



Run Sheet

John Paul Barron 08/02/2025

Date	08/02/2025	Depot	Warrington	Driver	Barron, John Paul	Jobs on Run	3
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Job # 4087400	Customer	Xerox (UK) Technical***DO NOT INVOICE****		Job Address	
SLA Window	08/02/2025 08:30 - 08/02/2025 09:18	Contact Name	5602 Southport Duty manager	Boots UK Limited 131-135 Cambridge Road Pharmacy SOUTHPORT PR9 9SD	
Activity	REPAIR WITH PARTS	Contact Phone	01704232464		
Priority	4HR				
Ref 1	11596663				
Ref 2					
No. of Parts	2				

Instructions 1

BOOT STAFF MEMBER WILL BE ON SITE AT 08H30AM TO MEET WITH TECH - PLEASE CALL TELEPHONE NUMBER 01704232464

Intervention #: 1 SLA: 08/02/2025 09:18-----ASSET
INFORMATION---ProductName: MS510dn High Volt BG HR EE GR MA RO
RSDeviceTagCustomer: EPSr2 Pharmacy PrinterSerialNumber:
45146PHH36D1WProductIdentifier: 3S50330Model: 4514-630Physical Location:

----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 the
.....Engineer..... 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

Instructions 2

-----ACTIVITY DESCRIPTION----Help Desk Reference INC000004637692.
Damaged redrive. Unable to get through to store but pictures supplied by store visibly show
the redrive exit roller being damaged causing paper jams on
exit.PharmacyMS51045146PHH36D1W10.73.227.75lizilie callow01704 232464Opening
hours 0900 to 1800SLA 08.02.2025 09:18AmSH----INSTRUCTIONS-----

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
188190495	60-MS510-BTS	Lexmark MS510 Printer - BOOTS				
188190910	40X8287	MX61x SVC Tray Base 250 Tray o				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
188190496	60-MS510-BTS	Lexmark MS510 Printer - BOOTS				
188190912	40X8287	MX61x SVC Tray Base 250 Tray o				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4087473	Customer	Verifone UK LTD		Job Address
SLA Window	07/02/2025 16:06 - 08/02/2025 18:00	Contact Name	SARAH PARKER	STONEGATE - CASTLE HOTEL BLACK
Activity	TECH EXCHANGE	Contact Phone	07377196598	28-32 CENTRAL DRIVE 28-32 CENTRAL DRIVE LANCASHIRE FY1 5PZ
Priority	ND 1800			
Ref 1	G348591			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
<p>Stock Item = R-Vx680 WiFi-03.70.00.99995 Inbound PTID = 33573681 Inbound Serial No. = 331-177-839 IP Gateway = 10.83.74.190 Terminal IP Address = 10.83.74.164 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 = 1541 Login Pin = 1541 Primary System ID = 20024503 SITE OPENING TIMES = 11:00 - 23:00 Purchase Pin = Notes = Fault Category =Terminal Will Not Switch On </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-2666039</p>

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18819694901	R-Vx680 WiFi-03	70X0B8999BD	321-065-463			

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18819695101	R-Vx680 WiFi-03	70X0B0999BD	321-065-463			

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



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Job # 4087500	Customer	Computacenter - Kingfisher		Job Address
SLA Window	07/02/2025 16:20 - 08/02/2025 20:00	Contact Name		B & Q PLC B & Q PLC
Activity	TECH EXCHANGE	Contact Phone	01942 821567	FRITH STREET WIGAN WN5 0XN
Priority	ND 1700			
Ref 1	24240455			
Ref 2				
No. of Parts	0			

Instructions 1	Instructions 2
4601611 - P400 Verifone PED 08/02	Till number: 83 What element of the till is impacted?: PED PED serial number: 807-427-028 PED ID (Shown on the back): 39201327 Description of issue: User reported that the PED on till 83 comes up with a "Waiting for merchant login" error. Issue was reported earlier under INC5802432 but the PED is still not working. HandsandEyes check was done on INC5827864 / INC000030254722 but enabling POS mode did not resolve all issues as PED is now coming up with a client timeout error despite being connected to the till properly.

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?



Run Sheet

Daniel Hanson 08/02/2025

Date	08/02/2025	Depot	Warrington	Driver	Hanson, Daniel	Jobs on Run	4
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Job # 4087368	Customer	Vista Retail Support Limited		Job Address
SLA Window	07/02/2025 14:26 - 08/02/2025 17:00	Contact Name		SUPERDRUG STORES PLC LIVERPOOL ONE UPPER LEVEL 5 WALL STREET LIVERPOOL L1 8BJ
Activity	TECH EXCHANGE	Contact Phone		
Priority	ND 1700			
Ref 1	3189889			
Ref 2				
No. of Parts	1			

Instructions 1	Instructions 2
3189889 - HHT Scanner constantly crashing stating "Mobi control has stopped working" Please attend site with replacement TC26 S/N : 23206523021181	Replace ASW-HHT-ZEBRA-TC26 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?
18818739301	ASW-HHT-ZEBRA-TC26	ASW-HHT-ZEBRA-TC26				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18818739501						

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



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Job # 4087056	Customer	Fujitsu Services Limited - Vodafone - ME		Job Address
SLA Window	07/02/2025 09:00 - 08/02/2025 17:30	Contact Name	Wrexham (WL) (PA) 60151	VODAFONE WREXHAM Wrexham, 48 Hope Street, Wrexham, Wales
Activity	TECH EXCHANGE_R	Contact Phone	07717 512355	
Priority	ND 1700			
Ref 1	C5303338			
Ref 2				
No. of Parts	1			

Instructions 1

Previous DOA - Printer is DOA maintenance kit service required on printer dispatched
call aborted
part returned as BAD DOA.
ND 07/02/2025 20:00
SLA: ND 07/02/2025 20:00 PART2=
PART3=
PART4=
ALT1=
ALT2=
ALT3=
ALT4= TEXT=
_VPLEX35S5701 x 1

Instructions 2

Problem: [ME] [Printer] Lexmark MX410 Back Office MFP ENGINEER MUST OBTAIN PORT UNLOCK REFERENCE FROM FIXED LINE SERVICES AND PROVIDE TO VODAFONE DESK Root Cause: Unknown Action: Lexmark MX410 Back Office MFP must call vodafone fixed line services to unlock port - 0800 9755115 Option 3 - REQUESTUNLOCK AS PRIORITY 1 WITH FLS Test: IN USE URL:
Call history::
Call 5303338 | Problem | Web Service | qws_uk | Thu 06 Feb 2025 14:54:35 | A+C+P

agent.loginname=qws_uk
equipment.assettag=VFDGB000000VI437TA23
contract.pkey=23219
call.poms=1
call.zip=LL11 1BB
call.address=Wrexham
48 Hope Street
Wrexham
Wales
call.city=Wrexham
call.customerid=INC16944683
call.problem=RET60151 - Multi Functional Printer - Load Tray 1 with Plain Paper A4
call.modifiedby=QWebServices
call.busimpact=Urgent (TD)
category.name=GBR/VFD/workpackage/Multifunction Printer
call.priority=2-Medium
call.datereported=2/6/2025 3:54:04 PM

Call 5303338 | Problem | Web Service | qws_uk | Thu 06 Feb 2025 14:54:35 |...

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18817224201	_VPLEX35S5701	PTR-MX410DE				

Returned Items

Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18817224401	_VPLEX35S5701	PTR:MX410DE				

Engineer Closure Notes

Customer Print	
Customer Signature	



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Job # 4086996	Customer	Fujitsu Services Limited - EE			Job Address
SLA Window	07/02/2025 09:28 - 08/02/2025 18:00	Contact Name	4659 NORTHWICH		EE - 4659 Northwich 1-3 Leicester Street CHESHIRE Northwich CW9 5LA
Activity	NON TECH EXCHANGE	Contact Phone	0845 097 1509		
Priority	ND 1800				
Ref 1	C5303385				
Ref 2					
No. of Parts	1				

Instructions 1	Instructions 2
ND 08/02/2025 21:00 SLA: ND 08/02/2025 21:00 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 STORE MANAGER AND EXCHANGE NEW TABLET AND CASE *ONLY* - STORE TO RETAINPSU KEYBOARD AND PEN. RECORD SERIAL AND ASSET DETAILS FOR BOTH INGOING AND OUTCOMING UNITS. BOX OLD UNIT AND RETURN VIANORMAL PROCESS Test: N/A URL: Call history:: FOH -Lenovo X12- Smashed Screen // BT-PW05jk11 // Replacement needed

Job Notes

In Items						
Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18816723201	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				

Returned Items						
Request	Part	Description	Serial	Asset	Part Status	Customer Damage?
18816723401	_EELENX12TAB	TBT:EHT:X12-TABLET-GEN1				



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Job # 4087513	Customer	Computacenter - Kingfisher			Job Address
SLA Window	08/02/2025 09:00 - 08/02/2025 15:00	Contact Name	Louise Holling		KINGFISHER INFORMATION TECHNOLOGY (
Activity	TECH EXCHANGE	Contact Phone	0161 764 8844		Bridgehall Industrial Park Bridgeha
Priority	ND 1500				II Lane Heapbridge
Ref 1	24240299				Bridgehall Industrial Park Bridgeha
Ref 2					II Lane Heapbridge
No. of Parts	1				BL9 7PJ

Instructions 1	Instructions 2
No Instructions	No Instructions

Job Notes

In Items

Request	Part	Description	Serial	Asset	Part Consumed/Delivered	Transit Damage?
18818865001	4601591	KING:DB Beetle M-III R Series				

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
Computacenter - Kingfisher	18818865001	24240299	4087513	TECH EXCHANGE	KINGFISHER INFORMATION TECHNOLOGY (, Bridgehall Industrial Park Bridgeha II Lane Heapbridge, Bridgehall Industrial Park Bridgeha II Lane Heapbridge, BL9 7PJ	Daniel Hanson	08/02/2025 09:00 08/02/2025 15:00	08/02/2025	
Fujitsu Services Limited - EE	18816723201	C5303385	4086996	NON TECH EXCHANGE	EE - 4659 Northwich, 1-3 Leicester Street, CHESHIRE, Northwich, CW9 5LA	Daniel Hanson	07/02/2025 09:28 08/02/2025 18:00	08/02/2025	
Vista Retail Support Limited	18818739301	3189889	4087368	TECH EXCHANGE	SUPERDRUG STORES PLC, LIVERPOOL ONE, UPPER LEVEL, 5 WALL STREET, LIVERPOOL, L1 8BJ	Daniel Hanson	07/02/2025 14:26 08/02/2025 17:00	08/02/2025	
Fujitsu Services Limited - Vodafone - ME	18817224201	C5303338	4087056	TECH EXCHANGE_R	VODAFONE WREXHAM, Wrexham, 48 Hope Street, Wrexham, Wales, Denbighshire, Wrexham, LL11 1BB	Daniel Hanson	07/02/2025 09:00 08/02/2025 17:30	08/02/2025	



Run Sheet

Warehouse manifest

Summary									
Customer Name	Trace Request	Ref 1	Job #	Activity	Address	Engineer	SLA Window	Run Date	Rec'd
Verifone UK LTD	18819694901	G348591	4087473	TECH EXCHANGE	STONEGATE - CASTLE HOTEL BLACK, 28-32 CENTRAL DRIVE, 28-32 CENTRAL DRIVE, LANCASHIRE, FY1 5PZ	John Paul Barron	07/02/2025 16:06 08/02/2025 18:00	08/02/2025	
Xerox (UK) Technical***DO NOT INVOICE****	188190495	11596663	4087400	REPAIR WITH PARTS	Boots UK Limited, 131-135 Cambridge Road, Pharmacy, SOUTHPORT, PR9 9SD	John Paul Barron	08/02/2025 08:30 08/02/2025 09:18	08/02/2025	
Xerox (UK) Technical***DO NOT INVOICE****	188190910	11596663	4087400	REPAIR WITH PARTS	Boots UK Limited, 131-135 Cambridge Road, Pharmacy, SOUTHPORT, PR9 9SD	John Paul Barron	08/02/2025 08:30 08/02/2025 09:18	08/02/2025	
Computacenter - Kingfisher	(No Items)	24240455	4087500	TECH EXCHANGE	B & Q PLC, B & Q PLC, FRITH STREET, WIGAN, WN5 0XN	John Paul Barron	07/02/2025 16:20 08/02/2025 20:00	08/02/2025	