



ESSEX WESTFORD SCHOOL DISTRICT



SPC SUMMARY

Of the 36 copiers in your fleet with OSV, 8 had more than 5 service calls in the reporting period of 7/1/19 to 12/6/19, with 61 total service calls among them. To date there have been 119 service calls overall. At least 6 of the problematic machines had more than 5 service calls in all of last year as well, indicating there are issues with the equipment that OSV needs to address.

SPC is working with OSV to ensure this equipment as well as others you have indicated as having issues are being repaired to your satisfaction.



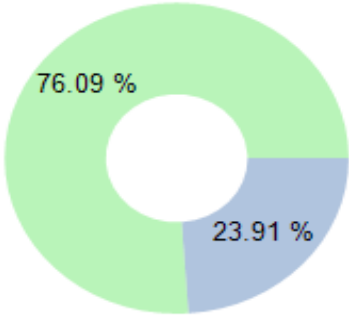
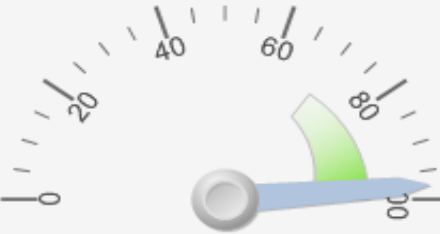
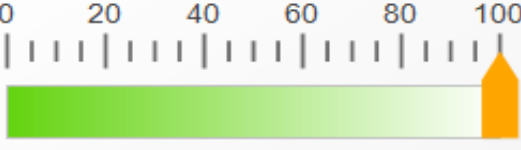
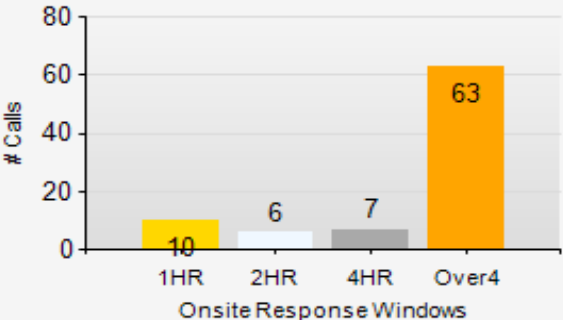
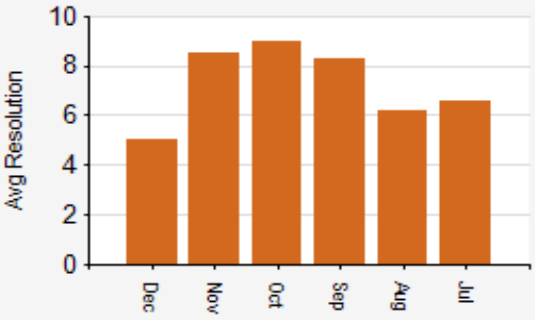
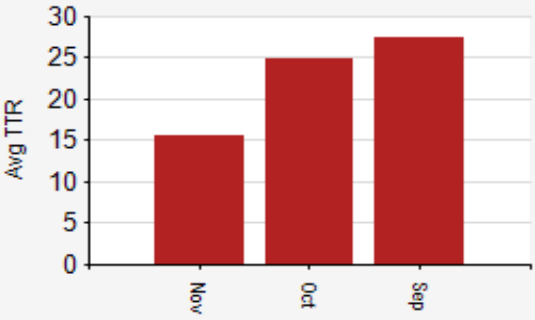
Equipment with greater than 5 calls for the reporting period 7/1/19 to 12/6/19

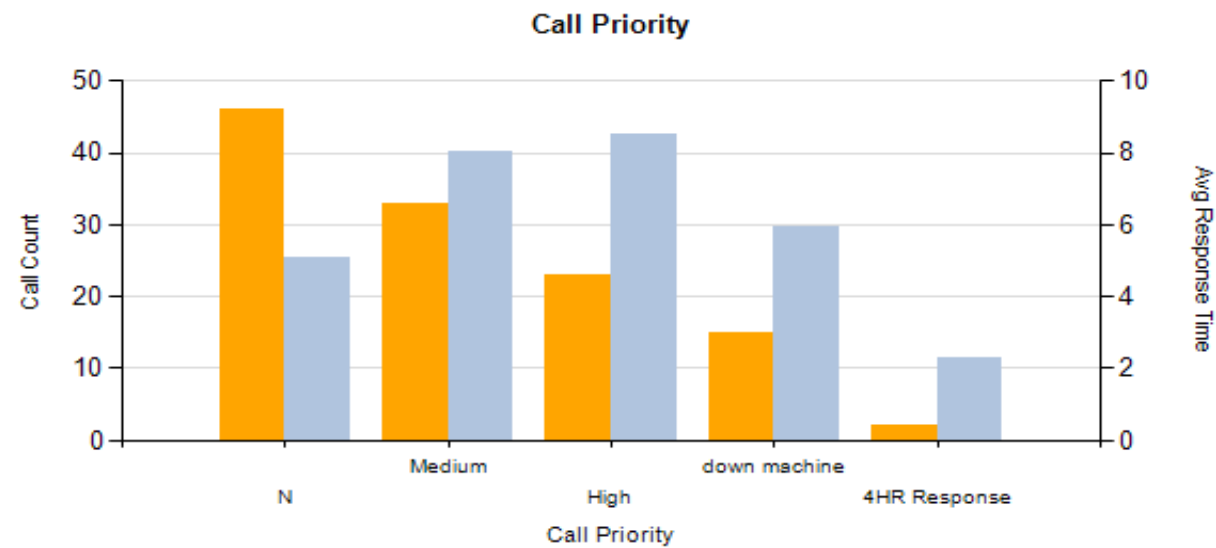
BUILDING	LOCATION	EQUIPMENT	SERIAL #	Annual Vol FY 18-19	Black Meter 12/6/19	Color Meter 12/6/19	Total Calls to date this period	Total Calls last FY 2018-19
Essex Town Elementary	Teachers' Room	Estudio 857 eq#:OSV-03781	CABF31366	495,349	2,127,434	N/A	11	3
Essex High	Room C238	E-Studio 1057 eq#:OSV-04823	CBJE40118	615,639	1,328,856	N/A	9	8
Center for Technology	Room D101	E-Studio 5560c eq# OSV-03393	CSHD13646	100,721	535,274	164,908	9	13
Essex High	Room C238	E-Studio 1057 eq#:OSV-04826	CBJE40101	606,692	1,415,862	N/A	8	9
Center for Technology	Room M127	E-Studio 657 eq#:OSV-03390	CAHD14098	112,971	593,344	N/A	7	1
Essex High	Room C109	E-Studio 1057 eq#: OSV-04825	CBJE40093	885,179	2,166,861	N/A	7	10
Essex High	Room C109	E-Studio 1057 eq#: OSV-04824	CBAF40183	756,234	1,888,026	N/A	5	9
Essex Town Middle	Room 258	E-Studio 857 eq# OSV-03783	CABF31362	437,290	1,810,650	N/A	5	8

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected BW Monthly Volume Projected Color Monthly Volume
Albert D Lawton Intermediate School : 104 Maple Street					
OSV-03381[Toshiba/E-Studio 5560c]	Room A4	CSHD13464	10/20/2014	1	5,489
					5,392
OSV-03382[Toshiba/Estudio 857]	Rm B21 - Teachers Room	CAHD13822	10/20/2014	2	29,326
OSV-03383[Toshiba/Estudio 857]	Rm B21 - Teachers Room	CAHD13835	10/20/2014	1	23,929
OSV-03384[Toshiba/E-Studio 3055c]	Library	C7HD78629	10/20/2014	3	3,327
					3,552
Center for Technology : 2 Educational Drive					
OSV-03389[Toshiba/E-Studio 4540cg]	Rm R124 - Cosmetology	SMI380670	10/20/2014	1	1,954
					440
OSV-03390[Toshiba/Estudio 657]	Rm M127	CAHD14098	10/20/2014	7	9,414
OSV-03391[Toshiba/Estudio 657]	Administrative Office (Room E100)	CAHD14097	10/20/2014	1	5,753
OSV-03392[Toshiba/Estudio 657]	Rm E109 - Skill Tech & Co-op	CAHD14096	10/20/2014	3	3,675
OSV-03393[Toshiba/E-Studio 5560cT]	Rm D101 - Student Services	CSHD13646	10/20/2014	9	6,453
					1,940
OSV-03395[Toshiba/TOSHES457]	Building Trades	CEHD28690	10/20/2014	1	1,620
Essex Elementary School : 1 Bixby Hill Road					
OSV-03781[Toshiba/Estudio 857]	Room 33/Teachers Room	CABF31366	3/31/2016	11	41,279
OSV-03786[Toshiba/E-Studio 6570c]	Office/ copy room	SSAF90726	3/31/2016	4	9,404
					7,419
Essex High School : 2 Educational Drive					
OSV-03388[Toshiba/E-Studio 3055c]	Maintenance	C7HD78644	10/20/2014	1	1,202
					556
OSV-03394[Toshiba/Estudio 207]	Room L101 - Library	CEHD29792	10/20/2014	2	727
OSV-03396[Toshiba/Estudio 757]	Room C130-A - Special Education	CAHD13768	10/20/2014	1	14,641
OSV-03397[Toshiba/Estudio 557]	Rm A99 - Guidance	CAHD14261	10/20/2014	1	4,742
OSV-03398[Toshiba/Estudio 657]	Main Office	CAHD14105	10/20/2014	0	9,695
OSV-04823[Toshiba/E-Studio 1057]	Room C238 Copy Room RIGHT - 2nd Floor	CBJE40118	8/23/2017	9	51,303

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected BW Monthly Volume Projected Color Monthly Volume
OSV-04824[Toshiba/E-Studio 1057]	Room C109B Copy Room LEFT - 1st Floor	CBAF40183	8/23/2017	5	63,020
OSV-04825[Toshiba/E-Studio 1057]	Room C109B Copy Room RIGHT - 1st Floor	CBJE40093	8/23/2017	7	73,765
OSV-04826[Toshiba/E-Studio 1057]	Room C238 Copy Room LEFT - 2nd Floor	CBJE40101	8/23/2017	8	50,558
Essex Middle School : 60 Founders Road					
OSV-03783[Toshiba/Estudio 857]	Room 258	CABF31362	3/31/2016	5	36,441
OSV-03787[Toshiba/E-Studio 6570c]	Room 103C	SSAF90713	3/31/2016	4	22,207
					7,679
Essex Town School District : 58 Founders Road					
OSV-03784[Toshiba/E-Studio 5560cT]	Copier	CSBE17738	3/31/2016	4	5,335
					3,365
Essex Westford School District : 51 Park Street					
OSV-03385[Toshiba/E-Studio 3055c]	Rm 206	C7HD78664	10/20/2014	3	1,279
					2,898
OSV-03401[Toshiba/Estudio 857]	Rm 112	CAHD13841	10/20/2014	2	16,300
Founders Memorial School : 33 Founders Road					
OSV-03386[Toshiba/TOSHES457]	Room 226 Faculty	CEHD28685	10/20/2014	1	331
OSV-03782[Toshiba/Estudio 857]	Room C226	CABF31365	3/31/2016	3	37,853
OSV-03785[Toshiba/E-Studio 6570c]	Office Color Copier	SSAF90722	3/31/2016	4	33,118
					12,660
Hiawatha Elementary School : 34 Hiawatha Avenue					
OSV-03400[Toshiba/Estudio 857]	Teachers Room	CAHD13828	10/20/2014	0	19,160
OSV-03751[Toshiba/TOSHES457]	RM28C	CEKE47064	1/28/2016	2	198
Thomas Fleming Elementary School : 21 Prospect Street					
OSV-03387[Toshiba/E-Studio 3055c]	Main Office	C7HD78665	10/20/2014	1	2,054
					3,151

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Projected BW Monthly Volume Projected Color Monthly Volume
OSV-03402[Toshiba/Estudio 657]	Room 105 Hallway	CAHD14073	10/20/2014	4	8,067
OSV-03403[Toshiba/Estudio 657]	Room 213 Hallway	CAHD14100	10/20/2014	2	14,923
OSV-03404[Toshiba/Estudio 557]	Main Office	CAHD14264	10/20/2014	3	4,267
Westford Elementary School : 146 Brookside Road					
OSV-03405[Toshiba/Estudio 557]	Common Area	AHD14259	10/20/2014	3	4,935

76.09% <p>76% of 92 OnSite CM visits were resolved in ONE visit for the reporting period</p>	First Call Effectiveness (OnSite) 	97.41% <p>Total target service hours for all contract machines during period was 31680.00. The total # hours (call received until call completed) was 821.69</p>	Machine Availability 	100.00 <p>5 survey responses for the period</p>	NetPromoter Score 
6.82 hrs <p>27% of 86 corrective maintenance calls were responded to and completely resolved in under 4 hours</p>	Average OnSite Reponse Time 	7.9 hrs <p>7.9 hrs was the average hours for first call fix from when call opened to problem resolution on 86 calls</p>	First Call Fix Avg Resolution Time (On-Site) 	24.1 hrs <p>24.1 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 6 rescheduled service calls.</p>	Rescheduled Calls Avg TTR Time (first call received until final call closed) 



Caller	Call Count
-- --	1
Barbara Edwards	5
Craig Donnan	4
Donna	48
Donna Canty	1
Donna Sturgess	8
Ethan Kichura	2
Jane 802-857-6300	2
Jane Olesen	3
Jillian Aldrich	6
Kenny Madsen	2
Kim	1
Kim Connelly	11
Kim Maiberger	3
Laurie Wilcox	3
Lorna 802-857-2000	1
Lorna Michaud	1
Michael Finn	1
Mike 802-857-1574	1
Paul 802-373-4043	2
Paul Scharf	11
Pauline Perry	1
Tim Scribner	1
Total	119

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC192964														
Call	SC192964	Door wont close [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/08/08 14:27	Response Hours:	0.95		Call Priority: Low						
		Caller: Donna		Dispatched: 2019/08/08 15:11	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: LCT will not close		Arrived: 2019/08/08 15:24	Travel Hours:	0.22								
				Completed 2019/08/08 16:28	Repair Hours:	1.07								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	MECHANICAL												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
Estudio 857 [Toshiba]									3.41	3.41	0.7	4.1	0	0
OSV-03382 sn:CAHD13822									4.68	4.68	0.6	5.2	0	0
SC196145														
Call	SC196145	WRENCH [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				8.43	0	0
		Assigned Tech: David Prior		Received: 2019/09/04 08:04	Response Hours:	8.43		Call Priority: N						
		Caller: Barbara Edwards		Dispatched: 2019/09/04 15:57	CM Response Hours:	8.43		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Wrench call for service		Arrived: 2019/09/04 16:48	Travel Hours:	0.85								
				Completed 2019/09/04 17:29	Repair Hours:	0								
					Resolution Hours:	8.43								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC206789														
Call	SC206789	JAMMING [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				2.05	0	0
		Assigned Tech: David Prior		Received: 2019/11/18 12:23	Response Hours:	0.92		Call Priority: N						
		Caller: Barbara Edwards		Dispatched: 2019/11/18 13:01	CM Response Hours:	0.92		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: KEEPS JAMMING		Arrived: 2019/11/18 13:18	Travel Hours:	0.28								
				Completed 2019/11/18 14:26	Repair Hours:	1.13								
					Resolution Hours:	2.05								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	ADJUSTED												
	Resolution Code:	Cleaned and Testedd												
OSV-03383 sn:CAHD13835									0.88	0.88	0.8	1.7	0	0
SC208360														
Call	SC208360	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				1.7	0	0
		Assigned Tech: David Prior		Received: 2019/12/03 11:04	Response Hours:	0.88		Call Priority: Medium						
		Caller: Barbara Edwards		Dispatched: 2019/12/03 11:39	CM Response Hours:	0.88		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call Desc: CALL FOR SERVICE FLASHING			Arrived: 2019/12/03 11:57	Travel Hours:	0.3								
				Completed 2019/12/03 12:46	Repair Hours:	0.82	Incompleted 1-Need Parts							
					Resolution Hours:	1.7								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
	Resolution Code:	Trouble Shoot												
Center for Technology : 2 Educational Drive			54.545%	11	6									
E-Studio 4540cg [Toshiba]									0.53		1.2	0.0	0	0
OSV-03389 sn:SMI380670									0.53		1.2	0.0	0	0
SC195853														
Call	SC195853	Toner Delivery [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/08/30 14:11	Response Hours:	0.53		Call Priority: N						
		Caller: Kim Connelly		Dispatched: 2019/08/30 14:27	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Not reconizeing toner		Arrived: 2019/08/30 14:43	Travel Hours:	0.27								
				Completed 2019/08/30 15:54	Repair Hours:	1.18								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	TONER PROBLEM												
	Resolution Code:	Cleaned and Testedd												
E-Studio 5560cT [Toshiba]									14.04	5.82	0.9	3.9	2	0
OSV-03393 sn:CSHD13646									14.04	5.82	0.9	3.9	2	0
SC191116														
Call	SC191116	SMUDGES COPIES [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/07/24 14:39	Response Hours:	10.25		Call Priority: N						
		Caller: Kim Connelly		Dispatched: 2019/07/25 16:13	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Smudging red on papers		Arrived: 2019/07/25 16:24	Travel Hours:	0.18								
				Completed 2019/07/25 16:55	Repair Hours:	0.1								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
SC191410														
Call	SC191410	SMUDGES COPIES [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/07/26 11:06	Response Hours:	14		Call Priority: N						
		Caller: Donna		Dispatched: 2019/07/30 08:06	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Smudges		Arrived: 2019/07/30 08:06	Travel Hours:	0								
				Completed 2019/07/30 08:48	Repair Hours:	0.7								
					Resolution Hours:	0								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
SC197912														
Call	SC197912	print issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			8.73	0	0
	Assigned Tech: David Prior			Received: 2019/09/16 09:51	Response Hours:	8.05		Call Priority: High						
	Caller: Kenny Madsen			Dispatched: 2019/09/17 09:16	CM Response Hours:	8.05		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: printing colors documents really dark much darker than normal and they can figure out how to			Arrived: 2019/09/17 09:24	Travel Hours:	0.13								
				Completed 2019/09/17 10:05	Repair Hours:	0.68								
					Resolution Hours:	8.73								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Instructed												
SC198839														
Call	SC198839	Remove Jam [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			4.02	0	0
	Assigned Tech: David Prior			Received: 2019/09/20 14:14	Response Hours:	2.28		Call Priority: down machine						
	Caller: Paul Scharf			Dispatched: 2019/09/23 08:00	CM Response Hours:	2.28		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: jamming beyond the users ability to clear			Arrived: 2019/09/23 08:01	Travel Hours:	0.02								
				Completed 2019/09/23 09:45	Repair Hours:	1.73								
					Resolution Hours:	4.02								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	REPAIRED												
SC200116														
Call	SC200116	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			9.47	0	0
	Assigned Tech: Randy Ladd			Received: 2019/10/01 09:26	Response Hours:	7.53		Call Priority: Medium						
	Caller: Kim Connelly			Dispatched: 2019/10/02 07:26	CM Response Hours:	7.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: JAMMING			Arrived: 2019/10/02 08:28	Travel Hours:	1.03								
				Completed 2019/10/02 10:24	Repair Hours:	1.93		Incompleted 1-Need Parts						
					Resolution Hours:	9.47								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Needs parts												
	Resolution Code:	Replaced Parts												
Call	SC200333	Parts in Box [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	1	0
	Assigned Tech: David Prior			Received: 2019/10/02 10:28	Response Hours:	44.55		Call Priority: Medium						
	Caller: Kim Connelly			Dispatched: 2019/10/22 15:38	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Needs fuser guides - JAMMING PARTS SENT 10/15/2019			Arrived: 2019/10/22 15:44	Travel Hours:	0.1								
				Departure 2019/10/22 16:14	Repair Hours:	0.5								
					Resolution Hours:	0								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC200333														
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Replaced Parts												
SC203478														
Call	SC203478	Fuser problem [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.35	0	0
	Assigned Tech: David Prior			Received: 2019/10/24 14:59	Response Hours:	0.52		Call Priority: Medium						
	Caller: Kim Connelly			Dispatched: 2019/10/24 15:30	CM Response Hours:	0.52		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: fuser not se correctly			Arrived: 2019/10/24 15:30	Travel Hours:	0								
				Completed 2019/10/24 16:20	Repair Hours:	0.83								
					Resolution Hours:	1.35								
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Repositioned												
SC205005														
Call	SC205005	blank screen [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			11.47	0	0
	Assigned Tech: David Prior			Received: 2019/11/05 12:46	Response Hours:	10.72		Call Priority: High						
	Caller: Kim Connelly			Dispatched: 2019/11/06 14:37	CM Response Hours:	10.72		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: screen blank and saying set fuser unit			Arrived: 2019/11/06 14:59	Travel Hours:	0.37								
				Completed 2019/11/06 15:44	Repair Hours:	0.75	Incompleted 1-Need Parts							
					Resolution Hours:	11.47								
	ProblemCodes													
	Problem Code:	ELECTRICAL												
	Resolution Code:	Needs parts												
Call	SC205302	Parts Shipped [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	1	0
	Assigned Tech: David Prior			Received: 2019/11/06 15:47	Response Hours:	28.42		Call Priority: N						
	Caller: Kim Connelly			Dispatched: 2019/12/03 15:32	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: needs fuser connector over night down - screen blank and saying set fuser unit Parts shipped on			Arrived: 2019/12/03 15:45	Travel Hours:	0.22								
				Departure 2019/12/03 16:25	Repair Hours:	0.67								
					Resolution Hours:	0								
SC205302														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Parts												
Estudio 657 [Toshiba]									18.10	7.55	1.2	5.0	6	0
OSV-03390 sn:CAHD14098									26.52	17.65	1.4	7.1	5	0
SC195129														
Call	SC195129	Multiple Problems [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			13.07	0	0
	Assigned Tech: David Prior			Received: 2019/08/27 11:06	Response Hours:	11.32		Call Priority: Medium						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call	Caller: Paul Scharf		Dispatched: 2019/08/28 13:42		CM Response Hours: 11.32		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Jamming over and over thinks its because there are parts that have fallen out of the machine		Arrived: 2019/08/28 13:55		Travel Hours: 0.22								
				Completed 2019/08/28 15:40		Repair Hours: 1.75		Incompleted 1-Need Parts						
						Resolution Hours: 13.07								
	ProblemCodes													
	Problem Code:		ELECTRICAL											
	Resolution Code:		Needs parts											
	Resolution Code:		Trouble Shoot											
	Call	SC195454	Parts in Box [0]	Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02 0 1 0						
		Assigned Tech: David Prior		Received: 2019/08/28 15:44		Response Hours: 19.8		Call Priority: Medium						
		Caller: Paul Scharf		Dispatched: 2019/09/04 10:17		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: needs overnight copier down - Jamming over and over thinks its because there are parts that have		Arrived: 2019/09/04 10:48		Travel Hours: 0.52								
				Departure 2019/09/04 11:51		Repair Hours: 1.05		6-RAN OUT OF TIME						
						Resolution Hours: 0								
	Call	SC196239	Parts in Box [0]	Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02 0 1 0						
		Assigned Tech: David Prior		Received: 2019/09/04 11:59		Response Hours: 39.22		Call Priority: Medium						
		Caller: Paul Scharf		Dispatched: 2019/09/11 08:01		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: needs overnight copier down - Jamming over and over thinks its because there are parts that have		Arrived: 2019/09/11 08:42		Travel Hours: 0.68								
				Departure 2019/09/11 11:13		Repair Hours: 2.52		3-TECH ASSIST						
						Resolution Hours: 0								
	Call	SC197334	Parts in Box [0]	Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02 0 1 0						
		Assigned Tech: David Prior		Received: 2019/09/11 11:17		Response Hours: 13.72		Call Priority: Medium						
		Caller: Paul Scharf		Dispatched: 2019/09/13 07:57		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: needs overnight copier down - Jamming over and over thinks its because there are parts that have		Arrived: 2019/09/13 07:57		Travel Hours: 0								
				Departure 2019/09/13 10:07		Repair Hours: 2.12								
						Resolution Hours: 0								
	SC195454													
	ProblemCodes													
	Problem Code:		ELECTRICAL											
	Resolution Code:		Trouble Shoot											
	SC196239													
	ProblemCodes													
	Problem Code:		ELECTRICAL											
	Resolution Code:		Trouble Shoot											
	SC197334													
	ProblemCodes													
	Problem Code:		ELECTRICAL											
	Resolution Code:		Replaced Parts											
	SC198125													
	Call	SC198125	Jamming [CM]	Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02 24.32 0 0						
	Assigned Tech: David Prior			Received: 2019/09/17 09:11		Response Hours: 23.97		Call Priority: Medium						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Paul Scharf			Dispatched: 2019/09/19 15:46		CM Response Hours:	23.97		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Jamming non stop today			Arrived: 2019/09/19 16:09		Travel Hours:	0.38							
				Completed 2019/09/19 17:00		Repair Hours:	0.35	Incompleted 3-TECH ASSIST						
						Resolution Hours:	24.32							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Trouble Shoot											
Call	SC198696	Jamming [CM]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			12.45	1	0
	Assigned Tech: David Prior			Received: 2019/09/19 17:04		Response Hours:	10.68		Call Priority: Medium					
	Caller: Paul Scharf			Dispatched: 2019/09/23 09:49		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Jamming non stop today			Arrived: 2019/09/23 10:11		Travel Hours:	0.37							
				Departure 2019/09/23 11:57		Repair Hours:	1.77	Incompleted 1-Need Parts						
						Resolution Hours:	12.45							
Call	SC199022	Parts Shipped [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			0	1	0
	Assigned Tech: Harold Santamore			Received: 2019/09/23 12:02		Response Hours:	66.92		Call Priority: Medium					
	Caller: Paul Scharf			Dispatched: 2019/10/04 13:49		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: needs fr-kit mo-kit drum asap overnight down - jamming non stop today PARTS SENT			Arrived: 2019/10/04 13:49		Travel Hours:	0							
				Departure 2019/10/04 13:54		Repair Hours:	0.08	1-Need Parts						
						Resolution Hours:	0							
SC198696														
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:		Needs parts											
SC199022														
	ProblemCodes													
	Problem Code:	Paper Jam												
	Resolution Code:		MAINT CALL											
	Resolution Code:		Needs parts											
OSV-03391 sn:CAHD14097									0.50	0.50	0.9	1.4	0	0
SC202896														
Call	SC202896	Paper Tray Issue [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CT01504-OSV-02			1.35	0	0
	Assigned Tech: David Prior			Received: 2019/10/21 15:09		Response Hours:	0.5		Call Priority: N					
	Caller: Kim Connelly			Dispatched: 2019/10/21 15:28		CM Response Hours:	0.50		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: not registering paper			Arrived: 2019/10/21 15:39		Travel Hours:	0.18							
				Completed 2019/10/21 16:36		Repair Hours:	0.85							
						Resolution Hours:	1.35							
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:		Cleaned and Testedd											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Repositioned											
OSV-03392 sn:CAHD14096									4.33	0.98	0.9	1.3	1	0
SC192629														
Call	SC192629	Finisher Problem [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			2.05	0	0
		Assigned Tech: David Prior		Received: 2019/08/06 14:27	Response Hours:	0.93		Call Priority:	N					
		Caller: Kim Connelly		Dispatched: 2019/08/06 15:03	CM Response Hours:	0.93		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: cant get the finisher shut		Arrived: 2019/08/06 15:23	Travel Hours:	0.33								
				Completed 2019/08/06 16:38	Repair Hours:	1.12								
					Resolution Hours:	2.05								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Reform Parts											
	Resolution Code:		Repaired											
SC197813														
Call	SC197813	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.7	0	0
		Assigned Tech: David Prior		Received: 2019/09/13 14:38	Response Hours:	1.03		Call Priority:	N					
		Caller: Kim Connelly		Dispatched: 2019/09/13 14:47	CM Response Hours:	1.03		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: error code		Arrived: 2019/09/13 15:40	Travel Hours:	0.88								
				Completed 2019/09/13 16:20	Repair Hours:	0.67	Incompleted 1-Need Parts							
					Resolution Hours:	1.7								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Needs parts											
	Resolution Code:		Trouble Shoot											
Call	SC197845	Parts in Box [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	1	0
		Assigned Tech: David Prior		Received: 2019/09/13 16:24	Response Hours:	11.02		Call Priority:	N					
		Caller: Kim Connelly		Dispatched: 2019/09/18 07:59	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: need by tuesday - error code PARTS SENT TO YOUR HOUSE 09/16/2019		Arrived: 2019/09/18 08:00	Travel Hours:	0.02								
				Departure 2019/09/18 09:02	Repair Hours:	1.03								
					Resolution Hours:	0								
SC197845														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Replaced Parts											
TOSHES457 [Toshiba]									0.37	0.37	0.2	0.6	0	0
OSV-03395 sn:CEHD28690									0.37	0.37	0.2	0.6	0	0
SC197396														
Call	SC197396	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0.6	0	0
		Assigned Tech: David Prior		Received: 2019/09/11 14:40	Response Hours:	0.37		Call Priority:	N					
		Caller: -- --		Dispatched: 2019/09/11 14:53	CM Response Hours:	0.37		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back				
	Call Desc: error light			Arrived: 2019/09/11 15:02	Travel Hours:	0.15												
				Completed 2019/09/11 15:16	Repair Hours:	0.23												
					Resolution Hours:	0.6												
	ProblemCodes																	
	Problem Code:	Error Code																
	Resolution Code:	Cleaned and Tested																
	Resolution Code:	Reset code																
Essex Elementary School : 1 Bixby Hill Road			40.00%	10	4													
E-Studio 6570c [Toshiba]									4.24	3.38	1.3	6.3	1	0				
OSV-03786 sn:SSAF90726									4.24	3.38	1.3	6.3	1	0				
SC193312																		
Call	SC193312	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02					3.97	0	0				
	Assigned Tech: David Prior		Received: 2019/08/13 08:26	Response Hours:	2.28	Call Priority: 4HR Response												
	Caller: Donna Sturgess		Dispatched: 2019/08/13 10:01	CM Response Hours:	2.28	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner												
	Call Desc: call for service with red wrench		Arrived: 2019/08/13 10:43	Travel Hours:	0.7													
			Completed 2019/08/13 12:24	Repair Hours:	1.68													
				Resolution Hours:	3.97													
	ProblemCodes																	
	Problem Code:	Error Code																
	Resolution Code:	Cleaned and Tested																
SC195073																		
Call	SC195073	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02					0	0	0				
	Assigned Tech: David Prior		Received: 2019/08/27 08:43	Response Hours:	9.97	Call Priority: High												
	Caller: Donna Sturgess		Dispatched: 2019/08/28 09:38	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner												
	Call Desc: blue lines on the tops of the paper		Arrived: 2019/08/28 10:11	Travel Hours:	0.55													
			Completed 2019/08/28 11:23	Repair Hours:	1.2													
				Resolution Hours:	0													
	ProblemCodes																	
	Problem Code:	COPY QUALITY																
	Resolution Code:	Repaired																
SC205624																		
Call	SC205624	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#: CT01504-OSV-02					5.65	0	0				
	Assigned Tech: David Prior		Received: 2019/11/08 12:12	Response Hours:	4.47	Call Priority: N												
	Caller: Donna Sturgess		Dispatched: 2019/11/11 08:01	CM Response Hours:	4.47	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner												
	Call Desc: Pcq		Arrived: 2019/11/11 08:10	Travel Hours:	0.15													
			Completed 2019/11/11 09:21	Repair Hours:	1.18	Incompleted 1-Need Parts												
				Resolution Hours:	5.65													
	ProblemCodes																	
	Problem Code:	COPY QUALITY																

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Needs parts											
Call	SC205732	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				15.47	1	0
	Assigned Tech: David Prior			Received: 2019/11/11 09:29	Response Hours:	0.23		Call Priority: N						
	Caller: Donna Sturgess			Dispatched: 2019/11/12 14:58	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: need asap - Pcq			Arrived: 2019/11/12 15:12	Travel Hours:	0.23								
				Departure 2019/11/12 16:27	Repair Hours:	1.25								
					Resolution Hours:	15.47								
SC205732														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Replaced Parts											
Estudio 857 [Toshiba]									10.55	6.82	1.2	6.0	3	0
OSV-03781 sn:CABF31366									10.55	6.82	1.2	6.0	3	0
SC192257														
Call	SC192257	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				6.62	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/08/02 10:52	Response Hours:	5.63		Call Priority: N						
	Caller: Donna Sturgess			Dispatched: 2019/08/05 07:17	CM Response Hours:	5.63		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jamming			Arrived: 2019/08/05 07:52	Travel Hours:	0.58								
				Completed 2019/08/05 08:59	Repair Hours:	0.98								
					Resolution Hours:	6.62								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Replaced Misc. Parts											
SC193438														
Call	SC193438	JAMMING [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				3.4	0	0
	Assigned Tech: David Prior			Received: 2019/08/13 15:34	Response Hours:	1.25		Call Priority: N						
	Caller: Donna			Dispatched: 2019/08/14 08:03	CM Response Hours:	1.25		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: jamming			Arrived: 2019/08/14 08:19	Travel Hours:	0.27								
				Completed 2019/08/14 10:28	Repair Hours:	2.15								
					Resolution Hours:	3.4								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Testedd											
	Resolution Code:		Replaced Parts											
SC193870														
Call	SC193870	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				12.55	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/08/16 12:01	Response Hours:	11.55		Call Priority: Medium						
	Caller: Donna Sturgess			Dispatched: 2019/08/19 13:54	CM Response Hours:	11.55		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jaming			Arrived: 2019/08/19 15:04	Travel Hours:	1.17								
				Completed 2019/08/19 16:04	Repair Hours:	1								
					Resolution Hours:	12.55								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	PROBLEM PAPER												
SC194607	Call	SC194607	Jamming [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	5.33	0	0			
		Assigned Tech: Brian Sheehan	Received: 2019/08/22 13:02	Response Hours:	3.47	Call Priority: Medium								
		Caller: Donna Sturgess	Dispatched: 2019/08/23 07:42	CM Response Hours:	3.47	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: jamming	Arrived: 2019/08/23 07:57	Travel Hours:	0.25									
			Completed 2019/08/23 09:52	Repair Hours:	1.87									
				Resolution Hours:	5.33									
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
SC195158	Call	SC195158	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	6.2	0	0			
		Assigned Tech: David Prior	Received: 2019/08/27 11:48	Response Hours:	4.7	Call Priority: N								
		Caller: Donna Sturgess	Dispatched: 2019/08/28 07:59	CM Response Hours:	4.70	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: call fo rservice C471	Arrived: 2019/08/28 07:59	Travel Hours:	0									
			Completed 2019/08/28 09:30	Repair Hours:	1.5									
				Resolution Hours:	6.2									
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Repaired												
	Resolution Code:	Trouble Shoot												
SC195744	Call	SC195744	Jamming [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	2.22	0	0			
		Assigned Tech: David Prior	Received: 2019/08/30 08:42	Response Hours:	1.13	Call Priority: Medium								
		Caller: Donna	Dispatched: 2019/08/30 09:30	CM Response Hours:	1.13	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: jaming	Arrived: 2019/08/30 09:50	Travel Hours:	0.33									
			Completed 2019/08/30 10:55	Repair Hours:	1.08	Incompleted 1-Need Parts								
				Resolution Hours:	2.22									
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Trouble Shoot												
Call	SC195805	Parts in Box [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0	1	0				
		Assigned Tech: David Prior	Received: 2019/08/30 10:59	Response Hours:	26.85	Call Priority: Medium								
		Caller: Donna	Dispatched: 2019/09/06 15:45	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
		Call Desc: needs transport rollers asap - jaming PARTS SENT TO YOUR HOUSE 09/03/2019	Arrived: 2019/09/06 16:28	Travel Hours:	0.72									
			Departure 2019/09/06 16:56	Repair Hours:	0.03									
				Resolution Hours:	0									
SC195805														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Replaced Parts												
SC197377	Call	SC197377	Jamming [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	22.05	0	0			
		Assigned Tech: David Prior		Received: 2019/09/11 13:19	Response Hours:	20.18	Call Priority:	Medium						
		Caller: Donna		Dispatched: 2019/09/16 07:56	CM Response Hours:	20.18	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming		Arrived: 2019/09/16 07:58	Travel Hours:	0.03								
				Completed 2019/09/16 09:52	Repair Hours:	1.87								
					Resolution Hours:	22.05								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Trouble Shoot												
SC204698	Call	SC204698	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	7.27	0	0			
		Assigned Tech: David Prior		Received: 2019/11/04 09:14	Response Hours:	6.62	Call Priority:	down machine						
		Caller: Donna		Dispatched: 2019/11/04 14:52	CM Response Hours:	6.62	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: CF70 Code		Arrived: 2019/11/04 15:51	Travel Hours:	0.98								
				Completed 2019/11/04 16:34	Repair Hours:	0.65	Incompleted 1-Need Parts							
					Resolution Hours:	7.27								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC204887	Parts Shipped [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0	1	0				
		Assigned Tech: David Prior		Received: 2019/11/04 16:46	Response Hours:	11.38	Call Priority:	down machine						
		Caller: Donna		Dispatched: 2019/11/08 10:15	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: need overnight down - CF70 Code PARTS SENT 11/06/2019		Arrived: 2019/11/08 10:34	Travel Hours:	0.32								
				Departure 2019/11/08 12:04	Repair Hours:	1.5	1-Need Parts							
					Resolution Hours:	0								
Call	SC205620	Parts Shipped [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0	1	0				
		Assigned Tech: David Prior		Received: 2019/11/08 12:07	Response Hours:	23.25	Call Priority:	High						
		Caller: Tim Scribner		Dispatched: 2019/11/19 07:57	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: need overnight per Harold - need overnight down - CF70 Code PARTS SENT 11/06/2019 AND		Arrived: 2019/11/19 07:58	Travel Hours:	0.02								
				Departure 2019/11/19 08:39	Repair Hours:	0.65								
					Resolution Hours:	0								
SC204887														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
SC205620														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Parts												
Essex High School : 2 Educational Drive			16.667%	24	4									
E-Studio 1057 [Toshiba]									7.22	7.39	1.1	8.3	9	0
OSV-04823 sn:CBJE40118									7.00	8.93	0.9	9.8	2	0
SC195671														
Call	SC195671	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02				2.83	0	0
	Assigned Tech: David Prior		Received: 2019/08/29 13:40		Response Hours: 1.87		Call Priority: N							
	Caller: Donna		Dispatched: 2019/08/29 15:17		CM Response Hours: 1.87		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Fo-83 code		Arrived: 2019/08/29 15:32		Travel Hours: 0.25									
			Completed 2019/08/29 16:41		Repair Hours: 0.97									
					Resolution Hours: 2.83									

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: David Prior Caller: Paul 802-373-4043 Call Desc: Jamming Constantly	Received: 2019/10/03 12:20 Dispatched: 2019/10/07 16:13 Arrived: 2019/10/07 16:14 Completed 2019/10/07 17:13		Response Hours: 20.9 CM Response Hours: 20.90 Travel Hours: 0.02 Repair Hours: 0.27 Resolution Hours: 21.17		Call Priority: Medium Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	PROBLEM PAPER												
SC202961														
Call	SC202961	Black Line On Image [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02					6.15	0	0
	Assigned Tech: David Prior Caller: Craig Donnan Call Desc: BLKACK LINES ON COPIES	Received: 2019/10/22 09:15 Dispatched: 2019/10/22 15:06 Arrived: 2019/10/22 15:06 Completed 2019/10/22 15:24		Response Hours: 5.85 CM Response Hours: 5.85 Travel Hours: 0 Repair Hours: 0.3 Resolution Hours: 6.15		Call Priority: High Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner Incompleted 1-Need Parts								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
Call	SC203094	Black Line On Image [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02					16.5	1	0
	Assigned Tech: David Prior Caller: Craig Donnan Call Desc: need overnight - BLKACK LINES ON COPIES	Received: 2019/10/22 15:28 Dispatched: 2019/10/24 11:53 Arrived: 2019/10/24 12:00 Departure 2019/10/24 14:58		Response Hours: 0.15 CM Response Hours: Travel Hours: 0.12 Repair Hours: 2.97 Resolution Hours: 16.5		Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
SC203094														
	ProblemCodes													
	Problem Code:	PM												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC203787														
Call	SC203787	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02					4.47	0	0
	Assigned Tech: David Prior Caller: Donna Call Desc: CQ	Received: 2019/10/28 10:28 Dispatched: 2019/10/28 13:30 Arrived: 2019/10/28 14:26 Completed 2019/10/28 14:56		Response Hours: 3.97 CM Response Hours: 3.97 Travel Hours: 0.93 Repair Hours: 0.5 Resolution Hours: 4.47		Call Priority: N Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner Incompleted 1-Need Parts								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
Call	SC203896	COPY QUALITY POOR [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02					5.12	1	0
	Assigned Tech: David Prior		Received: 2019/10/28 15:00	Response Hours:	0.38	Call Priority: N								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Donna			Dispatched: 2019/10/29 10:21		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: need overnight - CQ			Arrived: 2019/10/29 10:29		Travel Hours:	0.13							
				Departure 2019/10/29 11:37		Repair Hours:	1.13							
						Resolution Hours:	5.12							
SC203896														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replaced Parts												
SC206713														
Call	SC206713	DOWN MAC NOTRUN [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				14.23	0	0
	Assigned Tech: David Prior			Received: 2019/11/18 09:46		Response Hours:	13.47	Call Priority: down machine						
	Caller: Paul 802-373-4043			Dispatched: 2019/11/19 14:04		CM Response Hours:	13.47	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jamming constantly / misfeeding			Arrived: 2019/11/19 14:44		Travel Hours:	0.67							
				Completed 2019/11/19 15:30		Repair Hours:	0.77							
						Resolution Hours:	14.23							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Remove Paper Jam												
	Resolution Code:	Replaced Parts												
OSV-04824 sn:CBAF40183								9.30	8.95	1.6	8.4	1	0	
SC199688														
Call	SC199688	Finisher Problem [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				15.85	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/09/26 15:13		Response Hours:	12.87	Call Priority: High						
	Caller: Donna			Dispatched: 2019/09/30 10:29		CM Response Hours:	12.87	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: FT34 - Paul 802-373-4043 Won't Staple or hole punch			Arrived: 2019/09/30 11:05		Travel Hours:	0.6							
				Completed 2019/09/30 14:04		Repair Hours:	2.98							
						Resolution Hours:	15.85							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Repaired												
SC200842														
Call	SC200842	JAMMING [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				9.83	0	0
	Assigned Tech: David Prior			Received: 2019/10/04 14:50		Response Hours:	9.22	Call Priority: N						
	Caller: Donna			Dispatched: 2019/10/07 15:18		CM Response Hours:	9.22	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Jamming from tray 2 Paul 802-373-4043			Arrived: 2019/10/07 15:33		Travel Hours:	0.25							
				Completed 2019/10/07 16:10		Repair Hours:	0.62							
						Resolution Hours:	9.83							
	ProblemCodes													
	Problem Code:	JAMMING												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Tested											
SC202846														
Call	SC202846	Streaks [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			9.65	0	0
		Assigned Tech: David Prior		Received: 2019/10/21 13:30	Response Hours:	8.53		Call Priority:	High					
		Caller: Craig Donnan		Dispatched: 2019/10/22 12:05	CM Response Hours:	8.53		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: STREAKS		Arrived: 2019/10/22 13:32	Travel Hours:	1.45								
				Completed 2019/10/22 14:39	Repair Hours:	1.12	Incompleted 1-Need Parts							
					Resolution Hours:	9.65								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Needs parts											
Call	SC203089	Parts Shipped [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	1	0
		Assigned Tech: David Prior		Received: 2019/10/22 14:55	Response Hours:	10.7		Call Priority:	N					
		Caller: Craig Donnan		Dispatched: 2019/10/24 09:50	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: need overnight - STREAKS PARTS SENT		Arrived: 2019/10/24 09:55	Travel Hours:	0.08								
		10/22/2019		Departure 2019/10/24 11:41	Repair Hours:	1.77								
					Resolution Hours:	0								
SC204937														
Call	SC204937	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.52	0	0
		Assigned Tech: David Prior		Received: 2019/11/05 09:59	Response Hours:	5.17		Call Priority:	N					
		Caller: Paul Scharf		Dispatched: 2019/11/05 14:48	CM Response Hours:	5.17		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Error Code f034		Arrived: 2019/11/05 15:09	Travel Hours:	0.35								
				Completed 2019/11/05 16:44	Repair Hours:	1.35								
					Resolution Hours:	6.52								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Trouble Shoot											
OSV-04825 sn:CBJE40093									9.55	4.96	1.1	3.3	3	0
SC199927														
Call	SC199927	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			4.75	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/09/30 09:30	Response Hours:	4.58		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/09/30 14:05	CM Response Hours:	4.58		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: F- 008 PLEASE CHECK THE POWER		Arrived: 2019/09/30 14:05	Travel Hours:	0								
		FINISHED *** BOTH OF THEIR MACHINES		Completed 2019/09/30 14:15	Repair Hours:	0.17								
					Resolution Hours:	4.75								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Repaired											
SC201910														

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC201910	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	5.33				0	0
	Assigned Tech: David Prior		Received: 2019/10/15 10:09	Response Hours:	5.02	Call Priority: N							
	Caller: Donna		Dispatched: 2019/10/15 14:10	CM Response Hours:	5.02	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: David ghosting 802-878-8168		Arrived: 2019/10/15 15:10	Travel Hours:	1								
			Completed 2019/10/15 15:29	Repair Hours:	0.32	Incompleted 1-Need Parts							
				Resolution Hours:	5.33								
	ProblemCodes												
	Problem Code:	COPY QUALITY											
	Resolution Code:	Needs parts											
Call	SC202056	Parts Shipped [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0				1	0
	Assigned Tech: David Prior		Received: 2019/10/15 15:34	Response Hours:	35.47	Call Priority: N							
	Caller: Donna		Dispatched: 2019/10/28 09:21	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: need asap - David ghosting 802-878-8168		Arrived: 2019/10/28 09:28	Travel Hours:	0.12								
	PARTS SENT 10/22/2019		Departure 2019/10/28 09:54	Repair Hours:	0.43								
				Resolution Hours:	0								
SC202056													
	ProblemCodes												
	Problem Code:	COPY QUALITY											
	Resolution Code:	Replaced Parts											
SC203893													
Call	SC203893	DOWN MAC NOTRUN [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	3.65				0	0
	Assigned Tech: David Prior		Received: 2019/10/28 14:51	Response Hours:	1.73	Call Priority: down machine							
	Caller: Donna		Dispatched: 2019/10/29 08:00	CM Response Hours:	1.73	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Fuser won't go back into the machine. Paul 802-373-1013		Arrived: 2019/10/29 08:05	Travel Hours:	0.08								
			Completed 2019/10/29 10:00	Repair Hours:	1.92	Incompleted 1-Need Parts							
				Resolution Hours:	3.65								
	ProblemCodes												
	Problem Code:	PART BROKE OFF											
	Resolution Code:	Needs parts											
Call	SC203983	Parts Shipped [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01504-OSV-02	0				1	0
	Assigned Tech: David Prior		Received: 2019/10/29 10:02	Response Hours:	10.75	Call Priority: down machine							
	Caller: Donna		Dispatched: 2019/11/01 08:00	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: need overnight down - Fuser won't go back into the machine. Paul 802-373-1013 PARTS SENT		Arrived: 2019/11/01 08:12	Travel Hours:	0.2								
			Departure 2019/11/01 10:23	Repair Hours:	2.18								
				Resolution Hours:	0								
SC203983													
	ProblemCodes												
	Problem Code:	PART BROKE OFF											
	Resolution Code:	Replaced Parts											
SC207162													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call SC207162	DOWN MAC NOTRUN [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				9.53	0	0
		Assigned Tech: David Prior		Received: 2019/11/20 10:04	Response Hours:	8.52		Call Priority: down machine						
		Caller: Donna		Dispatched: 2019/11/21 10:04	CM Response Hours:	8.52		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: F008 code constant jams Paul 802-373-4043		Arrived: 2019/11/21 10:05	Travel Hours:	0.02								
				Completed 2019/11/21 11:06	Repair Hours:	1.02	Incompleted 1-Need Parts							
					Resolution Hours:	9.53								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Needs parts												
	Call SC207389	Parts in Box [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	1	0
		Assigned Tech: David Prior		Received: 2019/11/21 11:08	Response Hours:	0.75		Call Priority: down machine						
		Caller: Donna		Dispatched: 2019/11/26 13:38	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: need overnight down - F008 code constant jams Paul 802-373-4043 PARTS AT WILLISTON		Arrived: 2019/11/26 13:38	Travel Hours:	0								
				Departure 2019/11/26 15:33	Repair Hours:	1.92								
					Resolution Hours:	0								
	SC207389													
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Replaced Parts												
	OSV-04826 sn:CBJE40101								4.11	5.95	1.0	10.9	3	0
	SC195514													
	Call SC195514	print issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				6.63	0	0
		Assigned Tech: David Prior		Received: 2019/08/29 08:37	Response Hours:	5.37		Call Priority: High						
		Caller: Paul Scharf		Dispatched: 2019/08/29 12:57	CM Response Hours:	5.37		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Ghosting images		Arrived: 2019/08/29 13:59	Travel Hours:	1.03								
				Completed 2019/08/29 15:15	Repair Hours:	1.27								
					Resolution Hours:	6.63								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
	SC195896													
	Call SC195896	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				7.93	0	0
		Assigned Tech: David Prior		Received: 2019/09/03 08:07	Response Hours:	7.4		Call Priority: Medium						
		Caller: Donna		Dispatched: 2019/09/03 15:25	CM Response Hours:	7.40		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: doc feeder is jamming		Arrived: 2019/09/03 15:31	Travel Hours:	0.1								
				Completed 2019/09/03 16:03	Repair Hours:	0.53								
					Resolution Hours:	7.93								
	ProblemCodes													
	Problem Code:	ADF PROB												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Repaired											
SC201914														
Call	SC201914	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.1	0	0
		Assigned Tech: David Prior		Received: 2019/10/15 10:20	Response Hours:	5.37		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/10/15 15:35	CM Response Hours:	5.37		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: David ghosting 802-878-8168		Arrived: 2019/10/15 15:42	Travel Hours:	0.12								
				Completed 2019/10/15 16:26	Repair Hours:	0.73		Incompleted	1-Need Parts					
					Resolution Hours:	6.1								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Needs parts											
Call	SC202069	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			52.83	1	0
		Assigned Tech: David Prior		Received: 2019/10/15 16:30	Response Hours:	0		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/10/24 07:59	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: needs asap - David ghosting 802-878-8168		Arrived: 2019/10/24 08:00	Travel Hours:	0.02								
				Departure 2019/10/24 09:50	Repair Hours:	1.83								
					Resolution Hours:	52.83								
SC202748														
Call	SC202748	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.02	0	0
		Assigned Tech: David Prior		Received: 2019/10/21 09:25	Response Hours:	5.18		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/10/21 14:27	CM Response Hours:	5.18		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: machine is jammed and can't clear		Arrived: 2019/10/21 14:36	Travel Hours:	0.15								
				Completed 2019/10/21 15:26	Repair Hours:	0.83								
					Resolution Hours:	6.02								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Testedd											
	Resolution Code:		Repaired											
SC207163														
Call	SC207163	DOWN MAC NOTRUN [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			8.02	0	0
		Assigned Tech: David Prior		Received: 2019/11/20 10:06	Response Hours:	6.42		Call Priority:	down machine					
		Caller: Donna		Dispatched: 2019/11/21 08:00	CM Response Hours:	6.42		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: H4-30 Code Paul 802-373-4043		Arrived: 2019/11/21 08:01	Travel Hours:	0.02								
				Completed 2019/11/21 09:37	Repair Hours:	1.6		Incompleted	1-Need Parts					
					Resolution Hours:	8.02								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Needs parts											
Call	SC207360	Parts in Box [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	1	0
		Assigned Tech: David Prior		Received: 2019/11/21 09:58	Response Hours:	2.73		Call Priority:	down machine					
		Caller: Donna		Dispatched: 2019/11/26 15:36	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: down overnight - H4-30 Code Paul 802-373-4043 PARTS AT WILLISTON OFFICE		Arrived: 2019/11/26 15:37	Travel Hours:	0.02								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Departure 2019/11/26 15:53	Repair Hours:	0.27		1-Need Parts						
					Resolution Hours:	0								
	Call	SC208014	Parts in Box [O]	Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	1	0
			Assigned Tech: David Prior	Received: 2019/11/26 15:55	Response Hours:	0.43		Call Priority: N						
			Caller: Donna	Dispatched: 2019/12/04 15:04	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
			Call Desc: needs pcu pwb overnight down - down overnight - H4.30 Code Paul 802.373.4043 PARTS AT	Arrived: 2019/12/04 15:30	Travel Hours:	0.43								
				Departure 2019/12/04 18:00	Repair Hours:	1		1-Need Parts						
					Resolution Hours:	0								
	SC207360													
		ProblemCodes												
		Problem Code:	Error Code											
		Resolution Code:	Needs parts											
	EStudio 207 [Toshiba]								3.25	3.25	0.9	4.1	0	0
	OSV-03394 sn:CEHD29792								3.25	3.25	0.9	4.1	0	0
	SC195431													
	Call	SC195431	Multiple Problems [CM]	Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				1.58	0	0
			Assigned Tech: David Prior	Received: 2019/08/28 14:55	Response Hours:	0.83		Call Priority: Medium						
			Caller: Donna	Dispatched: 2019/08/28 15:45	CM Response Hours:	0.83		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
			Call Desc: Making noise and jamming	Arrived: 2019/08/28 15:45	Travel Hours:	0								
				Completed 2019/08/28 16:44	Repair Hours:	0.75								
					Resolution Hours:	1.58								
		ProblemCodes												
		Problem Code:	Multiple Issues											
		Resolution Code:	Lubricated											
		Resolution Code:	Cleaned and Testedd											
		Resolution Code:	Instructed											
	SC208068													
	Call	SC208068	?Unknown Problem? [CM]	Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				6.67	0	0
			Assigned Tech: David Prior	Received: 2019/11/27 09:47	Response Hours:	5.67		Call Priority: High						
			Caller: Kenny Madsen	Dispatched: 2019/11/27 15:09	CM Response Hours:	5.67		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
			Call Desc: call for service C447 code: PLease ask for Kenny as he gave 03202 as id#	Arrived: 2019/11/27 15:27	Travel Hours:	0.3								
				Completed 2019/11/27 16:27	Repair Hours:	1								
					Resolution Hours:	6.67								
		ProblemCodes												
		Problem Code:	Error Code											
		Resolution Code:	Reseat											
	E-Studio 3055c [Toshiba]								1.58		0.4	0.0	0	0
	OSV-03388 sn:C7HD78644								1.58		0.4	0.0	0	0
	SC204629													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call SC204629	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/11/01 14:31	Response Hours:	1.58		Call Priority: N						
		Caller: Donna		Dispatched: 2019/11/01 15:38	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: maintenance lite		Arrived: 2019/11/01 16:06	Travel Hours:	0.47								
				Completed 2019/11/01 16:46	Repair Hours:	0.4								
					Resolution Hours:	0								
		ProblemCodes												
		Problem Code:	Message											
		Resolution Code:	Cleaned and Testedd											
		Resolution Code:	Reset code											
	EStudio 557 [Toshiba]								4.17	4.17	1.8	5.9	0	0
	OSV-03397 sn:CAHD14261								4.17	4.17	1.8	5.9	0	0
	SC192531													
	Call SC192531	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				5.92	0	0
		Assigned Tech: David Prior		Received: 2019/08/06 09:05	Response Hours:	4.17		Call Priority: N						
		Caller: Donna		Dispatched: 2019/08/06 12:45	CM Response Hours:	4.17		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Light copiers to very faint and faded		Arrived: 2019/08/06 13:15	Travel Hours:	0.5								
				Completed 2019/08/06 15:00	Repair Hours:	1.75								
					Resolution Hours:	5.92								
		ProblemCodes												
		Problem Code:	Multiple Issues											
		Resolution Code:	Cleaned and Testedd											
		Resolution Code:	Trouble Shoot											
	Estudio 657 [Toshiba]													
	OSV-03398 sn:													
	EStudio 757 [Toshiba]								4.13	4.13	1.1	5.2	0	0
	OSV-03396 sn:CAHD13768								4.13	4.13	1.1	5.2	0	0
	SC195135													
	Call SC195135	Call Service Flashing [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				5.22	0	0
		Assigned Tech: David Prior		Received: 2019/08/27 11:17	Response Hours:	4.13		Call Priority: High						
		Caller: Donna Canty		Dispatched: 2019/08/27 15:21	CM Response Hours:	4.13		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: states the machine is completly down call for service		Arrived: 2019/08/27 15:25	Travel Hours:	0.07								
				Completed 2019/08/27 16:52	Repair Hours:	1.08								
					Resolution Hours:	5.22								
		ProblemCodes												
		Problem Code:	Error Code											
		Resolution Code:	Cleaned and Testedd											
		Resolution Code:	Trouble Shoot											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Essex Middle School : 60 Founders Road			12.50%	8	1									
E-Studio 6570c [Toshiba]									10.83	10.83	1.7	12.5	0	0
OSV-03787 sn:SSAF90713									10.83	10.83	1.7	12.5	0	0
SC202189														
Call	SC202189	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			24.98	0	0
		Assigned Tech: David Prior		Received: 2019/10/16 10:46	Response Hours:	22.73		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/10/21 07:59	CM Response Hours:	22.73		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: FOR THE PAST DAY THE MACHINE HAS BEEN JAMMING WHEN COLOR COPIES ARE		Arrived: 2019/10/21 08:00	Travel Hours:	0.02								
				Completed 2019/10/21 10:15	Repair Hours:	2.25								
					Resolution Hours:	24.98								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Replaced Parts												
SC204894														
Call	SC204894	DOWN MAC NOTRUN [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.55	0	0
		Assigned Tech: David Prior		Received: 2019/11/05 08:05	Response Hours:	5.62		Call Priority:	down machine					
		Caller: Kim		Dispatched: 2019/11/05 12:24	CM Response Hours:	5.62		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Jammed Wrench C4E2		Arrived: 2019/11/05 13:42	Travel Hours:	1.3								
				Completed 2019/11/05 14:38	Repair Hours:	0.93								
					Resolution Hours:	6.55								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Trouble Shoot												
SC205260														
Call	SC205260	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			13.03	0	0
		Assigned Tech: David Prior		Received: 2019/11/06 14:11	Response Hours:	10.85		Call Priority:	N					
		Caller: Michael Finn		Dispatched: 2019/11/08 08:00	CM Response Hours:	10.85		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: constantly Jamming		Arrived: 2019/11/08 08:02	Travel Hours:	0.03								
				Completed 2019/11/08 10:13	Repair Hours:	2.18								
					Resolution Hours:	13.03								
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Replaced Parts												
	Resolution Code:	Trouble Shoot												
SC208149														
Call	SC208149	Multiple Problems [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			5.45	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/12/02 08:03	Response Hours:	4.12		Call Priority:	Medium					
		Caller: Kim Maiberger		Dispatched: 2019/12/02 11:38	CM Response Hours:	4.12		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Jamming near the hole punch area all the red lights are on		Arrived: 2019/12/02 12:10	Travel Hours:	0.53								
				Completed 2019/12/02 13:30	Repair Hours:	1.33								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	5.45							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
Estudio 857 [Toshiba]									11.99	6.21	1.4	6.1	0	0
OSV-03783 sn:CABF31362									11.99	6.21	1.4	6.1	0	0
SC191991														
Call	SC191991	Finisher Problem [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				10.07	0	0
	Assigned Tech: David Prior			Received: 2019/07/31 14:48	Response Hours:	8.57		Call Priority: High						
	Caller: Kim Maiberger			Dispatched: 2019/08/01 13:28	CM Response Hours:	8.57		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Finishing unit has a part that will not go back together thinks a teacher pulled a jam too hard			Arrived: 2019/08/01 14:52	Travel Hours:	1.4								
				Completed 2019/08/01 16:22	Repair Hours:	1.5								
					Resolution Hours:	10.07								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
SC195200														
Call	SC195200	Multiple Problems [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				7.62	0	0
	Assigned Tech: David Prior			Received: 2019/08/27 14:03	Response Hours:	6.33		Call Priority: Medium						
	Caller: Kim Maiberger			Dispatched: 2019/08/28 11:26	CM Response Hours:	6.33		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: 8x11 drawer is loose this is causing jams and noise			Arrived: 2019/08/28 11:53	Travel Hours:	0.45								
				Completed 2019/08/28 13:10	Repair Hours:	1.28								
					Resolution Hours:	7.62								
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	REPAIRED												
	Resolution Code:	Trouble Shoot												
SC197449														
Call	SC197449	Paper Tray Issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				8.18	0	0
	Assigned Tech: David Prior			Received: 2019/09/12 08:16	Response Hours:	7.17		Call Priority: High						
	Caller: Donna			Dispatched: 2019/09/12 14:58	CM Response Hours:	7.17		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: saying to add paper but there is paper in the drawer			Arrived: 2019/09/12 15:26	Travel Hours:	0.47								
				Completed 2019/09/12 16:27	Repair Hours:	1.02								
					Resolution Hours:	8.18								
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Instructed												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC199617														
Call	SC199617	PM [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	0	0
		Assigned Tech: Randy Ladd		Received: 2019/09/26 11:20	Response Hours:	35.12		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/10/02 12:19	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: machine is calling for periodic maint. Kim 802-870-7173		Arrived: 2019/10/02 12:27	Travel Hours:	0.13								
				Completed 2019/10/02 13:48	Repair Hours:	1.35								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	PM												
	Resolution Code:	Cleaned and Testedd												
SC207997														
Call	SC207997	DOWN MAC NOTRUN [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			4.38	0	0
		Assigned Tech: David Prior		Received: 2019/11/26 14:27	Response Hours:	2.77		Call Priority:	down machine					
		Caller: Mike 802-857-1574		Dispatched: 2019/11/27 08:00	CM Response Hours:	2.77		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: C471		Arrived: 2019/11/27 08:43	Travel Hours:	0.72								
				Completed 2019/11/27 10:20	Repair Hours:	1.62								
					Resolution Hours:	4.38								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Reset code												
Essex Town School District : 58 Founders Road			0.00%	3	0									
E-Studio 5560cT [Toshiba]									9.24	9.51	1.0	8.1	1	0
OSV-03784 sn:CSBE17738									9.24	9.51	1.0	8.1	1	0
SC200145														
Call	SC200145	Drawer issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			10.47	0	0
		Assigned Tech: Randy Ladd		Received: 2019/10/01 10:12	Response Hours:	9.15		Call Priority:	High					
		Caller: Donna		Dispatched: 2019/10/02 10:31	CM Response Hours:	9.15		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: LCT Left does not spill over to other side when it's empty and asking for paper Loma 802-878-		Arrived: 2019/10/02 10:51	Travel Hours:	0.33								
				Completed 2019/10/02 12:10	Repair Hours:	1.32		Incompleted 1-Need Parts						
					Resolution Hours:	10.47								
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Needs parts												
Call	SC200370	Parts Shipped [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0	1	0
		Assigned Tech: David Prior		Received: 2019/10/02 12:13	Response Hours:	8.45		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/10/22 16:24	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Needs lct guide and feed tires - LCT Left does not spill over to other side when it's empty and		Arrived: 2019/10/22 16:27	Travel Hours:	0.05								
				Departure 2019/10/22 17:07	Repair Hours:	0.05								
					Resolution Hours:	0								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC200370														
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Replaced Parts												
SC204966														
Call	SC204966	Won't Feed [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			15.02	0	0
	Assigned Tech:	David Prior		Received:	2019/11/05 10:54	Response Hours:	14.1	Call Priority:	High					
	Caller:	Lorna 802-857-2000		Dispatched:	2019/11/07 07:58	CM Response Hours:	14.10	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Still having the same issues after parts were replaced, needs ASAP		Arrived:	2019/11/07 07:58	Travel Hours:	0							
				Completed	2019/11/07 08:55	Repair Hours:	0.92							
						Resolution Hours:	15.02							
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Needs parts												
SC208319														
Call	SC208319	Call Service Flashing [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.92	0	0
	Assigned Tech:	David Prior		Received:	2019/12/03 08:31	Response Hours:	5.27	Call Priority:	High					
	Caller:	Lorna Michaud		Dispatched:	2019/12/03 13:02	CM Response Hours:	5.27	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Call for Service		Arrived:	2019/12/03 13:47	Travel Hours:	0.75							
				Completed	2019/12/03 15:26	Repair Hours:	1.65							
						Resolution Hours:	6.92							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
Essex Westford School District : 51 Park Street		66.667%	3	2										
E-Studio 3055c [Toshiba]									4.45	6.67	0.8	19.0	1	0
OSV-03385 sn:C7HD78664									4.45	6.67	0.8	19.0	1	0
SC196073														
Call	SC196073	Call Service Flashing [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			12.15	0	0
	Assigned Tech:	David Prior		Received:	2019/09/03 13:42	Response Hours:	11.32	Call Priority:	High					
	Caller:	Donna		Dispatched:	2019/09/05 08:01	CM Response Hours:	11.32	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	call for service		Arrived:	2019/09/05 08:01	Travel Hours:	0							
				Completed	2019/09/05 08:51	Repair Hours:	0.83	Incompleted 1-Need Parts						
						Resolution Hours:	12.15							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC196391	Call Service Flashing [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			42.27	1	0
	Assigned Tech:	David Prior		Received:	2019/09/05 09:05	Response Hours:	0	Call Priority:	N					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Donna			Dispatched: 2019/09/12 08:00		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: needs overnight - call for service			Arrived: 2019/09/12 08:01		Travel Hours:	0.02							
				Departure 2019/09/12 08:51		Repair Hours:	0.83							
						Resolution Hours:	42.27							
SC196391														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC198013														
Call	SC198013	TONER ISSUE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				2.62	0	0
	Assigned Tech: David Prior			Received: 2019/09/16 13:53		Response Hours:	2.02	Call Priority: Medium						
	Caller: Donna			Dispatched: 2019/09/16 15:08		CM Response Hours:	2.02	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: after replacing bk toner they are stioll getting the message to replace toner			Arrived: 2019/09/16 15:54		Travel Hours:	0.77							
				Completed 2019/09/16 16:56		Repair Hours:	0.6							
						Resolution Hours:	2.62							
	ProblemCodes													
	Problem Code:	TONER PROBLEM												
	Resolution Code:	Instructed												
Estudio 857 [Toshiba]									35.80	2.27	0.7	1.3	1	0
OSV-03401 sn:CAHD13841									35.80	2.27	0.7	1.3	1	0
SC198962														
Call	SC198962	Cleaning Web [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				2.53	0	0
	Assigned Tech: David Prior			Received: 2019/09/23 10:17		Response Hours:	2.27	Call Priority: High						
	Caller: Donna			Dispatched: 2019/09/23 12:11		CM Response Hours:	2.27	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: FUSER CLEANING WEB MACHINE IS STILL WORKING. IUST NEEDS CLEANING			Arrived: 2019/09/23 12:33		Travel Hours:	0.37							
				Completed 2019/09/23 12:49		Repair Hours:	0.27	Incompleted 1-Need Parts						
						Resolution Hours:	2.53							
	ProblemCodes													
	Problem Code:	MAIN LITE												
	Resolution Code:	PM Kit												
Call	SC199051	Parts Shipped [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01504-OSV-02				0	1	0
	Assigned Tech: David Prior			Received: 2019/09/23 12:52		Response Hours:	69.32	Call Priority: High						
	Caller: Donna			Dispatched: 2019/10/07 07:59		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: needs fr-kit mo-kit drum - FUSER CLEANING WEB MACHINE IS STILL WORKING. IUST			Arrived: 2019/10/07 08:00		Travel Hours:	0.02							
				Departure 2019/10/07 09:11		Repair Hours:	1.18							
						Resolution Hours:	0							
SC199051														
	ProblemCodes													
	Problem Code:	MAIN LITE												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
Founders Memorial School : 33 Founders Road		12.50%	8	1										
E-Studio 6570c [Toshiba]									6.17	6.17	1.0	7.2	0	0
OSV-03785 sn:SSAF90722									6.17	6.17	1.0	7.2	0	0
SC193183														
Call	SC193183	Paper Tray Issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			9.28	0	0
		Assigned Tech: David Prior		Received: 2019/08/12 09:04	Response Hours:	7.78		Call Priority:	High					
		Caller: Jane Olesen		Dispatched: 2019/08/13 08:00	CM Response Hours:	7.78		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Right hand side of the machine is crunching up papers		Arrived: 2019/08/13 08:21	Travel Hours:	0.35								
				Completed 2019/08/13 09:51	Repair Hours:	1.5								
					Resolution Hours:	9.28								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Repositioned												
SC196847														
Call	SC196847	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.77	0	0
		Assigned Tech: David Prior		Received: 2019/09/09 09:44	Response Hours:	6.15		Call Priority:	Medium					
		Caller: Laurie Wilcox		Dispatched: 2019/09/09 15:45	CM Response Hours:	6.15		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Document feeder on the top it jams		Arrived: 2019/09/09 15:53	Travel Hours:	0.13								
				Completed 2019/09/09 16:55	Repair Hours:	0.62								
					Resolution Hours:	6.77								
	ProblemCodes													
	Problem Code:	ADF PROB												
	Resolution Code:	ADJUSTED												
	Resolution Code:	Cleaned and Tested												
SC199394														
Call	SC199394	DOWN MAC NOTRUN [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.47	0	0
		Assigned Tech: David Prior		Received: 2019/09/25 10:02	Response Hours:	5.98		Call Priority:	down machine					
		Caller: Jane 802-857-6300		Dispatched: 2019/09/25 14:52	CM Response Hours:	5.98		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Jammed		Arrived: 2019/09/25 16:01	Travel Hours:	1.15								
				Completed 2019/09/25 16:52	Repair Hours:	0.48								
					Resolution Hours:	6.47								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
SC208393														
Call	SC208393	DOWN MAC NOTRUN [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			6.2	0	0
		Assigned Tech: David Prior		Received: 2019/12/03 13:36	Response Hours:	4.77		Call Priority:	down machine					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
	Caller: Jane 802-857-6300			Dispatched: 2019/12/04 09:35		CM Response Hours: 4.77		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: paper is crumpling when comes out. and it is not taking new inhe			Arrived: 2019/12/04 09:52		Travel Hours: 0.28									
				Completed 2019/12/04 11:18		Repair Hours: 1.43									
						Resolution Hours: 6.2									
	ProblemCodes														
	Problem Code:	JAMMING													
	Resolution Code:	Cleaned and Testedd													
Estudio 857 [Toshiba]									6.26	6.26	0.9	7.1	0	0	
OSV-03782 sn:CABF31365									6.26	6.26	0.9	7.1	0	0	
SC191677															
Call	SC191677	Feeding multiple sheets at one time [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02					8.77	0	0
	Assigned Tech: David Prior			Received: 2019/07/30 09:07		Response Hours: 7.38		Call Priority: N							
	Caller: Jane Olesen			Dispatched: 2019/07/31 07:59		CM Response Hours: 7.38		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Skewed copies toner on copies Jamming			Arrived: 2019/07/31 08:00		Travel Hours: 0.02									
				Completed 2019/07/31 09:23		Repair Hours: 1.38									
						Resolution Hours: 8.77									
	ProblemCodes														
	Problem Code:	JAMMING													
	Resolution Code:	Instructed													
SC203119															
Call	SC203119	DOWN MAC NOTRUN [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02					8.42	0	0
	Assigned Tech: David Prior			Received: 2019/10/23 08:05		Response Hours: 7.32		Call Priority: down machine							
	Caller: Laurie Wilcox			Dispatched: 2019/10/23 15:03		CM Response Hours: 7.32		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: TC Jane 802-857-6300			Arrived: 2019/10/23 15:24		Travel Hours: 0.35									
				Completed 2019/10/23 17:01		Repair Hours: 1.1									
						Resolution Hours: 8.42									
	ProblemCodes														
	Problem Code:	Error Code													
	Resolution Code:	Cleaned and Testedd													
	Resolution Code:	Reset code													
SC205215															
Call	SC205215	JAMMING [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02					4.25	0	0
	Assigned Tech: David Prior			Received: 2019/11/06 12:15		Response Hours: 4.07		Call Priority: N							
	Caller: Jane Olesen			Dispatched: 2019/11/06 15:49		CM Response Hours: 4.07		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: jamming on ledger size paper in the fuser area			Arrived: 2019/11/06 16:19		Travel Hours: 0.5									
				Completed 2019/11/06 16:54		Repair Hours: 0.18									
						Resolution Hours: 4.25									
	ProblemCodes														
	Problem Code:	JAMMING													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Instructed												
TOSHES457 [Toshiba]									0.15	0.15	0.8	0.9	0	0
OSV-03386 sn:CEHD28685									0.15	0.15	0.8	0.9	0	0
SC191863														
Call	SC191863	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			0.93	0	0
		Assigned Tech: David Prior		Received: 2019/07/31 09:25	Response Hours:	0.15		Call Priority:	Medium					
		Caller: Laurie Wilcox		Dispatched: 2019/07/31 09:34	CM Response Hours:	0.15		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Jamming		Arrived: 2019/07/31 09:34	Travel Hours:	0								
				Completed 2019/07/31 10:21	Repair Hours:	0.78								
					Resolution Hours:	0.93								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Remove Paper Jam												
	Resolution Code:	Cleaned and Tested												
Hiawatha Elementary School : 34 Hiawatha Avenue		100.00%	2	2										
Estudio 857 [Toshiba]														
OSV-03400 sn:														
TOSHES457 [Toshiba]									0.89	0.89	0.6	1.5	0	0
OSV-03751 sn:CEKE47064									0.89	0.89	0.6	1.5	0	0
SC197403														
Call	SC197403	Paper Tray Issue [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.33	0	0
		Assigned Tech: David Prior		Received: 2019/09/11 15:10	Response Hours:	1.2		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/09/11 15:19	CM Response Hours:	1.20		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: broken paper tray		Arrived: 2019/09/11 16:22	Travel Hours:	1.05								
				Completed 2019/09/11 16:59	Repair Hours:	0.13								
					Resolution Hours:	1.33								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Repaired												
SC206287														
Call	SC206287	NOISE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			1.6	0	0
		Assigned Tech: David Prior		Received: 2019/11/14 10:07	Response Hours:	0.57		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/11/14 10:13	CM Response Hours:	0.57		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: noises		Arrived: 2019/11/14 10:41	Travel Hours:	0.47								
				Completed 2019/11/14 11:43	Repair Hours:	1.03								
					Resolution Hours:	1.6								
	ProblemCodes													
	Problem Code:	NOISE												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Lubricated												
	Resolution Code:	Cleaned and Tested												
Thomas Fleming Elementary School : 21 Prospect Street			10.00%	10	1									
E-Studio 3055c [Toshiba]									5.07	5.07	1.6	6.7	0	0
OSV-03387 sn:C7HD78665									5.07	5.07	1.6	6.7	0	0
SC199128														
Call	SC199128	Part Broke off [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02		6.65		0	0	
	Assigned Tech: David Prior		Received: 2019/09/24 08:23		Response Hours: 5.07		Call Priority: N							
	Caller: Jillian Aldrich		Dispatched: 2019/09/24 12:29		CM Response Hours: 5.07		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: roller fell out of the machine		Arrived: 2019/09/24 13:27		Travel Hours: 0.97									
			Completed 2019/09/24 15:02		Repair Hours: 1.58									
					Resolution Hours: 6.65									
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
EStudio 557 [Toshiba]									10.37	10.37	1.0	11.4	0	0
OSV-03404 sn:CAHD14264									10.37	10.37	1.0	11.4	0	0
SC192516														
Call	SC192516	Not Scanning [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02		11.32		0	0	
	Assigned Tech: Keith Llewellyn		Received: 2019/08/06 08:08		Response Hours: 10.5		Call Priority: High							
	Caller: Jillian Aldrich		Dispatched: 2019/08/07 09:14		CM Response Hours: 10.50		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Not scanning at all now it said its not on their end		Arrived: 2019/08/07 10:08		Travel Hours: 0.9									
			Completed 2019/08/07 10:57		Repair Hours: 0.82									
					Resolution Hours: 11.32									
	ProblemCodes													
	Problem Code:	Scan to email error Network												
	Resolution Code:	Firmware update												
	Resolution Code:	Trouble Shoot												
SC195904														
Call	SC195904	Jamming [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01504-OSV-02		10.55		0	0	
	Assigned Tech: David Prior		Received: 2019/09/03 08:12		Response Hours: 9.5		Call Priority: Medium							
	Caller: Donna		Dispatched: 2019/09/04 09:05		CM Response Hours: 9.50		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: jamming		Arrived: 2019/09/04 09:12		Travel Hours: 0.12									
			Completed 2019/09/04 10:15		Repair Hours: 1.05									
					Resolution Hours: 10.55									
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC205386														
Call	SC205386	Dark Copies [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				12.37	0	0
		Assigned Tech: David Prior		Received: 2019/11/07 10:05	Response Hours:	11.1		Call Priority: N						
		Caller: Jillian Aldrich		Dispatched: 2019/11/08 12:10	CM Response Hours:	11.10		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: dark copies		Arrived: 2019/11/08 12:41	Travel Hours:	0.52								
				Completed 2019/11/08 13:57	Repair Hours:	1.27								
					Resolution Hours:	12.37								
	ProblemCodes													
	Problem Code:	DARK COPY												
	Resolution Code:	Trouble Shoot												
Estudio 657 [Toshiba]									9.00	9.00	1.2	10.2	0	0
OSV-03402 sn:CAHD14073									6.76	6.76	1.4	8.1	0	0
SC197899														
Call	SC197899	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				8.3	0	0
		Assigned Tech: David Prior		Received: 2019/09/16 09:24	Response Hours:	7.1		Call Priority: Medium						
		Caller: Jillian Aldrich		Dispatched: 2019/09/17 08:00	CM Response Hours:	7.10		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: continues to jam she said its not the paper it has to be something else		Arrived: 2019/09/17 08:00	Travel Hours:	0								
				Completed 2019/09/17 09:12	Repair Hours:	1.2								
					Resolution Hours:	8.3								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Trouble Shoot												
SC199129														
Call	SC199129	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				7.75	0	0
		Assigned Tech: David Prior		Received: 2019/09/24 08:23	Response Hours:	6.72		Call Priority: Medium						
		Caller: Jillian Aldrich		Dispatched: 2019/09/24 15:05	CM Response Hours:	6.72		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming		Arrived: 2019/09/24 15:06	Travel Hours:	0.02								
				Completed 2019/09/24 16:08	Repair Hours:	1.03								
					Resolution Hours:	7.75								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Replaced Parts												
SC200920														
Call	SC200920	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				14.37	0	0
		Assigned Tech: David Prior		Received: 2019/10/07 09:06	Response Hours:	12.53		Call Priority: Medium						
		Caller: Jillian Aldrich		Dispatched: 2019/10/08 12:38	CM Response Hours:	12.53		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: 4th call for jamming - users frustrated		Arrived: 2019/10/08 13:08	Travel Hours:	0.5								
				Completed 2019/10/08 14:58	Repair Hours:	1.83								
					Resolution Hours:	14.37								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	NO PROB FOUND												
SC205645														
Call	SC205645	Broken Piece [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			2.03	0	0
		Assigned Tech: David Prior		Received: 2019/11/08 13:38	Response Hours:	0.67		Call Priority:	N					
		Caller: Donna		Dispatched: 2019/11/08 13:59	CM Response Hours:	0.67		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: broken piece		Arrived: 2019/11/08 14:18	Travel Hours:	0.32								
				Completed 2019/11/08 15:40	Repair Hours:	1.37								
					Resolution Hours:	2.03								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	REPAIRED												
OSV-03403 sn:CAHD14100									13.48	13.48	0.9	14.4	0	0
SC195900														
Call	SC195900	Call Service Flashing [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			9.27	0	0
		Assigned Tech: David Prior		Received: 2019/09/03 08:11	Response Hours:	8.37		Call Priority:	High					
		Caller: Donna		Dispatched: 2019/09/04 08:01	CM Response Hours:	8.37		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Call for service wrench		Arrived: 2019/09/04 08:03	Travel Hours:	0.03								
				Completed 2019/09/04 08:57	Repair Hours:	0.9								
					Resolution Hours:	9.27								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
SC207448														
Call	SC207448	DUPLEX JAM [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01504-OSV-02			19.55	0	0
		Assigned Tech: David Prior		Received: 2019/11/21 13:57	Response Hours:	18.58		Call Priority:	High					
		Caller: Donna		Dispatched: 2019/11/25 14:54	CM Response Hours:	18.58		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: keeps jamming when duplexing and stapling Jill		Arrived: 2019/11/25 15:32	Travel Hours:	0.63								
				Completed 2019/11/25 16:51	Repair Hours:	0.97								
					Resolution Hours:	19.55								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
Westford Elementary School : 146 Brookside Road			0.00%	2	0									
EStudio 557 [Toshiba]									20.24	11.78	1.0	8.2	1	0
OSV-03405 sn:CAHD14259									20.24	11.78	1.0	8.2	1	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC202847														
Call	SC202847	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				12.33	0	0
		Assigned Tech: David Prior		Received: 2019/10/21 13:30	Response Hours:	11.57		Call Priority: N						
		Caller: Pauline Perry		Dispatched: 2019/10/23 08:00	CM Response Hours:	11.57		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: error connection when putting in codes		Arrived: 2019/10/23 08:04	Travel Hours:	0.07								
				Completed 2019/10/23 08:50	Repair Hours:	0.77								
					Resolution Hours:	12.33								
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Instructed												
SC206096														
Call	SC206096	Multiple Problems [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				12.33	0	0
		Assigned Tech: David Prior		Received: 2019/11/13 11:21	Response Hours:	11.98		Call Priority: Medium						
		Caller: Ethan Kichura		Dispatched: 2019/11/14 13:36	CM Response Hours:	11.98		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: frequent jams and broken handle		Arrived: 2019/11/14 14:50	Travel Hours:	1.23								
				Completed 2019/11/14 15:11	Repair Hours:	0.35	Incompleted 1-Need Parts							
					Resolution Hours:	12.33								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Needs parts												
Call	SC206424	Parts Shipped [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01504-OSV-02				0	1	0
		Assigned Tech: David Prior		Received: 2019/11/14 15:17	Response Hours:	37.18		Call Priority: Medium						
		Caller: Ethan Kichura		Dispatched: 2019/11/22 08:00	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: need asap - frequent jams and broken handle		Arrived: 2019/11/22 08:07	Travel Hours:	0.12								
		PARTS SENT 11/15/2019		Departure 2019/11/22 09:56	Repair Hours:	1.82								
					Resolution Hours:	0								
SC206424														
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
Total									9.64	6.82	127.78	821.69	25	0

Survey Responses

Office Systems of Vermont Service Call Feedback

CallNumber	SC198013	Customer:	Essex Westford School District
Completed Date:	9/18/2019 9:15 AM	Customer Number:	OSV-CC07
Customer Rep:		Customer Address:	ESSEX JUNCTION, VT 05452
Survey Sent To:	Name: Donna Email: osv-service@ewsd.org Ph: 802-878-2584		
Equipment:	OSV-03385	Call Opened:	9/16/2019 1:53 PM
Model:	Toshiba E-Studio 3055c	Call Closed:	9/16/2019 4:56 PM
Technician:	David Prior	Dispatched:	9/16/2019 3:08 PM
Tech Mgr:	Harold Santamore	Arrival Date:	9/16/2019 3:54 PM
Dispatcher:	Monica Hobbs	Departed Date:	9/16/2019 4:56 PM
Call Description:	after replacing bk toner they are stioll getting the message to replace toner.		

Question	Target	Score
Rate our dispatch overall (ease of placing a service call, professionalism, etc.).	10 of 10	
Target: 6	Scale 0-10	
Communication to keep me informed (if needed).	10 of 10	
Target: 6	Scale 0-10	
The technician left the equipment repaired to your satisfaction.	10 of 10	
Target: 0	Scale 0-10	
The technician explained the problem, resolution, and provided training if needed.	10 of 10	
Target: 0	Scale 0-10	

Rate our technician overall	10 of 10	
Target: 6	Scale 0-10	
If asked by a friend or colleague, how likely is it that you would recommend Office Systems of Vermont?	9 of 10	
Target: 6	Scale 0-10	
Any suggestions for improvement?		*
<i>We are concerned about the "Order Parts as needed" policy that was explained to our staff, instead of having parts On-Hand and In-Stock. The original service call needed a part, and the office copier was down for a week before the part came in. After receiving the part, Mr. Prior was on sight and fixed the machine rapidly.</i>	Target: 0	Comments Field
Would you be interested in receiving this same level of service and supply-inclusive support for your other print output devices?	Yes	
Target: Yes	Yes/No	
Please have a manager contact me?	No	
Target: Yes	Yes/No	
Please have a sales person contact me.	No	
Target: Yes	Yes/No	
Would you like our new process where we can email you when your service call is entered, email again when the technician is dispatched (so you know which tech is on the way) and email you again when your equipment is fixed (in case you miss them)?		Yes
<i>As it is now is fine.</i>	Target: Yes	Yes/No

Remove me from further emails like this (if yes, please tell us why).

No

Target: Yes

Yes/No

* Red text denotes answer is equal to or below target.