O2AKENVXB827 | KBD:POS:O2 STORES:W/USB CABLE | . | . | Good | |
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Engineer Closure Notes

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|---------------------------|--|
| | |
| Customer Print | |
| | |
| | |
| Customer Signature | |
| | |



Run Sheet

Warehouse manifest

| Summary | | | | | | | | | |
|--|---------------|----------|---------|-------------------|---|--------------------|--------------------------------------|------------|-------|
| Customer Name | Trace Request | Ref 1 | Job # | Activity | Address | Engineer | SLA Window | Run Date | Rec'd |
| Fujitsu Services Limited - Telefonica TC | 19311940501 | C5314021 | 4189730 | NON TECH EXCHANGE | O2 CREWE 0338, 51 MARKET STREET, CREWE, CW1 2EY | COURIER MANCHESTER | 29/06/2025 08:00 29/06/2025 12:00 | 29/06/2025 | |

| Summary | | | | | | | | | |
|---|---------------|-----------|---------|--------------------|---|---------------|--------------------------------------|------------|-------|
| Customer Name | Trace Request | Ref 1 | Job # | Activity | Address | Engineer | SLA Window | Run Date | Rec'd |
| Fujitsu Services Limited - Vodafone | 19311815601 | C5314012 | 4189680 | TECH EXCHANGE | VODAFONE RETAIL LTD (BOLTON DEANSGATE), Bolton, 63 DeansGate , Lancashire, England, LANCASHIRE, Bolton, BL1 1HQ | Daniel Hanson | 29/06/2025 08:00 29/06/2025 12:00 | 29/06/2025 | |
| Fujitsu Services Limited - Star Trains - ME | 19312478001 | C5314032 | 4189681 | TECH EXCHANGE | MERSEYRAIL, Atherton Street, MERSEYSIDE, Wallasey, CH45 2NY | Daniel Hanson | 29/06/2025 08:00 29/06/2025 12:00 | 29/06/2025 | |
| Fujitsu Services Limited - Star Trains | 19311249501 | C5313994 | 4189682 | TECH EXCHANGE | MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT | Daniel Hanson | 29/06/2025 08:00 29/06/2025 12:00 | 29/06/2025 | |
| Fujitsu Services Limited - Star Trains | 19311248901 | C5313995 | 4189684 | TECH EXCHANGE | MERSEYRAIL, Ranelagh Street, LANCASHIRE, Liverpool, L1 1JT | Daniel Hanson | 29/06/2025 08:00 29/06/2025 12:00 | 29/06/2025 | |
| Computacenter - Kingfisher | (No Items) | 24406524 | 4189757 | TECH EXCHANGE | B & Q PLC, B & Q PLC, UNIT 1, CLWYD RETAIL PARK, RHYL, LL18 2TJ | Daniel Hanson | 28/06/2025 14:32 29/06/2025 20:00 | 29/06/2025 | |
| Fujitsu - Star – TFW - TC | 19314864001 | C5314089 | 4189747 | TECH EXCHANGE | TRANSPORT FOR WALES (Llandudno Junction), Conwy Road, Gwynedd, Llandudno Junction, LL31 9NB | Daniel Hanson | 28/06/2025 13:16 29/06/2025 20:00 | 29/06/2025 | |
| Xerox (UK) Technical***DO NOT INVOICE*** | 193148224 | 11751167 | 4189717 | REPAIR WITH PARTS | TESCO Stores Limited, Station Road, Shop floor, GLOSSOP, SK13 1AR | Daniel Hanson | 29/06/2025 10:00 29/06/2025 12:02 | 29/06/2025 | |
| Xerox (UK) Technical***DO NOT INVOICE*** | 193148228 | 11751167 | 4189717 | REPAIR WITH PARTS | TESCO Stores Limited, Station Road, Shop floor, GLOSSOP, SK13 1AR | Daniel Hanson | 29/06/2025 10:00 29/06/2025 12:02 | 29/06/2025 | |
| Xerox (UK) Technical***DO NOT INVOICE*** | 193148232 | 11751167 | 4189717 | REPAIR WITH PARTS | TESCO Stores Limited, Station Road, Shop floor, GLOSSOP, SK13 1AR | Daniel Hanson | 29/06/2025 10:00 29/06/2025 12:02 | 29/06/2025 | |
| DieboldNixdorf_WIPRO | (No Items) | 131629359 | 4189686 | TECH EXCHANGE P2PE | CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ | Daniel Hanson | 28/06/2025 09:53 29/06/2025 17:00 | 29/06/2025 | |