

SAU 36 - Office Systems of Vermont Fleet Report FY21



SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet.

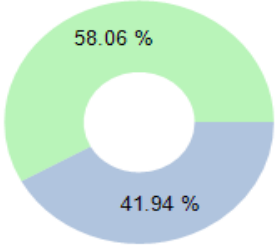
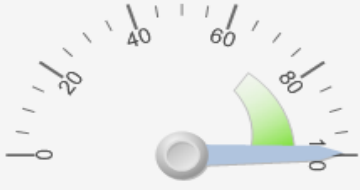
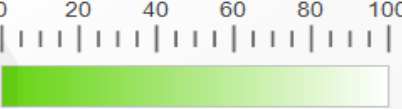
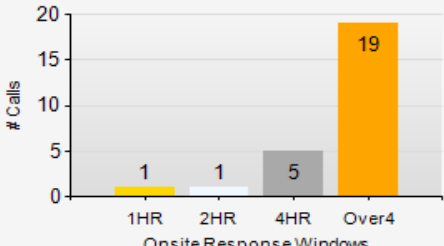
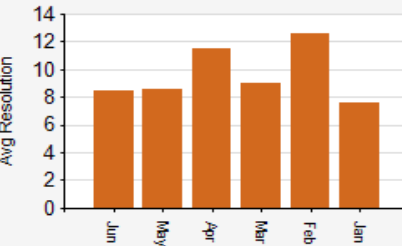
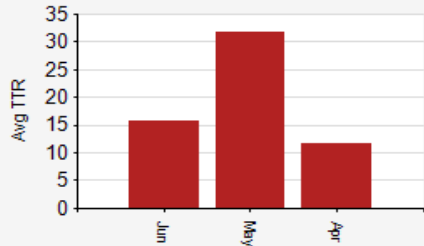
Out of 59 units under contract with OSV, there were 44 service calls on 19 copiers and printers. While that sounds like a significant amount, a number of calls were follow ups to install parts or required the assistance of the Service Manager for troubleshooting. Uptime was 99.42% with 58% of all calls being corrected on the first call. This is excellent considering the age of your fleet. There were two machines with more than five service calls during the fiscal year. Details of those calls can be found at the bottom of Page 4.

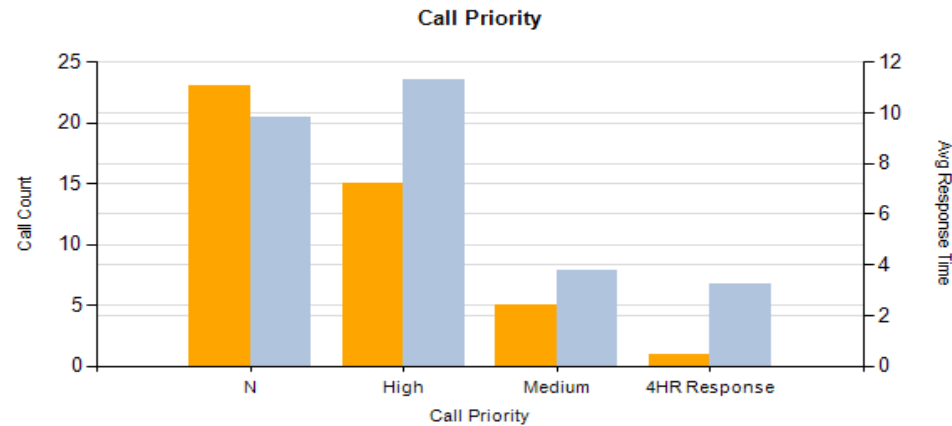
SPC's bid specs require vendor to *arrive* within an average of four hours for service calls. However, each vendor calculates these figures differently. OSV notes their response time from *call to completion* as 9.04 hours. Twenty-seven percent of the calls had a response to completion time of less than four hours.

Your last upgrade was 8/2/2016. All machines are under a five+ year warranty and service contract that expires on 6/30/22. However, the average model in your fleet was introduced 7.81 years ago. Forty-eight of your units are more than seven years from date of intro with three of those being more than 10.. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

Overall your fleet seems to be performing reasonably well but you would do better upgrading some of your equipment that is older as well as those not performing well.

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58.06% 58% of 31 OnSite CM visits were resolved in ONE visit for the reporting period	First Call Effectiveness (OnSite) 	99.42% Total target service hours for all contract machines during period was 57912.00. The total # hours (call received until call completed) was 335.63	Machine Availability 	No survey responses for the period	NetPromoter Score 
9.04 hrs 27% of 26 corrective maintenance calls were responded to and completely resolved in under 4 hours	Average OnSite Response Time 	9.7 hrs 9.7 hrs was the average hours for first call fix from when call opened to problem resolution on 26 calls	First Call Fix Avg Resolution Time (On-Site) 	16.5 hrs 16.5 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 5 rescheduled service calls.	Rescheduled Calls Avg TTR Time (first call received until final call closed) 



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Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
Lancaster Elementary School											
OSV-03879[Toshiba/Estudio 757]	Admin Office	CABF31294	6/30/2016	1	7,195	0	4,283	0	6/1/2014	7.25	Black Photocopier
OSV-04127[Kyocera/FS-2100DN]	Cafeteria	LQA6536799	7/21/2016	0	109	0	16	0	10/1/2012	8.92	Black Network Printer
OSV-03872[Toshiba/E-Studio 5560cT]	Main Office	SSAF90747	6/30/2016	1	6,784	5,225	3,546	3,343	4/1/2014	7.42	Color Photocopier
OSV-05643[Kyocera/KYM2635DW]	Nurses Office #92	VCA8603469	10/12/2018	0	129	0	278	0	3/1/2017	4.50	Black Network Printer
OSV-04054[HP/HPCP5225dn]	Room 100	CNGCH6C1BP	8/2/2018	0	260	587	25	105	11/1/2010	10.83	Black Network Printer
OSV-03974[Kyocera/P-2135DN Printer]	Room 37	LVK6542890	6/30/2016	0	493	0	0	0	3/1/2014	7.50	Black Network Printer
OSV-03975[Kyocera/P-2135DN Printer]	Room 111	LVK6542885	6/30/2016	2	123	0	335	0	3/1/2014	7.50	Black Network Printer
OSV-03973[Kyocera/P-2135DN Printer]	Room 17	LVK6542884	6/30/2016	0	0	0	368	0	3/1/2014	7.50	Black Network Printer
OSV-03950[Kyocera/FS-2100DN]	Room 34 - Library	LQA6436009	6/30/2016	0	1,479	0	1,105	0	10/1/2012	8.92	Black Network Printer
OSV-03875[Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90329	6/30/2016	6	30,064	0	18,096	0	6/1/2014	7.25	Black Photocopier
OSV-03877[Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90304	6/30/2016	2	29,842	0	15,206	0	6/1/2014	7.25	Black Photocopier
OSV-03952[Kyocera/FS-2100DN]	Room 42	LQA6436015	6/30/2016	0	2,215	0	35	0	10/1/2012	8.92	Black Network Printer
OSV-03920[Kyocera/KYP6130CDN]	Room 46	V5Q6403048	6/30/2016	2	595	969	245	406	6/1/2015	6.25	Color Network Printer
OSV-03976[Kyocera/P-2135DN Printer]	Room 92	LVK6542895	6/30/2016	0	10	0	1,070	0	3/1/2014	7.50	Black Network Printer
OSV-03957[Kyocera/P-2135DN Printer]	Room 95	LVK6542893	6/30/2016	0	489	0	265	0	3/1/2014	7.50	Black Network Printer
OSV-03919[Kyocera/KYP6130CDN]	Room 96	V5Q6403049	6/30/2016	1	135	55	60	31	6/1/2015	6.25	Color Network Printer
White Mountains Regional High School											
OSV-03968[Kyocera/P-2135DN Printer]	Room 121 Danault	LVK6542898	6/30/2016	0	293	0	195	0	3/1/2014	7.50	Black Network Printer
OSV-03943[Kyocera/KYM2535dn]	Food Service Office	LVZ6431676	6/30/2016	0	1,177	0	1,428	0	3/1/2014	7.50	Black Network Printer
OSV-04052[Toshiba/E-Studio 4555c]	Guidance Office	C7BF52810	6/28/2016	0	3,888	2,794	1,261	1,170	7/1/2013	8.17	Color Photocopier
OSV-03964[Kyocera/FS-2100DN]	IT OFFICE	LQA6436008	6/30/2016	0	50	0	39	0	10/1/2012	8.92	Black Network Printer
OSV-03965[Kyocera/FS-2100DN]	Lab Room 136	LQA6435998	6/30/2016	0	113	0	87	0	10/1/2012	8.92	Black Network Printer
OSV-03876[Toshiba/E-Studio 6560c]	Main Office	CSCF25480	6/30/2016	0	5,169	4,181	2,162	1,614	4/1/2014	7.42	Color Photocopier
OSV-03891[Kyocera/KYP6130CDN]	Media Center	V5Q6403056	6/30/2016	0	292	321	189	385	6/1/2015	6.25	Color Network Printer
OSV-03882[Toshiba/Estudio 857]	Media Center Storage	SAAF90296	6/30/2016	0	7,646	0	592	0	6/1/2014	7.25	Black Photocopier
OSV-03884[Toshiba/Estudio 857]	Media Center Storage	SAAF90341	6/30/2016	0	7,888	0	1,719	0	6/1/2014	7.25	Black Photocopier
OSV-03961[Kyocera/FS-2100DN]	Media Room	LQA6436012	6/30/2016	2	1,266	0	151	0	10/1/2012	8.92	Black Network Printer
OSV-03972[Kyocera/P-2135DN Printer]	IT OFFICE	LVK6542894	6/30/2016	0	139	0	329	0	3/1/2014	7.50	Black Network Printer
OSV-03963[Kyocera/FS-2100DN]	RM 106	LQA6436005	6/30/2016	0	316	0	5	0	10/1/2012	8.92	Black Network Printer
OSV-03896[Kyocera/KYP6130CDN]	RM118 Futures Program	V5Q6403057	6/30/2016	0	489	581	605	255	6/1/2015	6.25	Color Network Printer
OSV-03962[Kyocera/FS-2100DN]	Room 100 Office by Secretaries	LQA6436002	6/30/2016	0	975	0	571	0	10/1/2012	8.92	Black Network Printer
OSV-04053[HP/HP M401dn]	Room 128	PHGFD08463	8/2/2018	0	897	0	903	0	6/1/2012	9.25	Black Network Printer
OSV-03915[Toshiba/E-Studio 5560cT]	Room 203 - Vocational	SSAF90751	6/30/2016	0	2,006	706	100	167	4/1/2014	7.42	Color Photocopier
OSV-03966[Kyocera/FS-2100DN]	Room 210 SPED	LQA6435999	6/30/2016	0	1,020	0	1,039	0	10/1/2012	8.92	Black Network Printer
OSV-03916[Toshiba/TOSHES457]	Special Education	CEDF66318	6/30/2016	1	3,133	0	1,709	0	6/1/2014	7.25	Black Photocopier

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Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
OSV-03881[Toshiba/Estudio 857]	Staff Lunch Room	SAAF90337	6/30/2016	0	5,026	0	2,316	0	6/1/2014	7.25	Black Photocopier
OSV-03880[Toshiba/TOSHES657]	Steam Building Right Side	CABF31281	6/30/2016	2	2,461	0	39	0	6/1/2014	7.25	Black Photocopier
OSV-03883[Toshiba/E-Studio 4555c]	Teachers Workspace	C7BF52824	6/30/2016	3	14,848	2,413	7,830	1,699	7/1/2013	8.17	Color Photocopier
WMRSD Office											
OSV-03878[Toshiba/TOSHES657]	Accounts Payable	CABF31267	6/30/2016	1	4,987	0	4,527	0	6/1/2014	7.25	Black Photocopier
OSV-03868[Toshiba/E-Studio 6570c]	Main Office	CSAF24353	6/30/2016	1	3,464	3,040	2,721	4,025	4/1/2014	7.42	Color Photocopier
OSV-03951[Kyocera/FS-2100DN]	Superintendent's Secretary	LQA6436006	6/30/2016	2	462	0	414	0	10/1/2012	8.92	Black Network Printer
OSV-04056[HP/HP P3015]	Trina	VNB3Y46993	8/2/2018	0	2,808	0	1,681	0	7/1/2008	13.17	Black Network Printer
Whitefield Elementary School											
OSV-03971[Kyocera/P-2135DN Printer]	Room 23 Guidance	LVK6542891	6/30/2016	0	88	0	101	0	3/1/2014	7.50	Black Network Printer
OSV-03967[Kyocera/FS-2100DN]	Library	LQA6436010	6/30/2016	0	421	0	276	0	10/1/2012	8.92	Black Network Printer
OSV-03888[Kyocera/KYP6130CDN]	Lower Common Area	V5Q6403067	6/30/2016	0	186	232	141	129	6/1/2015	6.25	Color Network Printer
OSV-03873[Toshiba/E-Studio 6560c]	Main Office	CSCF25479	6/30/2016	9	17,874	6,531	7,296	3,876	4/1/2014	7.42	Color Photocopier
OSV-03890[Kyocera/KYP6130CDN]	Room 107	V5Q6403040	6/30/2016	0	160	171	0	0	6/1/2015	6.25	Color Network Printer
OSV-03969[Kyocera/FS-2100DN]	Room 125	LQA6436013	6/30/2016	0	217	0	32	0	10/1/2012	8.92	Black Network Printer
OSV-03953[Kyocera/P-2135DN Printer]	Room 131	:VL6543145	6/30/2016	0	245	0	0	0	3/1/2014	7.50	Black Network Printer
OSV-03970[Kyocera/P-2135DN Printer]	Room 137	LVK6542896	6/30/2016	0	29	0	9	0	3/1/2014	7.50	Black Network Printer
OSV-04055[HP/HPCP5225dn]	Room 143	CNGCH6C18G	8/2/2018	0	125	215	27	43	11/1/2010	10.83	Color Network Printer
OSV-03889[Kyocera/KYP6130CDN]	Room 29	V5Q6403054	6/30/2016	0	130	134	20	3	6/1/2015	6.25	Color Network Printer
OSV-03954[Kyocera/P-2135DN Printer]	Room 32	LVK6542900	6/30/2016	0	188	0	145	0	3/1/2014	7.50	Black Network Printer
OSV-03955[Kyocera/P-2135DN Printer]	Room 40	:VL6543144	6/30/2016	2	287	0	350	0	3/1/2014	7.50	Black Network Printer
OSV-03956[Kyocera/P-2135DN Printer]	Room 44	LVK6542880	6/30/2016	1	265	0	397	0	3/1/2014	7.50	Black Network Printer
OSV-03917[Toshiba/Estudio 857]	Teachers Room 2nd Floor	SAAF90294	6/30/2016	2	17,915	0	10,084	0	6/1/2014	7.25	Black Photocopier
OSV-03918[Toshiba/Estudio 857]	Upper Common Area	SAAF90338	6/30/2016	3	23,369	0	6,301	0	6/1/2014	7.25	Black Photocopier
TOTALS & AVERAGES				44	3,790	1,760	1,834	1,150		7.81	

Equipment with 5+ Service Calls July 1, 2020 to June 30, 2021

Current Equipment	Location	Serial Number	Install Date	# Service Calls	Total Mthly Vol (B+C)	Current Meter (B&C)	Model Age (years)	Reason for Service Calls
OSV-03875[Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90329	6/30/2016	6	18,096	1,422,142	7.25	1 call was for parts, which were installed on a subsequent call, and four calls were related to a jam that required parts to be installed and assistance by the Service Manager and adjustments made.
OSV-03873[Toshiba/E-Studio 6560c]	Main Office	CSCF25479	6/30/2016	9	11,172	1,245,820	7.42	4 service calls were for poor quality/lines/light prints with a 5th call as a follow-up with the Service Manager; 1 call was for noise, another was for jamming in the ADF with a follow-up call to install parts; and one call was an error code for PM.

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Caller	Call Count
Alex Kittridge	5
P-2135DN Printer	
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03955	2
Multiple Problems	2
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03956	1
ERROR CODE	1
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03975	2
Paper Tray Issue	2
Bethany Chase	12
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03872	1
JAMMING	1
EStudio 757	
EStudio 757 copier EQ# OSV-03879	1
Not printing	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03875	6
JAMMING	6
Toshiba Estudio 857 EQ# OSV-03877	2
JAMMING	2
KYP6130CDN	
Kyocera P6130cdn 32PPM Color Printer EQ# OSV-03920	2
Call Service Flashing	2
Cathy Scott	6
E-Studio 4555c	
Toshiba E-Studio 4555c Color Copier EQ# OSV-03883	3
JAMMING	3
FS-2100DN	
EQ# OSV-03961	2
COPY QUALITY POOR	2
TOSHES457	
Toshiba eStudio 457 B/W Copier A3 45 PPM Copy, Print, Scan, Fax EQ# OSV-	1
COPY QUALITY POOR	1
Eileen Armstrong	7
E-Studio 6560c	

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Caller	Call Count
Toshiba E-Studio 6560c Color Copier EQ# OSV-03873	5
COPY QUALITY POOR	5
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03917	1
LITE COPIES	1
Toshiba Estudio 857 EQ# OSV-03918	1
LITE COPIES	1
Jeremy Noyes	1
KYP6130CDN	
Kyocera P6130cdn 32PPM Color Printer EQ# OSV-03919	1
Service Code	1
Karen Miller- 603-837-9363 --	1
E-Studio 6570c	
Toshiba E-Studio 6570c Color Copier EQ# OSV-03868	1
Finisher	1
katherine 603-837-2528	2
TOSHES657	
Toshiba EStudio 657 EQ# OSV-03880	2
Call Service Flashing	2
Marion Anastasia	2
FS-2100DN	
EQ# OSV-03951	2
HAS PART	2
Robin	6
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03873	3
ADF Jamming	3
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03917	1
MAINT LITE	1
Toshiba Estudio 857 EQ# OSV-03918	2
Remove Jam	2
Robin LaLonde	1
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03873	1

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Caller	Call Count
MAINT LITE	1
Stephanie 603-837-9363	1
TOSHES657	
Toshiba EStudio 657 EQ# OSV-03878	1
Needs Service	1
Total	44

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**SAU 36 - Office Systems of Vermont
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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC249146														
Call	SC249146	Paper Tray Issue [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			28.82	0	0
		Assigned Tech: Harold Santamore		Received: 2021/02/15 10:39		Response Hours:	28.65	Call Priority:	High					
		Caller: Alex Kittridge		Dispatched: 2021/02/18 13:48		CM Response Hours:	28.65	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: message add paper cassette but it in there		Arrived: 2021/02/18 13:48		Travel Hours:	0							
				Completed 2021/02/18 13:58		Repair Hours:	0.17	Incompleted	Needs Parts Urgent, Operational					
						Resolution Hours:	28.82							
		ProblemCodes												
		Problem Code:	Image Quality											
		Resolution Code:	Drum Repair or Replacement											
Call	SC249588	HAS PART [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			0	1	0
		Assigned Tech: Harold Santamore		Received: 2021/02/18 14:01		Response Hours:	34.6	Call Priority:	High					
		Caller: Alex Kittridge		Dispatched: 2021/03/04 12:14		CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: message add paper cassette but it in there HAS PART		Arrived: 2021/03/04 12:57		Travel Hours:	0.72							
				Departure 2021/03/04 14:08		Repair Hours:	1.18							
						Resolution Hours:	0							
SC249588														
		ProblemCodes												
		Problem Code:	Image Quality											
		Resolution Code:	Drum Repair or Replacement											
OSV-03976 sn:														
White Mountains Regional High			20.00%	5	1									
E-Studio 4555c [Toshiba]									7.83	11.57	1.0	18.9	1	0
OSV-03883 sn:C7BF52824														
									7.83	11.57	1.0	18.9	1	0
SC249134														
Call	SC249134	JAMMING [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			21.2	0	0
		Assigned Tech: Harold Santamore		Received: 2021/02/15 09:49		Response Hours:	20.02	Call Priority:	N					
		Caller: Cathy Scott		Dispatched: 2021/02/17 11:43		CM Response Hours:	20.02	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: jamming		Arrived: 2021/02/17 12:50		Travel Hours:	1.12							
				Completed 2021/02/17 14:01		Repair Hours:	1.18							
						Resolution Hours:	21.2							
		ProblemCodes												
		Problem Code:	Jamming/Jammed											
		Resolution Code:	Clean/Adjust											
SC257616														
Call	SC257616	?Unknown Problem? [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04			3.95	0	0
		Assigned Tech: Keith Llewellyn		Received: 2021/05/11 08:00		Response Hours:	3.12	Call Priority:	Medium					
		Caller: Cathy Scott		Dispatched: 2021/05/11 09:12		CM Response Hours:	3.12	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: jamming & error msg machine down C447		Arrived: 2021/05/11 11:07		Travel Hours:	1.92							

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC258714														
Call	SC258714	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04				10.65	0	0
		Assigned Tech: Harold Santamore		Received: 2021/05/21 10:42	Response Hours:	10.35	Call Priority:	N						
		Caller: Cathy Scott		Dispatched: 2021/05/24 12:18	CM Response Hours:	10.35	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: PCQ lines thru copies		Arrived: 2021/05/24 12:33	Travel Hours:	0.25								
				Completed 2021/05/24 12:51	Repair Hours:	0.3								
					Resolution Hours:	10.65								
		ProblemCodes												
		Problem Code:	Image Quality											
		Resolution Code:	Clean/Adjust											
TOSHES657 [Toshiba]								27.12	16.60	0.9	8.8		1	0
OSV-03880 sn:CABF31281								27.12	16.60	0.9	8.8		1	0
SC244843														
Call	SC244843	Call Service Flashing [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04				17.65	0	0
		Assigned Tech: Ethan Connor		Received: 2021/01/04 13:43	Response Hours:	16.6	Call Priority:	High						
		Caller: katherine 603-837-2528		Dispatched: 2021/01/06 12:41	CM Response Hours:	16.60	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: call for service		Arrived: 2021/01/06 13:19	Travel Hours:	0.63								
				Completed 2021/01/06 14:22	Repair Hours:	1.05	Incompleted Needs Parts Urgent, Operational							
					Resolution Hours:	17.65								
		ProblemCodes												
		Problem Code:	Machine Fault/Error Code/Fault Code											
		Resolution Code:	Update Firmware											
Call	SC245163	Parts in Box [O]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04				0	1	0
		Assigned Tech: Ethan Connor		Received: 2021/01/06 14:23	Response Hours:	37.63	Call Priority:	N						
		Caller: katherine 603-837-2528		Dispatched: 2021/01/14 08:25	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: call for service PARTS AT SHOP		Arrived: 2021/01/14 10:24	Travel Hours:	1.98								
				Departure 2021/01/14 11:12	Repair Hours:	0.8								
					Resolution Hours:	0								
SC245163														
		ProblemCodes												
		Problem Code:	Follow up											
		Resolution Code:	Install Equipment or Solution											
White Mountains Regional School			50.00%	2	1									
E-Studio 6570c [Toshiba]								6.03		1.0	0.0		0	0
OSV-03868 sn:CSAF24353								6.03		1.0	0.0		0	0
SC245643														
Call	SC245643	Finisher [PM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	SPC01205-OSV-04				0	0	0
		Assigned Tech: Harold Santamore		Received: 2021/01/11 16:02	Response Hours:	6.03	Call Priority:	N						
		Caller: Karen Miller- 603-837-9363 --		Dispatched: 2021/01/12 13:20	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: finisher error		Arrived: 2021/01/12 13:34	Travel Hours:	0.23								
				Completed 2021/01/12 14:34	Repair Hours:	1								

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Misc Adjustment												
FS-2100DN [Kyocera]								14.14	1.00	0.3	0.5	1	0	
OSV-03951 sn:LQA6436006								14.14	1.00	0.3	0.5	1	0	
	SC245826													
	Call	SC245826	?Unknown Problem? [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: SPC01205-OSV-04			1.02	0	0	
		Assigned Tech: Harold Santamore		Received: 2021/01/13 08:17		Response Hours:		1	Call Priority: Medium					
		Caller: Marion Anastasia		Dispatched: 2021/01/13 09:16		CM Response Hours:		1.00	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: dirty prints		Arrived: 2021/01/13 09:17		Travel Hours:		0.02	Incompleted Need Parts - Operational					
				Completed 2021/01/13 09:18		Repair Hours:		0.02						
						Resolution Hours:		1.02						
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Developer Repair or Replacement												
	Call	SC245842	HAS PART [O]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC01205-OSV-04			0	1	0	
		Assigned Tech: Ethan Connor		Received: 2021/01/13 09:20		Response Hours:		27.27	Call Priority: High					
		Caller: Marion Anastasia		Dispatched: 2021/01/25 08:36		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: dirty prints Has Parts		Arrived: 2021/01/25 10:42		Travel Hours:		2.1						
					Departure 2021/01/25 11:12	Repair Hours:		0.5						
						Resolution Hours:		0						
	SC245842													
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Developer Repair or Replacement												
OSV-04127 sn:														
HP P3015 [HP]														
OSV-04056 sn:														
HPCP5225dn [HP]														
OSV-04054 sn:														
TOSHES657 [Toshiba]								11.23	11.23	0.6	11.9	0	0	
OSV-03878 sn:CABF31267								11.23	11.23	0.6	11.9	0	0	
	SC259552													
	Call	SC259552	Needs Service [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC01205-OSV-04			11.85	0	0	
		Assigned Tech: Harold Santamore		Received: 2021/06/01 08:58		Response Hours:		11.23	Call Priority: N					

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[illegible]

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[illegible]

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Problem Code:										Machine Fault/Error Code/Fault Code					
Resolution Code:										Fuser Repair or Replacement					
OSV-03918 sn:SAAF90338										14.60	14.60	0.7	15.3	0	0
SC246867															
Call SC246867 Remove Jam [CM]										Call In SLA: No	SLA Response Hours: 4.00	Contract#: SPC01205-OSV-04	9.4	0	0
Assigned Tech: Ethan Connor										Received: 2021/01/22 11:08	Response Hours: 8.75	Call Priority: Medium			
Caller: Robin										Dispatched: 2021/01/25 11:13	CM Response Hours: 8.75	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
Call Desc: Has a jam and they can not locate the source										Arrived: 2021/01/25 11:23	Travel Hours: 0.17				
										Completed 2021/01/25 12:02	Repair Hours: 0.65				
										Resolution Hours: 9.4					
ProblemCodes															
Problem Code:										Jamming/Jammed					
Resolution Code:										Clean/Adjust					
SC249089															
Call SC249089 LITE COPIES [CM]										Call In SLA: No	SLA Response Hours: 4.00	Contract#: SPC01205-OSV-04	9.68	0	0
Assigned Tech: Harold Santamore										Received: 2021/02/12 14:20	Response Hours: 8.63	Call Priority: N			
Caller: Eileen Armstrong										Dispatched: 2021/02/15 14:28	CM Response Hours: 8.63	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
Call Desc: very lite images when copying but OK when										Arrived: 2021/02/15 14:28	Travel Hours: 0				
										Completed 2021/02/15 15:31	Repair Hours: 1.05				
										Resolution Hours: 9.68					
ProblemCodes															
Problem Code:										Image Quality					
Resolution Code:										Clean/Adjust					
SC256020															
Call SC256020 JAMMING [CM]										Call In SLA: No	SLA Response Hours: 4.00	Contract#: SPC01205-OSV-04	26.73	0	0
Assigned Tech: Harold Santamore										Received: 2021/04/23 10:15	Response Hours: 26.42	Call Priority: N			
Caller: Robin										Dispatched: 2021/04/28 09:37	CM Response Hours: 26.42	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
Call Desc: jamming - school on vacation week of 4/26 but										Arrived: 2021/04/28 11:10	Travel Hours: 1.55				
										Completed 2021/04/28 11:29	Repair Hours: 0.32				
										Resolution Hours: 26.73					
ProblemCodes															
Problem Code:										Jamming/Jammed					
Resolution Code:										Misc Adjustment					
FS-2100DN [Kyocera]															
OSV-03967 sn:															
OSV-03969 sn:															
HPCP5225dn [HP]															
OSV-04055 sn:															

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
KYP6130CDN [Kyocera]														
OSV-03888 sn:														
OSV-03889 sn:														
OSV-03890 sn:														
P-2135DN Printer [Kyocera]									22.49	5.35	0.5	4.0	1	0
OSV-03953 sn:														
OSV-03954 sn:														
OSV-03955 sn:LVK6543144									29.45	2.12	0.6	1.5	1	0
	SC248627													
	Call	SC248627	Multiple Problems [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#:	SPC01205-OSV-04		3	0
			Assigned Tech: Ethan Connor		Received: 2021/02/09 12:13			Response Hours:	2.12		Call Priority: Medium			0
			Caller: Alex Kittridge		Dispatched: 2021/02/09 13:49			CM Response Hours:	2.12		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
			Call Desc: one of the belts is squealing loudly and jamming the entire parts of the		Arrived: 2021/02/09 14:20			Travel Hours:	0.52					
					Completed 2021/02/09 15:13			Repair Hours:	0.88	Incompleted Need Parts - Operational				
								Resolution Hours:	3					
		ProblemCodes												
		Problem Code:	Jamming/Jammed											
		Resolution Code:	Fuser Repair or Replacement											
	Call	SC248672	Parts in Box [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	SPC01205-OSV-04		0	1
			Assigned Tech: Ethan Connor		Received: 2021/02/09 15:14			Response Hours:	56.77		Call Priority: Medium			0
			Caller: Alex Kittridge		Dispatched: 2021/02/23 08:57			CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
			Call Desc: one of the belts is squealing loudly and jamming the entire parts of the		Arrived: 2021/02/23 08:58			Travel Hours:	0.02					
					Departure 2021/02/23 09:21			Repair Hours:	0.38					
								Resolution Hours:	0					
	SC248672													
		ProblemCodes												
		Problem Code:	Follow up											
		Resolution Code:	Install Equipment or Solution											
OSV-03956 sn:LVK6542880									8.57	8.57	0.4	9.0	0	0
	SC258095													
	Call	SC258095	ERROR CODE [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#:	SPC01205-OSV-04		8.95	0
			Assigned Tech: Harold Santamore		Received: 2021/05/14 12:25			Response Hours:	8.57		Call Priority: N			
			Caller: Alex Kittridge		Dispatched: 2021/05/17 12:15			CM Response Hours:	8.57		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner			
			Call Desc: toner & clean printer error msg		Arrived: 2021/05/17 12:29			Travel Hours:	0.23					
					Completed 2021/05/17 12:52			Repair Hours:	0.38					

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	8.95							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
OSV-03970 sn:														
OSV-03971 sn:														
Total									12.69	9.04	32.57	335.63	13	0