



Run Sheet

Daniel Hanson 09/03/2025

Date	09/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4109989	Customer	RICO Depots	Job Address
SLA Window	- 09/03/2025 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

Job Notes

In Items

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

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

Engineer Closure Notes	On Site Time	Off Site Time



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Job # 4109946	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	09/03/2025 10:30 - 09/03/2025 16:00	Contact Name	6455 Wigan Manager	Boots UK Limited 37 Loire Drive Robin Park Robin Pk
Activity	REPAIR WITH PARTS	Contact Phone	01942222604	Managers Office WIGAN WN5 0UH
Priority	ND FIX			
Ref 1	11629502			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 09/03/2025 16:00-----ASSET INFORMATION---ProductName: CX625adhe MFP HVDeviceTagCustomer: Managers OfficeSerialNumber: 752924424TMZGProductIdentifier: 42C7890Model: 7529-838Physical Location:</p> <p>---ACCOUNT INFORMATION---VIP customer. MPS customer.Break Fix Monday Saturday 08:00 18:00 Sunday & Bank Holidays (excl. Xmas day) 10:00 -16:00.Maintenance kits 3 days Monday Friday 8:00 18:00Important: Call scheduler/control tower to set ETA expectation with customer For SEV1 (4 hour fix) tasks call the Boots engineer line (2nd level) to ask for the missing information -they can be contacted on the number - 0330 123 9000 option 9. If dialing from the Republic of Ireland the number is 00 44 330123 9000Please note that option 9 is theEngineer..... option and is unannounced as this line is also for use by Boots colleagues. ConfigurationsTray 1 A4 Plain paperTray 2 A4 Custom type 2 (where available)MP Feeder Custom type 6Toner Darkness 6 (mono printers)Toner Darkness 3 (colour printers)EPOS printers PPDS MUST be turnedON.....MS510dn printers MUST have Paper Change Prompts configured as below in the 2 + 6 configuration menu on bootup:..... "Action for Prompts" - Select the "Use current" optionAll printers must be on the below FW level (or higher)Lexmark MS510dn LW71.PR2.P025-0Lexmark CS510de LW71.VY4.P025-0Lexmark MX511dhe LW71.SB4.P025-0</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000004706310. Paper Jam door A. [202.15B] Spoken with Jo and device seems to print ok if its 1-2 pages but after that it starts jamming and chewing the paper up.Managers officeCX625752924424TMZG10.80.19.87Jo Kelly01942 22260407487741021SH---INSTRUCTIONS-----Technical Notes -----DCN. @TECH: Please investigate 202.15 (paper fed from tray 1 never arrived at the sensor (fuser exit)).</p>

Job Notes

In Items

Returned Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
189370203	41X4994	CX52x/62x Redrive Belt Tighten				
189370195	41X1300	SVC Fuser 230V				
189370199	41X1039	SVC Maint Kit Transfer Belt Im				

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



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Job # 4109893	Customer	Verifone UK LTD		Job Address
SLA Window	08/03/2025 06:41 - 09/03/2025 18:00	Contact Name	CHLOE NORRIS	STONEGATE - SLUG AND LETTUCE B 8-14 QUEEN STREET 8-14 QUEEN STREET LANCASHIRE FY1 1PD
Activity	TECH EXCHANGE	Contact Phone	07719777615	
Priority	ND 1800			
Ref 1	G350060			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 28545225 Inbound Serial No. = 321-001-985 IP Gateway = 10.83.74.62 Terminal IP Address = 10.83.74.33 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1595 Login Pin = 1595 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Purchase Pin = Notes = Fault Category =Faulty Keypad </p>	<p>MUST BE ATTENDED AT THE WEEKEND. DO NOT ATTEND MON - FRI 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-2669033</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18936803101	R-Vx680 WiFi-03	70X0809999D	333-852-188			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18936803301	R-Vx680 WiFi-03	70X088999BD	333-852-188			

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



Run Sheet

Daniel Hanson 09/03/2025

Date	09/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4109952	Customer	Fujitsu Services Limited - Telefonica TC		Job Address
SLA Window	08/03/2025 13:44 - 09/03/2025 13:14	Contact Name	Jayne	O2 Bolton - Market Street 0070 43-47 MARKET STREET BOLTON BL1 1BQ
Activity	TECH EXCHANGE	Contact Phone	441204957255	
Priority	8HR			
Ref 1	C5305762			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>8HR 09/03/2025 13:14 SLA: 8HR 09/03/2025 13:14 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= GNCKDBUSB-MACSTYLE x 1</p>	<p>Problem: [TC] Keyboard mac style aluminium USB Root Cause: UNKNOWN Action: mac style aluminium USB keyboard needs replacing. Test: Engineer or User to test URL: Call history:: ##### Call 5305762 Problem Web Service qws_uk Sat 08 Mar 2025 13:43:35 A+C+P</p> <p>agent.loginname=qws_uk equipment.assettag=TELGB000000T0070TZZ2 contract.pkey=23245 call.poms=1 call.customerid=INC000006996439 call.problem=HW - 0070 - 05 - Keyboard white replacement call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/TEL/workpackage/KBUSBMAC call.priority=3-High call.datereported=3/8/2025 1:43:33 PM</p> <p>##### Call 5305762 Problem Web Service qws_uk Sat 08 Mar 2025 13:43:35 A+C+P</p> <p>SITE OPENING TIMES [Bolton - Market Street] Mon-Fri: 09:30-17:30 Sat: 09:00-17:30 Sun: 10:30-16:30</p> <p>SPECIAL INSTRUCTIONS...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18937094401	GNCKDBUSB-MAC	CUSTOM MAC STYLE ALUMINIUM:USB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18937094501	GNCKDBUSB-M	CUSTOM MAC STYLE ALUMINIUM:USB				

Engineer Closure Notes

		Customer Print
		Customer Signature



Run Sheet
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Job # 4109951	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	09/03/2025 09:00 - 09/03/2025 16:00	Contact Name	1145 Manchester Duty Manager	Lidl Great Britain Limited Wilmslow Road LOCATION: OFFICE MANCHESTER M13 9PD
Activity	REPAIR WITH PARTS	Contact Phone	03330380644	
Priority	ND FIX			
Ref 1	11629506			
Ref 2				
No. of Parts	3			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 09/03/2025 16:00-----ASSET INFORMATION---ProductName: MX622adhe High Volt DZ AT BA BE BG HR CDeviceTagCustomer: LGB1145-5AB0-01SerialNumber: 701810930CR6PPProductIdentifier: 36S0930Model: 7018-678Physical Location:</p> <p>---ACCOUNT INFORMATION---Provide hostname to customer instead of SN (Germany only). Hostname can be found in fieldPhysical location 1.....USB ports are disabled. FW update with laptop and crossover cableFirmware freeze (do not update)Device menu is password securedCredentials are:Username: LEXPassword: L3xm4rk123!!To log in follow steps:1. Click on the three bars in the top right corner of the device screen2. Click on first line (PIN)3. Choose Login Method: User Name/Password4. Enter Username and Password and press Login buttonBefore device reset due to repair (a.) or new device installation (b.) or controller board exchange (c.)</p> <p>follow next steps:A) Device reset 1. Gather IP address data from device 2. Reset device (from diagnostic menu) 3. Reenter IP address data 4. Call your dispatch for device reconfig. 5. Manually restart device after reconfig.B) Controller board exchange</p> <p>1. Gather IP address data from device (network settings page or call your dispatch team and provide hostname). 2. Install new controller board</p> <p>3. Leave device disconnected from network! 4. Start device and print network settings page (to get new MAC address) 5. Enter IP address data then Call LIDL IT by phone (+49 7063 931 5662)</p> <p>report new MAC 6. After feedback from LIDL IT connect device to network. (Can....t reach LIDL IT connect device to network and report issue by email to Klaus.meier@lexmark.com)</p> <p>7. Call your dispatch for device reconfig. 8. Manually restart device after reconfig.C)</p> <p>Mechanical replacement 1. Gather IP address data from device 2. Install new device and connect to network 3. Call your dispatch for device reconfig. 4. Manually restart device after reconfig.Only for imaging unit replacement at customer location Bad Wimpfen:....</p>	<p>-----ACTIVITY DESCRIPTION---Help Desk Reference INC10484249. Scanner jam. [284.13] Spoken with Monika and every time they use the ADF it jams and chews up the paper. No obvious obstructions that the customer can seeLGB1145-5AB0-01MX622701810930CR6P196.173.146.24Dawn Gough03330380644SH---INSTRUCTIONS-----Technical Notes</p> <p>-----DCN. @TECH: Please investigate 284.13 (Paper was detected later than expected or was never detected at the sensor (ADF2nd scan).</p>

Job Notes

For more information about the study, please contact Dr. John Smith at (555) 123-4567 or via email at john.smith@researchinstitute.org.

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
189370419	41X1326	MX32x SVC Rollers DADF pick				
189370411	41X1325	MX32x SVC Rollers DADF separat				
189370415	41X1329	MX62x SVC Scanner ADF Asm				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
189370421	41X1326	MX32x SVC Rollers DADF pick				
189370413	41X1325	MX32x SVC Rollers DADF separat				
189370417	41X1329	MX62x SVC Scanner ADF Asm				

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



Run Sheet

Daniel Hanson 09/03/2025

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Job # 4109950	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	09/03/2025 09:00 - 09/03/2025 16:00	Contact Name	574 Poynton Duty manager	Wm Morrison Supermarkets plc 21-27 Queensway Poynton PRN3 STOCKPORT SK12 1JG
Activity	REPAIR WITH PARTS	Contact Phone	01625877201	
Priority	ND FIX			
Ref 1	11629503			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 09/03/2025 16:00-----ASSET INFORMATION---ProductName: MS811dn SFP HVDeviceTagCustomer: MONT574PRN3SerialNumber: 40636C66075LTProductIdentifier: 40G0230Model: 4063-430Physical Location:</p> <p>---ACCOUNT INFORMATION---MPS Customer. MPS Breakfix SLA Monday to Saturday 08:30 to 18:00. Sunday & Bank holidays 10:00 to 16:00.BAU Breakfix Monday to Friday 09:00 to 17:00 (MS312 and MS310 devices only)MS310 & M312 devices are only connected via USB. Not networked.Risk assessment and method statement to be provided on demand.Engineer to report to customer authorized representative and sign in the visitors book.</p>	<p>-----ACTIVITY DESCRIPTION----Help Desk Reference INC000034915917. Misfeed cleared extra sheets in output bin [242.08] Spoken with Angie and the device keeps on showing up with a jam in tray 2. Some time its jammed and has chewed up the paper but sometimes no jam can be found. Tried multiple batches of paper to no avail.PRN3MS81140636C66075LT10.19.196.23Angela Roberts01625877201SH----INSTRUCTIONS-----Technical Notes -----DCN. @TECH: Please investigate 242.08 (misfeed occurred due to shingling. The misfed media is flushed to the output bin.)</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
189370254	40X8152	MS81x SVC Tray Insert 250 Shee				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
189370256	40X8152	MS81x SVC Tray Insert 250 Shee				

Engineer Closure Notes	On Site Time	Off Site Time

	Customer Print
	Customer Signature



Run Sheet

Daniel Hanson 09/03/2025

Date	09/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4109962	Customer	Verifone UK LTD		Job Address
SLA Window	08/03/2025 15:44 - 09/03/2025 18:00	Contact Name	CHRISTINA	STONEGATE - BARLEY MOW - 91768
Activity	TECH EXCHANGE	Contact Phone	01925 651182	29 OLD MARKET PLACE LANCASHIRE WA1 1QB
Priority	ND 1800			29 OLD MARKET PLACE
Ref 1	G350065			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 33148289 Inbound Serial No. = 330-508-171 IP Gateway = 10.83.86.158 Terminal IP Address = 10.83.86.131 Subnet Mask = 255.255.255.224 Bill Manager IP / VIM ECR I.P = WIFI Network SSID = SGPDQ WIFI Network WPA Password = TH76saER99 WPA Encryption method =WPA2 Manager PIN / Supervisor Pin = 5555 Configuration / Setup Pin = 2580 Login ID = 1113 Login Pin = 1113 Primary System ID = 20024503 SITE OPENING TIMES = 10:00 - 23:00 Purchase Pin = Notes = Fault Category =Unable To Get GPRS Signal/Connection	MUST BE ATTENDED AT THE WEEKEND. DO NOT ATTEND MON - FRI 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-2669044

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18937187901	R-Vx680 WiFi-03.70X68099BD		330-581-566			



Run Sheet

Daniel Hanson 09/03/2025

Date	09/03/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	8
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Job # 4109990	Customer	RICO Depots	Job Address
SLA Window	- 09/03/2025 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

Job Notes

In Items

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

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

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



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Telefonica TC	18937094401	C5305762	4109952	TECH EXCHANGE	O2 Bolton - Market Street 0070, 43-47 MARKET STREET, BOLTON, BL1 1BQ	Daniel Hanson	08/03/2025 13:44 09/03/2025 13:14	09/03/2025	
Verifone UK LTD	18936803101	G350060	4109893	TECH EXCHANGE	STONEGATE - SLUG AND LETTUCE B, 8-14 QUEEN STREET, 8-14 QUEEN STREET, LANCASHIRE, FY1 1PD	Daniel Hanson	08/03/2025 06:41 09/03/2025 18:00	09/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189370419	11629506	4109951	REPAIR WITH PARTS	Lidl Great Britain Limited, Wilmslow Road, LOCATION: OFFICE, MANCHESTER, M13 9PD	Daniel Hanson	09/03/2025 09:00 09/03/2025 16:00	09/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189370411	11629506	4109951	REPAIR WITH PARTS	Lidl Great Britain Limited, Wilmslow Road, LOCATION: OFFICE, MANCHESTER, M13 9PD	Daniel Hanson	09/03/2025 09:00 09/03/2025 16:00	09/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189370415	11629506	4109951	REPAIR WITH PARTS	Lidl Great Britain Limited, Wilmslow Road, LOCATION: OFFICE, MANCHESTER, M13 9PD	Daniel Hanson	09/03/2025 09:00 09/03/2025 16:00	09/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189370254	11629503	4109950	REPAIR WITH PARTS	Wm Morrison Supermarkets plc, 21-27 Queensway, Poynton, PRN3, STOCKPORT, SK12 1JG	Daniel Hanson	09/03/2025 09:00 09/03/2025 16:00	09/03/2025	
Verifone UK LTD	18937187901	G350065	4109962	TECH EXCHANGE	STONEGATE - BARLEY MOW - 91768, 29 OLD MARKET PLACE, 29 OLD MARKET PLACE, LANCASHIRE, WA1 1QB	Daniel Hanson	08/03/2025 15:44 09/03/2025 18:00	09/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189370203	11629502	4109946	REPAIR WITH PARTS	Boots UK Limited, 37 Loire Drive Robin Park, Robin Pk, Managers Office, WIGAN, WN5 0UH	Daniel Hanson	09/03/2025 10:30 09/03/2025 16:00	09/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189370195	11629502	4109946	REPAIR WITH PARTS	Boots UK Limited, 37 Loire Drive Robin Park, Robin Pk, Managers Office, WIGAN, WN5 0UH	Daniel Hanson	09/03/2025 10:30 09/03/2025 16:00	09/03/2025	
Xerox (UK) Technical***DO NOT INVOICE***	189370199	11629502	4109946	REPAIR WITH PARTS	Boots UK Limited, 37 Loire Drive Robin Park, Robin Pk, Managers Office, WIGAN, WN5 0UH	Daniel Hanson	09/03/2025 10:30 09/03/2025 16:00	09/03/2025	