



Run Sheet

Daniel Hanson 15/02/2025

Date 15/02/2025 **Depot** Warrington **Driver** Hanson, Daniel **Jobs on Run** 5

Job # 4092618	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address	
SLA Window	14/02/2025 12:28 - 15/02/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester) City Road, Cheshire Cheshire Chester CH1 3NS	
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780		
Priority	ND 1900				
Ref 1	C5303951				
Ref 2					
No. of Parts	2				

Instructions 1	Instructions 2
ND 15/02/2025 19:00 SLA: ND 15/02/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1	<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::</p> <pre>##### Call 5303951 Problem Web Service qws_uk Fri 14 Feb 2025 12:12:04 A+C+P</pre> <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=INC16992986 call.problem=NLC3701 Chester 020-041936 PED - Tamper alert NLC 3701 Site Chester RSPID 31 call.modifiedby=QWebServices call.businessimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=2/14/2025 1:11:36 PM</p> <pre>##### Call 5303951 Problem Web Service qws_uk Fri 14 Feb 2025 12:12:04 A+C+P...</pre>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18844119501	_SXASSET-LABELS	SXASSET-LABELSV2				
18844119101	_TWMIIUM020DE	M2P:M20 TFW MOBILE LIVE	02000303002020	112720		

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18844119701	_SXASSET-LABEL	L_SXASSET-LABELSV2				
18844119301	_TWMIUM020DE	MOP:M020 TFW MOBILE LIVE				

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



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Date	15/02/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4092529	Customer	Computacenter - Kingfisher		Job Address
SLA Window	14/02/2025 11:21 - 15/02/2025 17:00	Contact Name	SARAH FIELD	B&Q B&Q SEALAND ROAD 1 SEALAND ROAD CHESTER CH1 4LD
Activity	TECH EXCHANGE	Contact Phone	01244380228	
Priority	ND 1700			
Ref 1	24244420			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
PLEASE SWAP UNIT	KINGFISHER Till hostname: GBBQ01250POS22P Till number: 22 What element of the till is impacted?: PED VERIFONE P400 CARD ACCEPTANCE ISSUE?na Card insert/Chip & Pin working? na Contactless payments working?na Peripheral make/model(Please copy and paste CI): PED VERIFONE P400 PED serial number 807-111-650 PED ID (Shown on the back): 38617597 What screen is showing on the PED; Connecting 1/3 What is the till showing on the screen: "PED is not available - Application is not connected to PED" Time of issue: today SARAH FIELD 01244380228

Job Notes

In Items						

Returned Items						

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



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Job # 4092614	Customer	Fujitsu Services Limited - Star Trains			Job Address
SLA Window	14/02/2025 12:25 - 15/02/2025 19:00	Contact Name	PORT SUNLIGHT NLC2198 MER HUB STATION	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	C5303954				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 15/02/2025 19:00 SLA: ND 15/02/2025 19:00 PART2= PART3= PART4= ALT1=_SXNEWND4020MK2 ALT2= ALT3= ALT4= TEXT= _MYNEWND4020MK2 x 1	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 5303954 Problem Web Service qws_uk Fri 14 Feb 2025 12:25:36 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB000000M4026TRD3 contract.pkey=23200 call.poms=1 call.zip=CH62 4XB call.address=Greendale Road call.city=Port Sunlight call.customerid=INC16993111 call.problem=PORT SUNLIGHT NLC2198 MER HUB STATION Newbury printer 40525 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/MEND4020MK2 call.priority=2-Medium call.datereported=2/14/2025 1:25:11 PM ##### Call 5303954 Problem Web Service qws_uk Fri 14 Feb 2025 12:25:36 A+C+P PORT SUNLIGHT NLC2198 MER HUB STATION Newbury printer 40525...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18844097201	_MYNEWND4020	MKR:ND4020 MK2:WHITE:MER:RICO				

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



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Date	15/02/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4092780	Customer	DieboldNixdorf_WIPRO		Job Address
SLA Window	14/02/2025 14:37 - 15/02/2025 17:00	Contact Name	YASMINE ROBERTS	CHEADLE WILMSLOW ROAD CHEADLE WILMSLOW ROAD JL041 CHEADLE CHEADLE SK8 3BZ
Activity	TECH EXCHANGE P2PE	Contact Phone		
Priority	ND 1700			
Ref 1	128595231			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
replace Ingenico L2500 PN 1900001941	Delivery Instructions: Please see KB0106284- PACT Lost Card Reader: 041 - Cheadle (14/2) DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202502141401 Locker: CH2-67-PED TPV Number (8 Digits): 15041137 Serial Number: 192497303461103310963933 Asset Number: PAN00096601 Model Ingenico 2500 Location: 041 - Cheadle Issue: PED lost with Partner Device Incident INC6528731 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.

Job Notes

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

Returned Items

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Run Sheet

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Date	15/02/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	5
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Job # 4092924	Customer	Vista Retail Support Limited		Job Address
SLA Window	14/02/2025 16:23 - 15/02/2025 17:00	Contact Name		SUPERDRUG STORES PLC UNIT 5B STOCKPORT RETAIL PARK STOCKPORT SK1 2HH
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3197126			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3197126 - Till 99 cash drawer not closing just springing back open Please replace cash drawer on till 99	Replace SUP-CDR-FT-460MOD03 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?
18845489701	SUP-CDR-FT-460MOD03	SUP-CDR-FT-460MOD03				

Returned Items

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



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Date	15/02/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
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Job # 4092744	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	14/02/2025 14:03 - 15/02/2025 13:00	Contact Name	MANAGER	MORRISONS DAILY MORRISONS DAILY
Activity	TECH EXCHANGE	Contact Phone	01706 565619	ROCHDALE INTERCHANGE SMITH STREET ROCHDALE OL16 1TU
Priority	4HR			
Ref 1	02178366			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
31342392//02178366//PPD	Swap reason: software error

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		



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David Ranson 15/02/2025

Date	15/02/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
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Job # 4092996	Customer	Fujitsu Services Limited - Star Trains - ME		Job Address
SLA Window	14/02/2025 17:27 - 15/02/2025 19:00	Contact Name	BLACKPOOL NORTH NLC1828 NT Depot	Northern Rail MT (Blackpool) Talbot Road, Blackpool Lancashire Blackpool FY1 2AB
Activity	TECH EXCHANGE	Contact Phone	0161 822 2105	
Priority	ND 1900			
Ref 1	C5304002			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
ND 15/02/2025 19:00 SLA: ND 15/02/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRZEBMISCTC560MSTSD x 1	Problem: [ME] Zebra TC56 Smart case (Sled) on Set Number ** not working Root Cause: Not Reading Smart Cards Action: Engineer to replace the Zebra TC56 Smart case retaining the ISAM Card. This must be transferred into the replacementSmartCase. Engineer will require a T8 Torx security bit customer to test. Note: Physical Damage to the SmartCase ischargeable please record & take Photos. Contact STAR Service Desk for assistance Test: Site to test URL: Call history:: ##### Call 5304002 Problem Web Service qws_uk Fri 14 Feb 2025 17:27:04 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC16995182 call.problem=BLACKPOOL NORTH NLC1828 NT Depot Zebra set 38 RSPID 6408 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56SLEDNT call.priority=2-Medium call.datereported=2/14/2025 6:26:29 PM ##### Call 5304002 Problem Web Service qws_uk Fri 14 Feb 2025 17:27:04 A+C+P...

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18845753401	_NRZEBMISCTC560MSTSD	TC5X:HP SMARTCASE				

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



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Date	15/02/2025	Depot	Warrington	Driver	Ranson, David	Jobs on Run	3
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Job # 4092923	Customer	Vista Retail Support Limited	Job Address
SLA Window	14/02/2025 16:23 - 15/02/2025 17:00	Contact Name	LIDL 151 COLNE ROAD LANCASHIRE BURNLEY BB10 1EH
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3196991		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3196991 - Brief Description: Zebra network issue Full Description: PM Kaan Alptakin: Full Description: Zebra not connecting	Replace HHT-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.

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18845489301	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18845489501						

Engineer Closure Notes					On Site Time	Off Site Time
					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 - Star Trains - P2PE	18844119501	C5303951	4092618	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	14/02/2025 12:28 15/02/2025 19:00	15/02/2025	
Fujitsu Services Limited - Star Trains - P2PE	18844119101	C5303951	4092618	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	14/02/2025 12:28 15/02/2025 19:00	15/02/2025	
Computacenter - Kingfisher	(No Items)	24244420	4092529	TECH EXCHANGE	B&Q, B&Q SEALAND ROAD, 1 SEALAND ROAD, CHESTER, CH1 4LD	Daniel Hanson	14/02/2025 11:21 15/02/2025 17:00	15/02/2025	
Fujitsu Services Limited - Star Trains	18844097201	C5303954	4092614	TECH EXCHANGE	MERSEYRAIL, Greendale Road, MERSEYSIDE, Port Sunlight, CH62 4XB	Daniel Hanson	14/02/2025 12:25 15/02/2025 19:00	15/02/2025	
Vista Retail Support Limited	18845489701	3197126	4092924	TECH EXCHANGE	SUPERDRUG STORES PLC, UNIT 5B STOCKPORT RETAIL PARK, STOCKPORT, SK1 2HH	Daniel Hanson	14/02/2025 16:23 15/02/2025 17:00	15/02/2025	
DieboldNixdorf_WIPRO	(No Items)	128595231	4092780	TECH EXCHANGE P2PE	CHEADLE WILMSLOW ROAD, CHEADLE WILMSLOW ROAD, JL041 CHEADLE, CHEADLE, SK8 3BZ	Daniel Hanson	14/02/2025 14:37 15/02/2025 17:00	15/02/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Vista Retail Support Limited	18845489301	3196991	4092923	TECH EXCHANGE	LIDL, 151 COLNE ROAD, LANCASHIRE, BURNLEY, BB10 1EH	David Ranson	14/02/2025 16:23 15/02/2025 17:00	15/02/2025	
Fujitsu Services Limited - Star Trains - ME	18845753401	C5304002	4092996	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, FY1 2AB	David Ranson	14/02/2025 17:27 15/02/2025 19:00	15/02/2025	
Paypoint Network Limited - UK	(No Items)	02178366	4092744	TECH EXCHANGE	MORRISONS DAILY, MORRISONS DAILY, ROCHDALE INTERCHANGE, SMITH STREET, ROCHDALE, OL16 1TU	David Ranson	14/02/2025 14:03 15/02/2025 13:00	15/02/2025	