



Run Sheet

Daniel Hanson 06/09/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4237561 | Customer | RICO Depots | Job Address |
|---------------|--------------------|---------------|--|
| SLA Window | - 06/09/2025 23:59 | Contact Name | Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN |
| Activity | | Contact Phone | |
| Priority | | | |
| Ref 1 | | | |
| Ref 2 | | | |
| No. of Parts | 0 | | |

| Instructions 1 | Instructions 2 |
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| 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? |
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| Engineer Closure Notes | On Site Time | Off Site Time |
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

Daniel Hanson 06/09/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4236837 | Customer | Fujitsu Services Limited - Star Trains - P2PE | | Job Address |
|---------------|-------------------------------------|---|------------------------------------|--|
| SLA Window | 05/09/2025 07:36 - 06/09/2025 19:00 | Contact Name | MANCHESTER PICCADILLY NLC9653 NT D | Northern Rail MT (Manchester) |
| Activity | TECH EXCHANGE | Contact Phone | 0161 822 2406 | Manchester Piccadilly Station, North Block, 2nd Floor, Northern |
| Priority | ND 1900 | | | Trains Signing o |
| Ref 1 | C5319376 | | | Lancashire |
| Ref 2 | | | | Manchester |
| No. of Parts | 2 | | | M60 7RA |

| Instructions 1 | Instructions 2 |
|---|---|
| ND 06/09/2025 19:00 SLA: ND 06/09/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE 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 5319376 Problem Web Service qws_uk Thu 04 Sep 2025 22:24:07 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8496TA23 contract.pkey=23200 call.poms=1 call.zip=M60 7RA call.address=Manchester Piccadilly Station North Block 2nd Floor Northern Trains Signing o call.city=Manchester call.customerid=INC18145071 call.problem=NLC9653 Manchester Piccadilly 020-111249 SCREEN SMASHED call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=9/4/2025 11:23:28 PM... |

| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|----------------|-------------------------------|----------------|--------|-------------------------|-----------------|
| 19533314301 | _NRMIIUM020DE | M2P:M020 NORTHERN MOBILE LIVE | 02000303002020 | 118558 | | |
| 19533314701 | _SXASSET-LABEL | SXASSET-LABELSV2 | | | | |
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|----------------|-------------------------------|----------------|--------|-------------|------------------|
| 19533314501 | _NRMIIUM020DE | M2P:M020 NORTHERN MOBILE LIVE | 02000303002020 | 118558 | | |
| 19533314901 | _SXASSET-LABEL | SXASSET-LABELSV2 | | | | |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

Daniel Hanson 06/09/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4237075 | Customer | Fujitsu Services Limited - Star Trains - P2PE | | | Job Address |
|---------------|-------------------------------------|---|------------------------------------|--|---|
| SLA Window | 05/09/2025 12:00 - 06/09/2025 19:00 | Contact Name | MANCHESTER VICTORIA NLC9654 NT Dep | | Northern Rail MT (Manchester) Station Approach, Todd Street, Manchester Lancashire Manchester M3 1WY |
| Activity | TECH EXCHANGE | Contact Phone | 0161 822 2094 | | |
| Priority | ND 1900 | | | | |
| Ref 1 | C5319408 | | | | |
| Ref 2 | | | | | |
| No. of Parts | 2 | | | | |

| Instructions 1 | Instructions 2 |
|--|---|
| ND 06/09/2025 19:00 SLA: ND 06/09/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIUM020DEVICE 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 5319408 Problem Web Service qws_uk Fri 05 Sep 2025 11:27:38 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8497TA23 contract.pkey=23200 call.poms=1 call.zip=M3 1WY call.address=Station Approach Todd Street Manchester call.customerid=INC18141408 call.problem=++PED++ NLC9654 Manchester Victoria 020-042466 NLC 9654 Site Manchester Victoria RS call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIUM020PED call.priority=2-Medium call.datereported=9/5/2025 12:26:51 PM ##### Call 5319408 Problem Web Service qws_uk Fri 05 Sep 2025 11:27:38 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? |
|-------------|----------------|---------------------------|----------------------|-------|-------------------------|-----------------|
| 19534744401 | _SXASSET-LABEL | _SXASSET-LABELSV2 | | | | |
| 19534743801 | _NRMIUM020DE | M020 NORTHERN MOBILE LIVE | 02000303002020118213 | | | |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
|------------------------|--|--|--|--|--------------------|---------------|
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| | | | | | Customer Print | |
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| | | | | | Customer Signature | |
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Run Sheet
Daniel Hanson 06/09/2025

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|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

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|---------------|-------------------------------------|---|------------------------------------|---|
| Job # 4237134 | Customer | Fujitsu Services Limited - Star Trains - ME | | Job Address |
| SLA Window | 05/09/2025 12:59 - 06/09/2025 19:00 | Contact Name | MANCHESTER VICTORIA NLC9654 NT Dep | Northern Rail MT (Manchester) Station Approach, Todd Street, Manchester Lancashire Manchester M3 1WY |
| Activity | TECH EXCHANGE | Contact Phone | 0161 822 2094 | |
| Priority | ND 1900 | | | |
| Ref 1 | C5319416 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| <p>ND 06/09/2025 19:00 SLA: ND 06/09/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _PNZEBMISCTC560MSTSD x 1</p> | <p>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 5319416 Problem Web Service qws_uk Fri 05 Sep 2025 11:49:38 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8497TA23 contract.pkey=23200 call.poms=1 call.zip=M3 1WY call.address=Station Approach Todd Street Manchester call.customerid=INC18147680 call.problem=NLC9654 Manchester Victoria Zebra Smart Case Smart case NLC 9654 Site Nam call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56SLEDNT call.priority=2-Medium...</p> |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|--------------|---------------------------|--------|-------|-------------------------|-----------------|
| 19535086101 | _PNZEBMISCTC | MISSING:TC5X:HP SMARTCASE | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|--------------|--------------|---------------------------|--------|-------|-------------|------------------|
| 195305086301 | _PNZEBMISCTC | MISSING:TC5X:HP SMARTCASE | | | | |
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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 06/09/2025

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|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|-------------|------------|--------------|------------|---------------|----------------|--------------------|---|

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|---------------|-------------------------------------|---|------------------------------------|---|
| Job # 4237306 | Customer | Fujitsu Services Limited - Star Trains - ME | | Job Address |
| SLA Window | 05/09/2025 15:22 - 06/09/2025 19:00 | Contact Name | MANCHESTER VICTORIA NLC9654 NT Dep | Northern Rail MT (Manchester) Station Approach, Todd Street, Manchester Lancashire Manchester M3 1WY |
| Activity | TECH EXCHANGE | Contact Phone | 0161 822 2094 | |
| Priority | ND 1900 | | | |
| Ref 1 | C5319442 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| <p>ND 06/09/2025 19:00 SLA: ND 06/09/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _PNZEBMISCTC560MSTSD x 1</p> | <p>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 5319442 Problem Web Service qws_uk Fri 05 Sep 2025 14:54:35 A+C+P</p> <pre data-bbox="827 797 1200 1042">agent.loginname=qws_uk equipment.assettag=STRGB00000H8497TA23 contract.pkey=23200 call.poms=1 call.zip=M3 1WY call.address=Station Approach Todd Street Manchester call.customerid=INC18148616 call.problem=NLC9654 Manchester Victoria Zebra Smart Case</pre> <p>Zebra smart case - New smart c call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TC56SLEDNT call.priority=2-Medium...</p> |

Job Notes

In Items

| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|--------------|---------------------------|--------|-------|-------------------------|-----------------|
| 19535890501 | _PNZEBMISCTC | MISSING:TC5X:HP SMARTCASE | | | | |
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Returned Items

| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|-------------|--------------|---------------------------|--------|-------|-------------|------------------|
| 19535890701 | _PNZEBMISCTC | MISSING:TC5X:HP SMARTCASE | | | | |
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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 06/09/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4237236 | Customer | Verifone UK LTD | | | Job Address |
|---------------|-------------------------------------|-----------------|-----------------|------------|--------------------------------|
| SLA Window | 05/09/2025 14:47 - 06/09/2025 18:00 | Contact Name | MANAGER ON SITE | | 1GB0333 H&M THE TRAFFORD CENTR |
| Activity | CONSUMABLE INSTALL | Contact Phone | 01616021070 | | UNIT 16-17, 20 PEEL AVENUE |
| Priority | ND 1800 | | | N/A | |
| Ref 1 | G356941 - Y Cable | | | MANCHESTER | |
| Ref 2 | | | | MANCHESTER | |
| No. of Parts | 0 | | | M17 8AA | |

| Instructions 1 | Instructions 2 |
|--|--|
| Only use Y Cable if required If you do not use the Y cable please clearly mark as good part | 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-2689011 |

| 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? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

Daniel Hanson 06/09/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4237237 | Customer | Verifone UK LTD | | | Job Address | | |
|---------------|-------------------------------------|-----------------|-----------------|--|---|--|--|
| SLA Window | 05/09/2025 14:47 - 06/09/2025 18:00 | Contact Name | MANAGER ON SITE | | 1GB0333 H&M THE TRAFFORD CENTR UNIT 16-17, 20 PEEL AVENUE | | |
| Activity | TECH EXCHANGE | Contact Phone | 01616021070 | | N/A MANCHESTER MANCHESTER M17 8AA | | |
| Priority | ND 1800 | | | | | | |
| Ref 1 | G356941 | | | | | | |
| Ref 2 | | | | | | | |
| No. of Parts | 0 | | | | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| Stock Item = R-P400 Plus -2.9.1.18 H&M UK Inbound PTID = 23421519 Inbound Serial No. = 275-227-059 IP Gateway = 0.0.0.0 Terminal IP Address = 0.0.0.0 Subnet Mask = 0.0.0.0 Bill Manager IP / VIM ECR I.P = 192.168.255.1 WIFI Network SSID N/A WIFI Network WPA Password N/A WPA Encryption method = N/A Manager PIN / Supervisor Pin = 12345 Configuration / Setup Pin = 12345 Login ID = GB0333 Login Pin = GB0333 Primary System ID = 20025641 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-2689011 |

Job Notes

ACCESS REQUESTED REF 732839

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

Daniel Hanson 06/09/2025

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|------|------------|-------|------------|--------|----------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hanson, Daniel | Jobs on Run | 8 |
|------|------------|-------|------------|--------|----------------|-------------|---|

| Job # 4237562 | Customer | RICO Depots | Job Address |
|---------------|--------------------|---------------|--|
| SLA Window | - 06/09/2025 23:59 | Contact Name | Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN |
| Activity | | Contact Phone | |
| Priority | | | |
| Ref 1 | | | |
| Ref 2 | | | |
| No. of Parts | 0 | | |

| Instructions 1 | Instructions 2 |
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| 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? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

David Hargreaves 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4237563 | Customer | RICO Depots | Job Address |
|---------------|--------------------|---------------|--|
| SLA Window | - 06/09/2025 23:59 | Contact Name | Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN |
| Activity | | Contact Phone | |
| Priority | | | |
| Ref 1 | | | |
| Ref 2 | | | |
| No. of Parts | 0 | | |

| Instructions 1 | Instructions 2 |
|----------------|----------------|
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| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
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| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
| | | |
| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

David Hargreaves 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4236950 | Customer | Vista Retail Support Limited | | Job Address |
|---------------|-------------------------------------|------------------------------|---|--|
| SLA Window | 05/09/2025 09:00 - 06/09/2025 17:00 | Contact Name | . | MCDONALDS - NCR CATON ROAD LANCASTER LANCASHIRE LANCASTER LA1 3PE |
| Activity | NON TECH EXCHANGE | Contact Phone | . | |
| Priority | ND 1700 | | | |
| Ref 1 | 3394657 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|---|--|
| Drive Thru Access Hours: 24/7 Store Access Hours: 24/7 | ***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 |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|------------------|------------------|--------|-------|-------------------------|-----------------|
| 19534291001 | MCD-PTR-LAB3-KIT | MCD-PTR-LAB3-KIT | | | | |
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Run Sheet

David Hargreaves 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4237061 | Customer | Vista Retail Support Limited | | Job Address |
|---------------|-------------------------------------|------------------------------|--|---|
| SLA Window | 05/09/2025 11:50 - 06/09/2025 17:00 | Contact Name | | SUPERDRUG STORES PLC UNIT 12C, MIDDLEBROOK RETAIL PARK BOLTON BL6 6JA |
| Activity | TECH EXCHANGE | Contact Phone | | |
| Priority | ND 1700 | | | |
| Ref 1 | 3394159 | | | |
| Ref 2 | | | | |
| No. of Parts | 1 | | | |

| Instructions 1 | Instructions 2 |
|--|---|
| 3394159 - Please provide site with an additional Bluetooth printer. ASW-PTR-ZQ210-HHT (no part to return) MON-FRI: 9am to 7pm SAT: 9am to 6pm SUN: 11am to 5pm | Replace ASW-PTR-ZQ210-HHT 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 |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|-------------|-------------------|--------------------|--------|-------|-------------------------|-----------------|
| 19534682201 | ASW-PTR-ZQ210-NSM | -ASW-PTR-ZQ210-HHT | | | | |
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Run Sheet

David Hargreaves 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Hargreaves, David | Jobs on Run | 4 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4237564 | Customer | RICO Depots | Job Address |
|---------------|--------------------|---------------|--|
| SLA Window | - 06/09/2025 23:59 | Contact Name | Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN |
| Activity | | Contact Phone | |
| Priority | | | |
| Ref 1 | | | |
| Ref 2 | | | |
| No. of Parts | 0 | | |

| Instructions 1 | Instructions 2 |
|----------------|----------------|
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| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
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| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

John Paul Barron 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4237565 | Customer | RICO Depots | Job Address |
|---------------|--------------------|---------------|--|
| SLA Window | - 06/09/2025 23:59 | Contact Name | Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN |
| Activity | | Contact Phone | |
| Priority | | | |
| Ref 1 | | | |
| Ref 2 | | | |
| No. of Parts | 0 | | |

| Instructions 1 | Instructions 2 |
|----------------|----------------|
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| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
|---------|------|-------------|--------|-------|-------------------------|-----------------|
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| Returned Items |
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| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
|---------|------|-------------|--------|-------|-------------|------------------|
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

John Paul Barron 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4237229 | Customer | Xerox (UK) Technical***DO NOT INVOICE*** | | Job Address |
|---------------|-------------------------------------|--|------------------------|---|
| SLA Window | 06/09/2025 09:00 - 06/09/2025 14:15 | Contact Name | 6476 Leigh Extra Wigan | TESCO Stores Limited Leigh Spinning Jenny 88.221.0.58 |
| Activity | REPAIR WITH PARTS | Contact Phone | 01215199034 | Deliver to Customer Service Desk LEIGH WN7 4BA |
| Priority | 8HR | | | |
| Ref 1 | 11825061 | | | |
| Ref 2 | | | | |
| No. of Parts | 3 | | | |

| Instructions 1 | Instructions 2 |
|---|---|
| <p>Intervention #: 1 SLA: 06/09/2025 14:15-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: LAP 8 MS811SerialNumber: 40635C6605GTHProductIdentifier: 40G0230Model: 4063-430Physical Location: Deliver to Customer Services Desk</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 28811194. [121.22] Service ErrorSpoke to AlishService Error showing on screen.MS811LAP8Shop floorSerial number : 40635C6605GTHIp address : 88.221.0.58Contact: Alish or NelliNumber: 03456719347HBSLA 06/09/2025 at 14:15DDD 08/09/2025 at 14:15----INSTRUCTIONS-----Technical Notes -----Tech to investigate Fuser error.CB.</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? |
|-----------|---------|--------------------------------|--------|-------|-------------------------|-----------------|
| 195356550 | 41X0976 | MS71x SVC Tray Insert MS81x SV | | | | |
| 195356540 | 40X7744 | MS81x SVC Fuser 01 220V LRP A4 | | | | |
| 195356545 | 40X7694 | MS81x SVC Power Supply LVPS | | | | |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
|------------------------|--|--|--|--|--------------------|---------------|
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| | | | | | Customer Print | |
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| | | | | | Customer Signature | |
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Run Sheet

John Paul Barron 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4237139 | Customer | DieboldNixdorf_WIPRO | | Job Address |
|---------------|-------------------------------------|----------------------|-----------------|---|
| SLA Window | 05/09/2025 13:03 - 06/09/2025 17:00 | Contact Name | CHRISTINE BOOTH | JOHN LEWIS JOHN LEWIS LIVERPOOL LIVERPOOL ONE 70 SOUTH JO JL030 LIVERPOOL L1 8BJ |
| Activity | TECH EXCHANGE P2PE | Contact Phone | | |
| Priority | ND 1700 | | | |
| Ref 1 | 133226899 | | | |
| Ref 2 | | | | |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|--------------------------------------|---|
| replace Ingenico L2500 PN 1900001941 | <p>Delivery Instructions: Please see KB0106284- PACT Fault: Other 030 - Liverpool DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202509051115 Locker: LP2-46-PED TPV Number (8 Digits): 15030116 Serial Number: 192497303461103310964965 Asset Number: PAN00099347 Model Ingenico 2500 Location: 030 - Liverpool in locker Issue: not working screen blue with a black line Incident INC6743862 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.</p> |

| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

John Paul Barron 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4237142 | Customer | DieboldNixdorf_WIPRO | | Job Address |
|---------------|-------------------------------------|----------------------|-----------------|---|
| SLA Window | 05/09/2025 13:10 - 06/09/2025 17:00 | Contact Name | CHRISTINE BOOTH | JOHN LEWIS JOHN LEWIS LIVERPOOL LIVERPOOL ONE 70 SOUTH JO JL030 LIVERPOOL L1 8BJ |
| Activity | TECH EXCHANGE P2PE | Contact Phone | | |
| Priority | ND 1700 | | | |
| Ref 1 | 133227255 | | | |
| Ref 2 | | | | |
| No. of Parts | 0 | | | |

| Instructions 1 | Instructions 2 |
|--------------------------------------|--|
| replace Ingenico L2500 PN 1900001941 | <p>Delivery Instructions: Please see KB0106284- PACT Fault: Other 030 - Liverpool DN Engineer to replace Ingenico L2500 PN 1900001941 Serialnumber: DeviceCountry: DeviceZIP: DeviceCity: DeviceStreet: DeviceRoom: DeviceContactPerson: DeviceCPPhone: DeviceDescription: POS DesiredDate: 202509051127 Locker: LP2-14-PED TPV Number (8 Digits): 15030084 Serial Number: 192497303461103310963641 Asset Number: PAN00100908 Model Ingenico 2500 Location: 030 - Liverpool in locker Issue: battery running out within minutes after being charged Incident INC6743849 has been placed into the On Hold Awaiting Vendor state. Attempting to transfer to Diebold.</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? |
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| Engineer Closure Notes | | | | | On Site Time | Off Site Time |
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| | | | | | Customer Print | |
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| | | | | | Customer Signature | |
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Run Sheet

John Paul Barron 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4237202 | Customer | Vista Retail Support Limited | | Job Address |
|---------------|-------------------------------------|------------------------------|--|---|
| SLA Window | 05/09/2025 14:09 - 06/09/2025 17:00 | Contact Name | | H SAMUEL 1-3 EASTGATE STREET CHESTER CH1 1LG |
| Activity | TECH EXCHANGE | Contact Phone | | |
| Priority | ND 1700 | | | |
| Ref 1 | 3388121 | | | |
| Ref 2 | | | | |
| No. of Parts | 2 | | | |

| Instructions 1 | Instructions 2 |
|--|--|
| 3388121 Description - Till 2 printer isn't working / printing receipts and has a flashing green light - Should be solid green light. - printer and cable Monday 9am?5:30pm Tuesday 9am?5:30pm Wednesday 9am?5:30pm Thursday 9am?5:30pm Friday 9am?5:30pm Saturday 9am?5:30pm Sunday 10:30am?4:30pm | Replace SIG-PTR-A760-BLK CAB-STD-RS2-9WF-9WF 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 |
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| In Items | | | | | | |
|-------------|------------------|------------------|--------|-------|-------------------------|-----------------|
| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
| 19535484801 | SIG-PTR-A760-BLK | SIG-PTR-A760-BLK | | | | |
| 19535484802 | CAB-STD-RS2-9WF | CAB-STD-RS2-9WF | | | | |
| | | | | | | |
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| Returned Items | | | | | | |
|----------------|------|-------------|--------|-------|-------------|------------------|
| Request | Part | Description | Serial | Asset | Part Status | Customer Damage? |
| 19535485001 | | | | | | |
| 19535485101 | | | | | | |
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Run Sheet

John Paul Barron 06/09/2025

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|------|------------|-------|------------|--------|-------------------|-------------|---|
| Date | 06/09/2025 | Depot | Warrington | Driver | Barron, John Paul | Jobs on Run | 6 |
|------|------------|-------|------------|--------|-------------------|-------------|---|

| Job # 4237566 | Customer | RICO Depots | Job Address |
|---------------|--------------------|---------------|--|
| SLA Window | - 06/09/2025 23:59 | Contact Name | Warrington Rico/TVS UNIT 2 EUROPA COURT WARRINGTON WA5 7TN |
| Activity | | Contact Phone | |
| Priority | | | |
| Ref 1 | | | |
| Ref 2 | | | |
| No. of Parts | 0 | | |

| Instructions 1 | Instructions 2 |
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| Job Notes |
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| In Items |
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| Request | Part | Description | Serial | Asset | Part Consumed/Delivered | Transit Damage? |
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| Returned Items |
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| Engineer Closure Notes | On Site Time | Off Site Time |
|------------------------|--------------|---------------|
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| Customer Print | | |
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| Customer Signature | | |
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Run Sheet

Warehouse manifest

| Summary | | | | | | | | | |
|---|---------------|-------------------|---------|--------------------|--|---------------|--------------------------------------|------------|-------|
| Customer Name | Trace Request | Ref 1 | Job # | Activity | Address | Engineer | SLA Window | Run Date | Rec'd |
| Verifone UK LTD | (No Items) | G356941 - Y Cable | 4237236 | CONSUMABLE INSTALL | 1GB0333 H&M THE TRAFFORD CENTR, UNIT 16-17, 20 PEEL AVENUE, N/A, MANCHESTER, MANCHESTER, M17 8AA | Daniel Hanson | 05/09/2025 14:47 06/09/2025 18:00 | 06/09/2025 | |
| Verifone UK LTD | (No Items) | G356941 | 4237237 | TECH EXCHANGE | 1GB0333 H&M THE TRAFFORD CENTR, UNIT 16-17, 20 PEEL AVENUE, N/A, MANCHESTER, MANCHESTER, M17 8AA | Daniel Hanson | 05/09/2025 14:47 06/09/2025 18:00 | 06/09/2025 | |
| Fujitsu Services Limited - Star Trains - P2PE | 19534744401 | C5319408 | 4237075 | TECH EXCHANGE | Northern Rail MT (Manchester), Station Approach, Todd Street, Manchester, Lancashire, Manchester, M3 1WY | Daniel Hanson | 05/09/2025 12:00 06/09/2025 19:00 | 06/09/2025 | |
| Fujitsu Services Limited - Star Trains - P2PE | 19534743801 | C5319408 | 4237075 | TECH EXCHANGE | Northern Rail MT (Manchester), Station Approach, Todd Street, Manchester, Lancashire, Manchester, M3 1WY | Daniel Hanson | 05/09/2025 12:00 06/09/2025 19:00 | 06/09/2025 | |
| Fujitsu Services Limited - Star Trains - ME | 19535086101 | C5319416 | 4237134 | TECH EXCHANGE | Northern Rail MT (Manchester), Station Approach, Todd Street, Manchester, Lancashire, Manchester, M3 1WY | Daniel Hanson | 05/09/2025 12:59 06/09/2025 19:00 | 06/09/2025 | |
| Fujitsu Services Limited - Star Trains - ME | 19535890501 | C5319442 | 4237306 | TECH EXCHANGE | Northern Rail MT (Manchester), Station Approach, Todd Street, Manchester, Lancashire, Manchester, M3 1WY | Daniel Hanson | 05/09/2025 15:22 06/09/2025 19:00 | 06/09/2025 | |
| Fujitsu Services Limited - Star Trains - P2PE | 19533314301 | C5319376 | 4236837 | TECH EXCHANGE | Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA | Daniel Hanson | 05/09/2025 07:36 06/09/2025 19:00 | 06/09/2025 | |
| Fujitsu Services Limited - Star Trains - P2PE | 19533314701 | C5319376 | 4236837 | TECH EXCHANGE | Northern Rail MT (Manchester), Manchester Piccadilly Station, North Block, 2nd Floor, Northern Trains Signing o, Lancashire, Manchester, M60 7RA | Daniel Hanson | 05/09/2025 07:36 06/09/2025 19:00 | 06/09/2025 | |



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 | 19534682201 | 3394159 | 4237061 | TECH EXCHANGE | SUPERDRUG STORES PLC, UNIT 12C, MIDDLEBROOK RETAIL PARK, BOLTON, BL6 6JA | David Hargreaves | 05/09/2025 11:50 06/09/2025 17:00 | 06/09/2025 | |
| Vista Retail Support Limited | 19534291001 | 3394657 | 4236950 | NON TECH EXCHANGE | MCDONALDS - NCR, CATON ROAD, LANCASTER, LANCASHIRE, LANCASTER, LA1 3PE | David Hargreaves | 05/09/2025 09:00 06/09/2025 17:00 | 06/09/2025 | |



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 | 19535484801 | 3388121 | 4237202 | TECH EXCHANGE | H SAMUEL, 1-3 EASTGATE STREET, CHESTER, CH1 1LG | John Paul Barron | 05/09/2025 14:09 06/09/2025 17:00 | 06/09/2025 | |
| Vista Retail Support Limited | 19535484802 | 3388121 | 4237202 | TECH EXCHANGE | H SAMUEL, 1-3 EASTGATE STREET, CHESTER, CH1 1LG | John Paul Barron | 05/09/2025 14:09 06/09/2025 17:00 | 06/09/2025 | |
| DieboldNixdorf_WIPRO | (No Items) | 133226899 | 4237139 | TECH EXCHANGE P2PE | JOHN LEWIS, JOHN LEWIS, LIVERPOOL LIVERPOOL, ONE 70 SOUTH JO, JL030 LIVERPOOL, L1 8BJ | John Paul Barron | 05/09/2025 13:03 06/09/2025 17:00 | 06/09/2025 | |
| DieboldNixdorf_WIPRO | (No Items) | 133227255 | 4237142 | TECH EXCHANGE P2PE | JOHN LEWIS, JOHN LEWIS, LIVERPOOL LIVERPOOL, ONE 70 SOUTH JO, JL030 LIVERPOOL, L1 8BJ | John Paul Barron | 05/09/2025 13:10 06/09/2025 17:00 | 06/09/2025 | |
| Xerox (UK) Technical***DO NOT INVOICE*** | 195356550 | 11825061 | 4237229 | REPAIR WITH PARTS | TESCO Stores Limited, Leigh Spinning Jenny, 88.221.0.58, Deliver to Customer Service Desk, LEIGH, WN7 4BA | John Paul Barron | 06/09/2025 09:00 06/09/2025 14:15 | 06/09/2025 | |
| Xerox (UK) Technical***DO NOT INVOICE*** | 195356540 | 11825061 | 4237229 | REPAIR WITH PARTS | TESCO Stores Limited, Leigh Spinning Jenny, 88.221.0.58, Deliver to Customer Service Desk, LEIGH, WN7 4BA | John Paul Barron | 06/09/2025 09:00 06/09/2025 14:15 | 06/09/2025 | |
| Xerox (UK) Technical***DO NOT INVOICE*** | 195356545 | 11825061 | 4237229 | REPAIR WITH PARTS | TESCO Stores Limited, Leigh Spinning Jenny, 88.221.0.58, Deliver to Customer Service Desk, LEIGH, WN7 4BA | John Paul Barron | 06/09/2025 09:00 06/09/2025 14:15 | 06/09/2025 | |