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.

How did COVID affect your volume in relation to the industry?

It is interesting to note that your black volumes dropped by 42% from pre-COVID numbers while the industry average dropped by 46%. Your color volume dropped by 15% from pre-COVID numbers while the industry average dropped by 16%. However, your color average of 212 prints per student is higher than the industry average of 182.

Out of 65 units under contract with A-Copi there were 91 service calls on 31 copiers and printers. Uptime was 98% with 68% of all calls being corrected on the first visit. This is not very good for the number of machines in your fleet, but it is reasonable considering the age of your equipment. There were four units with more than five service calls in the fiscal year; details on those machines can be found on the next page. Service call details for all A-Copi machines begins on Page 9.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. A-Copi notes their response time from call to *completion* as an average of 9.77 hours.

Your last upgrade was 9/15/2016. All machines are under a five+ year warranty and service contract that expires on 6/30/2022. However, the average model in your fleet was introduced 6.89 years ago. Twenty-five units are more than 7 years from date of intro and of those four are 10 or more years out, which means the warranty has expired on these four machines. 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, and it could result in monies being spent to replace the problematic unit.

Overall your fleet seems to be performing quite well despite the age, though we would definitely recommend an equipment upgrade to replace those older machines before parts become obsolete.

MACHINES WITH 5+ SERVICE CALLS IN FISCAL YEAR JULY 1, 2021 TO JUNE 30, 2022

Current Equipment Details	Location	Serial Number	# Service Calls	Current Total Meter	Average Monthly Volume	Model Age (years)	Reason for Calls
API-6537[Toshiba/TOSHES5506ACT]	Manchester - Main Office Work Room	CHHF11007	5	273,617	3,838	5.17	Of the 5 service calls for this copier, one call was for jamming and poor color quality, one was a PM because of poor color quality, one was a technician request for EPU kits with a follow-up call to deliver those kits but the school was closed. The final call was delivery of the kits.
API-6531[Toshiba/TOSHES287CSL]	Raymond Elem - Work Room	TJGF12996	7	1,247,753	5,880	7.17	On this machine one call was for jamming where a follow-up call was required to install the parts; the 3rd call was for poor quality where again a follow-up call was needed to install the parts; the 5th call was for jamming, and the 6th and 7th were for a fuser unit replacement with parts installed on the follow-up call.
API-6533[Toshiba/TOSHES8508A]	Raymond Elem - Work Room	CIHF11767	6	1,172,451	15,211	5.17	Service calls for this machine were for replacement of waste toner bottle, 2 calls for noise where parts were replaced on a subsequent call, and 2 calls for error codes that were resolved on the same call.
API-6574[Toshiba/E-Studio 6508A]	Windham High - Special Ed Office	CIIF11876	5	181,123	3,497	5.08	All five calls on this machine were related to issues with the touch screen necessitating the replacement of the Control Panel; in addition lifters for Trays 1 and 2 and a PFC board were ordered for replacementas well. The last call was to install the parts but school was closed. This issue was eventua

Highest Usage Equipment

Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# API-6538 [Toshiba/TOSHES8508A] 709 Roosevelt Trail, WINDHAM	325884	54914
ID# API-6546 [Toshiba/TOSHES8508A] 709 Roosevelt Trail, WINDHAM	266862	44968
ID# API-6577 [Toshiba/TOSHES8508A] 404 Gray Road, WINDHAM	262531	44238
ID# API-6533 [Toshiba/TOSHES8508A] 434 Webb's Mills Road, RAYMOND	182528	30757
ID# API-6579 [Toshiba/TOSHES8508A] 404 Gray Road, WINDHAM	179986	30329

Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# API-6589 [Toshiba/E-Studio 6506AC] 404 Gray Road, WINDHAM	325884	54914
ID# API-6531 [Toshiba/TOSHES287CSL] 434 Webb's Mills Road, RAYMOND	266862	44968
ID# API-6590 [Toshiba/TOSHES5506ACT] 228 Windham Center Road, WINDHAM	262531	44238
ID# API-6442 [Toshiba/E-Studio 3555c] 408 Gray Road, WINDHAM	182528	30757
ID# API-6536 [Toshiba/TOSHES5506ACT] 434 Webb's Mills Road, RAYMOND	179986	30329

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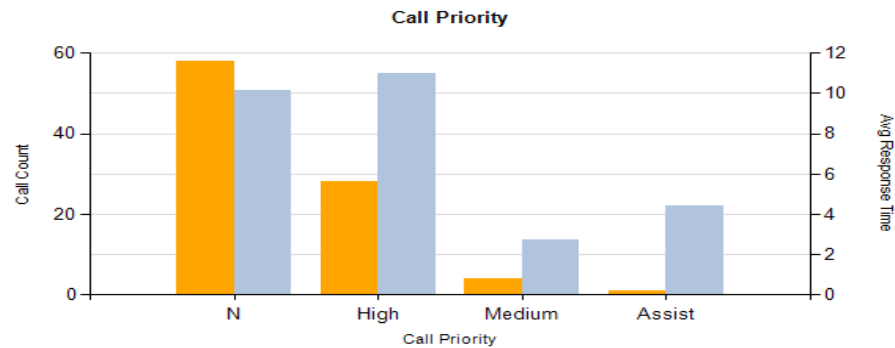## Service Fleet Report FY21

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
Jordan-Small Middle School											
API-6591[Toshiba/E-Studio 6506AC]	Main Office	CHHF11124	11/21/2016	2	5,761	3,668	1,665	2,404	7/1/2016	5.17	Color Photocopier
API-3091[Toshiba/TOSHES456]	Room A-103	C2D236055	7/9/2012	0	1,532	0	1,160	0	2/1/2012	9.58	Black Photocopier
API-6576[Toshiba/TOSHES7508A]	Room C-126	CIHF11097	11/21/2016	0	5,561	0	3,967	0	7/1/2016	5.17	Black Photocopier
API-5247[Toshiba/EStudio 757]	Teachers' Room	CAHD13764	10/24/2014	0	7,509	0	4,637	0	6/1/2014	7.25	Black Photocopier
Manchester School											
API-6532[Toshiba/TOSHES8508A]	Copy Room	CIHF11740	11/21/2016	3	30,061	0	2,458	0	7/1/2016	5.17	Black Photocopier
API-6538[Toshiba/TOSHES8508A]	Copy Room	CIIF12145	11/21/2016	4	24,789	0	27,157	0	7/1/2016	5.17	Black Photocopier
API-6546[Toshiba/TOSHES8508A]	Copy Room Center	CIHF11765	11/21/2016	2	21,580	0	22,239	0	7/1/2016	5.17	Black Photocopier
API-3101[Toshiba/E-Studio 4540c]	Main Office	CMD218320	7/9/2012	3	3,241	3,209	714	1,175	5/1/2011	10.33	Color Photocopier
API-6537[Toshiba/TOSHES5506ACT]	Main Office Work Room	CHHF11007	11/21/2016	5	2,425	2,684	1,175	2,663	7/1/2016	5.17	Black Photocopier
Raymond Elementary School											
API-6545[Toshiba/TOSHES7508A]	2nd Floor Copy Room	CIHF11037	11/21/2016	2	6,519	0	14,096	0	7/1/2016	5.17	Black Photocopier
API-5233[Toshiba/TOSHES457]	Main Office	CEHD28550	10/24/2014	0	5,839	0	597	0	6/1/2014	7.25	Black Photocopier
API-6536[Toshiba/TOSHES5506ACT]	Main Office	CHIF11286	11/21/2016	0	5,380	5,784	818	2,921	7/1/2016	5.17	Color Photocopier
API-6531[Toshiba/TOSHES287CSL]	Work Room	TJGF12996	11/21/2016	7	72	2,858	88	5,792	7/1/2014	7.17	Color Photocopier
API-6533[Toshiba/TOSHES8508A]	Work Room	CIHF11767	11/21/2016	6	23,222	0	15,211	0	7/1/2016	5.17	Black Photocopier
RSU # 14											
API-5256[Toshiba/E-Studio 3055c]	2nd Floor	C7IC23506	10/24/2014	1	0	0	819	2,649	7/1/2013	8.17	Color Photocopier
API-6580[Toshiba/TOSHES7508A]	Left Copy Room	CIHF11074	11/22/2016	3	10,758	0	11,113	0	7/1/2016	5.17	Black Photocopier
API-6590[Toshiba/TOSHES5506ACT]	Superintendent Wing Copy Room	CHHF11244	11/22/2016	0	3,007	3,363	7,750	4,335	7/1/2016	5.17	Color Photocopier
RSU # 14 - School Transportation											
API-6187[Toshiba/E-Studio 3040c]	Office	CNB326928	11/21/2016	0	929	122	1,695	185	5/1/2011	10.33	Color Photocopier
Windham High School											
API-6449[Toshiba/E-Studio 4505AC]	Adult Education Lobby	CFGF44639	11/22/2016	2	2,873	1,956	1,158	990	7/1/2016	5.17	Color Photocopier
API-6223[Toshiba/E-Studio 3555c]	Athletic's Office	C7CF58856	11/22/2016	0	2,016	225	702	206	7/1/2013	8.17	Color Photocopier
API-6459[Toshiba/E-Studio 3555c]	Faculty Office	C7CF58845	11/22/2016	0	3,850	4,164	875	1,647	7/1/2013	8.17	Color Photocopier
API-6588[Toshiba/TOSHES8508A]	Faculty Office B	CIIF11852	11/22/2016	0	21,219	0	9,542	0	7/1/2016	5.17	Black Photocopier
API-3114[Toshiba/EStudio 756]	Faculty Office E	CKE210656	7/30/2012	0	7,139	0	4	0	2/1/2012	9.58	Black Photocopier
API-6587[Toshiba/TOSHES8508A]	Faculty Office K	CIIF11808	11/22/2016	3	19,018	0	5,824	0	7/1/2016	5.17	Black Photocopier
API-6586[Toshiba/TOSHES8508A]	Faculty Office M (Math Dept)	CIIF12138	11/22/2016	4	25,327	0	13,599	0	7/1/2016	5.17	Black Photocopier
API-5241[Toshiba/E-Studio 3055c]	Katahdin Program Office	C7IC23480	10/24/2014	4	1,135	1,035	618	958	7/1/2013	8.17	Color Photocopier
API-3033[Toshiba/EStudio 856]	Library	CRD210777	7/9/2012	0	6,125	0	1,621	0	2/1/2012	9.58	Black Photocopier
API-4718[Toshiba/TOSHES456]	Library	C2LC11196	9/21/2018	0	1,036	0	359	0	2/1/2012	9.58	Black Photocopier
API-6460[Toshiba/E-Studio 3555c]	Library	C7CF58791	11/22/2016	0	1,337	2,119	869	2,251	7/1/2013	8.17	Color Photocopier
API-6596[Toshiba/TOSHES8508A]	Main Office	CIHF11778	11/22/2016	1	16,640	0	4,410	0	7/1/2016	5.17	Black Photocopier
API-6597[Toshiba/E-Studio 4505AC]	Main Office	CFHF47150	11/22/2016	1	4,114	3,509	1,305	2,226	7/1/2016	5.17	Color Photocopier
API-6463[Toshiba/E-Studio 3555c]	Room 313	C7CF59028	11/22/2016	0	3,457	664	947	393	7/1/2013	8.17	Color Photocopier
API-6574[Toshiba/E-Studio 6508A]	Special Ed Office	CIIF11876	11/22/2016	5	2,105	0	3,497	0	8/1/2016	5.08	Black Photocopier
API-6468[Toshiba/E-Studio 3555c]	Student Services	C7CF58699	11/22/2016	3	1,707	3,023	944	1,613	7/1/2013	8.17	Color 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
API-6593[Toshiba/E-Studio 5508A]	Student Services	CIIF12379	11/22/2016	2	552	0	5,205	0	8/1/2016	5.08	Black Photocopier
Windham Middle School : 408 Gray Road											
API-3108[Toshiba/EStudio 756]	Field Allen Office	CKE210719	7/30/2012	2	3,100	0	1,238	0	2/1/2012	9.58	Black Photocopier
API-6442[Toshiba/E-Studio 3555c]	Field Allen Office	C7CF59054	11/22/2016	2	1,673	3,182	1,928	4,208	7/1/2013	8.17	Color Photocopier
API-6582[Toshiba/TOSHES7508A]	Field Allen Teacher's Work Room	CIHF11140	11/22/2016	0	18,573	0	6,219	0	7/1/2016	5.17	Black Photocopier
API-6571[Toshiba/E-Studio 6508A]	Guidance Office Conference Room	CIIF11900	11/22/2016	0	7,216	0	5,278	0	8/1/2016	5.08	Black Photocopier
API-6470[Toshiba/E-Studio 3555c]	Main Office	C7CF58855	11/22/2016	4	6,840	2,014	2,793	1,357	7/1/2013	8.17	Color Photocopier
API-6573[Toshiba/TOSHES7508A]	Main Office	CIHF11139	11/22/2016	4	13,775	0	4,758	0	7/1/2016	5.17	Black Photocopier
API-6572[Toshiba/TOSHES7508A]	Room 103A	CIHF11657	11/22/2016	3	19,324	0	6,761	0	7/1/2016	5.17	Black Photocopier
API-3106[Toshiba/EStudio 756]	Room 201A Supply closet	CKE210744	7/30/2012	3	5,535	0	5,139	0	2/1/2012	9.58	Black Photocopier
API-3102[Toshiba/TOSHES456]	Teacher's Cafeteria	C2D236072	7/9/2012	0	255	0	5	0	2/1/2012	9.58	Black Photocopier
Windham Primary School : 404 Gray Road											
API-6583[Toshiba/TOSHES8508A]	2nd Floor C House Work Room	CIIF11815	11/22/2016	0	14,531	0	11,828	0	7/1/2016	5.17	Black Photocopier
API-6579[Toshiba/TOSHES8508A]	2nd Floor Work Room A House	CIIF11798	11/22/2016	1	22,570	0	14,999	0	7/1/2016	5.17	Black Photocopier
API-6585[Toshiba/TOSHES8508A]	B House 2nd Floor Work Room	CIIF12141	11/22/2016	1	14,015	0	10,593	0	7/1/2016	5.17	Black Photocopier
API-6584[Toshiba/TOSHES8508A]	C House 1st Floor Work Room	CIIF12142	11/22/2016	3	22,586	0	12,890	0	7/1/2016	5.17	Black Photocopier
API-5244[Toshiba/TOSHES457]	Main Office	CEHD30694	10/24/2014	0	6,693	0	2,961	0	6/1/2014	7.25	Black Photocopier
API-6598[Toshiba/E-Studio 4505AC]	Martha's Office	CFHF50573	11/22/2016	0	3,926	1,500	1,690	1,088	5/1/2011	10.33	Color Photocopier
API-3089[Toshiba/TOSHES456]	Portable Building	C2D235912	7/9/2012	0	2,291	0	542	0	2/1/2012	9.58	Black Photocopier
API-3063[Kyocera/KYFSC5350DN]	Room C-44	QVQ1Z05202	7/9/2012	0	330	358	103	165	8/1/2009	12.08	Color Network Printer
API-6577[Toshiba/TOSHES8508A]	Teacher's Room	CIIF11831	11/22/2016	2	24,395	0	21,878	0	7/1/2016	5.17	Black Photocopier
API-6589[Toshiba/E-Studio 6506AC]	Teacher's Room	CHHF11108	11/22/2016	3	23,362	12,840	14,365	11,678	7/1/2016	5.17	Color Photocopier
TOTALS & AVERAGES				*91*	*9,052*	*1,079*	*5,459*	*943*		*6.89*	

Contract Toner Usage								
Contract Number		**Black Fill**	**Black Toner Shipped**	**Color Fill**	**Color Toner Shipped**	**Color Total Copies**	**Black Total Copies**	
SPC3197-API		1.30%	416	8.50%	242	4,659,718	37,519,500	

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67.69%	**First Call Effectiveness (OnSite)**	**98.39%**	**Machine Availability**		**NetPromoter Score**

67.69% — First Call Effectiveness (OnSite)

68% of 65 OnSite CM visits were resolved in ONE visit for the reporting period

67.69 %

32.31 %

98.39% — Machine Availability

Total target service hours for all contract machines during period was 111760.00. The total # hours (call received until call completed) was 1803.52

NetPromoter Score

No survey responses for the period

9.77 hrs — Average OnSite Reponse Time

37% of 46 corrective maintenance calls were responded to and completely resolved in under 4 hours

Calls / Onsite Response Windows

1HR	2HR	4HR	Over4
1	5	11	29

10.4 hrs — First Call Fix Avg Resolution Time (On-Site)

10.4 hrs was the average hours for first call fix from when call opened to problem resolution on 46 calls

Avg Resolution by month: Jun, May, Apr, Mar, Feb, Jan

69.7 hrs — Rescheduled Calls Avg TTR Time (first call received until final call closed)

69.7 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 19 rescheduled service calls.

Avg TTR by month: Jun, May, Apr, Mar, Feb

Call Priority

Call Count / Avg Response Time by Call Priority: N, High, Medium, Assist

Caller	Call Count
-- --	47
E-Studio 3055c	
Toshiba E-Studio 3055c Color Copier EQ# API-5241	3
JAMMING	3
Toshiba E-Studio 3055c Color Copier EQ# API-5256	1
JAMMING	1
E-Studio 3555c	
Toshiba E-Studio 3555c Color Copier EQ# API-6468	2
COPY QUALITY POOR	2
E-Studio 4505AC	
Toshiba E-Studio Color Copier EQ# API-6597	1
COPY QUALITY POOR	1
E-Studio 4540c	
Toshiba E-Studio 4540c Color Copier EQ# API-3101	2
COPY QUALITY POOR	2
E-Studio 5508A	
Toshiba E-Studio 5508A Digital Copier w/DSDF EQ# API-6593	2
COPY QUALITY POOR	2
E-Studio 6506AC	
Toshiba E-Studio 6506AC Color Copier EQ# API-6589	3
ERROR CODE	3
E-Studio 6508A	
Toshiba E-Studio 6508A Digital Copier w/DSDF EQ# API-6574	5
Touchscreen not working	5
EStudio 756	
Toshiba Estudio 756 EQ# API-3106	3
JAMMING	3
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-6545	2
COPY QUALITY POOR	2
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-6572	3
JAMMING	3
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-6580	2
ADF Jamming	2
TOSHES8508A	

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Caller	Call Count
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6532	2
Noisy Operation	2
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6533	2
waste toner bottle	2
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6538	4
ERROR CODE	4
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6577	2
ERROR CODE	2
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6584	3
ERROR CODE	3
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6586	4
JAMMING	4
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6596	1
JAMMING	1
Amy	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-6537	1
Print / Scan	1
Austin 655-8672	1
TOSHES287CSL	
Toshiba E-Studio 287CSL Color Copier EQ# API-6531	1
Not Working	1
Austin Carr	1
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6533	1
Not Working	1
Jason Morrell	15
E-Studio 3555c	
Toshiba E-Studio 3555c Color Copier EQ# API-6442	1
Call entered via Remote Tech	1
Toshiba E-Studio 3555c Color Copier EQ# API-6470	1
Call entered via Remote Tech	1
E-Studio 4540c	
Toshiba E-Studio 4540c Color Copier EQ# API-3101	1
Call entered via Remote Tech	1

Caller	Call Count
TOSHES287CSL	
Toshiba E-Studio 287CSL Color Copier EQ# API-6531	4
Call entered via Remote Tech	4
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-6537	3
Call entered via Remote Tech	3
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-6580	1
Call entered via Remote Tech	1
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6532	1
Call entered via Remote Tech	1
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6533	1
Call entered via Remote Tech	1
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6579	1
Call entered via Remote Tech	1
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6585	1
Call entered via Remote Tech	1
Linda -- 892-1820 --	2
EStudio 756	
Toshiba Estudio 756 EQ# API-3108	2
JAMMING	2
Maureen	1
E-Studio 3555c	
Toshiba E-Studio 3555c Color Copier EQ# API-6468	1
ERROR CODE	1
Mindy	2
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6533	2
NOISE	2
On Cloud Connect -- --	18
E-Studio 3555c	
Toshiba E-Studio 3555c Color Copier EQ# API-6442	1
COPY QUALITY POOR	1
Toshiba E-Studio 3555c Color Copier EQ# API-6470	3

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Caller	Call Count
JAMMING	3
E-Studio 6506AC	
Toshiba E-Studio 6506AC Color Copier EQ# API-6591	2
waste toner bottle	2
TOSHES287CSL	
Toshiba E-Studio 287CSL Color Copier EQ# API-6531	2
COPY QUALITY POOR	2
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-6537	1
COPY QUALITY POOR	1
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-6573	4
JAMMING	4
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6546	2
JAMMING	2
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-6587	3
ERROR CODE	3
Paulette	1
E-Studio 3055c	
Toshiba E-Studio 3055c Color Copier EQ# API-5241	1
Print / Scan	1
Stacia Dugas	2
E-Studio 4505AC	
Toshiba E-Studio Color Copier EQ# API-6449	2
Customer requests cleaning	2
Total	**91**

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							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Windham High School		% Calls in SLA	Total Calls	In SLA			14.61	9.77	0.8	19.8	28	0
Jordan-Small Middle School : 423		0.00%	1	0								
E-Studio 6506AC [Toshiba]							5.79	7.60	0.8	4.4	0	0
API-6591 sn:CHHF11124							5.79	7.60	0.8	4.4	0	0

SC257681

Call SC257681	waste toner bottle [CC]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05	0	0	0
Assigned Tech: Jason Morrell		Received: 2021/05/11 11:39	Response Hours:	3.98	Call Priority: 4HR Response
Caller: On Cloud Connect -- --		Dispatched: 2021/05/11 14:15	CM Response Hours:		Bill Code: ACOPI Prepaid Toner
Call Desc: WTB full		Arrived: 2021/05/11 15:38	Travel Hours:	1.38	
		Completed 2021/05/11 15:55	Repair Hours:	0.28	
			Resolution Hours:	0	

SC261197

Call SC261197	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05	8.85	0	0
Assigned Tech: Jason Morrell		Received: 2021/06/16 14:31	Response Hours:	7.6	Call Priority: N
Caller: On Cloud Connect -- --		Dispatched: 2021/06/17 13:12	CM Response Hours:	7.60	Bill Code: ACOPI Prepaid Toner
Call Desc: Color quality		Arrived: 2021/06/17 13:37	Travel Hours:	0.42	
		Completed 2021/06/17 14:52	Repair Hours:	1.25	
			Resolution Hours:	8.85	

EStudio 757 [Toshiba]	
API-5247 sn:	

TOSHES456 [Toshiba]	
API-3091 sn:	

TOSHES7508A [Toshiba]	
API-6576 sn:	

						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Manchester School : 709 Roosevelt	20.00%	10	2								
E-Studio 4540c [Toshiba]						5.68	8.52	1.3	6.7	0	0
API-3101 sn:CMD218320						5.68	8.52	1.3	6.7	0	0

SC246527

Call SC246527	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05	10.32	0	0
Assigned Tech: Jason Morrell		Received: 2021/01/20 08:51	Response Hours:	8.9	Call Priority: N
Caller: -- --		Dispatched: 2021/01/21 08:48	CM Response Hours:	8.90	Bill Code: ACOPI Prepaid Toner
Call Desc: light copies		Arrived: 2021/01/21 09:15	Travel Hours:	0.45	
		Completed 2021/01/21 10:40	Repair Hours:	1.42	
			Resolution Hours:	10.32	

SC247227

Call SC247227	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05	0	0	0
Assigned Tech: Jason Morrell		Received: 2021/01/26 14:54	Response Hours:	0.02	Call Priority: High
Caller: Jason Morrell		Dispatched: 2021/01/26 14:30	CM Response Hours:		Bill Code: ACOPI Prepaid Toner
Call Desc: CQ needs drums		Arrived: 2021/01/26 14:55	Travel Hours:	0.42	

										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed 2021/01/26 15:56		Repair Hours:		1.02							
						Resolution Hours:		0							
	SC255195														
	Call SC255195	COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:		6.00	Contract#: SPC3197-API-05				9.68	0	0
		Assigned Tech: Jason Morrell		Received: 2021/04/14 08:31		Response Hours:		8.13	Call Priority: N						
		Caller: -- --		Dispatched: 2021/04/15 07:59		CM Response Hours:		8.13	Bill Code: ACOPI Prepaid Toner						
		Call Desc: Lines on prints Closed friday and		Arrived: 2021/04/15 08:09		Travel Hours:		0.17							
				Completed 2021/04/15 09:42		Repair Hours:		1.55							
						Resolution Hours:		9.68							
TOSHES5506ACT [Toshiba]										19.50	10.84	0.3	4.5	2	0
API-6537 sn:CHHF11007										19.50	10.84	0.3	4.5	2	0
	SC254227														
	Call SC254227	COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:		6.00	Contract#: SPC3197-API-05				18.77	0	0
		Assigned Tech: Jason Morrell		Received: 2021/04/05 09:31		Response Hours:		17.98	Call Priority: N						
		Caller: On Cloud Connect -- --		Dispatched: 2021/04/07 09:50		CM Response Hours:		17.98	Bill Code: ACOPI Prepaid Toner						
		Call Desc: ADF jamming / color off		Arrived: 2021/04/07 10:30		Travel Hours:		0.67							
				Completed 2021/04/07 11:17		Repair Hours:		0.78							
						Resolution Hours:		18.77							
	SC255348														
	Call SC255348	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:		6.00	Contract#: SPC3197-API-05				0	0	0
		Assigned Tech: Jason Morrell		Received: 2021/04/15 09:36		Response Hours:		0.1	Call Priority: High						
		Caller: Jason Morrell		Dispatched: 2021/04/15 09:42		CM Response Hours:			Bill Code: ACOPI Prepaid Toner						
		Call Desc: Needs PM for CQ		Arrived: 2021/04/15 09:42		Travel Hours:		0							
				Completed 2021/04/15 09:44		Repair Hours:		0.03	Need Parts - Operational						
						Resolution Hours:		0							
		Call SC255352	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:		6.00	Contract#: SPC3197-API-05				0	1	0
		Assigned Tech: Jason Morrell		Received: 2021/04/15 09:45		Response Hours:		12.73	Call Priority: High						
		Caller: Jason Morrell		Dispatched: 2021/04/23 12:29		CM Response Hours:			Bill Code: ACOPI Prepaid Toner						
		Call Desc: Not down needs 4 EPU kits - Needs		Arrived: 2021/04/23 12:59		Travel Hours:		0.5							
				Departure 2021/04/23 13:01		Repair Hours:		0.03	End of Day, More Time Needed						
						Resolution Hours:		0							
		Call SC256045	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:		6.00	Contract#: SPC3197-API-05				0	1	0
		Assigned Tech: Jason Morrell		Received: 2021/04/23 13:02		Response Hours:		62.97	Call Priority: High						
		Caller: Jason Morrell		Dispatched: 2021/05/05 07:40		CM Response Hours:			Bill Code: ACOPI Prepaid Toner						
		Call Desc: School was closed no custodians		Arrived: 2021/05/05 07:54		Travel Hours:		0.23							
				Departure 2021/05/05 08:43		Repair Hours:		0.72							
						Resolution Hours:		0							
	SC257746														
	Call SC257746	Print / Scan [CM]		Call In SLA: Yes		SLA Response Hours:		6.00	Contract#: SPC3197-API-05				3.87	0	0
		Assigned Tech: Adam Overlock		Received: 2021/05/11 14:57		Response Hours:		3.7	Call Priority: Medium						

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Amy		Dispatched: 2021/05/12 10:09	CM Response Hours:	3.70	Bill Code: ACOPI Prepaid Toner						
	Call Desc: F510 / rebooting due to printing from		Arrived: 2021/05/12 10:09	Travel Hours:	0							
			Completed 2021/05/12 10:19	Repair Hours:	0.17							
				Resolution Hours:	3.87							
TOSHES8508A [Toshiba]							23.60	20.16	0.9	29.7	2	0
API-6532 sn:CIHF11740							19.90	25.40	1.2	36.7	1	0
SC260060												
Call SC260060	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				0	0	0
Assigned Tech: Jason Morrell			Received: 2021/06/04 14:52	Response Hours:	0.03	Call Priority: High						
Caller: Jason Morrell			Dispatched: 2021/06/04 14:54	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: Frequently jamming			Arrived: 2021/06/04 14:54	Travel Hours:	0							
			Completed 2021/06/04 15:47	Repair Hours:	0.88							
				Resolution Hours:	0							
SC261564												
Call SC261564	Noisy Operation [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				26.42	0	0
Assigned Tech: Brian Love			Received: 2021/06/21 10:52	Response Hours:	25.4	Call Priority: High						
Caller: -- --			Dispatched: 2021/06/24 09:51	CM Response Hours:	25.40	Bill Code: ACOPI Prepaid Toner						
Call Desc: clicking noise / 6/22 called back			Arrived: 2021/06/24 10:46	Travel Hours:	0.92							
			Completed 2021/06/24 11:47	Repair Hours:	1.02	Incompleted Needs Parts Urgent, Operational						
				Resolution Hours:	26.42							
Call SC262043	Noisy Operation [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				83.55	1	0
Assigned Tech: Jason Morrell			Received: 2021/06/24 11:53	Response Hours:	34.27	Call Priority: High						
Caller: -- --			Dispatched: 2021/07/09 08:39	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: Needs fuser pm kit and fuser main			Arrived: 2021/07/09 08:48	Travel Hours:	0.15							
			Departure 2021/07/09 10:26	Repair Hours:	1.63	Incompleted End of Day, More Time Needed						
				Resolution Hours:	83.55							
API-6538 sn:CIIF12145							24.46	13.57	0.7	25.1	1	0
SC254229												
Call SC254229	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				19.9	0	0
Assigned Tech: Jason Morrell			Received: 2021/04/05 09:32	Response Hours:	19.28	Call Priority: N						
Caller: -- --			Dispatched: 2021/04/07 11:49	CM Response Hours:	19.28	Bill Code: ACOPI Prepaid Toner						
Call Desc: Jamming			Arrived: 2021/04/07 11:49	Travel Hours:	0							
			Completed 2021/04/07 12:26	Repair Hours:	0.62							
				Resolution Hours:	19.9							
SC259015												
Call SC259015	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				4.43	0	0
Assigned Tech: Jason Morrell			Received: 2021/05/25 11:18	Response Hours:	3.88	Call Priority: N						
Caller: -- --			Dispatched: 2021/05/25 15:01	CM Response Hours:	3.88	Bill Code: ACOPI Prepaid Toner						
Call Desc: lines on copies			Arrived: 2021/05/25 15:11	Travel Hours:	0.17							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed 2021/05/25 15:44	Repair Hours:	0.55	Incompleted	End of Day, More Time Needed						
					Resolution Hours:	4.43								
	Call SC259097	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	6.00		Contract#: SPC3197-API-05				58.63	1	0
	Assigned Tech: Jason Morrell			Received: 2021/05/25 15:45	Response Hours:	57.13		Call Priority: N						
	Caller: -- --			Dispatched: 2021/06/04 13:23	CM Response Hours:			Bill Code: ACOPI Prepaid Toner						
	Call Desc: Needs fuser kit and more time to			Arrived: 2021/06/04 13:23	Travel Hours:	0								
				Departure 2021/06/04 14:53	Repair Hours:	1.5								
					Resolution Hours:	58.63								
	SC261725													
	Call SC261725	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC3197-API-05				17.57	0	0
	Assigned Tech: Brian Love			Received: 2021/06/22 11:21	Response Hours:	17.55		Call Priority: N						
	Caller: -- --			Dispatched: 2021/06/24 11:54	CM Response Hours:	17.55		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Reboot message / Error			Arrived: 2021/06/24 11:54	Travel Hours:	0								
				Completed 2021/06/24 11:55	Repair Hours:	0.02								
					Resolution Hours:	17.57								
API-6546 sn:CIHF11765									27.43	27.43	0.9	28.3	0	0
	SC254228													
	Call SC254228	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC3197-API-05				19.28	0	0
	Assigned Tech: Jason Morrell			Received: 2021/04/05 09:32	Response Hours:	18.77		Call Priority: N						
	Caller: On Cloud Connect -- --			Dispatched: 2021/04/07 11:18	CM Response Hours:	18.77		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Jamming			Arrived: 2021/04/07 11:18	Travel Hours:	0								
				Completed 2021/04/07 11:49	Repair Hours:	0.52								
					Resolution Hours:	19.28								
	SC259480													
	Call SC259480	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC3197-API-05				37.38	0	0
	Assigned Tech: Jason Morrell			Received: 2021/05/28 09:59	Response Hours:	36.08		Call Priority: N						
	Caller: On Cloud Connect -- --			Dispatched: 2021/06/04 11:24	CM Response Hours:	36.08		Bill Code: ACOPI Prepaid Toner						
	Call Desc: C471			Arrived: 2021/06/04 12:04	Travel Hours:	0.67								
				Completed 2021/06/04 13:22	Repair Hours:	1.3								
					Resolution Hours:	37.38								
Raymond Elementary School : 434			50.00%	6	3									
FS-3920DN [Kyocera]														
API-3109 sn:														
TOSHES287CSL [Toshiba]									24.97	8.08	0.4	12.5	3	0
API-6531 sn:TJGF12996									24.97	8.08	0.4	12.5	3	0
	SC245617													
	Call SC245617	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00		Contract#: SPC3197-API-05				0	0	0
	Assigned Tech: Jason Morrell			Received: 2021/01/11 14:08	Response Hours:	0.73		Call Priority: High						
	Caller: Jason Morrell			Dispatched: 2021/01/11 14:52	CM Response Hours:			Bill Code: ACOPI Prepaid Toner						

						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call Desc: Jammed can't clear		Arrived: 2021/01/11 14:52	Travel Hours:	0						
			Completed 2021/01/11 15:45	Repair Hours:	0.88			Need Parts - Operational			
				Resolution Hours:	0						
Call SC245637	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05			0	1	0
	Assigned Tech: Jason Morrell		Received: 2021/01/11 15:46	Response Hours:	77.23	Call Priority: High					
	Caller: Jason Morrell		Dispatched: 2021/01/25 07:01	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Needs cyan drum - Jammed can't		Arrived: 2021/01/25 07:40	Travel Hours:	0.65						
			Departure 2021/01/25 08:26	Repair Hours:	0.43						
				Resolution Hours:	0						
SC248669											
Call SC248669	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05			13.97	0	0
	Assigned Tech: Jason Morrell		Received: 2021/02/09 14:47	Response Hours:	13.57	Call Priority: N					
	Caller: On Cloud Connect -- --		Dispatched: 2021/02/11 10:48	CM Response Hours:	13.57	Bill Code: ACOPI Prepaid Toner					
	Call Desc: marks on copies		Arrived: 2021/02/11 11:21	Travel Hours:	0.55						
			Completed 2021/02/11 11:45	Repair Hours:	0.4	Incompleted Needs Parts Urgent, Operational					
				Resolution Hours:	13.97						
Call SC248922	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05			70.43	1	0
	Assigned Tech: Jason Morrell		Received: 2021/02/11 11:47	Response Hours:	69.7	Call Priority: N					
	Caller: On Cloud Connect -- --		Dispatched: 2021/02/23 12:32	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Down needs black drum. Gears are		Arrived: 2021/02/23 13:29	Travel Hours:	0.95						
			Departure 2021/02/23 14:13	Repair Hours:	0.73						
				Resolution Hours:	70.43						
SC252127											
Call SC252127	Not Working [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05			2.93	0	0
	Assigned Tech: Jason Morrell		Received: 2021/03/15 15:46	Response Hours:	2.58	Call Priority: High					
	Caller: Austin 655-8672		Dispatched: 2021/03/16 09:25	CM Response Hours:	2.58	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Jammed		Arrived: 2021/03/16 09:51	Travel Hours:	0.43						
			Completed 2021/03/16 10:12	Repair Hours:	0.35						
				Resolution Hours:	2.93						
SC252674											
Call SC252674	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05			0	0	0
	Assigned Tech: Jason Morrell		Received: 2021/03/19 07:49	Response Hours:	1.63	Call Priority: High					
	Caller: Jason Morrell		Dispatched: 2021/03/19 09:38	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Fuser life warning		Arrived: 2021/03/19 09:38	Travel Hours:	0						
			Completed 2021/03/19 09:40	Repair Hours:	0.03	Needs Parts Urgent, Operational					
				Resolution Hours:	0						
Call SC252705	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05			0	1	0
	Assigned Tech: Jason Morrell		Received: 2021/03/19 09:41	Response Hours:	9.32	Call Priority: High					
	Caller: Jason Morrell		Dispatched: 2021/03/25 07:07	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Down needs fuser - Fuser life		Arrived: 2021/03/25 07:43	Travel Hours:	0.6						

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Departure 2021/03/25 08:10		Repair Hours:	0.17							
						Resolution Hours:	0							
TOSHES457 [Toshiba]														
API-5233 sn:														
TOSHES5506ACT [Toshiba]														
API-6536 sn:														
TOSHES7508A [Toshiba]									10.61	1.57	1.1	11.7	1	0
API-6545 sn:CIHF11037									10.61	1.57	1.1	11.7	1	0
SC252891														
Call SC252891	COPY QUALITY POOR [CM]			Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3197-API-05				2.23	0	0
Assigned Tech: Ken Murphy				Received: 2021/03/22 11:47		Response Hours:	1.57	Call Priority: N						
Caller: -- --				Dispatched: 2021/03/22 12:42		CM Response Hours:	1.57	Bill Code: ACOPI Prepaid Toner						
Call Desc: Black streaks on prints				Arrived: 2021/03/22 13:21		Travel Hours:	0.65							
				Completed 2021/03/22 14:01		Repair Hours:	0.67	Incompleted Needs Assistance						
						Resolution Hours:	2.23							
	ProblemCodes													
Problem Code:	Image Quality													
Resolution Code:	Fuser Repair or Replacement													
Call SC252936	COPY QUALITY POOR [CM]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05				21.23	1	0
Assigned Tech: Jason Morrell				Received: 2021/03/22 14:01		Response Hours:	19.65	Call Priority: N						
Caller: -- --				Dispatched: 2021/03/25 08:10		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: Jason morrell has fuser kit for this				Arrived: 2021/03/25 08:10		Travel Hours:	0							
				Departure 2021/03/25 09:45		Repair Hours:	1.58							
						Resolution Hours:	21.23							
TOSHES8508A [Toshiba]									5.84	10.10	1.0	9.0	1	0
API-6533 sn:CIHF11767									5.84	10.10	1.0	9.0	1	0
SC245517														
Call SC245517	waste toner bottle [CC]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05				0	0	0
Assigned Tech: Jason Morrell				Received: 2021/01/11 09:45		Response Hours:	4.3	Call Priority: 4HR Response						
Caller: -- --				Dispatched: 2021/01/11 13:12		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: Empty WTB				Arrived: 2021/01/11 14:03		Travel Hours:	0.85							
				Completed 2021/01/11 14:52		Repair Hours:	0.82							
						Resolution Hours:	0							
SC247499														
Call SC247499	NOISE [CM]			Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3197-API-05				13.2	0	0
Assigned Tech: Jason Morrell				Received: 2021/01/28 12:09		Response Hours:	12.85	Call Priority: N						
Caller: Mindy				Dispatched: 2021/02/01 07:12		CM Response Hours:	12.85	Bill Code: ACOPI Prepaid Toner						

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								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
		Call Desc: Making a noise		Arrived: 2021/02/01 07:50	Travel Hours:	0.63							
				Completed 2021/02/01 08:21	Repair Hours:	0.35	Incompleted Need Parts - Operational						
					Resolution Hours:	13.2							
	Call SC247720	NOISE [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				21.28	1	0
	Assigned Tech: Jason Morrell			Received: 2021/02/01 08:23	Response Hours:	0.4	Call Priority: N						
	Caller: Mindy			Dispatched: 2021/02/03 10:52	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Needs fuser drive gears - Making a			Arrived: 2021/02/03 11:07	Travel Hours:	0.25							
				Departure 2021/02/03 12:40	Repair Hours:	1.55							
					Resolution Hours:	21.28							
SC248921													
	Call SC248921	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				0	0	0
	Assigned Tech: Jason Morrell			Received: 2021/02/11 11:45	Response Hours:	0.03	Call Priority: High						
	Caller: Jason Morrell			Dispatched: 2021/02/11 11:47	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Squeak			Arrived: 2021/02/11 11:47	Travel Hours:	0							
				Completed 2021/02/11 12:28	Repair Hours:	0.68							
					Resolution Hours:	0							
SC251701													
	Call SC251701	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				6.08	0	0
	Assigned Tech: Jason Morrell			Received: 2021/03/11 08:08	Response Hours:	5.37	Call Priority: N						
	Caller: -- --			Dispatched: 2021/03/11 12:56	CM Response Hours:	5.37	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Error Code			Arrived: 2021/03/11 13:30	Travel Hours:	0.57							
				Completed 2021/03/11 14:13	Repair Hours:	0.72							
					Resolution Hours:	6.08							
SC252463													
	Call SC252463	Not Working [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				13.7	0	0
	Assigned Tech: Jason Morrell			Received: 2021/03/17 12:55	Response Hours:	12.08	Call Priority: High						
	Caller: Austin Carr			Dispatched: 2021/03/19 07:04	CM Response Hours:	12.08	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Call for Service C471			Arrived: 2021/03/19 07:40	Travel Hours:	0.6							
				Completed 2021/03/19 09:37	Repair Hours:	1.62							
					Resolution Hours:	13.7							
RSU # 14 - Bus Garage : 185			#DIV/0!	0	0								
E-Studio 3040c [Toshiba]													
API-6187 sn:													
RSU # 14 : 228 Windham Center Road			50.00%	2	1								
E-Studio 3055c [Toshiba]								6.17	6.17	0.5	6.7	0	0
API-5256 sn:C7IC23506								6.17	6.17	0.5	6.7	0	0
SC258648													
	Call SC258648	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				6.67	0	0
	Assigned Tech: Jason Morrell			Received: 2021/05/20 14:53	Response Hours:	6.17	Call Priority: N						
	Caller: -- --			Dispatched: 2021/05/21 11:50	CM Response Hours:	6.17	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Jamming			Arrived: 2021/05/21 12:33	Travel Hours:	0.72							

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							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
			Completed 2021/05/21 13:03	Repair Hours:	0.5						
				Resolution Hours:	6.67						
TOSHES5506ACT [Toshiba]											
API-6590 sn:											
TOSHES7508A [Toshiba]							4.23	3.88	1.1	4.8	1	0
API-6580 sn:CIHF11074							4.23	3.88	1.1	4.8	1	0
SC256222											
Call SC256222	ADF Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				5.47	0	0
Assigned Tech: Jason Morrell			Received: 2021/04/26 14:29	Response Hours:	3.88	Call Priority: High					
Caller: -- --			Dispatched: 2021/04/27 09:49	CM Response Hours:	3.88	Bill Code: ACOPI Prepaid Toner					
Call Desc: ADF jamming			Arrived: 2021/04/27 09:52	Travel Hours:	0.05						
			Completed 2021/04/27 11:27	Repair Hours:	1.58	Incompleted End of Day, More Time Needed					
				Resolution Hours:	5.47						
Call SC256312	ADF Jamming [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				9	1	0
Assigned Tech: Jason Morrell			Received: 2021/04/27 11:28	Response Hours:	8.45	Call Priority: High					
Caller: -- --			Dispatched: 2021/04/28 11:21	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
Call Desc: Will seek swap MR 4000 Not down -			Arrived: 2021/04/28 11:25	Travel Hours:	0.07						
			Departure 2021/04/28 11:58	Repair Hours:	0.55						
				Resolution Hours:	9						
SC258744											
Call SC258744	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				0	0	0
Assigned Tech: Jason Morrell			Received: 2021/05/21 12:42	Response Hours:	0.37	Call Priority: High					
Caller: Jason Morrell			Dispatched: 2021/05/21 13:03	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
Call Desc: Jamming between machine and			Arrived: 2021/05/21 13:04	Travel Hours:	0.02						
			Completed 2021/05/21 14:09	Repair Hours:	1.08	Needs Assistance					
				Resolution Hours:	0						
Windham High School : 406 Gray Road		41.667%	12	5							
E-Studio 3055c [Toshiba]							10.87	11.35	0.4	11.3	1	0
API-5241 sn:C7IC23480							10.87	11.35	0.4	11.3	1	0
SC253614											
Call SC253614	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				25.02	0	0
Assigned Tech: Jason Morrell			Received: 2021/03/29 11:12	Response Hours:	24.73	Call Priority: N					
Caller: -- --			Dispatched: 2021/04/01 09:49	CM Response Hours:	24.73	Bill Code: ACOPI Prepaid Toner					
Call Desc: Top drawer showing wrong paper			Arrived: 2021/04/01 10:26	Travel Hours:	0.62						
			Completed 2021/04/01 10:43	Repair Hours:	0.28						
				Resolution Hours:	25.02						
SC256124											
Call SC256124	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				8.35	0	0
Assigned Tech: Jason Morrell			Received: 2021/04/26 09:56	Response Hours:	7.5	Call Priority: N					

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
		Caller: -- --			Dispatched: 2021/04/27 08:42	CM Response Hours:	7.50	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Error Code / loud noise			Arrived: 2021/04/27 08:56	Travel Hours:	0.23						
					Completed 2021/04/27 09:47	Repair Hours:	0.85	Incompleted End of Day, More Time Needed					
						Resolution Hours:	8.35						
	Call SC256291	ERROR CODE [CM]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			9.6	1	0
	Assigned Tech: Jason Morrell			Received: 2021/04/27 09:49		Response Hours:	9.42	Call Priority: N					
	Caller: -- --			Dispatched: 2021/04/28 09:47	CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Needs used dev unit black or color			Arrived: 2021/04/28 10:44	Travel Hours:	0.95							
					Departure 2021/04/28 10:55	Repair Hours:	0.18						
						Resolution Hours:	9.6						
SC257612													
	Call SC257612	Print / Scan [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			2.15	0	0
	Assigned Tech: Adam Overlock			Received: 2021/05/11 08:03		Response Hours:	1.82	Call Priority: Medium					
	Caller: Paulette			Dispatched: 2021/05/11 09:52	CM Response Hours:	1.82		Bill Code: ACOPI Prepaid Toner					
	Call Desc: F510 / Unable to print			Arrived: 2021/05/11 09:52	Travel Hours:	0							
					Completed 2021/05/11 10:12	Repair Hours:	0.33						
						Resolution Hours:	2.15						
E-Studio 3555c [Toshiba]								17.89	18.14	0.6	12.6	0	0
API-6223 sn:													
API-6459 sn:													
API-6460 sn:													
API-6463 sn:													
API-6468 sn:C7CF58699								17.89	18.14	0.6	12.6	0	0
SC246541													
	Call SC246541	COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			7.72	0	0
	Assigned Tech: Jason Morrell			Received: 2021/01/20 09:12		Response Hours:	7.3	Call Priority: N					
	Caller: -- --			Dispatched: 2021/01/21 07:07	CM Response Hours:	7.30		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Streaks			Arrived: 2021/01/21 07:45	Travel Hours:	0.63							
					Completed 2021/01/21 08:25	Repair Hours:	0.42						
						Resolution Hours:	7.72						
SC252539													
	Call SC252539	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			0	0	0
	Assigned Tech: Ken Murphy			Received: 2021/03/18 10:34		Response Hours:	17.38	Call Priority: High					
	Caller: -- --			Dispatched: 2021/03/22 10:36	CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: LED Cleaning			Arrived: 2021/03/22 10:57	Travel Hours:	0.35							
					Completed 2021/03/22 11:25	Repair Hours:	0.47						
						Resolution Hours:	0						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
		ProblemCodes											
		Problem Code:	Image Quality										
		Problem Code:	Waste Toner Collection Bottle Full										
		Resolution Code:	Transfer Belt Repair or Replacement										
SC261538													
Call SC261538		ERROR CODE [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			29.97	0	0
		Assigned Tech: Brian Love		Received: 2021/06/21 09:13		Response Hours:	28.98	Call Priority: N					
		Caller: Maureen		Dispatched: 2021/06/24 12:01		CM Response Hours:	28.98	Bill Code: ACOPI Prepaid Toner					
		Call Desc: LED cleaning / CE40. Closing at		Arrived: 2021/06/24 12:42		Travel Hours:	0.68						
				Completed 2021/06/24 13:41		Repair Hours:	0.98						
						Resolution Hours:	29.97						
E-Studio 4505AC [Toshiba]								5.61	2.38	0.4	1.0	1	0
API-6449 sn:CFGF44639								7.23		0.2	0.0	1	0
SC256848													
Call SC256848		Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			0	0	0
		Assigned Tech: Jason Morrell		Received: 2021/05/03 11:29		Response Hours:	13.52	Call Priority: High					
		Caller: Stacia Dugas		Dispatched: 2021/05/05 07:05		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
		Call Desc: *Wednesday* Cleaning / install new		Arrived: 2021/05/05 07:32		Travel Hours:	0.45						
				Completed 2021/05/05 07:39		Repair Hours:	0	End of Day, More Time Needed					
						Resolution Hours:	0						
Call SC257078		Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			0	1	0
		Assigned Tech: Jason Morrell		Received: 2021/05/05 07:39		Response Hours:	0.93	Call Priority: N					
		Caller: Stacia Dugas		Dispatched: 2021/05/05 08:44		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
		Call Desc: Office closed - *Wednesday*		Arrived: 2021/05/05 08:56		Travel Hours:	0.2						
				Departure 2021/05/05 09:23		Repair Hours:	0.45						
						Resolution Hours:	0						
API-6597 sn:CFHF47150								2.38	2.38	0.7	3.1	0	0
SC245925													
Call SC245925		COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			3.05	0	0
		Assigned Tech: Jason Morrell		Received: 2021/01/13 14:09		Response Hours:	2.38	Call Priority: N					
		Caller: -- --		Dispatched: 2021/01/14 07:36		CM Response Hours:	2.38	Bill Code: ACOPI Prepaid Toner					
		Call Desc: blue on copies		Arrived: 2021/01/14 08:02		Travel Hours:	0.43						
				Completed 2021/01/14 08:42		Repair Hours:	0.67						
						Resolution Hours:	3.05						
E-Studio 5508A [Toshiba]								6.38	6.38	0.3	6.6	0	0
API-6593 sn:CIIF12379								6.38	6.38	0.3	6.6	0	0
SC246520													

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC246520	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				8.7	0	0
	Assigned Tech: Jason Morrell		Received: 2021/01/20 08:35	Response Hours:	8.35	Call Priority: N						
	Caller: -- --		Dispatched: 2021/01/21 08:25	CM Response Hours:	8.35	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Alignment off		Arrived: 2021/01/21 08:26	Travel Hours:	0.02							
			Completed 2021/01/21 08:47	Repair Hours:	0.35							
				Resolution Hours:	8.7							
SC256778												
Call SC256778	Finisher Problem [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				4.55	0	0
	Assigned Tech: Jason Morrell		Received: 2021/05/03 08:17	Response Hours:	4.4	Call Priority: Assist						
	Caller: -- --		Dispatched: 2021/05/03 12:05	CM Response Hours:	4.40	Bill Code: ACOPI Prepaid Toner						
	Call Desc: reconnect finisher message		Arrived: 2021/05/03 12:41	Travel Hours:	0.6							
			Completed 2021/05/03 12:50	Repair Hours:	0.15							
				Resolution Hours:	4.55							
E-Studio 6508A [Toshiba]							31.74		1.5	0.0	4	0
API-6574 sn:CIIF11876							31.74		1.5	0.0	4	0
SC247304												
Call SC247304	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				0	0	0
	Assigned Tech: Jason Morrell		Received: 2021/01/27 11:09	Response Hours:	0.82	Call Priority: High						
	Caller: -- --		Dispatched: 2021/01/27 11:18	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Touchscreent not working		Arrived: 2021/01/27 11:58	Travel Hours:	0.67							
			Completed 2021/01/27 13:12	Repair Hours:	1.23	Need Parts - Operational						
				Resolution Hours:	0							
Call SC247332	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				0	1	0
	Assigned Tech: Jason Morrell		Received: 2021/01/27 13:14	Response Hours:	22.82	Call Priority: High						
	Caller: -- --		Dispatched: 2021/02/01 10:28	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Needs used control panel and		Arrived: 2021/02/01 10:33	Travel Hours:	0.08							
			Departure 2021/02/01 13:22	Repair Hours:	2.82	End of Day, More Time Needed						
				Resolution Hours:	0							
Call SC247798	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				0	1	0
	Assigned Tech: Jason Morrell		Received: 2021/02/01 13:23	Response Hours:	108.52	Call Priority: High						
	Caller: -- --		Dispatched: 2021/02/18 11:09	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Need used tray 1 and 2 lift		Arrived: 2021/02/18 11:24	Travel Hours:	0.25							
			Departure 2021/02/18 13:22	Repair Hours:	1.97	End of Day, More Time Needed						
				Resolution Hours:	0							
Call SC249576	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				0	1	0
	Assigned Tech: Jason Morrell		Received: 2021/02/18 13:23	Response Hours:	9.23	Call Priority: High						
	Caller: -- --		Dispatched: 2021/02/19 12:50	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Will seek used PFC board from		Arrived: 2021/02/19 14:07	Travel Hours:	1.28							
			Departure 2021/02/19 14:22	Repair Hours:	0.25	End of Day, More Time Needed						
				Resolution Hours:	0							

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC249696	Touchscreen not working [O]			Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			0	1	0
	Assigned Tech: Jason Morrell				Received: 2021/02/19 14:23		Response Hours:	17.3		Call Priority: High					
	Caller: -- --				Dispatched: 2021/02/23 14:14		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Could not access the room today.				Arrived: 2021/02/23 14:41		Travel Hours:	0.45							
					Departure 2021/02/23 16:05		Repair Hours:	1.4							
							Resolution Hours:	0							

EStudio 756 [Toshiba]
API-3114 sn:

EStudio 856 [Toshiba]
API-3033 sn:

TOSHES456 [Toshiba]
API-4718 sn:

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
TOSHES8508A [Toshiba]									6.59	6.23	0.6	26.9	4	0
API-6586 sn:CIIF12138									8.12	8.35	0.9	48.5	3	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC255191														
Call	SC255191	JAMMING [CM]			Call In SLA: No		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			8.35	0	0
	Assigned Tech: Jason Morrell				Received: 2021/04/14 08:09		Response Hours:	8.35		Call Priority: N					
	Caller: -- --				Dispatched: 2021/04/15 07:01		CM Response Hours:	8.35		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Jamming				Arrived: 2021/04/15 07:28		Travel Hours:	0.45							
					Completed 2021/04/15 07:34		Repair Hours:	0		Incompleted End of Day, More Time Needed					
							Resolution Hours:	8.35							
Call	SC255322	JAMMING [CM]			Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			0	1	0
	Assigned Tech: Jason Morrell				Received: 2021/04/15 07:35		Response Hours:	0		Call Priority: N					
	Caller: -- --				Dispatched: 2021/04/15 07:46		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Need to find someone to let me in				Arrived: 2021/04/15 07:46		Travel Hours:	0							
					Departure 2021/04/15 07:56		Repair Hours:	0		Incompleted Needs Parts Urgent, Operational					
							Resolution Hours:	0							
Call	SC255323	JAMMING [CM]			Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			34.82	1	0
	Assigned Tech: Jason Morrell				Received: 2021/04/15 07:57		Response Hours:	12.52		Call Priority: N					
	Caller: -- --				Dispatched: 2021/04/21 07:06		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Down Needs fuser kit - Need to find				Arrived: 2021/04/21 07:34		Travel Hours:	0.47							
					Departure 2021/04/21 08:49		Repair Hours:	0.82		Incompleted Needs Parts Urgent, Operational					
							Resolution Hours:	34.82							
Call	SC255793	JAMMING [CM]			Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			151	1	0
	Assigned Tech: Jason Morrell				Received: 2021/04/21 08:53		Response Hours:	11.62		Call Priority: N					

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
		Caller: -- --			Dispatched: 2021/05/14 12:01		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
		Call Desc: Down needs fuser belt holder. -			Arrived: 2021/05/14 12:40		Travel Hours:	0.65							
					Departure 2021/05/14 15:23		Repair Hours:	2.72							
							Resolution Hours:	151							
API-6587 sn:CIIF11808										5.27	6.08	0.1	5.4	1	0
SC250690															
	Call SC250690	ERROR CODE [CM]			Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3197-API-05				4.17	0	0
		Assigned Tech: Jason Morrell			Received: 2021/03/02 08:40		Response Hours:	3.83	Call Priority: N						
		Caller: On Cloud Connect -- --			Dispatched: 2021/03/02 12:27		CM Response Hours:	3.83	Bill Code: ACOPI Prepaid Toner						
		Call Desc: C471			Arrived: 2021/03/02 12:30		Travel Hours:	0.05							
					Completed 2021/03/02 12:50		Repair Hours:	0.33	Incompleted End of Day, More Time Needed						
							Resolution Hours:	4.17							
	Call SC250775	ERROR CODE [CM]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05				3.67	1	0
		Assigned Tech: Jason Morrell			Received: 2021/03/02 12:51		Response Hours:	3.65	Call Priority: N						
		Caller: On Cloud Connect -- --			Dispatched: 2021/03/03 07:07		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
		Call Desc: Will swap fuser on 3/3. - C471			Arrived: 2021/03/03 07:36		Travel Hours:	0.48							
					Departure 2021/03/03 08:01		Repair Hours:	0.02							
							Resolution Hours:	3.67							
SC255192															
	Call SC255192	JAMMING [CM]			Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3197-API-05				8.33	0	0
		Assigned Tech: Jason Morrell			Received: 2021/04/14 08:10		Response Hours:	8.33	Call Priority: N						
		Caller: On Cloud Connect -- --			Dispatched: 2021/04/15 07:36		CM Response Hours:	8.33	Bill Code: ACOPI Prepaid Toner						
		Call Desc: Jamming			Arrived: 2021/04/15 07:36		Travel Hours:	0							
					Completed 2021/04/15 07:45		Repair Hours:	0							
							Resolution Hours:	8.33							
API-6588 sn:															
API-6596 sn:CIHF11778										4.40	4.40	0.6	5.0	0	0
SC246927															
	Call SC246927	JAMMING [CM]			Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3197-API-05				5.02	0	0
		Assigned Tech: Jason Morrell			Received: 2021/01/25 08:08		Response Hours:	4.4	Call Priority: N						
		Caller: -- --			Dispatched: 2021/01/25 11:48		CM Response Hours:	4.40	Bill Code: ACOPI Prepaid Toner						
		Call Desc: Jammed and cannot clear			Arrived: 2021/01/25 12:32		Travel Hours:	0.73							
					Completed 2021/01/25 13:09		Repair Hours:	0.62							
							Resolution Hours:	5.02							
Windham Middle School : 408 Gray			75.00%	12	9										
E-Studio 3555c [Toshiba]										6.54	2.53	0.6	26.0	1	0
API-6442 sn:C7CF59054										1.89	3.77	0.8	2.3	0	0
SC247666															

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								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC247666	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05					4.63	0	0
Assigned Tech: Jason Morrell			Received: 2021/01/29 13:38	Response Hours:	3.77	Call Priority: N							
Caller: On Cloud Connect -- --			Dispatched: 2021/02/01 08:24	CM Response Hours:	3.77	Bill Code: ACOPI Prepaid Toner							
Call Desc: LED cleaning			Arrived: 2021/02/01 08:54	Travel Hours:	0.5								
			Completed 2021/02/01 09:46	Repair Hours:	0.87	Incompleted Needs Parts Urgent, Operational							
				Resolution Hours:	4.63								
SC248598													
Call SC248598	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05					0	0	0
Assigned Tech: Jason Morrell			Received: 2021/02/09 10:53	Response Hours:	0	Call Priority: High							
Caller: Jason Morrell			Dispatched: 2021/02/09 10:53	CM Response Hours:		Bill Code: ACOPI Prepaid Toner							
Call Desc: Drums needed			Arrived: 2021/02/09 10:53	Travel Hours:	0								
			Completed 2021/02/09 11:39	Repair Hours:	0.77								
				Resolution Hours:	0								
API-6470 sn:C7CF58855								8.87	1.91	0.5	37.9	1	0
SC252852													
Call SC252852	JAMMING [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05					2.15	0	0
Assigned Tech: Ken Murphy			Received: 2021/03/22 09:35	Response Hours:	2.07	Call Priority: N							
Caller: On Cloud Connect -- --			Dispatched: 2021/03/22 11:26	CM Response Hours:	2.07	Bill Code: ACOPI Prepaid Toner							
Call Desc: Jamming			Arrived: 2021/03/22 11:39	Travel Hours:	0.22								
			Completed 2021/03/22 11:44	Repair Hours:	0.08								
				Resolution Hours:	2.15								
	ProblemCodes												
Problem Code:	Jamming/Jammed												
Resolution Code:		Operator Error											
SC253327													
Call SC253327	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05					0	0	0
Assigned Tech: Jason Morrell			Received: 2021/03/25 10:51	Response Hours:	0.02	Call Priority: High							
Caller: Jason Morrell			Dispatched: 2021/03/25 10:52	CM Response Hours:		Bill Code: ACOPI Prepaid Toner							
Call Desc: Paper size message			Arrived: 2021/03/25 10:52	Travel Hours:	0								
			Completed 2021/03/25 11:21	Repair Hours:	0.48								
				Resolution Hours:	0								
SC260310													
Call SC260310	JAMMING [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05					2.12	0	0
Assigned Tech: Jason Morrell			Received: 2021/06/08 10:45	Response Hours:	1.75	Call Priority: N							
Caller: On Cloud Connect -- --			Dispatched: 2021/06/08 11:31	CM Response Hours:	1.75	Bill Code: ACOPI Prepaid Toner							
Call Desc: bypass jamming....apparently			Arrived: 2021/06/08 12:30	Travel Hours:	0.98								
			Completed 2021/06/08 12:52	Repair Hours:	0.37	Incompleted Need Parts - Operational							
				Resolution Hours:	2.12								

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							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC260344	JAMMING [CM]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			147.37	1	0
	Assigned Tech: Jason Morrell		Received: 2021/06/08 12:54		Response Hours:	31.62	Call Priority: N					
	Caller: On Cloud Connect -- --		Dispatched: 2021/07/01 14:10		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Noturgent anymore. Needs bypass		Arrived: 2021/07/01 14:39		Travel Hours:	0.48						
			Departure 2021/07/01 15:46		Repair Hours:	1.12						
					Resolution Hours:	147.37						

E-Studio 6508A [Toshiba]
API-6571 sn:

EStudio 756 [Toshiba]

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
EStudio 756 [Toshiba]							18.18	3.70	0.4	17.5	1	0
API-3106 sn:CKE210744							16.59	3.23	0.4	27.4	1	0

SC256409												
Call SC256409	JAMMING [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			2.42	0	0
	Assigned Tech: Jason Morrell		Received: 2021/04/28 08:56		Response Hours:	2.03	Call Priority: N					
	Caller: -- --		Dispatched: 2021/04/28 10:56		CM Response Hours:	2.03	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Jamming		Arrived: 2021/04/28 10:58		Travel Hours:	0.03						
			Completed 2021/04/28 11:21		Repair Hours:	0.38						
					Resolution Hours:	2.42						

SC258999												
Call SC258999	Part Broke off [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			4.98	0	0
	Assigned Tech: Jason Morrell		Received: 2021/05/25 09:59		Response Hours:	4.43	Call Priority: N					
	Caller: -- --		Dispatched: 2021/05/25 13:36		CM Response Hours:	4.43	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Part broke off		Arrived: 2021/05/25 14:25		Travel Hours:	0.82						
			Completed 2021/05/25 14:58		Repair Hours:	0.55	Incompleted Need Parts - Operational					
					Resolution Hours:	4.98						
Call SC259076	Part Broke off [CM]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			74.68	1	0
	Assigned Tech: Jason Morrell		Received: 2021/05/25 15:00		Response Hours:	43.3	Call Priority: N					
	Caller: -- --		Dispatched: 2021/06/08 12:54		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Not down users have found a		Arrived: 2021/06/08 12:54		Travel Hours:	0						
			Departure 2021/06/08 13:11		Repair Hours:	0.28						
					Resolution Hours:	74.68						

API-3108 sn:CKE210719							20.58	4.63	0.4	2.7	0	0

SC247667												
Call SC247667	JAMMING [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			5.32	0	0
	Assigned Tech: Jason Morrell		Received: 2021/01/29 13:39		Response Hours:	4.63	Call Priority: N					
	Caller: Linda -- 892-1820 --		Dispatched: 2021/02/01 09:47		CM Response Hours:	4.63	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Jammed and cannot clear		Arrived: 2021/02/01 09:47		Travel Hours:	0						
			Completed 2021/02/01 10:28		Repair Hours:	0.68						
					Resolution Hours:	5.32						

SC247760

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC247760	Needs Part [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				0	0	0
Assigned Tech: Jason Morrell			Received: 2021/02/01 10:31	Response Hours:	36.52	Call Priority: N					
Caller: Linda -- 892-1820 --			Dispatched: 2021/02/09 10:38	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
Call Desc: needs F0-01393000			Arrived: 2021/02/09 10:41	Travel Hours:	0.05						
			Completed 2021/02/09 10:51	Repair Hours:	0.17						
				Resolution Hours:	0						
TOSHES456 [Toshiba]											
API-3102 sn:											
TOSHES7508A [Toshiba]							13.34	4.93	0.7	14.0	1	0
API-6572 sn:CIHF11657							2.53	2.53	1.0	3.5	0	0
SC245709											
Call SC245709	JAMMING [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				3.03	0	0
Assigned Tech: Jason Morrell			Received: 2021/01/12 11:02	Response Hours:	1.8	Call Priority: N					
Caller: -- --			Dispatched: 2021/01/12 12:20	CM Response Hours:	1.80	Bill Code: ACOPI Prepaid Toner					
Call Desc: Jamming			Arrived: 2021/01/12 12:50	Travel Hours:	0.5						
			Completed 2021/01/12 14:04	Repair Hours:	1.23						
				Resolution Hours:	3.03						
SC245839											
Call SC245839	JAMMING [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				3.18	0	0
Assigned Tech: Jason Morrell			Received: 2021/01/13 09:12	Response Hours:	2.27	Call Priority: N					
Caller: -- --			Dispatched: 2021/01/13 10:48	CM Response Hours:	2.27	Bill Code: ACOPI Prepaid Toner					
Call Desc: jamming			Arrived: 2021/01/13 11:28	Travel Hours:	0.67						
			Completed 2021/01/13 12:23	Repair Hours:	0.92						
				Resolution Hours:	3.18						
SC250686											
Call SC250686	False Add Paper Message [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				4.25	0	0
Assigned Tech: Jason Morrell			Received: 2021/03/02 08:12	Response Hours:	3.53	Call Priority: N					
Caller: -- --			Dispatched: 2021/03/02 10:58	CM Response Hours:	3.53	Bill Code: ACOPI Prepaid Toner					
Call Desc: False add paper lcf			Arrived: 2021/03/02 11:44	Travel Hours:	0.77						
			Completed 2021/03/02 12:27	Repair Hours:	0.72						
				Resolution Hours:	4.25						
API-6573 sn:CIHF11139							21.44	7.33	0.5	21.9	1	0
SC247465											
Call SC247465	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3197-API-05				6.95	0	0
Assigned Tech: Jason Morrell			Received: 2021/01/28 10:24	Response Hours:	6.35	Call Priority: N					
Caller: On Cloud Connect -- --			Dispatched: 2021/01/29 08:02	CM Response Hours:	6.35	Bill Code: ACOPI Prepaid Toner					
Call Desc: Jammed and cannot clear			Arrived: 2021/01/29 08:15	Travel Hours:	0.22						
			Completed 2021/01/29 08:51	Repair Hours:	0.6						
				Resolution Hours:	6.95						
SC253196											

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								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC253196	Stapler [CM]			Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			7.52	0	0
Assigned Tech: Jason Morrell			Received: 2021/03/24 11:51		Response Hours:	6.95	Call Priority: N						
Caller: On Cloud Connect -- --			Dispatched: 2021/03/25 09:45		CM Response Hours:	6.95	Bill Code: ACOPI Prepaid Toner						
Call Desc: Check Stapler message			Arrived: 2021/03/25 10:18		Travel Hours:	0.55							
			Completed 2021/03/25 10:52		Repair Hours:	0.57							
					Resolution Hours:	7.52							
SC253901													
Call SC253901	Stapler [CM]			Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			8.75	0	0
Assigned Tech: Jason Morrell			Received: 2021/03/31 10:36		Response Hours:	8.7	Call Priority: N						
Caller: On Cloud Connect -- --			Dispatched: 2021/04/01 10:44		CM Response Hours:	8.70	Bill Code: ACOPI Prepaid Toner						
Call Desc: Stapler issue returned			Arrived: 2021/04/01 10:48		Travel Hours:	0.07							
			Completed 2021/04/01 10:51		Repair Hours:	0.05	Incompleted End of Day, More Time Needed						
					Resolution Hours:	8.75							
Call SC254053	Stapler [CM]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			64.55	1	0
Assigned Tech: Jason Morrell			Received: 2021/04/01 10:51		Response Hours:	63.75	Call Priority: N						
Caller: On Cloud Connect -- --			Dispatched: 2021/04/12 14:16		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: Needs swap stapler unit. - Stapler			Arrived: 2021/04/12 15:06		Travel Hours:	0.83							
			Departure 2021/04/12 15:54		Repair Hours:	0.8							
					Resolution Hours:	64.55							
API-6582 sn:													
Windham Primary School : 404 Gray			66.667%	3	2								
E-Studio 4505AC [Toshiba]													
API-6598 sn:													
E-Studio 6506AC [Toshiba]								16.47	1.02	1.6	21.6	2	0
API-6589 sn:CHHF11108								16.47	1.02	1.6	21.6	2	0
SC248041													
Call SC248041	ERROR CODE [CM]			Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			1.63	0	0
Assigned Tech: Jason Morrell			Received: 2021/02/03 12:27		Response Hours:	1.02	Call Priority: N						
Caller: -- --			Dispatched: 2021/02/03 13:01		CM Response Hours:	1.02	Bill Code: ACOPI Prepaid Toner						
Call Desc: C3B0			Arrived: 2021/02/03 13:28		Travel Hours:	0.45							
			Completed 2021/02/03 14:05		Repair Hours:	0.62	Incompleted Needs Parts Urgent, Operational						
					Resolution Hours:	1.63							
Call SC248072	ERROR CODE [CM]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3197-API-05			30.45	1	0
Assigned Tech: Jason Morrell			Received: 2021/02/03 14:09		Response Hours:	17	Call Priority: N						
Caller: -- --			Dispatched: 2021/02/09 07:04		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: Needs developer unit for color.			Arrived: 2021/02/09 07:29		Travel Hours:	0.42							
			Departure 2021/02/09 10:36		Repair Hours:	2.6	Incompleted End of Day, More Time Needed						
					Resolution Hours:	30.45							

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								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC248595	ERROR CODE [CM]		Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			32.85	1	0
Assigned Tech: Jason Morrell			Received: 2021/02/09 10:37		Response Hours:	31.38		Call Priority: N					
Caller: -- --			Dispatched: 2021/02/15 07:05		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
Call Desc: Will rebuild spare fuser at home and			Arrived: 2021/02/15 07:45		Travel Hours:	0.67							
			Departure 2021/02/15 09:28		Repair Hours:	1.47							
					Resolution Hours:	32.85							
KYFSC5350DN [Kyocera]													
API-3063 sn:													
TOSHES456 [Toshiba]													
API-3089 sn:													
TOSHES457 [Toshiba]													
API-5244 sn:													
TOSHES8508A [Toshiba]								18.55	32.13	1.1	82.5	3	0
API-6577 sn:CIIF11831								13.63	0.83	1.4	170.0	1	0
SC250067													
Call SC250067	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			2.93	0	0
Assigned Tech: Jason Morrell			Received: 2021/02/24 09:30		Response Hours:	0.83		Call Priority: N					
Caller: -- --			Dispatched: 2021/02/24 09:38		CM Response Hours:	0.83		Bill Code: ACOPI Prepaid Toner					
Call Desc: C471			Arrived: 2021/02/24 10:20		Travel Hours:	0.7							
			Completed 2021/02/24 12:26		Repair Hours:	2.1		Incompleted Need Parts - Operational					
					Resolution Hours:	2.93							
Call SC250131	ERROR CODE [CM]		Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			337.1	1	0
Assigned Tech: Jason Morrell			Received: 2021/02/24 12:27		Response Hours:	26.43		Call Priority: N					
Caller: -- --			Dispatched: 2021/04/21 08:53		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
Call Desc: Need drum no rush. - C471			Arrived: 2021/04/21 08:56		Travel Hours:	0.05							
			Departure 2021/04/21 09:33		Repair Hours:	0.62							
					Resolution Hours:	337.1							
API-6579 sn:CIIF11798								0.28		2.3	0.0	0	0
SC244741													
Call SC244741	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			0	0	0
Assigned Tech: Jason Morrell			Received: 2021/01/04 08:21		Response Hours:	0.28		Call Priority: High					
Caller: Jason Morrell			Dispatched: 2021/01/04 08:37		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
Call Desc: C471			Arrived: 2021/01/04 08:38		Travel Hours:	0.02							
			Completed 2021/01/04 10:58		Repair Hours:	2.33							
					Resolution Hours:	0							
API-6583 sn:													

										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-6584 sn:CIIF12142										33.24	63.43	0.6	79.1	2	0
SC259467															
Call SC259467		ERROR CODE [CM]			Call In SLA: No		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			64.08	0	0
	Assigned Tech: Jason Morrell				Received: 2021/05/28 09:13		Response Hours:	63.43		Call Priority: N					
	Caller: -- --				Dispatched: 2021/06/09 12:26		CM Response Hours:	63.43		Bill Code: ACOPI Prepaid Toner					
	Call Desc: C471				Arrived: 2021/06/09 13:09		Travel Hours:	0.72							
					Completed 2021/06/09 13:48		Repair Hours:	0.65		Incompleted Needs Parts Urgent, Operational					
							Resolution Hours:	64.08							
Call SC260519		ERROR CODE [CM]			Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			50.32	1	0
	Assigned Tech: Jason Morrell				Received: 2021/06/09 13:49		Response Hours:	36.3		Call Priority: N					
	Caller: -- --				Dispatched: 2021/06/17 12:16		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Still Down needs thermistors. Not as				Arrived: 2021/06/17 12:31		Travel Hours:	0.25							
					Departure 2021/06/17 13:08		Repair Hours:	0.62		Incompleted Needs Parts Urgent, Operational					
							Resolution Hours:	50.32							
Call SC261324		ERROR CODE [CM]			Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			122.95	1	0
	Assigned Tech: Jason Morrell				Received: 2021/06/17 13:11		Response Hours:	0		Call Priority: N					
	Caller: -- --				Dispatched: 2021/07/09 07:00		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Down but not urgent. Needs fuser				Arrived: 2021/07/09 07:28		Travel Hours:	0.47							
					Departure 2021/07/09 08:38		Repair Hours:	0.63							
							Resolution Hours:	122.95							
API-6585 sn:CIIF12141										2.60		1.0	0.0	0	0
SC244742															
Call SC244742		Call entered via Remote Tech [O]			Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3197-API-05			0	0	0
	Assigned Tech: Jason Morrell				Received: 2021/01/04 08:22		Response Hours:	2.6		Call Priority: High					
	Caller: Jason Morrell				Dispatched: 2021/01/04 10:58		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Dark prints				Arrived: 2021/01/04 10:58		Travel Hours:	0							
					Completed 2021/01/04 11:56		Repair Hours:	0.97							
							Resolution Hours:	0							
Total										14.61	9.77	70.54	1803.52	28	0