



Run Sheet

John Paul Barron 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	8
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Job # 4257601	Customer	Vista Retail Support Limited		Job Address
SLA Window	03/10/2025 15:02 - 04/10/2025 17:00	Contact Name	.	MCDONALDS - NCR 89-91 ALTCAR ROAD LIVERPOOL LIVERPOOL L37 8DL
Activity	NON TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3425572			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3425572: DT - HME6200 - Broken headset	***BACK DOOR SWAP ONLY*** Replace MCD-KIT-HSET-HS6200 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

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19633747601	MCD-KIT-HSET-HS6200	KIT-HSET-HS6200				



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Job # 4257268	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	03/10/2025 10:50 - 04/10/2025 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	C5321457			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 04/10/2025 19:00 SLA: ND 04/10/2025 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**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5321457 Problem Web Service qws_uk Fri 03 Oct 2025 10:50:05 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC18240318 call.problem=++ 020-116895++ NLC1828 Blackpool North 020-116895 PED - Bluetooth option not available call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=10/3/2025 11:49:40 AM ##### Call 5321457 Problem Web Service qws_uk Fri 03 Oct 2025 10:50:05 A+C+P ...

Job Notes



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Job # 4257271	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	03/10/2025 10:51 - 04/10/2025 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	C5321458			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 04/10/2025 19:00 SLA: ND 04/10/2025 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**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5321458 Problem Web Service qws_uk Fri 03 Oct 2025 10:50:35 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC18280316 call.problem=++020-118596++ NLC1828 Blackpool North 020-118596 PED - Tamper alert NLC 1828 Site Blackpoo call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=10/3/2025 11:49:59 AM ##### Call 5321458 Problem Web Service qws_uk Fri 03 Oct 2025 10:50:35 A+C+P ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19631929901	_SXASSET-LABELSV2					
19631929401	_NRMIIUM020DE	M020 NORTHERN MOBILE LIVE	02000303002020113084			

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19631930101	_SXASSET-LABELSV2					
19631929601	_NRMIIUM020DE	M020 NORTHERN MOBILE LIVE	02000303002020113084			

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



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John Paul Barron 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	8
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Job # 4257272	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	03/10/2025 10:53 - 04/10/2025 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	C5321459			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 04/10/2025 19:00 SLA: ND 04/10/2025 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**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5321459 Problem Web Service qws_uk Fri 03 Oct 2025 10:53:12 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC18230283 call.problem=++020-042525++ NLC1828 Blackpool North 020-042525 NLC 1828 Site Blackpool North RSPID 4770 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=10/3/2025 11:50:30 AM ##### Call 5321459 Problem Web Service qws_uk Fri 03 Oct 2025 10:53:12 A+C+P ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19631939901	_SXASSET-LABELSV2					
19631939501	_NRMIIUM020DE	R2P:M020 NORTHERN MOBILE LIVE	02000303002020045359			



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Date 04/10/2025 **Depot** Warrington **Driver** Barron, John Paul **Jobs on Run** 8

Job # 4257274	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	03/10/2025 10:54 - 04/10/2025 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	C5321460			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 04/10/2025 19:00 SLA: ND 04/10/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1</p>	<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:: ##### Call 5321460 Problem Web Service qws_uk Fri 03 Oct 2025 10:53:34 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=INC18218093 call.problem=++020-112971++ NLC1828 Blackpool North 020-112971 NLC 1828 Site Blackpool North RSPID 4745 call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=10/3/2025 11:51:58 AM ##### Call 5321460 Problem Web Service qws_uk Fri 03 Oct 2025 10:53:34 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19631942101	_SXASSET-LABEL	_SXASSET-LABELSV2				
19631941401	_NRMIIUM020DE	VR2P:M20 NORTHERN MOBILE LIVE	02000303002020	14104		

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19631942301	_SXASSET-LABEL	SXASSET-LABELSV2				
19631941601	_NRMIUM020DE	R2P:M020 NORTHERN MOBILE LIVE	02000303002020	114104		

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4257275	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	03/10/2025 10:54 - 04/10/2025 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	C5321461			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 04/10/2025 19:00 SLA: ND 04/10/2025 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**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5321461 Problem Web Service qws_uk Fri 03 Oct 2025 10:53:48 A+C+P agent.loginnname=qws_uk equipment.assettag=STRGB00000H8486TA23 contract.pkey=23200 call.poms=1 call.zip=FY1 2AB call.address=Talbot Road Blackpool call.customerid=INC18252841 call.problem=++020-113989++NLC1828 Blackpool North 020-113989 PED - Tamper alert NLC 1828 Site Blackpoo call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=10/3/2025 11:52:28 AM ##### Call 5321461 Problem Web Service qws_uk Fri 03 Oct 2025 10:53:48 A+C+P ...

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19631943601	_SXASSET-LABELSV2					
19631943201	_NRMIIUM020DE	M020 NORTHERN MOBILE LIVE	02000303002020112434			



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Job # 4257635	Customer	Fujitsu Services Limited - Vodafone			Job Address
SLA Window	03/10/2025 15:43 - 04/10/2025 17:30	Contact Name	Wigan (PA) 60161		VODAFONE WIGAN Wigan, Unit 33 Grand Arcade , Greater Manchester, England
Activity	TECH EXCHANGE	Contact Phone	07717 763923		LANCASHIRE Wigan WN1 1BH
Priority	ND 1700				
Ref 1	C5321525				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 04/10/2025 17:30 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _VPXXXSVGA5 x 1	Problem: [TC] VGA Cable Faulty Root Cause: Unknown Action: RET60***-***: Eng to site to replace VGA cable Test: IN USE URL: Call history: ##### Call 5321525 Problem Web Service qws_uk Fri 03 Oct 2025 15:34:36 A+C+P agent.loginname=qws_uk equipment.assettag=VFDB00000VF321TA23 contract.pkey=23219 call.poms=1 call.zip=WN1 1UG call.address=Wigan Unit 33 Grand Arcade Greater Manchester England call.city=Wigan call.customerid=INC18289621 call.problem=RET60161-002 - Touch Screen D25 - Blank or not powering on call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/VFD/workpackage/VFVGACBL call.priority=2-Medium call.datereported=10/3/2025 4:34:11 PM ##### Call 5321525 Problem Web Service qws_uk Fri 03 Oct 2025 15:34:36 A+C+P RET60161-002 - Touch Screen D25 - Blank or not powering on...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19633988501	_VPXXXSVGA5	CBL:3M SVGA:V/FONE				



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Job # 4257588	Customer	Vista Retail Support Limited	Job Address
SLA Window	03/10/2025 14:47 - 04/10/2025 17:00	Contact Name	LIDL 2 DERBY STREET LANCASHIRE LEIGH WN7 4PF
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3424405		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3424405: lost zebra HHT Passcode: 05137541	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?
19633680501	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19633680701						



Run Sheet

Asif Alam 04/10/2025

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Job # 4257487	Customer	CXM			Job Address
SLA Window	03/10/2025 13:20 - 04/10/2025 17:00	Contact Name	EMMA LATIMER		EASYJET LPL EASYJET OFFICE OPPOSITE THE CHECK IN DESKS LIVERPOOL AIRPORT L24 1YD
Activity	TECH EXCHANGE	Contact Phone	964842043		
Priority	ND 1700				
Ref 1	5918308				
Ref 2					
No. of Parts	5				

Instructions 1	Instructions 2
ELAVON : Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Despatch/Install EN72156/Tetra Move 5000 P2PE x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Collect EN60009/Part no. K003 SNO: 8931080019072594352: Collect EN70157/PWN32410153A SNO: 230797313161294550228138: Collect EN72156/Tetra Move 5000 SNO: 230817303201256450271516LAN_UK_0131999: SWAP OUT/SWAP OUT	LAN_UK_0131999 13892869 Dragly +447855189075 24/7 24/7 Elavon TID: 13892869; Date Time Logged: 20251003131004; Terminal ID: 210153100806; Profile Number: 13892869 Other Info If the Merchant refuses access to the location for the installation/replacement of the terminal or is absent from the location please try to encourage them or their staff to allow the device to be left at the location as it is a fully configured device via GPRS and only requires connection to power. If this can be arranged please record the name of the person who gave consent. In case of any issues with the installation the Merchant should contact the Elavon Helpdesk.

Job Notes

In Items

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

See Items Overleaf

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

See Items Overleaf

Engineer Closure Notes	On Site Time	Off Site Time

Customer Print

Customer Signature



Run Sheet
Asif Alam 04/10/2025

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Run Sheet
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Asif Alam 04/10/2025

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Job # 4257488	Customer	CXM			Job Address
SLA Window	03/10/2025 13:20 - 04/10/2025 17:00	Contact Name	EMMA LATIMER		EASYJET LPL EASYJET OFFICE OPPOSITE THE CHECK IN DESKS LIVERPOOL AIRPORT L24 1YD
Activity	TECH EXCHANGE	Contact Phone	964842043		
Priority	ND 1700				
Ref 1	5918307				
Ref 2					
No. of Parts	5				

Instructions 1	Instructions 2
"ELAVON" : Despatch/Install EN70157/Tetra Move 5000 BT Base x 1: Despatch/Install EN72156/Tetra Move 5000 P2PE x 1: Despatch/Install EN60009/KPN SIM CARD x 1: Collect EN60009/Part no. K003 SNO: 8931088817124881095: Collect EN70157/PWN32410153A SNO: 200507313241005613739633: Collect EN72156/Tetra Move 5000 SNO: 222937303201256427401704LAN_UK_0131998: SWAP OUT/SWAP OUT	LAN_UK_0131998 14266247 Dragly +447855189075 24/7 24/7 Elavon TID: 14266247; Date Time Logged: 20251003131004; Terminal ID: 210153100812; Profile Number: 14266247 Other Info If the Merchant refuses access to the location for the installation/replacement of the terminal or is absent from the location please try to encourage them or their staff to allow the device to be left at the location as it is a fully configured device via GPRS and only requires connection to power. If this can be arranged please record the name of the person who gave consent. In case of any issues with the installation the Merchant should contact the Elavon Helpdesk.

Job Notes

In Items

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

See Items Overleaf

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?

See Items Overleaf

Engineer Closure Notes	On Site Time	Off Site Time

Customer Print

Customer Signature



Run Sheet
Asif Alam 04/10/2025

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Run Sheet

Asif Alam 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	9
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Job # 4257332	Customer	Computacenter John Lewis		Job Address
SLA Window	03/10/2025 11:26 - 04/10/2025 18:00	Contact Name	COLETTE MURRAY	JOHN LEWIS JOHN LEWIS 70 SOUTH JOHN STREET LIVERPOOL L1 8BJ
Activity	TECH EXCHANGE	Contact Phone	0151 7097070	
Priority	ND 1700			
Ref 1	24527388			
Ref 2	PO Monthly			
No. of Parts	1			

Instructions 1	Instructions 2
swap Ingenico IPP350 04.10.25	swap Ingenico IPP350 04.10.25 Till Host Name: LPC -S50102668 Till Number / User ID: LPC668 Device Type (PED etc): Card Reader (PED) Make/Model: Ingenico IPP350 Serial Number (S/N): 17317PP8361665 Exact Till Location (Floor Dept/Section Detail): First floor fragrance creed till Contact Number: 0151 7097070 Fault: Processing error message appeared and the ped cable is damaged

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19632154701	4856877	JLP: INGENICO IPP350:P2PE PED	14342PP81172911			



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Asif Alam 04/10/2025

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Job # 4257603	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	03/10/2025 15:03 - 04/10/2025 18:00	Contact Name	4144 Liverpool One		Liverpool One
Activity	NON TECH EXCHANGE	Contact Phone	0151 705 2090		59 South John Street, Liverpool ONE Shopping Ctr
Priority	ND 1800			Liverpool	
Ref 1	C5321520			Liverpool	
Ref 2				L1 8BU	
No. of Parts	1				

Instructions 1	Instructions 2
ND 05/10/2025 12:55 SLA: ND 05/10/2025 12:55 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _EELENX12TAB x 1	Problem: [BDS] LENOVO X12 TABLET ** BACK DOOR SWAP ** Root Cause: UNKNOWN Action: LENOVO X12 TABLET ** BACK DOOR SWAP ** CONTACT MANAGER & EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAIN PSUKEYBOARD AND PEN. CONFIRM SERIAL NUMBER OUT IS AS LOGGED. DO NOT SWAP IF DIFFERENT - ESCALATE WHILE ON SITE. Test: N/A URL: Call history:: ##### Call 5321520 Problem Web Service qws_uk Fri 03 Oct 2025 14:55:05 A+C+P agent.loginname=qws_uk equipment.assettag=EELGB000000O4144TRB2 contract.pkey=22856 call.poms=1 call.zip=L1 8BU call.address=59 South John Street Liverpool ONE Shopping Ctr call.city=Liverpool call.customerid=INC18289465 call.problem=Software -X12 Lenovo- Tablet not switching on// Replacement of the tablet with SN PW05J4FD needed call.modifiedby=QWebServices call.busimpact=Total Down (TO) category.name=GBR/EEL/workpackage/LENX12TAB call.priority=3-High call.datereported=10/3/2025 3:54:44 PM ##### Call 5321520 Problem Web Service qws_uk Fri 03 Oct 2025 14:55:05 A+C+P...

Job Notes

In Items

Returned Items

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



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Asif Alam 04/10/2025

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Job # 4257276	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	03/10/2025 10:55 - 04/10/2025 19:00	Contact Name	LIVERPOOL LIME STREET NLC9613 NT Dep	Northern Rail MT (Liverpool) Liverpool Lime Street Station, Liverpool Merseyside Liverpool L1 1JD
Activity	TECH EXCHANGE	Contact Phone	0161 822 2152	
Priority	ND 1900			
Ref 1	C5321462			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 04/10/2025 19:00 SLA: ND 04/10/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1</p>	<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:: ##### Call 5321462 Problem Web Service qws_uk Fri 03 Oct 2025 10:54:36 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8495TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JD call.address=Liverpool Lime Street Station Liverpool call.customerid=INC18261249 call.problem=++020-042325++NLC9613 Liverpool Lime Street 020-042325 PED - Bluetooth option call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=10/3/2025 11:53:36 AM ##### Call 5321462 Problem Web Service qws_uk Fri 03 Oct 2025 10:54:36 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19631945201	_NRMIUM020DE	M20 NORTHERN MOBILE LIVE	02000303002020	116903		
19631945901	_SXASSET-LABELS	SXASSET-LABELSV2				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19631945401	_NRMIUM020DE	RCI:M020 NORTHERN MOBILE LIVE	02000303002020	16903		
19631946101	_SXASSET-LABELS	SXASSET-LABELSV2				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet
Asif Alam 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	9
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Job # 4257321	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	04/10/2025 08:00 - 04/10/2025 17:00	Contact Name	LIVERPOOL LIME STREET NLC9613 NT Dep	Northern Rail MT (Liverpool) Liverpool Lime Street Station, Liverpool Merseyside Liverpool L1 1JD
Activity	TECH EXCHANGE	Contact Phone	0161 822 2152	
Priority	ND 1700			
Ref 1	C5321463			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 04/10/2025 19:00 SLA: ND 04/10/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1</p>	<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:: ##### Call 5321463 Problem Web Service qws_uk Fri 03 Oct 2025 10:54:55 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8495TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JD call.address=Liverpool Lime Street Station Liverpool call.customerid=INC18277333 call.problem=++ 020-118381++ NLC9613 Liverpool Lime Street 020-118381 PED - Bluetooth option not available call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=10/3/2025 11:54:14 AM ##### Call 5321463 Problem Web Service qws_uk Fri 03 Oct 2025 10:54:55 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19632086301	_NRMIUM020DE	M20 NORTHERN MOBILE LIVE	02000303002020	14143		
19632086701	_SXASSET-LABELS	SXASSET-LABELSV2				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19632086501	_NRMIUM020DE	PCIE:M020 NORTHERN MOBILE LIVE	02000303002020	14143		
19632086901	_SXASSET-LABELS	\$XASSET-LABELSV2				

Engineer Closure Notes

Customer Print	
Customer Signature	



Run Sheet
Asif Alam 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	9
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Job # 4257324	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	03/10/2025 11:17 - 04/10/2025 19:00	Contact Name	LIVERPOOL LIME STREET NLC9613 NT Dep	Northern Rail MT (Liverpool) Liverpool Lime Street Station, Liverpool Merseyside Liverpool L1 1JD
Activity	TECH EXCHANGE	Contact Phone	0161 822 2152	
Priority	ND 1900			
Ref 1	C5321464			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 04/10/2025 19:00 SLA: ND 04/10/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1</p>	<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:: ##### Call 5321464 Problem Web Service qws_uk Fri 03 Oct 2025 10:56:16 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8495TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JD call.address=Liverpool Lime Street Station Liverpool call.customerid=INC18251199 call.problem=++020-042303++ NLC9613 Liverpool Lime Street 020-042303 PED - System tampered call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=10/3/2025 11:55:18 AM ##### Call 5321464 Problem Web Service qws_uk Fri 03 Oct 2025 10:56:16 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19632087801	_NRMIIUM020DE	VR2P:M020 NORTHERN MOBILE LIVE	02000303002020042230			
1963208801	_SXASSET-LABEL	\$XASSET-LABELSV2				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19632088001	_NRMIUM020DE	FC1:M020 NORTHERN MOBILE LIVE	02000303002020	042230		
19632089001	_SXASSET-LABELS	\$XASSET-LABELSV2				

Engineer Closure Notes

Engineer Signature	On Site Time	On Site Time
Customer Print		
Customer Signature		



Run Sheet
Asif Alam 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	9
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Job # 4257343	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	03/10/2025 11:31 - 04/10/2025 17:00	Contact Name	LIVERPOOL LIME STREET NLC9613 NT Dep	Northern Rail MT (Liverpool) Liverpool Lime Street Station, Liverpool Merseyside Liverpool L1 1JD
Activity	TECH EXCHANGE	Contact Phone	0161 822 2152	
Priority	ND 1700			
Ref 1	C5321466			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
<p>ND 04/10/2025 19:00 SLA: ND 04/10/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _NRMIIUM020DEVICE x 1 _SXASSET-LABELSV2 x 1</p>	<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:: ##### Call 5321466 Problem Web Service qws_uk Fri 03 Oct 2025 10:59:12 A+C+P agent.loginname=qws_uk equipment.assettag=STRGB00000H8495TA23 contract.pkey=23200 call.poms=1 call.zip=L1 1JD call.address=Liverpool Lime Street Station Liverpool call.customerid=INC18277341 call.problem=++ 020-108751 ++ NLC9613 Liverpool Lime Street 020-108751 PED - Bluetooth option not available call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/NRMIIUM020PED call.priority=2-Medium call.datereported=10/3/2025 11:55:59 AM ##### Call 5321466 Problem Web Service qws_uk Fri 03 Oct 2025 10:59:12 A+C+P ...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19632175301	_NRMIIUM020DE	VR2E:M020 NORTHERN MOBILE LIVE	02000303002020	046628		
19632175601	_SXASSET-LABELS	\$XASSET-LABELSV2				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19632175401	_NRMIUM020DE	P2P:M020 NORTHERN MOBILE LIVE	02000303002020	046628		
19632175701	_SXASSET-LABEL	\$XASSET-LABELSV2				

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



Run Sheet

Asif Alam 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Alam, Asif	Jobs on Run	9
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Job # 4257269	Customer	Vista Retail Support Limited		Job Address
SLA Window	03/10/2025 10:50 - 04/10/2025 17:00	Contact Name	.	MCDONALDS - NCR CABLES RETAIL PARK WARRINGTON ROAD PRESCOT LANCASHIRE PRESCOT L34 5QX
Activity	NON TECH EXCHANGE	Contact Phone	.	
Priority	ND 1700			
Ref 1	3424828			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
Drive Thru Access Hours: 5am-00pm Store Access Hours: 5am-00pm	***BACK DOOR SWAP ONLY*** Replace 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

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19631925601	MCD-PTR-LAB3-KIT	MCD-PTR-LAB3-KIT				

Returned Items

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



Run Sheet

Daniel Hanson 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4257157	Customer	Paypoint Network Limited - UK		Job Address
SLA Window	04/10/2025 09:18 - 04/10/2025 09:17	Contact Name	SOPHIE	MORRISONS DAILY MORRISONS DAILY 91 - 93 BELVIDERE ROAD WALLASEY CH45 4RX
Activity	TECH EXCHANGE	Contact Phone	01516303056	
Priority	Timed			
Ref 1	02599705			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
V200000000000//80023//Sunmi	None entered

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		



Run Sheet

Daniel Hanson 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4257170	Customer	Xerox (UK) Technical***DO NOT INVOICE***		Job Address
SLA Window	04/10/2025 09:00 - 04/10/2025 17:00	Contact Name	6475 Ellesmere Port Manager	Boots UK Limited 31 Coliseum Way, Cheshire Oaks Outlet Village Cheshire Oaks Outlet Village EPOS Room ELLESMERIE PORT CH65 9HD
Activity	REPAIR WITH PARTS	Contact Phone	01513564055	
Priority	ND FIX			
Ref 1	11855116			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Intervention #: 1 SLA: 04/10/2025 18:00-----ASSET INFORMATION---ProductName: CX625adhe MFP HVDeviceTagCustomer: Managers OfficeSerialNumber: 752924424TMXWProductIdentifier: 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 INC000005182759. Damaged fuser. Spoken with Cassie and the pages are coming out with marks down the middle of the pages. On closer inspection the fuser rollers damaged causing the issue.EPOS RoomCX625752924424TMXW10.80.83.87Cassie Campbell0758409254401513564055SH----INSTRUCTIONS-----Technical Notes -----Tech to investigate marks being left down the middle of the printouts. Customer reports there is damage to the Fuser roller.CB.</p>

Job Notes

In Items

Returned Items

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



Run Sheet

Daniel Hanson 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4257294	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	03/10/2025 11:06 - 04/10/2025 19:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire Cheshire Chester CH1 3NS
Priority	ND 1900			
Ref 1	C5321475			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
ND 04/10/2025 19:00 SLA: ND 04/10/2025 19:00 PART2=_SXASSET-LABELSV2 PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _TWMIUM020DEVICE 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**. ContactSTAR Service Desk for assistance. Test: In Use URL: Call history: ##### Call 5321475 Problem Web Service qws_uk Fri 03 Oct 2025 11:06:04 A+C+P agent.loginnname=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=INC18178942 call.problem=++020-107566++ NLC3701 Chester 020-107566 NLC 3701 Site Chester RSPID 3134 Set Number 26 S call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=10/3/2025 12:05:38 PM ##### Call 5321475 Problem Web Service qws_uk Fri 03 Oct 2025 11:06:04 A+C+P...

Job Notes

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19632007801	_SXASSET-LABELSV2					
19632007401	_TWMIUM020DE	VR2P:M020 TFW MOBILE LIVE	02000303002020045050			

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Run Sheet

Daniel Hanson 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4257312	Customer	Fujitsu Services Limited - Star Trains - P2PE		Job Address
SLA Window	04/10/2025 08:00 - 04/10/2025 14:00	Contact Name	CHESTER NLC3701 TFW Depot	TRANSPORT FOR WALES (Chester)
Activity	TECH EXCHANGE	Contact Phone	02920 320 193 / 07741 248 780	City Road, Cheshire Cheshire Chester CH1 3NS
Priority	6HR			
Ref 1	C5321476			
Ref 2				
No. of Parts	2			

Instructions 1	Instructions 2
6HR 04/10/2025 14:00 SLA: 6HR 04/10/2025 14:00 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: ##### Call 5321476 Problem Web Service qws_uk Fri 03 Oct 2025 11:06:35 A+C+P</p> <p>agent.loginnname=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=INC18185199 call.problem=++020-112740++ NLC3701 Chester 020-112740 PED - Tamper alert call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/TWMIUM020PED call.priority=2-Medium call.datereported=10/3/2025 12:06:06 PM</p> <p>##### Call 5321476 Problem Web Service qws_uk Fri 03 Oct 2025 11:06:35 A+C+P...</p>

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19632014201	_TWMIUM020DE	M2P:M020 TFW MOBILE LIVE	02000303002020	112651		
19632014601	_SXASSET-LABEL	_SXASSET-LABELSV2				

Returned Items

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



Run Sheet

Daniel Hanson 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4257381	Customer	Computacenter Limited		Job Address
SLA Window	04/10/2025 09:00 - 04/10/2025 17:00	Contact Name	Mark Leonard	Chester 3 Frodsham Street
Activity	TECH EXCHANGE	Contact Phone	07733458170	Chester 3 Frodsham Street 3 Frodsham Street CHESTER England CH1 3JJ
Priority	ND 1700			
Ref 1	WOT000440303			
Ref 2				
No. of Parts	1			

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

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
196153362	00000000000482528W/P:LBG:DLM MS Surf Lap5 i5/16 - BWD	BK33HY23433FB				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
196153364		BK33D7723463FB - Buy and Store :B&S:LBG:MISSDURF2GA6310P 5 13" i5 16/256				

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



Run Sheet

Daniel Hanson 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	6
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Job # 4257258	Customer	Fujitsu Services Limited - Star Trains - ME			Job Address
SLA Window	03/10/2025 10:47 - 04/10/2025 18:00	Contact Name	BANGOR (GWYNEDD) NLC2471 TFW HUB	STRANSPT FOR WALES	Holyhead Road GWYNEDD Bangor LL57 1LZ
Activity	TECH EXCHANGE	Contact Phone	01248 353202		
Priority	ND 1800				
Ref 1	C5321452				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 04/10/2025 19:00 SLA: ND 04/10/2025 19:00 PART2= PART3= PART4= ALT1= ALT2= ALT3= ALT4= TEXT= _SXNEW4633006200 x 1	<p>Problem: [ME] Newbury Ticket Printer PSU dead no power Root Cause: Possible dead PSU Action: Investigate check connections to PSU from the Mains. Check the PSU is connected to the Printer & the Printer Powerswitch is turned on. Replace the PSU if required following Engineers documentation.** NO PARTS TO BE SENT DIRECT TO SITE** Test: with STAR SUPPORT URL: Call history:: ##### Call 5321452 Problem Web Service qws_uk Fri 03 Oct 2025 10:47:18 A+C+P</p> <pre>agent.loginname=qws_uk equipment.assettag=STRGB000000AT005TA23 contract.pkey=23200 call.poms=1 call.zip=LL57 1LZ call.address=Holyhead Road call.city=Bangor call.customerid=INC18288307 call.problem=NLC2471 BANGOR (GWYNEDD) Window 31 newbury printer cable NLC 2471 Site Name call.modifiedby=QWebServices call.busimpact=Urgent (TD) category.name=GBR/STR/workpackage/ATWNEWSU call.priority=2-Medium call.datereported=10/3/2025 11:46:42 AM</pre> <p>##### Call 5321452 Problem Web Service qws_uk Fri 03 Oct 2025 10:47:18 ...</p>

Job Notes



Run Sheet

David Hargreaves 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	4
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Job # 4257506	Customer	Vista Retail Support Limited		Job Address
SLA Window	03/10/2025 13:34 - 04/10/2025 17:00	Contact Name	.	MCDONALDS - NCR
Activity	NON TECH EXCHANGE	Contact Phone	.	MACON WAY CREWE CHESHIRE CREWE CW1 6DR
Priority	ND 1700			
Ref 1	3425194			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Drive Thru Access Hours: 24/7 Store Access Hours: 6AM-12AM 3425194 KVS - Grill/Sticky printer not working Instruction for FSE - Follow back door swap out process for Printer</p>	<p>***BACK DOOR SWAP ONLY*** Replace 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.</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19633197501	MCD-PTR-LAB3-	MCD-PTR-LAB3-KIT				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
19633197701						

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



Run Sheet

David Hargreaves 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	4
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Job # 4257500	Customer	Vista Retail Support Limited	Job Address
SLA Window	03/10/2025 13:31 - 04/10/2025 17:00	Contact Name	LIDL FAIRHILLS ROAD, IRLAM MANCHESTER M44 6BA
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3423832		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3423832 FSE to attend and replace missing zebra. Passcode - 01587541 Mon - Sat 08:00-22:00 Sun 10:00-16:00	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

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19633184201	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				



Run Sheet

David Hargreaves 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	4
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Job # 4257587	Customer	Vista Retail Support Limited	Job Address
SLA Window	03/10/2025 14:47 - 04/10/2025 17:00	Contact Name	LIDL 114 HEMPSHAW LANE CHESHIRE STOCKPORT SK1 4LG
Activity	TECH EXCHANGE	Contact Phone	
Priority	ND 1700		
Ref 1	3425216		
Ref 2			
No. of Parts	1		

Instructions 1	Instructions 2
3425216: Lost Zebra HHT	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

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
19633681301	HHT-ZEB-TC57-LID	HHT-ZEB-TC57-LID				



Run Sheet

David Hargreaves 04/10/2025

Date	04/10/2025	Depot	Warrington	Driver	Hargreaves, David	Jobs on Run	4
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Job # 4257689	Customer	ZETES LTD - Allvotec			Job Address
SLA Window	03/10/2025 17:02 - 04/10/2025 17:00	Contact Name	STORE MANAGER		DUNELM SOFT FURNISHING LTD
Activity	NON TECH EXCHANGE	Contact Phone	01614779390		DUNELM SOFT FURNISHING LTD
Priority	ND 1700				UNIT 12
Ref 1	2500002037				PEEL CENTRE
Ref 2					STOCKPORT
No. of Parts	0				SK1 2HU

Instructions 1	Instructions 2
Exchange part - to collect s/n: 20108522502800	PLEASE ONLY COLLECT SERIAL NUMBERS LOGGED ON THE CALLS RECORD SERIAL NUMBERS IN AND OUT: 20108522502800 CALL ZETES FOR ALL DISCREPANCIES 01628 501 905. OOH (24hr service wait 30 seconds and it will be transferred). Please note that The OOH helpdesk does not offer advice; Please leave a message with the helpdesk agent stating what the issue is and what action has been taken I.E Aborted or Completed. TAKE A PHOTO OF THE SERIAL NUMBERS

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	



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	19631945201	C5321462	4257276	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Asif Alam	03/10/2025 10:55 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631945901	C5321462	4257276	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Asif Alam	03/10/2025 10:55 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632086301	C5321463	4257321	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Asif Alam	04/10/2025 08:00 04/10/2025 17:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632086701	C5321463	4257321	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Asif Alam	04/10/2025 08:00 04/10/2025 17:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632087801	C5321464	4257324	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Asif Alam	03/10/2025 11:17 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632088801	C5321464	4257324	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Asif Alam	03/10/2025 11:17 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632175301	C5321466	4257343	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Asif Alam	03/10/2025 11:31 04/10/2025 17:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632175601	C5321466	4257343	TECH EXCHANGE	Northern Rail MT (Liverpool), Liverpool Lime Street Station, Liverpool, Merseyside, Liverpool, L1 1JD	Asif Alam	03/10/2025 11:31 04/10/2025 17:00	04/10/2025	
Computacenter John Lewis	19632154701	24527388	4257332	TECH EXCHANGE	JOHN LEWIS, JOHN LEWIS, 70 SOUTH JOHN STREET, LIVERPOOL, L1 8BJ	Asif Alam	03/10/2025 11:26 04/10/2025 18:00	04/10/2025	
Fujitsu Services Limited - EE	19633751001	C5321520	4257603	NON TECH EXCHANGE	Liverpool One, 59 South John Street, Liverpool ONE Shopping Ctr, Liverpool, Liverpool, L1 8BU	Asif Alam	03/10/2025 15:03 04/10/2025 18:00	04/10/2025	
CXM	19633112201	5918308	4257487	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	
CXM	19633112202	5918308	4257487	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	
CXM	19633112203	5918308	4257487	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	
CXM	19633112204	5918308	4257487	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	
CXM	19633112205	5918308	4257487	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	
CXM	19633111601	5918307	4257488	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	

Summary (contd.)									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
CXM	19633111602	5918307	4257488	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	
CXM	19633111603	5918307	4257488	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	
CXM	19633111604	5918307	4257488	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	
CXM	19633111605	5918307	4257488	TECH EXCHANGE	EASYJET LPL, EASYJET OFFICE, OPPOSITE THE CHECK IN DESKS, LIVERPOOL AIRPORT, L24 1YD	Asif Alam	03/10/2025 13:20 04/10/2025 17:00	04/10/2025	
Vista Retail Support Limited	19631925601	3424828	4257269	NON TECH EXCHANGE	MCDONALDS - NCR, CABLES RETAIL PARK WARRINGTON ROAD, PRESCOT, LANCASHIRE, PRESCOT, L34 5QX	Asif Alam	03/10/2025 10:50 04/10/2025 17:00	04/10/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Computacenter Limited	196153362	WOT000440303	4257381	TECH EXCHANGE	Chester 3 Frodsham Street, Chester 3 Frodsham Street, 3 Frodsham Street, CHESTER, England, CH1 3JJ	Daniel Hanson	04/10/2025 09:00 04/10/2025 17:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632007801	C5321475	4257294	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	03/10/2025 11:06 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632007401	C5321475	4257294	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	03/10/2025 11:06 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632014201	C5321476	4257312	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	04/10/2025 08:00 04/10/2025 14:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19632014601	C5321476	4257312	TECH EXCHANGE	TRANSPORT FOR WALES (Chester), City Road, Cheshire, Cheshire, Chester, CH1 3NS	Daniel Hanson	04/10/2025 08:00 04/10/2025 14:00	04/10/2025	
Paypoint Network Limited - UK	(No Items)	02599705	4257157	TECH EXCHANGE	MORRISONS DAILY, MORRISONS DAILY, 91 - 93 BELVIDERE ROAD, WALLASEY, CH45 4RX	Daniel Hanson	04/10/2025 09:18 04/10/2025 09:17	04/10/2025	
Xerox (UK) Technical***DO NOT INVOICE****	196313021	11855116	4257170	REPAIR WITH PARTS	Boots UK Limited, 31 Coliseum Way, Cheshire Oaks Outlet Village, Cheshire Oaks Outlet Village, EPOS Room, ELLESmere Port, CH65 9HD	Daniel Hanson	04/10/2025 09:00 04/10/2025 17:00	04/10/2025	
Fujitsu Services Limited - Star Trains - ME	19631891801	C5321452	4257258	TECH EXCHANGE	TRANSPORT FOR WALES, Holyhead Road, GWYNEDD, Bangor, LL57 1LZ	Daniel Hanson	03/10/2025 10:47 04/10/2025 18:00	04/10/2025	



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	19633197501	3425194	4257506	NON TECH EXCHANGE	MCDONALDS - NCR, MACON WAY, CREWE, CHESHIRE, CREWE, CW1 6DR	David Hargreaves	03/10/2025 13:34 04/10/2025 17:00	04/10/2025	
Vista Retail Support Limited	19633184201	3423832	4257500	TECH EXCHANGE	LIDL, FAIRHILLS ROAD, IRLAM, MANCHESTER, M44 6BA	David Hargreaves	03/10/2025 13:31 04/10/2025 17:00	04/10/2025	
ZETES LTD - Allvotec	(No Items)	2500002037	4257689	NON TECH EXCHANGE	DUNELM SOFT FURNISHING LTD, DUNELM SOFT FURNISHING LTD, UNIT 12, PEEL CENTRE, STOCKPORT, SK1 2HU	David Hargreaves	03/10/2025 17:02 04/10/2025 17:00	04/10/2025	
Vista Retail Support Limited	19633681301	3425216	4257587	TECH EXCHANGE	LIDL, 114 HEMPSHAW LANE, CHESHIRE, STOCKPORT, SK1 4LG	David Hargreaves	03/10/2025 14:47 04/10/2025 17:00	04/10/2025	

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Fujitsu Services Limited - Star Trains - P2PE	19631924901	C5321457	4257268	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, FY1 2AB	John Paul Barron	03/10/2025 10:50 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631924501	C5321457	4257268	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	03/10/2025 10:50 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631929901	C5321458	4257271	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	03/10/2025 10:51 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631929401	C5321458	4257271	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	03/10/2025 10:51 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631939901	C5321459	4257272	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	03/10/2025 10:53 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631939501	C5321459	4257272	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	03/10/2025 10:53 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631942101	C5321460	4257274	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	03/10/2025 10:54 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631941401	C5321460	4257274	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	03/10/2025 10:54 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631943601	C5321461	4257275	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	03/10/2025 10:54 04/10/2025 19:00	04/10/2025	
Fujitsu Services Limited - Star Trains - P2PE	19631943201	C5321461	4257275	TECH EXCHANGE	Northern Rail MT (Blackpool), Talbot Road, Blackpool, Lancashire, Blackpool, FY1 2AB	John Paul Barron	03/10/2025 10:54 04/10/2025 19:00	04/10/2025	
Vista Retail Support Limited	19633747601	3425572	4257601	NON TECH EXCHANGE	MCDONALDS - NCR, 89-91 ALTCAR ROAD, LIVERPOOL, LIVERPOOL, L37 8DL	John Paul Barron	03/10/2025 15:02 04/10/2025 17:00	04/10/2025	
Fujitsu Services Limited - Vodafone	19633988501	C5321525	4257635	TECH EXCHANGE	VODAFONE WIGAN, Wigan, Unit 33 Grand Arcade , Greater Manchester, England, LANCASHIRE, Wigan, WN1 1BH	John Paul Barron	03/10/2025 15:43 04/10/2025 17:30	04/10/2025	
Vista Retail Support Limited	19633680501	3424405	4257588	TECH EXCHANGE	LIDL, 2 DERBY STREET, LANCASHIRE, LEIGH, WN7 4PF	John Paul Barron	03/10/2025 14:47 04/10/2025 17:00	04/10/2025	