



Run Sheet

Daniel Hanson 16/09/2025

Date 16/09/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 8

Job # 4242612	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	14/09/2025 10:00 - 16/09/2025 19:00	Contact Name	Ibrahim	O2 TRAFFORD CENTRE - UNIT L51 0474
Activity	NON TECH EXCHANGE	Contact Phone	+447545506299	THE TRAFFORD CENTRE MANCHESTER M17 8BN
Priority	ND 1900			
Ref 1	C5319973			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>ND 16/09/2025 19:00 SLA: ND 16/09/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCMSEUSBWHITE x 1</p>	<p>Problem: [BDS] Mouse white USB Root Cause: UNKNOWN Action: Engineer to supply replacement white mouse and collect broken mouse for disposal if supplied. Test: Engineer or User to test URL: Call history::: ##### Call 5319973 Problem Web Service qws_uk Sun 14 Sep 2025 13:25:11 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=TELGB000000T0474TZ23 contract.pkey=23245 call.poms=1 call.customerid=INC000007326109 call.problem=HW - 0474 - 08 - WHITE Mouse damaged call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/BDS-MOUSBWH call.priority=2-Medium call.datereported=9/14/2025 1:25:09 PM</p> <p>##### Call 5319973 Problem Web Service qws_uk Sun 14 Sep 2025 13:25:11 A+C+P</p> <p>SITE OPENING TIMES [Trafford Centre] Mon-Fri: 10:00-22:00 Sat: 10:00-21:00 Sun: 12:00-18:00</p> <p>...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19561486401	GNCMSEUSBWH	INSE:USB:WHITE				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19561486601	GNCMSEUSBWH	MS:USB:WHITE				

Engineer Closure Notes

	Customer Print
	Customer Signature



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Job # 4243078	Customer	Verifone UK LTD			Job Address
SLA Window	15/09/2025 11:19 - 16/09/2025 18:00	Contact Name	LIAM PILLING		PIZZA EXPRESS - 3031 - SALFORD G38 MANCHESTER OUTLET MALL
Activity	TECH EXCHANGE	Contact Phone	0161 877 3585		THE LOWRY GALLERIA MANCHESTER MANCHESTER M50 3AZ
Priority	ND 1800				
Ref 1	G357248				
Ref 2					
No. of Parts	0				

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.52.01.99991 Inbound PTID = 23562645 Inbound Serial No. = 332-714-193 IP Gateway = 0.0.0.0 Terminal IP Address = N/A Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = N/A WIFI Network SSID PEPED WIFI Network WPA Password CNhKBMmrNBNI0V7unLTbjPJo WPA Encryption method = WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 3031 Login Pin = 3031 Primary System ID = 7866 SITE OPENING TIMES = N/A Notes = N/A Fault Category = Unable To Get GPRS Signal/Connection	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-2689617

Job Notes

In Items

Returned Items

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



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Job # 4243138	Customer	Computacenter - KPMG		Job Address
SLA Window	16/09/2025 09:00 - 16/09/2025 17:00	Contact Name	Ilomi Perera	KPMG LLP. (0081097989) 1 St Peters Square 1 St Peters Square M2 3AE
Activity	NON TECH EXCHANGE	Contact Phone	07549656949	
Priority	ND 1700			
Ref 1	24491564			
Ref 2	PO Monthly			
No. of Parts	1			

Instructions 1	Instructions 2
Ilomi 07549656949 Asset task number: K122599 1 St Peters Square Manchters M2 3AE	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19563118301	4619629	KPMG:MS SL4-13 i7/16/256- STAN				

Returned Items

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



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Job # 4240339	Customer	Computacenter Horizon Project		Job Address
SLA Window	10/09/2025 15:31 - 16/09/2025 17:00	Contact Name	BEN.CLARKE	BEN.CLARKE@HSBC.COM LANDMARK ST PETERS SQUAREMANCHESTER MANCHESTER M1 4BP
Activity	TECH EXCHANGE_R	Contact Phone		
Priority	ND 1700			
Ref 1	45098349_CLF516_1609			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Unmanned branch/office Site user laptop exchange Branch pre 16:00 PLEASE RECORD SERIAL NUMBERS IN AND OUT any issues call 07725945052 (Lily)	Collect old device 20Q1S3JV00PC1CPRMJ

Job Notes

In Items

Returned Items

Engineer Closure Notes	On Site Time	Off Site Time



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Job # 4243288	Customer	Computacenter Limited		Job Address
SLA Window	16/09/2025 09:00 - 16/09/2025 17:00	Contact Name	Abdul Lahson	Manchester Westminster House
Activity	NON TECH EXCHANGE	Contact Phone	+44 (0)7827022465	Manchester Westminster House
Priority	ND 1700			Westminster House
Ref 1	WOT000424073			MANCHESTER
Ref 2				England
No. of Parts	1			M1 3HU

Instructions 1	Instructions 2
Deliver & collect legacy device using packaging from delivery	{"req_by_site_information":"head_office","req_for_site_information":"head_office"}

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
195622683	00000000004825288P	LBG:DLM HP EB840 G11 14" U7H 32GB	BCG44732TM			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
195622685		5CG44732F8 - Hewlett Packard Inc. :B&S:LB	5CG44732F811	4" U7H 32GB 1TB		

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



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Job # 4243359	Customer	Computacenter Limited		Job Address
SLA Window	16/09/2025 09:00 - 16/09/2025 17:00	Contact Name	Jordan Marshall	Manchester Westminster House
Activity	COLLECTION	Contact Phone	Unknown	Manchester Westminster House Westminster House MANCHESTER England M1 3HU
Priority	ND 1700			
Ref 1	WOT000430062			
Ref 2				
No. of Parts	1			

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
195636566	0000000000048275B	G:GB-DLM Box Laptop				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
195636568		HP EliteBook 830 G9 13" - i5 - 16GB - 256GB	5CG2415CTB			

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



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Job # 4243497	Customer	Fujitsu Services Limited - Telefonica ME		Job Address
SLA Window	15/09/2025 17:14 - 16/09/2025 17:00	Contact Name	Marcell	O2 MANCHESTER - MARKET STREET 0323 39 MARKET STREET MANCHESTER M1 1WR
Activity	TECH EXCHANGE	Contact Phone	447725010087	
Priority	ND 1900			
Ref 1	C5320006			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 16/09/2025 17:00 SLA: ND 16/09/2025 17:00 PART2= PART3= PART4= ALT1=_O2HEP3DS22AV ALT2= ALT3= ALT4= TEXT= _O2HEP3DS22AV-V1-23 x 1	<p>Problem: [ME] HP Engage Flex PRO Till Base Unit faulty Root Cause: Unknown Action: Confirm fault and replace whole unit as required with pre-built base. Configure as documented. **For Disk Corruption or Sick Disk base unit MUST be replaced **. Replacement base is pre-built but requires on-site configuration - see notes.**Contact Fujitsu Managed Services to handover before closing call**. Test: Engineers to test and handover to Managed Services for updates. URL: Call history:: ##### Call 5320006 Problem Web Service qws_uk Mon 15 Sep 2025 07:39:15 A+C+P agent.loginname=qws_uk equipment.assettag=TELGB000000T0323TZZ3 contract.pkey=23245 call.poms=1 call.customerid=INC000007324386 call.problem=HW - 0323 - 08 - Base Unit - base unit no power call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/EngageFlex2023 call.priority=2-Medium call.datereported=9/13/2025 10:06:12 AM ##### Call 5320006 Problem Web Service qws_uk Mon 15 Sep 2025 07:39:15 A+C+P SITE OPENING TIMES [Manchester] Mon-Fri: 10:00-19:00 Sat: 09:00-17:00...</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19565182201	_O2HEP3DS22AV	PCR2ENGAGE FLEX PRO:V1 2023				

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



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Job # 4243355	Customer	Computacenter Limited		Job Address
SLA Window	16/09/2025 09:00 - 16/09/2025 17:00	Contact Name	Hassan Soyan	41 Ellingham Close
Activity	COLLECTION	Contact Phone	+447496873027	41 Ellingham Close
Priority	ND 1700			41 Ellingham Close
Ref 1	WOT000429942			MANCHESTER
Ref 2				M11 3QP
No. of Parts	1			

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
195635518	0000000000048275B6	GB-DLM Box Laptop				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
195635520		HP EliteBook 830 G9 13" - i5 - 16GB - 256GB	5CG2415BY7			

Engineer Closure Notes

Customer Print		
Customer Signature		

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Telefonica ME	19565182201	C5320006	4243497	TECH EXCHANGE	O2 MANCHESTER - MARKET STREET 0323, 39 MARKET STREET, MANCHESTER, M1 1WR	Daniel Hanson	15/09/2025 17:14 16/09/2025 17:00	16/09/2025	
Computacenter Limited	195622683	WOT000424073	4243288	NON TECH EXCHANGE	Manchester Westminster House, Manchester Westminster House, Westminster House, MANCHESTER, England, M1 3HU	Daniel Hanson	16/09/2025 09:00 16/09/2025 17:00	16/09/2025	
Computacenter Limited	195636566	WOT000430062	4243359	COLLECTION	Manchester Westminster House, Manchester Westminster House, Westminster House, MANCHESTER, England, M1 3HU	Daniel Hanson	16/09/2025 09:00 16/09/2025 17:00	16/09/2025	
Computacenter Horizon Project	19550634901	45098349_CLF 516_1609	4240339	TECH EXCHANGE_R	BEN.CLARKE@HSBC.COM, LANDMARK ST PETERS SQUAREMANCHESTER, MANCHESTER, M1 4BP	Daniel Hanson	10/09/2025 15:31 16/09/2025 17:00	16/09/2025	
Computacenter Limited	195635518	WOT000429942	4243355	COLLECTION	41 Ellingham Close, 41 Ellingham Close, 41 Ellingham Close, MANCHESTER, M11 3QP	Daniel Hanson	16/09/2025 09:00 16/09/2025 17:00	16/09/2025	
Fujitsu Services Limited - Telefonica TC	19561486401	C5319973	4242612	NON TECH EXCHANGE	O2 TRAFFORD CENTRE - UNIT L51 0474, THE TRAFFORD CENTRE, MANCHESTER, M17 8BN	Daniel Hanson	14/09/2025 10:00 16/09/2025 19:00	16/09/2025	
Computacenter - KPMG	19563118301	24491564	4243138	NON TECH EXCHANGE	KPMG LLP, (0081097999), 1 St Peters Square , 1 St Peters Square , M2 3AE	Daniel Hanson	16/09/2025 09:00 16/09/2025 17:00	16/09/2025	
Verifone UK LTD	(No Items)	G357248	4243078	TECH EXCHANGE	PIZZA EXPRESS - 3031 - SALFORD, G38 MANCHESTER OUTLET MALL, THE LOWRY GALLERIA, MANCHESTER, MANCHESTER, M50 3AZ	Daniel Hanson	15/09/2025 11:19 16/09/2025 18:00	16/09/2025	