

RSU 14 Windham/Raymond Schools - A-Copi Service 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.

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.

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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 replacements as 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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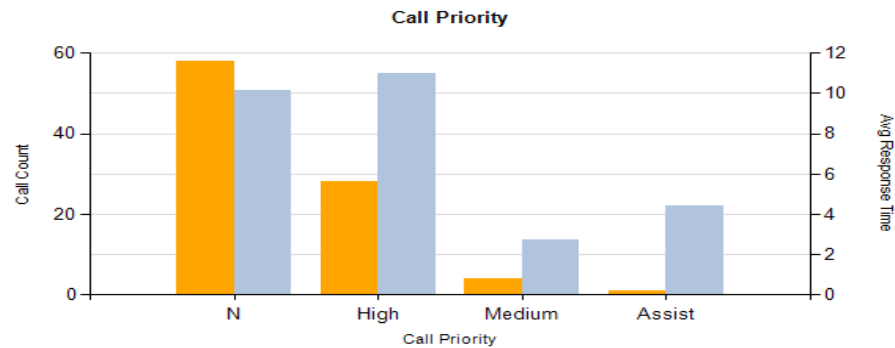
Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
Jordan-Small Middle School											
API-6591[Toshiba/E-Studio 6506AC]	Main Office	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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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			

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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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 Color MFP Copier 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

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Caller	Call Count
TOSHES287CSL	
Toshiba E-Studio 287CSL Color Copier EQ# API-6531	4
Call entered via Remote Tech	4
TOSHES5506ACT	
Toshiba Estudio 5506AC Color MFP Copier 55ppm EQ# API-6537	3
Call entered via Remote Tech	3
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDP 75ppm A3 EQ# API-6580	1
Call entered via Remote Tech	1
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDP EQ# API-6532	1
Call entered via Remote Tech	1
Toshiba E-Studio 8508A Digital Copier w/DSDP EQ# API-6533	1
Call entered via Remote Tech	1
Toshiba E-Studio 8508A Digital Copier w/DSDP EQ# API-6579	1
Call entered via Remote Tech	1
Toshiba E-Studio 8508A Digital Copier w/DSDP 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/DSDP 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:															
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										

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										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					

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									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]														
API-6532 sn:CIHF11740														
									23.60	20.16	0.9	29.7	2	0
									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: 0	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Frequently jamming		Arrived: 2021/06/04 14:54	Travel Hours: 0.88										
			Completed 2021/06/04 15:47	Repair Hours: 0										
				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: 0.92	Bill Code: ACOPI Prepaid Toner									
	Call Desc: clicking noise / 6/22 called back		Arrived: 2021/06/24 10:46	Travel Hours: 1.02	Incompleted Needs Parts Urgent, Operational									
			Completed 2021/06/24 11:47	Repair Hours: 26.42										
				Resolution Hours: 83.55										
	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: 0.15	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Needs fuser pm kit and fuser main		Arrived: 2021/07/09 08:48	Travel Hours: 1.63	Incompleted End of Day, More Time Needed									
			Departure 2021/07/09 10:26	Repair Hours: 83.55										
				Resolution Hours: 0										
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: 0	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Jamming		Arrived: 2021/04/07 11:49	Travel Hours: 0.62										
			Completed 2021/04/07 12:26	Repair Hours: 19.9										
				Resolution Hours: 0										
	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: 0.17	Bill Code: ACOPI Prepaid Toner									
	Call Desc: lines on copies		Arrived: 2021/05/25 15:11	Travel Hours: 0										

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									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														
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						

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									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 -					
					Resolution Hours:	0			Operational					
	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			Incompleted Needs Parts					
				Completed 2021/02/11 11:45	Repair Hours:	0.4			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					
					Resolution Hours:	0			Urgent, Operational					
	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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[illegible]

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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 Completed 2021/02/01 08:21	Travel Hours: 0.63 Repair Hours: 0.35 Resolution Hours: 13.2				Incompleted Need Parts - Operational					
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 Caller: Mindy			Received: 2021/02/01 08:23 Dispatched: 2021/02/03 10:52	Response Hours: 0.4 CM Response Hours:			Call Priority: N Bill Code: ACOPI Prepaid Toner						
	Call Desc: Needs fuser drive gears - Making a			Arrived: 2021/02/03 11:07 Departure 2021/02/03 12:40	Travel Hours: 0.25 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 Caller: Jason Morrell			Received: 2021/02/11 11:45 Dispatched: 2021/02/11 11:47	Response Hours: 0.03 CM Response Hours:			Call Priority: High Bill Code: ACOPI Prepaid Toner						
	Call Desc: Squeak			Arrived: 2021/02/11 11:47 Completed 2021/02/11 12:28	Travel Hours: 0 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 Caller: -- --			Received: 2021/03/11 08:08 Dispatched: 2021/03/11 12:56	Response Hours: 5.37 CM Response Hours: 5.37			Call Priority: N Bill Code: ACOPI Prepaid Toner						
	Call Desc: Error Code			Arrived: 2021/03/11 13:30 Completed 2021/03/11 14:13	Travel Hours: 0.57 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 Caller: Austin Carr			Received: 2021/03/17 12:55 Dispatched: 2021/03/19 07:04	Response Hours: 12.08 CM Response Hours: 12.08			Call Priority: High Bill Code: ACOPI Prepaid Toner						
	Call Desc: Call for Service C471			Arrived: 2021/03/19 07:40 Completed 2021/03/19 09:37	Travel Hours: 0.6 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 Caller: -- --			Received: 2021/05/20 14:53 Dispatched: 2021/05/21 11:50	Response Hours: 6.17 CM Response Hours: 6.17			Call Priority: N 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						

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									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: 0.95	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Needs used dev unit black or color		Arrived: 2021/04/28 10:44	Travel Hours: 0.18										
			Departure 2021/04/28 10:55	Repair Hours: 9.6										
				Resolution Hours: 0										
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]														
API-6223 sn:														
API-6459 sn:														
API-6460 sn:														
API-6463 sn:														
API-6468 sn:C7CF58699														
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: 0.35	Bill Code: ACOPI Prepaid Toner									
	Call Desc: LED Cleaning		Arrived: 2021/03/22 10:57	Travel Hours: 0.47										
			Completed 2021/03/22 11:25	Repair Hours: 0										
				Resolution Hours: 0										

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										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														

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									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									
				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									
				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									
				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									
				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:														
TOSHES8508A [Toshiba]														
API-6586 sn:CIIF12138														
									6.59	6.23	0.6	26.9	4	0
									8.12	8.35	0.9	48.5	3	0
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:	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																
	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	Incompleted End of Day, More Time Needed								
				Completed 2021/03/02 12:50		Repair Hours:	0.33									
						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																
	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																
	E-Studio 3555c [Toshiba]		75.00%	12	9				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: 0	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: 0	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]															
API-3106 sn:CKE210744															
									18.18	3.70	0.4	17.5	1	0	
									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														

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									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]														
API-6572 sn:CIHF11657														
								13.34	4.93	0.7	14.0	1	0	
								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														
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]															
API-6589 sn:CHHF11108															
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]														
API-6577 sn:CIIF11831														
									18.55	32.13	1.1	82.5	3	0
									13.63	0.83	1.4	170.0	1	0
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:	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														
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:														

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									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: 0.25	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Still Down needs thermistors. Not as		Arrived: 2021/06/17 12:31	Travel Hours: 0.62	Incompleted Needs Parts Urgent, Operational									
			Departure 2021/06/17 13:08	Repair Hours: 50.32										
				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: 0.47	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Down but not urgent. Needs fuser		Arrived: 2021/07/09 07:28	Travel Hours: 0.63										
			Departure 2021/07/09 08:38	Repair Hours: 122.95										
				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: 0	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Dark prints		Arrived: 2021/01/04 10:58	Travel Hours: 0.97										
			Completed 2021/01/04 11:56	Repair Hours: 0										
				Resolution Hours: 0										
Total									14.61	9.77	70.54	1803.52	28	0