



Harwood Union Unified School District



SPC SUMMARY

For your fleet of 117 printers and copiers, there were 23 machines with 55 service calls. Only two copiers had more than 5 service calls in the one-year fiscal period. One had frequent issues with jamming, and the other had issues primarily with jamming in the finisher; both had parts replaced.

The average response time was 6.05 hours, which is greater than the 4 hour average response time outlined in your contract. However, 33% were responded to and resolved in under 4 hours, and 73% were resolved on the first call. Your uptime was 99.46%, which is better than average for a fleet of your size.

Report run on: 8/19/2019 4:42:15 PM

Report run from 7/1/2018 to 6/30/2019

EQUIPMENT WITH GREATER THAN 5 CALLS FOR REPORTING PERIOD JULY 1, 2018 - JUNE 30, 2019											
BUILDING	LOCATION	EQUIPMENT	SERIAL NUMBER	ANNUAL VOLUME FY 17-18	ANNUAL VOLUME FY 18-19	METER BLACK 6/30/19	EXPECTED LIFE	TOTAL CALLS	RESPONSE TIME (HRS)	OSV RECOMMENDATIONS	SPC RECOMMENDATIONS
Harwood Union High	Room 118	E-Studio 8508A eq# OSV-05105	CIAG15908	221,512	179,983	401,494	5,000,000	7	5.742		Calls were for jamming & error codes
Thatcher Brook Primary	Office Copy Room	E-Studio 8508A eq# OSV-05106	CIAG16067	422,180	365,867	788,048	5,000,000	7	3.79		Calls were for broken finisher; jamming in finisher, service light, error code, broken cover

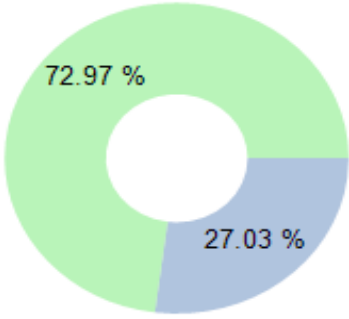
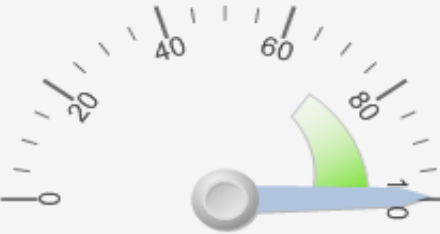
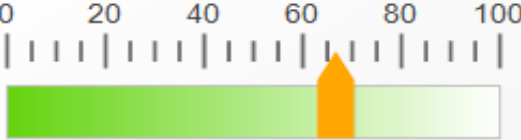
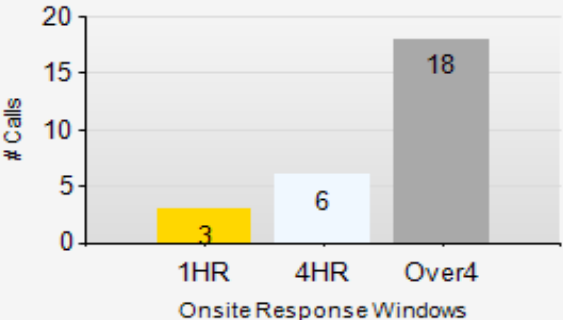
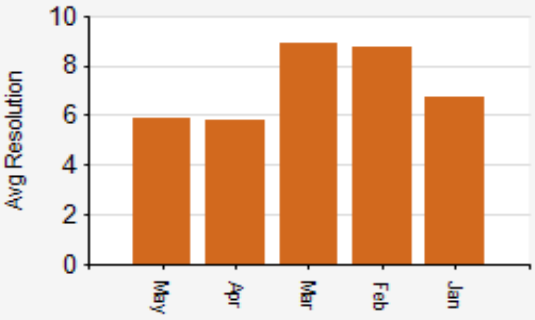
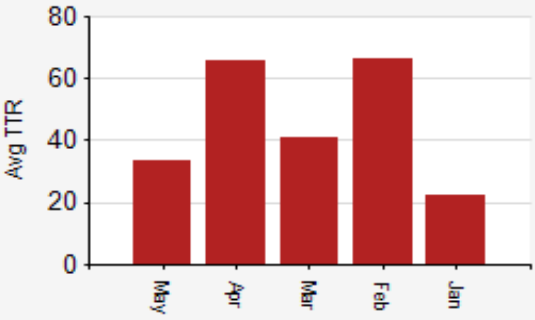
Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BLACK METER 6/30/19	Projected Monthly Volume Black	Actual Monthly Volume Black
					COLOR METER 6/30/19	Projected Monthly Volume Color	Actual Monthly Volume Color
Crossett Brook Middle School : 5672 VT Route 100							
OSV-02990[HP/HP M402dn]	Library	BRBSJ1D1XR		0	30,105	552	602
OSV-04734[COPYSTAR/CS 306ci]	MAIN OFFICE	V9W6401241	7/14/2017	1	28,221	1,151	1,201
					25,192	924	1,175
OSV-05112[Toshiba/E-Studio 8508A]	#5 Mail Room	CIAG15905	7/14/2017	5	535,960	22,129	22,535
OSV-05115[Toshiba/E-Studio 5005AC]	LIBRARY	CFDG61931	7/14/2017	1	86,038	2,946	4,224
					231,187	9,445	9,820
OSV-05232[HP/HP M402dn]	Hall of Room #108	PHBQD44661		0	24,300	661	499
OSV-05233[HP/HP M402dn]	West Wing #1 Common Area	PHBQF43026		0	45,698	1,226	1,268
OSV-05234[HP/HP M401dn]	Room 126 PE Office	VNBF03604		0	26,356	222	262
OSV-05361[KYOCERA/P2040dw]	Room 142	VD26Z03730	10/23/2017	0	2,076	67	106
OSV-05362[KYOCERA/P2040dw]	Room 119	VD26Z03748	10/23/2017	0	8,055	238	434
OSV-05363[KYOCERA/P2040dw]	Room 203	VD26Z03734	10/23/2017	0	2,305	60	132
OSV-05364[KYOCERA/P2040dw]	Room 225	VD26Z03727	10/23/2017	0	6,420	224	311
OSV-05365[KYOCERA/P2040dw]	Learning Office	VD26Z03737	10/23/2017	0	11,433	338	615
OSV-05366[KYOCERA/P2040dw]	Room 204	VD26Z03736	10/23/2017	0	3,023	64	188
OSV-02989[HP/HP M402dn]	Hall of West Wing #2	PHBQF43027		0	44,927	1,625	851
OSV-02991[HP/HP M402dn]	North Wing #2 Common Area	PHBQF43034		0	40,560	1,117	1,068
Fayston Elementary School : 782 German Flats Road							
OSV-05032[Hewlett Packard/HP M477fdn]	Room 22 Library	VNB8J4N0B7		2	2,941	69	45
					9,121	166	95
OSV-05181[Toshiba/E-Studio 8508A]	ROOM 15	CICG17115	7/14/2017	2	292,091	13,415	10,926
OSV-05208[KYOCERA/P2040dw]	ROOM 20	VD27408565	7/14/2017	0	12,084	478	529
OSV-05210[Toshiba/E-Studio 5005AC]	Main Office	CFDG61930	7/14/2017	2	59,412	2,285	2,666
					37,711	1,517	1,625
Harwood Community Learning Center : 270 Dowsville Road							
OSV-05109[Toshiba/E-Studio 3005AC]	#16	CFDG57870	7/14/2017	0	21,533	1,136	659
					9,090	304	453
Harwood Unified Union School District : 340 Mad River Park Suite 7							
OSV-04733[KYOCERA/M2635dw]	#81 Superintendents Secretary	VCA6Y00826	7/14/2017	0	37,806	1,525	1,625
OSV-05033[HP/HP M402dn]	Accounting	PHBQC04295		0	39,634	839	811
OSV-05119[Toshiba/E-Studio 5005AC]	#78 MAIN OFFICE	CFDG61913	7/14/2017	1	160,486	8,225	5,149
					50,542	2,097	2,115
OSV-05182[KYOCERA/P2040dw]	HR	VD27408564	7/14/2017	0	21,364	868	912
OSV-05209[KYOCERA/P2040dw]	ACCOUNTS PAYABLE	VD27408572	7/14/2017	0	51,247	2,158	2,113
OSV-05212[KYOCERA/P6130cdn]		V5Q7605067	7/14/2017	3	15,414	770	515
					9,605	556	245
OSV-05215[KYOCERA/P6130cdn]	#80 SUPER OFFICE	V5Q7605074	7/14/2017	0	531	26	18

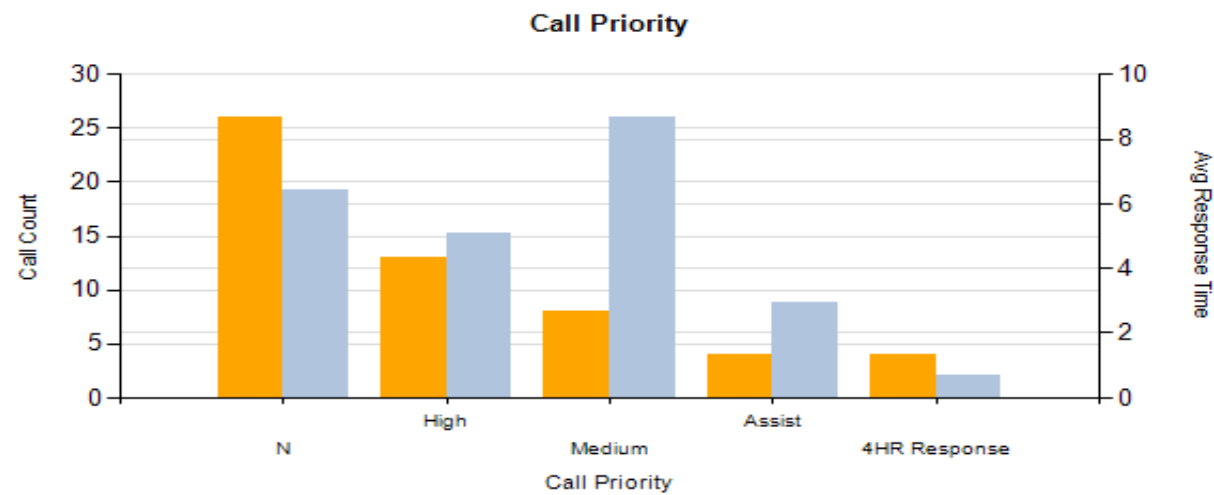
Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BLACK METER 6/30/19	Projected Monthly Volume Black	Actual Monthly Volume Black
					COLOR METER 6/30/19	Projected Monthly Volume Color	Actual Monthly Volume Color
					719	22	38
OSV-05223[Hewlett Packard/HPM451DW]	Room 229	CNBJ204046		0	4,187	20	18
					9,164	103	91
Harwood Union Middle & High School : 458 VT Route 100						0	0
OSV-00614[Toshiba/Estudio 756]	Guidance Department 502	CKJ211482		1	386,468	4,083	3,915
OSV-02015[Toshiba/Estudio 556]	Math Lab	CGHC18089		1	850,746	5,391	10,466
OSV-04722[KYOCERA/P6130cdn]	#23 ROOM 206 LIBRARY	V5Q7504846	7/14/2017	0	3,837	161	159
					8,829	249	486
OSV-04723[KYOCERA/P6130cdn]	#29 ROOM 302	V5Q7504876	7/14/2017	0	4,240	208	145
					6,002	215	286
OSV-04724[KYOCERA/P6130cdn]	ROOM 304	V5Q7504845	7/14/2017	0	4,920	193	217
					3,513	121	171
OSV-04725[KYOCERA/P6130cdn]	#31 ROOM 307	V5Q7504859	7/14/2017	0	21,363	901	879
					6,909	243	333
OSV-04726[KYOCERA/P6130cdn]	#35 ROOM 324	V5Q7504883	7/14/2017	0	707	55	4
					2,495	176	32
OSV-04727[KYOCERA/P6130cdn]	#36 ROOM 331	V5Q7504860	7/14/2017	0	3,147	100	163
					4,152	89	257
OSV-04729[KYOCERA/P6130cdn]	ROOM 514	V5Q7504874	7/14/2017	0	384	16	16
					773	29	36
OSV-04730[KYOCERA/P6130cdn]	#70 ROOM 811	V5Q7504871	7/14/2017	0	1,822	84	68
					6,120	223	287
OSV-04731[KYOCERA/M2635dw]	#66 ROOM 708 ATHLETIC TRAINER	VCA6Y00831	7/14/2017	0	8,677	381	342
OSV-04732[KYOCERA/M2635dw]	#34 ROOM 316 8TH GRADE	VCA6Y00827	7/14/2017	0	2,386	4	195
OSV-04735[COPYSTAR/CS 306ci]	#41 ROOM 407 MAIN OFFICE	V9W6401159	7/14/2017	1	4,140	185	160
					24,164	1,036	978
OSV-05038[Hewlett Packard/HPM451DW]	Room 504	CNDF510894		0	5,741	166	177
					30,301	411	163
OSV-05101[Toshiba/E-Studio 8508A]	#43 ROOM 408 RIGHT	CICG17114	7/14/2017	2	416,462	19,010	15,695
OSV-05102[Toshiba/E-Studio 8508A]	# 65 ROOM 623B	CIAG15910	7/14/2017	0	122,918	4,663	5,580
OSV-05103[Toshiba/E-Studio 8508A]	ROOM 408 LEFT	CIAG16050	7/14/2017	2	144,486	5,343	6,697
OSV-05104[Toshiba/E-Studio 8508A]	ROOM 339 MS OFFICE	CICG17086	7/14/2017	0	376,110	16,280	15,063
OSV-05105[Toshiba/E-Studio 8508A]	# 21 ROOM 118	CIAG15908	7/14/2017	7	401,494	18,459	14,999
OSV-05107[Toshiba/E-Studio 8508A]	#24 ROOM 207	CICG17106	7/14/2017	2	208,301	10,923	6,436
OSV-05108[Toshiba/E-Studio 5005AC]	#50 ROOM 502 GUIDANCE	CFDG61915	7/14/2017	0	80,968	3,717	3,030
					36,323	1,079	1,948
OSV-05113[Toshiba/E-Studio 5005AC]	#46 ROOM 414 CLOSET	CFDG61934	7/14/2017	0	42,481	1,991	1,549
					8,348	424	272
OSV-05120[COPYSTAR/CS 306ci]	#68 Room 809	V9W6401417	7/14/2017	0	10,042	417	420
					2,899	157	84
OSV-05180[COPYSTAR/CS 306ci]	History	V0W6401230	7/14/2017	0	8,251	432	255

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					5,762	197	283
OSV-05184[KYOCERA/P2040dw]	#37 ROOM 332	VD27408529	7/14/2017	0	1,358	104	9
OSV-05185[KYOCERA/P2040dw]	#33 ROOM 308	VD27408532	7/14/2017	0	809	43	25
OSV-05186[KYOCERA/P2040dw]	#49 ROOM 501	VD27408523	7/14/2017	0	375	31	0
OSV-05187[KYOCERA/P2040dw]	#51 ROOM 503	VD27408521	7/14/2017	0	3,012	97	154
OSV-05188[KYOCERA/P2040dw]	#54 ROOM 504 GUIDANCE	VD27408522	7/14/2017	0	10,514	646	230
OSV-05189[KYOCERA/P2040dw]	#55 ROOM 509	VD27408530	7/14/2017	0	321	28	0
OSV-05190[KYOCERA/P2040dw]	ROOM 514	VD27408531	7/14/2017	0	1,686	1	140
OSV-05191[KYOCERA/P2040dw]	#58 ROOM 515	VD27408579	7/14/2017	0	942	16	62
OSV-05192[KYOCERA/P2040dw]	#59 ROOM 517	VD27408582	7/14/2017	0	12,256	562	459
OSV-05193[KYOCERA/P2040dw]	#60 ROOM 606	VD27408581	7/14/2017	0	1,293	66	41
OSV-05194[KYOCERA/P2040dw]	#61 ROOM 615	VD27408578	7/14/2017	0	4,613	217	167
OSV-05195[KYOCERA/P2040dw]	# 63 ROOM 623	VD27408575	7/14/2017	0	1,237	103	0
OSV-05196[KYOCERA/P2040dw]	# 67 Room 711	VD27408570	7/14/2017	0	3,091	147	110
OSV-05211[KYOCERA/P6130cdn]	#71 ROOM 813	V5Q7605064	7/14/2017	0	2,783	124	108
					7,740	317	328
OSV-05216[KYOCERA/P2040dw]	#17 KITCHEN OFFICE	VD27408527	7/14/2017	1	7,407	310	308
OSV-05217[KYOCERA/P2040dw]	#19 ROOM 107	VD27408509	7/14/2017	0	6,511	250	292
OSV-05218[KYOCERA/P2040dw]	#27 ROOM 210	VD27408524	7/14/2017	0	1,183	48	50
OSV-05219[KYOCERA/P2040dw]	#32 ROOM 307	VD27408535	7/14/2017	0	3,858	68	253
OSV-05220[KYOCERA/P2040dw]	#48 ROOM 500	VD27408526	7/14/2017	0	1,045	86	1
OSV-05221[KYOCERA/P2040dw]	ROOM 339	VD27408515	7/14/2017	0	39,270	1,600	1,672
OSV-05222[COPYSTAR/CS 306ci]	Room 124	V9W6401416	7/14/2017	0	1,852	66	89
					2,780	107	124
OSV-05224[Hewlett Packard/M604dn]	Room 206 Library	CMBCJ700W2		0	66,394	1,152	1,325
OSV-05225[Hewlett Packard/M604dn]	Room 210	CNBCH700WF		0	105,115	2,317	958
OSV-05226[Hewlett Packard/HP 500 Color M551]	Room 110	CNCCF6L1GL		2	22,243	260	288
					31,426	265	393
OSV-05227[Hewlett Packard/M604dn]	Room 118	CMBCJ700W3		0	39,834	675	900
OSV-05228[Hewlett Packard/HP 500 Color M551]	Room 415 IT Office	CNCCF6L1GH		0	1,422	21	10
					4,124	67	57
OSV-05230[Hewlett Packard/HPM451DW]	Room 405	CNBJ204043		0	13,399	80	60
					15,290	114	184
OSV-05231[Hewlett Packard/HP 500 Color M551]	Room 409	CNCCF7K0MF		0	5,804	9	22
					25,560	17	36
OSV-03395[Hewlett Packard/HPM476dn]	Room 604 Athletic Director	CNB8G496J7		0	12,244	851	170
					5,643	361	110
Moretown Elementary School : 940 Route 100B						0	0
OSV-05031[HP/HP M401dn]	Currently non-deployed - will update.	VNG4805354		0	23,650	0	87
OSV-05099[Toshiba/E-Studio 6506AC]	MAIN OFFICE COPY ROOM	CHEG18488	7/14/2017	3	321,700	11,645	15,163
					126,930	5,306	5,272
OSV-05197[KYOCERA/P2040dw]	HALLWAY ROOM 11/12	VD27408553	7/14/2017	0	16,641	572	815

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OSV-05199[KYOCERA/P2040dw]	#89 ROOM 20	VD27408571	7/14/2017	0	2,534	119	92
OSV-05200[KYOCERA/P2040dw]	#88 ROOM 19	VD27408574	7/14/2017	0	1,174	53	45
OSV-05201[KYOCERA/P2040dw]	#90 RM 4 PRESCHOOL	VD27408562	7/14/2017	0	2,559	88	126
OSV-05202[KYOCERA/P2040dw]	#91 ROOM 5 KINDERGARTEN	VD27408563	7/14/2017	0	7,159	363	233
OSV-05213[KYOCERA/P6130cdn]	PRINCIPAL OFFICE	V5Q7605068	7/14/2017	0	2,933	57	188
					3,510	87	205
Thatcher Brook Primary School : 47 Stowe Street						0	0
OSV-05106[Toshiba/E-Studio 8508A]	MAIN OFFICE	CIAG16067	7/14/2017	7	788,048	35,182	30,489
OSV-05111[Toshiba/E-Studio 8508A]	#95 HIGHEST VOLUME LOCATION	CIAG15904	7/14/2017	0	339,575	14,226	14,072
OSV-05114[HP/HP M402dn]	Room 134	VNB4F03589		0	32,493	22	10
OSV-05118[Toshiba/E-Studio 5005AC]	#97 LIBRARY MAIN HALLWAY	CFDG61928	7/14/2017	2	74,935	3,326	2,918
					52,477	1,289	3,084
OSV-05214[KYOCERA/P6130cdn]	Special Ed Support	V5Q7605072	7/14/2017	0	6,709	118	441
					16,523	583	794
OSV-05235[Hewlett Packard/HPM451DN]	Room 311 Art	CNDFG01366		0	756	12	10
					4,193	98	41
OSV-05236[HP/HP M402dn]	Library Main Desk	PHBQC28362		0	14,785	447	417
OSV-05237[HP/HP M402dn]	Room 314 Mac Lab	PHBQC28372		0	2,816	83	0
OSV-05238[HP/HP M402dn]	Hall of North Wing Common Area	PHBQC28361		0	18,531	514	475
OSV-05239[HP/HP M402dn]	Cafe Office	PHBVD15484		0	4,589	175	157
OSV-05240[HP/HP M402dn]	South Wing	PHBQC28370		0	25,629	640	615
OSV-05241[HP/HP M402dn]	Room 301 Hall	PHBQC28365		0	58,946	1,869	1,611
OSV-05242[HP/HP M402dn]	Nurse's Office	PHB5G01330		0	6,439	165	238
OSV-05243[HP/HP M402dn]	North Wing	PHBQC28363		0	16,711	515	468
OSV-05244[HP/HP M402dn]	Special Ed	PHBQC28364		0	55,459	1,396	1,448
OSV-05245[HP/HP M402dn]	Room 121	PHBQC28360		0	17,026	431	609
OSV-02993[HP/HP M402dn]	Hall of Room 330	PHBQC28366		0	54,632	1,297	1,735
Waitsfield Elementary School : 3951 Main Street						0	0
OSV-04728[KYOCERA/P6130cdn]	Library	V5Q504877	7/14/2017	0	7,528	169	459
					16,734	461	934
OSV-05036[Hewlett Packard/M605n]	Main Office	CNBCHDK04S		0	40,819	917	1,331
OSV-05183[Toshiba/E-Studio 8508A]		CIFG20420	12/1/2017	2	350,309	14,686	18,268
OSV-05203[KYOCERA/P2040dw]	Resource Room	VD27408568	7/14/2017	0	16,289	538	820
Warren Elementary School : 293 School Road						0	0
OSV-05031[HP/HP M401dn]	Currently non-deployed - will update.			1		0	0
OSV-05117[Toshiba/E-Studio 5005AC]	Copy Room	CFCG51331	7/14/2017	4	211,146	9,411	8,184
					113,783	4,622	4,860
OSV-05198[KYOCERA/P2040dw]	Principal's Office	VD27408577	7/14/2017	0	9,229	877	36
OSV-05204[KYOCERA/P2040dw]	Heidi - Writing	VD27408573	7/14/2017	0	11,472	321	635
OSV-05205[KYOCERA/P2040dw]	Library	VD27408560	7/14/2017	0	5,028	108	311
OSV-05206[KYOCERA/P2040dw]	Room 25 Special ED	VD27408576	7/14/2017	0	7,227	387	215

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OSV-05207[KYOCERA/P2040dw]	Room 17 Special Ed	VD27408569	7/14/2017	0	10,778	359	539

72.97% <p>73% of 37 OnSite CM visits were resolved in ONE visit for the reporting period</p>	First Call Effectiveness (OnSite) 	99.46% <p>Total target service hours for all contract machines during period was 118784.00. The total # hours (call received until call completed) was 635.69</p>	Machine Availability 	66.67 <p>3 survey responses for the period</p>	NetPromoter Score 
6.05 hrs <p>33% of 27 corrective maintenance calls were responded to and completely resolved in under 4 hours</p>	Average OnSite Reponse Time 	7.1 hrs <p>7.1 hrs was the average hours for first call fix from when call opened to problem resolution on 27 calls</p>	First Call Fix Avg Resolution Time (On-Site) 	44.5 hrs <p>44.5 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 10 rescheduled service calls.</p>	Rescheduled Calls Avg TTR Time (first call received until final call closed) 



Caller	Call Count
Amy Yavitz	5
Genevieve Knight	1
Heidi Greene	3
Jason Hyerstay	5
Jean Berthiaume	1
Justin Griffith	6
Kaiya Korb	1
Kathi Orr	1
Loretta	1
Loretta DiMario	3
Michelle Ballard	6
Nancy Myrto	13
Phil Hayes	1
Tech Team Jason Hysterstay	5
Tisa Rennau	3
Total	55

Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# OSV-05106 [Toshiba/E-Studio 8508A] 47 Stowe Street , WATERBURY	367901	61316
ID# OSV-05112 [Toshiba/E-Studio 8508A] 5672 VT Route 100, DUXBURY	283896	47316
ID# OSV-05183 [Toshiba/E-Studio 8508A] 3951 Main Street, WAITSFIELD	219350	36558
ID# OSV-05101 [Toshiba/E-Studio 8508A] 458 VT Route 100, SOUTH DUXBURY	195386	32564
ID# OSV-05104 [Toshiba/E-Studio 8508A] 458 VT Route 100, SOUTH DUXBURY	191205	31867

Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# OSV-05115 [Toshiba/E-Studio 5005AC] 5672 VT Route 100, DUXBURY	123081	20513
ID# OSV-05099 [Toshiba/E-Studio 6506AC] 940 Route 100B , MORETOWN	63418	10569
ID# OSV-05117 [Toshiba/E-Studio 5005AC] 293 School Road, EAST WARREN	60129	10021
ID# OSV-05118 [Toshiba/E-Studio 5005AC] 47 Stowe Street , WATERBURY	38425	6404
ID# OSV-05119 [Toshiba/E-Studio 5005AC] 340 Mad River Park Suite 7, WAITSFIELD	26520	4420

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Harwood Union Middle & High School			% Calls in SLA	Total Calls	In SLA				7.77	6.05	1.2	11.6	11	0
Crossett Brook Middle School : 5672 VT Route 100			50.00%	4	2									
CS 306ci [COPYSTAR]									20.83	20.83	0.8	21.7	0	0
OSV-04734 sn:V9W6401241									20.83	20.83	0.8	21.7	0	0
SC174202														
Call	SC174202	Fax problem [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			21.67	0	0
	Assigned Tech:	Keith Llewellyn		Received:	2019/03/14 09:58	Response Hours:	20.83	Call Priority:	N					
	Caller:	Tech Team Jason Hysterstay		Dispatched:	2019/03/18 13:37	CM Response Hours:	20.83	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Scheduled Monday getting a memory full error when faxing		Arrived:	2019/03/18 13:48	Travel Hours:	0.18							
				Completed	2019/03/18 14:38	Repair Hours:	0.83							
						Resolution Hours:	21.67							
	ProblemCodes													
	Problem Code:	Fax Issue												
	Resolution Code:	Adj. User Settings/Program												
	Resolution Code:	Firmware update												
E-Studio 5005AC [Toshiba]									0.27		0.6	0.0	0	0
OSV-05115 sn:CFDG61931									0.27		0.6	0.0	0	0
SC184345														
Call	SC184345	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			0	0	0
	Assigned Tech:	David Prior		Received:	2019/05/28 13:23	Response Hours:	0.27	Call Priority:	N					
	Caller:	Tech Team Jason Hysterstay		Dispatched:	2019/05/28 13:28	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Lines		Arrived:	2019/05/28 13:39	Travel Hours:	0.18							
				Completed	2019/05/28 14:12	Repair Hours:	0.55							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
E-Studio 8508A [Toshiba]									9.04	4.08	0.9	23.1	2	0
OSV-05112 sn:C1AG15905									9.04	4.08	0.9	23.1	2	0
SC167975														
Call	SC167975	duplex not working [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			8.95	0	0
	Assigned Tech:	Keith Llewellyn		Received:	2019/01/30 08:50	Response Hours:	8.27	Call Priority:	N					
	Caller:	Jason Hyerstay		Dispatched:	2019/01/31 08:13	CM Response Hours:	8.27	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	stating the duplex is open but they dont know what that means		Arrived:	2019/01/31 08:36	Travel Hours:	0.38							
				Completed	2019/01/31 09:17	Repair Hours:	0.68	Incompleted 1-Need Parts						
						Resolution Hours:	8.95							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Problem Code:	Message												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	REPL DR BL												
Call	SC168201	duplex not working [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01481-OSV-02	32.32	1	0				
	Assigned Tech: Keith Llewellyn	Received: 2019/01/31 09:41	Response Hours:	32.32	Call Priority: N									
	Caller: Jason Hyerstay	Dispatched: 2019/02/05 16:10	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Needs Drum and Cleaning Blade - stating the duplex is open but they dont know what that	Arrived: 2019/02/05 16:47	Travel Hours:	0.62										
		Departure 2019/02/05 17:36	Repair Hours:	0										
			Resolution Hours:	32.32										
SC168201														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	REPL DR BL												
SC168792														
Call	SC168792	ERROR CODE [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01481-OSV-02	4.98	0	0				
	Assigned Tech: David Prior	Received: 2019/02/04 14:24	Response Hours:	3.6	Call Priority: High									
	Caller: Tech Team Jason Hysterstay	Dispatched: 2019/02/05 08:04	CM Response Hours:	3.60	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: EC: C471	Arrived: 2019/02/05 09:30	Travel Hours:	1.43										
		Completed 2019/02/05 10:53	Repair Hours:	1.38	Incompleted 1-Need Parts									
			Resolution Hours:	4.98										
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC168940	ERROR CODE [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01481-OSV-02	66.47	1	0				
	Assigned Tech: David Prior	Received: 2019/02/05 10:57	Response Hours:	0.62	Call Priority: N									
	Caller: Tech Team Jason Hysterstay	Dispatched: 2019/02/15 08:55	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: needs fuser fuse rebuild - EC: C471	Arrived: 2019/02/15 09:16	Travel Hours:	0.35										
		Departure 2019/02/15 09:25	Repair Hours:	0.15										
			Resolution Hours:	66.47										
SC168940														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Parts												
SC184288														
Call	SC184288	Multiple Issues [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01481-OSV-02	2.72	0	0				
	Assigned Tech: David Prior	Received: 2019/05/28 10:37	Response Hours:	0.37	Call Priority: down machine									
	Caller: Tech Team Jason Hysterstay	Dispatched: 2019/05/28 10:57	CM Response Hours:	0.37	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Our Principal reported that the unit was making weird noises and he took it out of the loop. Can	Arrived: 2019/05/28 10:59	Travel Hours:	0.03										
		Completed 2019/05/28 13:20	Repair Hours:	2.35										
			Resolution Hours:	2.72										
	ProblemCodes													
	Problem Code:	Multiple Issues												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Repaired											
	Resolution Code:		Cleaned and Tested											
HP M401dn [HP]														
OSV-05234 sn:														
HP M402dn [HP]														
OSV-02990 sn:														
OSV-05232 sn:														
OSV-05233 sn:														
OSV-2989 sn:														
OSV-2991 sn:														
P2040dw [KYOCERA]														
OSV-05361 sn:														
OSV-05362 sn:														
OSV-05363 sn:														
OSV-05364 sn:														
OSV-05365 sn:														
OSV-05366 sn:														
Fayston Elementary School : 782 German Flats Road			33.333%	3	1									
E-Studio 5005AC [Toshiba]									3.77	7.32	0.7	4.2	0	0
OSV-05210 sn:CFDG61930									3.77	7.32	0.7	4.2	0	0
SC167859														
Call	SC167859	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01481-OSV-02				8.33	0	0
		Assigned Tech: David Prior		Received: 2019/01/29 12:13	Response Hours:	7.32	Call Priority:	N						
		Caller: Amy Yavitz		Dispatched: 2019/01/30 09:59	CM Response Hours:	7.32	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: when using the top feeder and it jams and dog ears the paper s		Arrived: 2019/01/30 11:02	Travel Hours:	1.05								
				Completed 2019/01/30 12:03	Repair Hours:	1.02								
					Resolution Hours:	8.33								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	BLANK COPY												
	Resolution Code:	Trouble Shoot												
	Resolution Code:	Cleaned and Tested												
SC171269														
Call	SC171269	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			0	0	0
		Assigned Tech: David Prior		Received: 2019/02/22 12:43	Response Hours:	0.22		Call Priority:	N					
		Caller: Jean Berthiaume		Dispatched: 2019/02/22 12:56	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: line		Arrived: 2019/02/22 12:56	Travel Hours:	0								
				Completed 2019/02/22 13:24	Repair Hours:	0.47								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
E-Studio 8508A [Toshiba]									4.35	4.35	0.5	4.9	0	0
OSV-05181 sn:CICG17115									4.35	4.35	0.5	4.9	0	0
SC163902														
Call	SC163902	Paper Tray Issue [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			3.23	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/01/03 14:55	Response Hours:	2.4		Call Priority:	Assist					
		Caller: Amy Yavitz		Dispatched: 2019/01/04 08:18	CM Response Hours:	2.40		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: bottom drawer wont close		Arrived: 2019/01/04 08:49	Travel Hours:	0.52								
				Completed 2019/01/04 09:39	Repair Hours:	0.83								
					Resolution Hours:	3.23								
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Repaired												
SC171136														
Call	SC171136	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			6.47	0	0
		Assigned Tech: David Prior		Received: 2019/02/21 14:54	Response Hours:	6.3		Call Priority:	N					
		Caller: Amy Yavitz		Dispatched: 2019/02/22 11:36	CM Response Hours:	6.30		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: copy quality school is closed nect week but someone will be there only till 1pm		Arrived: 2019/02/22 12:42	Travel Hours:	1.1								
				Completed 2019/02/22 12:52	Repair Hours:	0.17								
					Resolution Hours:	6.47								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replaced Parts												
HP M477fdn [Hewlett Packard]									21.89		0.8	0.0	1	0
OSV-05032 sn:VNB8J4N0B7									21.89		0.8	0.0	1	0
SC165913														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC165913	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				0	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/01/16 12:21	Response Hours:	10.52		Call Priority: High						
		Caller: Amy Yavitz		Dispatched: 2019/01/17 12:57	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Lines on copies		Arrived: 2019/01/17 14:22	Travel Hours:	1.42								
				Completed 2019/01/17 15:48	Repair Hours:	1.43		5-IN SHOP REPAIR						
					Resolution Hours:	0								
		ProblemCodes												
		Problem Code:	COPY QUALITY											
		Resolution Code:	IN SHOP REPAIR											
Call	SC166219	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				0	1	0
		Assigned Tech: Keith Llewellyn		Received: 2019/01/17 15:50	Response Hours:	33.25		Call Priority: High						
		Caller: Amy Yavitz		Dispatched: 2019/01/23 14:30	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Lines on copies		Arrived: 2019/01/23 15:05	Travel Hours:	0.58								
				Departure 2019/01/23 15:14	Repair Hours:	0.15								
					Resolution Hours:	0								
		ProblemCodes												
		Problem Code:	COPY QUALITY											
		Resolution Code:	Replace Printer Toner Cartridge											
	P2040dw [KYOCERA]													
	OSV-05208 sn:													
	Harwood Community Learning Center : 270 Dowsville Road		#DIV/0!	0	0									
	E-Studio 3005AC [Toshiba]													
	OSV-05109 sn:													
	Harwood Unified Union School District : 340 Mad River Park Suite 7		0.00%	1	0									
	E-Studio 5005AC [Toshiba]							8.53		0.3	0.0	0	0	
	OSV-05119 sn:CFDG61913							8.53		0.3	0.0	0	0	
	SC176314													
Call	SC176314	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				0	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/03/28 13:48	Response Hours:	8.53		Call Priority: High						
		Caller: Phil Hayes		Dispatched: 2019/03/29 12:38	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: top feeder leaving lines on copies and orints		Arrived: 2019/03/29 13:50	Travel Hours:	1.2								
				Completed 2019/03/29 14:09	Repair Hours:	0.32								
					Resolution Hours:	0								
		ProblemCodes												
		Problem Code:	COPY QUALITY											
		Resolution Code:	Clean glass											

[illegible]

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Replaced Fuser Assembly												
OSV-05215 sn:														
Harwood Union Middle & High School : 458 VT Route 100			18.182%	11	2									
CS 306ci [COPYSTAR]									18.67		0.1	0.0	0	0
OSV-04735 sn:V9W6401159									18.67		0.1	0.0	0	0
SC169401														
Call	SC169401	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			0	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/02/07 12:12	Response Hours:	18.67		Call Priority:	High					
		Caller: Justin Griffith		Dispatched: 2019/02/11 13:52	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: leaving lines and marks on prints		Arrived: 2019/02/11 13:52	Travel Hours:	0								
				Completed 2019/02/11 13:59	Repair Hours:	0.12								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
OSV-05120 sn:														
OSV-05180 sn:														
OSV-05222 sn:														
E-Studio 5005AC [Toshiba]														
OSV-05108 sn:														
OSV-05113 sn:														
Estudio 556 [Toshiba]									4.15	4.15	0.6	4.8	0	0
OSV-02015 sn:CGHC18089									4.15	4.15	0.6	4.8	0	0
SC183152														
Call	SC183152	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			4.78	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/05/17 11:43	Response Hours:	4.15		Call Priority:	N					
		Caller: Nancy Myrto		Dispatched: 2019/05/17 15:25	CM Response Hours:	4.15		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: M Message		Arrived: 2019/05/17 15:52	Travel Hours:	0.45								
				Completed 2019/05/17 16:31	Repair Hours:	0.63								
					Resolution Hours:	4.78								
	ProblemCodes													
	Problem Code:	PM												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Replaced Parts											
EStudio 756 [Toshiba]									7.05		1.1	0.0	0	0
OSV-00614 sn:CKJ211482									7.05		1.1	0.0	0	0
SC180090														
Call	SC180090	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			0	0	0
		Assigned Tech: David Prior		Received: 2019/04/25 11:10	Response Hours:	7.05		Call Priority:	High					
		Caller: Justin Griffith		Dispatched: 2019/04/26 09:10	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: needs cleaning it keeps jamming		Arrived: 2019/04/26 09:43	Travel Hours:	0.55								
				Completed 2019/04/26 10:50	Repair Hours:	1.12								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Testedd											
E-Studio 8508A [Toshiba]									7.36	5.98	1.1	10.4	2	0
OSV-05101 sn:CICG17114									17.40		1.9	0.0	0	0
SC181119														
Call	SC181119	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			0	0	0
		Assigned Tech: David Prior		Received: 2019/05/02 11:30	Response Hours:	8.15		Call Priority:	High					
		Caller: Nancy Myrto		Dispatched: 2019/05/03 10:35	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Touch screen is not working well they want a full cleaning		Arrived: 2019/05/03 11:09	Travel Hours:	0.57								
				Completed 2019/05/03 13:43	Repair Hours:	2.57								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Control Panel												
	Resolution Code:		Cleaned and Testedd											
	Resolution Code:		Trouble Shoot											
SC188452														
Call	SC188452	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			0	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/06/28 12:00	Response Hours:	26.65		Call Priority:	N					
		Caller: Nancy Myrto		Dispatched: 2019/07/03 12:07	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: summer cleaning and inspect		Arrived: 2019/07/03 13:09	Travel Hours:	1.03								
				Completed 2019/07/03 14:17	Repair Hours:	1.13		1-Need Parts						
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		NEEDS FR											
	Resolution Code:		CLEAN OPTICS											
	Resolution Code:		REPL FEED RLLRS											
	Resolution Code:		NEEDS DRUM											
OSV-05102 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-05103 sn:CIAG16050									6.09	10.75	0.6	5.4	0	0
SC181120														
Call	SC181120	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				10.85	0	0
		Assigned Tech: David Prior		Received: 2019/05/02 11:31	Response Hours:	10.75		Call Priority: Medium						
		Caller: Nancy Myrto		Dispatched: 2019/05/03 13:46	CM Response Hours:	10.75		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming in the finishing area		Arrived: 2019/05/03 13:46	Travel Hours:	0								
				Completed 2019/05/03 13:52	Repair Hours:	0.1								
					Resolution Hours:	10.85								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
SC188453														
Call	SC188453	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				0	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/06/28 12:01	Response Hours:	1.42		Call Priority: N						
		Caller: Nancy Myrto		Dispatched: 2019/06/28 12:43	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: summer cleaning and inspect		Arrived: 2019/06/28 13:26	Travel Hours:	0.72								
				Completed 2019/06/28 14:30	Repair Hours:	1.07								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	REPL FEED RLLRS												
	Resolution Code:	Firmware update												
OSV-05104 sn:														
OSV-05105 sn:CIAG15908									5.76	5.74	0.8	16.0	2	0
SC173779														
Call	SC173779	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				6.5	0	0
		Assigned Tech: David Prior		Received: 2019/03/12 09:27	Response Hours:	4.08		Call Priority: Medium						
		Caller: Nancy Myrto		Dispatched: 2019/03/12 12:27	CM Response Hours:	4.08		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming		Arrived: 2019/03/12 13:32	Travel Hours:	1.08								
				Completed 2019/03/12 15:57	Repair Hours:	2.42	Incompleted 1-Need Parts							
					Resolution Hours:	6.5								
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Replaced Parts												
Call	SC173939	Jamming [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				45.32	1	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back		
	Assigned Tech: David Prior Caller: Nancy Myrto Call Desc: asap - jamming	Received: 2019/03/12 16:11 Dispatched: 2019/03/20 08:00 Arrived: 2019/03/20 09:44 Departure 2019/03/20 10:30		Response Hours:		1.73	Call Priority: Medium									
				CM Response Hours:				Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
				Travel Hours:		1.73										
				Repair Hours:		0.77										
				Resolution Hours:		45.32										
SC173939																
	ProblemCodes															
	Problem Code:	Multiple Issues														
	Resolution Code:	Replaced Parts														
SC180092																
Call	SC180092	Cleaning Web [CM]		Call In SLA: No		SLA Response Hours:		4.00	Contract#: CT01481-OSV-02		9.43	0	0			
	Assigned Tech: David Prior Caller: Justin Griffith Call Desc: cleaning keeps jaming	Received: 2019/04/25 11:10 Dispatched: 2019/04/26 11:02 Arrived: 2019/04/26 11:02 Completed 2019/04/26 12:06		Response Hours:		8.37	Call Priority: High									
				CM Response Hours:		8.37	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
				Travel Hours:		0										
				Repair Hours:		1.07										
				Resolution Hours:		9.43										
	ProblemCodes															
	Problem Code:	JAMMING														
	Resolution Code:	Instructed														
	Resolution Code:	Cleaned and Testedd														
SC181121																
Call	SC181121	Jamming [CM]		Call In SLA: No		SLA Response Hours:		4.00	Contract#: CT01481-OSV-02		11.83	0	0			
	Assigned Tech: David Prior Caller: Nancy Myrto Call Desc: jamming through out the machine	Received: 2019/05/02 11:31 Dispatched: 2019/05/03 13:55 Arrived: 2019/05/03 13:55 Completed 2019/05/03 14:51		Response Hours:		10.9	Call Priority: Medium									
				CM Response Hours:		10.90	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
				Travel Hours:		0										
				Repair Hours:		0.93										
				Resolution Hours:		11.83										
	ProblemCodes															
	Problem Code:	JAMMING														
	Resolution Code:	Cleaned and Testedd														
SC183153																
Call	SC183153	Jamming [CM]		Call In SLA: No		SLA Response Hours:		4.00	Contract#: CT01481-OSV-02		4.78	0	0			
	Assigned Tech: Keith Llewellyn Caller: Nancy Myrto Call Desc: Jamming	Received: 2019/05/17 11:43 Dispatched: 2019/05/17 16:36 Arrived: 2019/05/17 16:36 Completed 2019/05/17 16:57		Response Hours:		4.78	Call Priority: Medium									
				CM Response Hours:		4.78	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
				Travel Hours:		0										
				Repair Hours:		0										
				Resolution Hours:		4.78										
	ProblemCodes															
	Problem Code:	Error Code														
	Resolution Code:	Cleaned and Testedd														
	Resolution Code:	Reseat														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC184189														
Call	SC184189	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				0.87	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/05/24 15:15	Response Hours:	0.58		Call Priority: N						
		Caller: Nancy Myrto		Dispatched: 2019/05/24 15:50	CM Response Hours:	0.58		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Error code e9f0		Arrived: 2019/05/24 15:50	Travel Hours:	0								
				Completed 2019/05/24 16:07	Repair Hours:	0.28	Incompleted 1-Need Parts							
					Resolution Hours:	0.87								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC184203	ERROR CODE [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				33.33	1	0
		Assigned Tech: Keith Llewellyn		Received: 2019/05/24 16:09	Response Hours:	9.85		Call Priority: N						
		Caller: Nancy Myrto		Dispatched: 2019/05/31 14:47	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Error code e9f0		Arrived: 2019/05/31 15:04	Travel Hours:	0.28								
				Departure 2019/05/31 15:29	Repair Hours:	0.42								
					Resolution Hours:	33.33								
SC184203														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Parts												
OSV-05107 sn:CICG17106									4.19	4.19	2.0	6.2	0	0
SC183062														
Call	SC183062	Noisy Operation [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				4.72	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/05/16 15:32	Response Hours:	2.98		Call Priority: Assist						
		Caller: Nancy Myrto		Dispatched: 2019/05/17 09:43	CM Response Hours:	2.98		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: aking a banging sound		Arrived: 2019/05/17 10:01	Travel Hours:	0.3								
				Completed 2019/05/17 11:45	Repair Hours:	1.73								
					Resolution Hours:	4.72								
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Miscellaneous												
SC184017														
Call	SC184017	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				7.75	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/05/23 15:08	Response Hours:	5.4		Call Priority: Medium						
		Caller: Nancy Myrto		Dispatched: 2019/05/24 10:58	CM Response Hours:	5.40		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming and eating the paper		Arrived: 2019/05/24 12:02	Travel Hours:	1.07								
				Completed 2019/05/24 14:23	Repair Hours:	2.35								
					Resolution Hours:	7.75								
	ProblemCodes													
	Problem Code:	NOISE												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	JAMMING												
	Resolution Code:	Replace Printer Toner Cartridge												
	Resolution Code:	Cleaned and Tested												
HP 500 Color M551 [Hewlett Packard]									21.43	6.38	0.5	21.9	1	0
OSV-05226 sn:CNCCF6L1GL									21.43	6.38	0.5	21.9	1	0
SC173527														
Call	SC173527	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01481-OSV-02				7.2	0	0
	Assigned Tech: Keith Llewellyn			Received: 2019/03/11 08:25	Response Hours:	6.38	Call Priority:	N						
	Caller: Justin Griffith			Dispatched: 2019/03/11 14:27	CM Response Hours:	6.38	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: printing out streaky paper for printer	Cleaning		Arrived: 2019/03/11 14:48	Travel Hours:	0.35								
				Completed 2019/03/11 15:37	Repair Hours:	0.82	Incompleted 2-FOLLOW UP							
					Resolution Hours:	7.2								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Miscellaneous												
Call	SC173712	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01481-OSV-02				36.57	1	0
	Assigned Tech: Keith Llewellyn			Received: 2019/03/11 15:37	Response Hours:	36.48	Call Priority:	N						
	Caller: Justin Griffith			Dispatched: 2019/03/18 09:36	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Needs Black Toner - printing out streaky paper			Arrived: 2019/03/18 09:36	Travel Hours:	0								
	Cleaning for printer			Departure 2019/03/18 09:41	Repair Hours:	0.08								
					Resolution Hours:	36.57								
SC173712														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replaced Toner												
OSV-05228 sn:														
OSV-05231 sn:														
HPM451DW [Hewlett Packard]														
OSV-05038 sn:														
OSV-05230 sn:														
HPM476dn [Hewlett Packard]														
OSV-3395 sn:														
M2635dw [KYOCERA]														
OSV-04731 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-04732 sn:														
M604dn [Hewlett Packard]														
OSV-05224 sn:														
OSV-05225 sn:														
OSV-05227 sn:														
P2040dw [KYOCERA]									18.00	18.00	0.7	18.7	0	0
OSV-05184 sn:														
OSV-05185 sn:														
OSV-05186 sn:														
OSV-05187 sn:														
OSV-05188 sn:														
OSV-05189 sn:														
OSV-05190 sn:														
OSV-05191 sn:														
OSV-05192 sn:														
OSV-05193 sn:														
OSV-05194 sn:														
OSV-05195 sn:														
OSV-05196 sn:														
OSV-05216 sn:VD27408527									18.00	18.00	0.7	18.7	0	0
SC169400														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Moretown Elementary School : 940 Route 100B			100.00%	1	1									
E-Studio 6506AC [Toshiba]									6.28	0.97	0.6	5.2	1	0
OSV-05099 sn:CHEG18488									6.28	0.97	0.6	5.2	1	0
SC177419														
Call	SC177419	print issue [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			2.28	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/04/05 09:16	Response Hours:	0.97		Call Priority:	down machine					
		Caller: Loretta DiMario		Dispatched: 2019/04/05 09:59	CM Response Hours:	0.97		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Needs service some lines arent printing		Arrived: 2019/04/05 10:14	Travel Hours:	0.25								
				Completed 2019/04/05 11:33	Repair Hours:	1.32		Incompleted 1-Need Parts						
					Resolution Hours:	2.28								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	NEEDS DRUM												
	Call	SC177486	print issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			13.3	1	0
		Assigned Tech: Keith Llewellyn		Received: 2019/04/05 11:42	Response Hours:	13.3		Call Priority:	High					
		Caller: Loretta DiMario		Dispatched: 2019/04/08 15:58	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Needs Black drum and EPU kit - Needs service some lines arent printing		Arrived: 2019/04/08 16:32	Travel Hours:	0.57								
				Departure 2019/04/08 18:13	Repair Hours:	0								
					Resolution Hours:	13.3								
SC177486														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	REPL DR BL												
SC183024														
Call	SC183024	Door wont close [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			0	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/05/16 13:12	Response Hours:	4.58		Call Priority:	Low					
		Caller: Loretta DiMario		Dispatched: 2019/05/17 08:56	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: door is closed but they say it stated to close it		Arrived: 2019/05/17 09:17	Travel Hours:	0.35								
				Completed 2019/05/17 09:42	Repair Hours:	0.42								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Repositioned												
HP M401dn [HP]														
OSV-05031 sn:														
P2040dw [KYOCERA]														
OSV-05197 sn:														
OSV-05199 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-05200 sn:														
OSV-05201 sn:														
OSV-05202 sn:														
P6130cdn [KYOCERA]														
OSV-05213 sn:														
Thatcher Brook Primary School : 47 Stowe Street		75.00%	4	3										
E-Studio 5005AC [Toshiba]								1.31		0.7	0.0	0	0	
OSV-05118 sn:CFDG61928								1.31		0.7	0.0	0	0	
SC174844														
Call SC174844	firmware upgrade [O]		Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01481-OSV-02							0	0	0
	Assigned Tech: Keith Llewellyn		Received: 2019/03/19 13:55	Response Hours: 2.47	Call Priority: Assist									
	Caller: Jason Hyerstay		Dispatched: 2019/03/19 16:11	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: Firmware update		Arrived: 2019/03/19 16:23	Travel Hours: 0.2										
			Completed 2019/03/19 17:17	Repair Hours: 0.9										
				Resolution Hours: 0										
	ProblemCodes													
	Problem Code:	Update												
	Resolution Code:	Firmware update												
SC180973														
Call SC180973	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: CT01481-OSV-02							0	0	0
	Assigned Tech: David Prior		Received: 2019/05/01 14:31	Response Hours: 0.15	Call Priority: N									
	Caller: Jason Hyerstay		Dispatched: 2019/05/01 14:40	CM Response Hours:	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner									
	Call Desc: lines		Arrived: 2019/05/01 14:40	Travel Hours: 0										
			Completed 2019/05/01 15:10	Repair Hours: 0.5										
				Resolution Hours: 0										
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
E-Studio 8508A [Toshiba]								6.17	3.79	1.1	29.3	2	0	
OSV-05106 sn:CIAG16067								6.17	3.79	1.1	29.3	2	0	
SC170000														
Call SC170000	Multiple Issues [CM]		Call In SLA: No	SLA Response Hours: 4.00	Contract#: CT01481-OSV-02							7.63	0	0
	Assigned Tech: Keith Llewellyn		Received: 2019/02/12 15:00	Response Hours: 6.05	Call Priority: N									

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Michelle Ballard		Dispatched: 2019/02/13 12:00	CM Response Hours:	6.05	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: paper jamed but now stating to connet finisher but it wont read		Arrived: 2019/02/13 12:33	Travel Hours:	0.55									
			Completed 2019/02/13 14:08	Repair Hours:	1.58									
				Resolution Hours:	7.63									
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Firmware update												
	Resolution Code:	NO PROB FOUND												
SC172847														
Call	SC172847	Call Service Flashing [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01481-OSV-02						6.12	0	0
	Assigned Tech: David Prior		Received: 2019/03/06 08:02	Response Hours:	3.42	Call Priority: Assist								
	Caller: Michelle Ballard		Dispatched: 2019/03/06 10:36	CM Response Hours:	3.42	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: call for service light		Arrived: 2019/03/06 11:27	Travel Hours:	0.85									
			Completed 2019/03/06 14:09	Repair Hours:	2.7									
				Resolution Hours:	6.12									
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC175646														
Call	SC175646	ERROR CODE [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01481-OSV-02						2.95	0	0
	Assigned Tech: David Prior		Received: 2019/03/25 14:00	Response Hours:	2.37	Call Priority: N								
	Caller: Michelle Ballard		Dispatched: 2019/03/25 15:48	CM Response Hours:	2.37	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: error message check paper		Arrived: 2019/03/25 16:22	Travel Hours:	0.57									
			Completed 2019/03/25 16:57	Repair Hours:	0.58									
				Resolution Hours:	2.95									
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Instructed												
SC176679														
Call	SC176679	Finisher Problem [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01481-OSV-02						4.4	0	0
	Assigned Tech: David Prior		Received: 2019/04/01 13:14	Response Hours:	3.32	Call Priority: High								
	Caller: Michelle Ballard		Dispatched: 2019/04/02 08:00	CM Response Hours:	3.32	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: parts are braking off cant get the finisher to go back in place		Arrived: 2019/04/02 08:03	Travel Hours:	0.05									
			Completed 2019/04/02 09:08	Repair Hours:	1.08	Incompleted 1-Need Parts								
				Resolution Hours:	4.4									
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Repaired												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC176788	Finisher Problem [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				142.85	1	0
		Assigned Tech: David Prior		Received: 2019/04/02 09:16	Response Hours:	7.5		Call Priority: High						
		Caller: Michelle Ballard		Dispatched: 2019/04/24 13:05	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: parts are braking off cant get the finisher to go back in place		Arrived: 2019/04/24 15:19	Travel Hours:	2.23								
				Departure 2019/04/24 16:07	Repair Hours:	0.8	Incompleted 1-Need Parts							
					Resolution Hours:	142.85								
Call	SC179983	Finisher Problem [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				40.87	1	0
		Assigned Tech: David Prior		Received: 2019/04/24 16:11	Response Hours:	17.9		Call Priority: High						
		Caller: Michelle Ballard		Dispatched: 2019/05/01 12:17	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: needs 3 hole punch cover - parts are braking off cant get the finisher to go back in place		Arrived: 2019/05/01 13:39	Travel Hours:	1.37								
				Departure 2019/05/01 14:33	Repair Hours:	0.9								
					Resolution Hours:	40.87								
SC176788														
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Needs parts												
SC179983														
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Replaced Parts												
SC181728														
Call	SC181728	Needs Part [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				0	0	0
		Assigned Tech: David Prior		Received: 2019/05/07 13:48	Response Hours:	2.65		Call Priority: N						
		Caller: Jason Hyerstay		Dispatched: 2019/05/07 16:26	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: replace broken cover		Arrived: 2019/05/07 16:27	Travel Hours:	0.02								
				Completed 2019/05/07 16:53	Repair Hours:	0.05								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Replaced Parts												
OSV-05111 sn:														
HP M402dn [HP]														
OSV-05114 sn:														
OSV-05236 sn:														
OSV-05237 sn:														
OSV-05238 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-05239 sn:														
OSV-05240 sn:														
OSV-05241 sn:														
OSV-05242 sn:														
OSV-05243 sn:														
OSV-05244 sn:														
OSV-05245 sn:														
OSV-2993 sn:														
HPM451DN [Hewlett Packard]														
OSV-05235 sn:														
P6130cdn [KYOCERA]														
OSV-05214 sn:														
Waitsfield Elementary School : 3951 Main Street			0.00%	1	0									
E-Studio 8508A [Toshiba]									3.72	6.75	0.4	3.6	0	0
OSV-05183 sn:CIFG20420									3.72	6.75	0.4	3.6	0	0
SC171007														
Call SC171007	firmware upgrade [O]			Call In SLA: N/A	SLA Response Hours: 4.00		Contract#: CT01481-OSV-02					0	0	0
	Assigned Tech: Keith Llewellyn			Received: 2019/02/21 08:26	Response Hours: 0.68		Call Priority: N							
	Caller: Kaiya Korb			Dispatched: 2019/02/21 09:03	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: update firm ware			Arrived: 2019/02/21 09:07	Travel Hours: 0.07									
				Completed 2019/02/21 09:29	Repair Hours: 0.37									
					Resolution Hours: 0									
	ProblemCodes													
	Problem Code:	Update												
	Resolution Code:	Firmware update												
SC177247														
Call SC177247	Jamming [CM]			Call In SLA: No	SLA Response Hours: 4.00		Contract#: CT01481-OSV-02					7.22	0	0
	Assigned Tech: Keith Llewellyn			Received: 2019/04/04 10:12	Response Hours: 6.75		Call Priority: Medium							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Kathi Orr			Dispatched: 2019/04/05 07:58	CM Response Hours:	6.75		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: bypss keeps jamming			Arrived: 2019/04/05 08:27	Travel Hours:	0.48								
				Completed 2019/04/05 08:55	Repair Hours:	0.47								
					Resolution Hours:	7.22								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Clean feed rollers												
M605n [Hewlett Packard]														
OSV-05036 sn:														
P2040dw [KYOCERA]														
OSV-05203 sn:														
P6130cdn [KYOCERA]														
OSV-04728 sn:														
Warren Elementary School : 293 School Road			0.00%	2	0									
E-Studio 5005AC [Toshiba]								4.20	4.55	0.8	2.6	0	0	
OSV-05117 sn:CFCG51331								4.20	4.55	0.8	2.6	0	0	
SC168859														
Call	SC168859	Multiple Issues [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				5.88	0	0
	Assigned Tech: Randy Ladd			Received: 2019/02/05 08:01	Response Hours:	4.78		Call Priority: N						
	Caller: Heidi Greene			Dispatched: 2019/02/05 11:31	CM Response Hours:	4.78		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: top feeder is pulling in crooked and jams			Arrived: 2019/02/05 12:48	Travel Hours:	1.28								
				Completed 2019/02/05 13:54	Repair Hours:	1.1								
					Resolution Hours:	5.88								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC179731														
Call	SC179731	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01481-OSV-02				0	0	0
	Assigned Tech: David Prior			Received: 2019/04/23 13:56	Response Hours:	5.83		Call Priority: High						
	Caller: Heidi Greene			Dispatched: 2019/04/24 10:24	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: grey lines on copies			Arrived: 2019/04/24 11:16	Travel Hours:	0.87								
				Completed 2019/04/24 13:01	Repair Hours:	1.75								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC181936														
Call	SC181936	Stapler [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			4.35	0	0
		Assigned Tech: Randy Ladd		Received: 2019/05/08 13:51	Response Hours:	4.32		Call Priority:	N					
		Caller: Heidi Greene		Dispatched: 2019/05/09 09:40	CM Response Hours:	4.32		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: can not figur out how to change the staples		Arrived: 2019/05/09 09:40	Travel Hours:	0								
				Completed 2019/05/09 09:42	Repair Hours:	0.03								
					Resolution Hours:	4.35								
	ProblemCodes													
	Problem Code:	STAPLER PROBLEM												
	Resolution Code:	Remote/Phone Fix												
SC184151														
Call	SC184151	firmware upgrade [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			0	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/05/24 12:45	Response Hours:	1.87		Call Priority:	4HR Response					
		Caller: Genevieve Knight		Dispatched: 2019/05/24 14:36	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Firmware Update		Arrived: 2019/05/24 14:37	Travel Hours:	0.02								
				Completed 2019/05/24 14:57	Repair Hours:	0.33								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Update												
	Resolution Code:	Firmware update												
P2040dw [KYOCERA]														
OSV-05198 sn:														
OSV-05204 sn:														
OSV-05205 sn:														
OSV-05206 sn:														
OSV-05207 sn:														
Warren Elementary School : 940 Route 100B			#DIV/0!	0	0									
HP M401dn [HP]									2.55		1.3	0.0	0	0
OSV-05031 sn:VNG4805354									2.55		1.3	0.0	0	0
SC185531														
Call	SC185531	Needs Part [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01481-OSV-02			0	0	0
		Assigned Tech: Randy Ladd		Received: 2019/06/06 08:03	Response Hours:	2.55		Call Priority:	N					
		Caller: Loretta		Dispatched: 2019/06/06 09:41	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: There is a broken spring that needs replacing		Arrived: 2019/06/06 10:36	Travel Hours:	0.92								
				Completed 2019/06/06 11:51	Repair Hours:	1.25								
					Resolution Hours:	0								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	ADJUSTED												
Total									7.77	6.05	68.32	635.69	11	0

Survey Responses

Office Systems of Vermont Service Call Feedback

CallNumber	SC166238	Customer:	Harwood Unified Union School District
Completed Date:	1/24/2019 8:31 AM	Customer Number:	OSV-WW00
Customer Rep:		Customer Address:	WAITSFIELD, VT 05673
Survey Sent To:	Name: Tisa Rennau Email: trennau@wwsu.org Ph: 802-583-7956		
Equipment:	OSV-05212	Call Opened:	1/17/2019 4:45 PM
Model:	KYOCERA P6130cdn	Call Closed:	1/22/2019 4:10 PM
Technician:	Keith Llewellyn	Dispatched:	1/18/2019 10:02 AM
Tech Mgr:	Harold Santamore	Arrival Date:	1/18/2019 10:02 AM
Dispatcher:	Keith Llewellyn	Departed Date:	1/18/2019 10:02 AM
Call Description:	Needs Fuser Assembly. P/N 302NR93111 FK 5142 - Error code 6610-0021179		

Question	Target	Score
Rate our dispatch overall (ease of placing a service call, professionalism, etc.).	8 of 10	
Target: 6	Scale 0-10	
Rate our dispatch overall (ease of placing a service call, professionalism, etc.).	8 of 10	
Target: 6	Scale 0-10	
Communication to keep me informed (if needed).	8 of 10	
Target: 6	Scale 0-10	
Communication to keep me informed (if needed).	8 of 10	
Target: 6	Scale 0-10	

The technician left the equipment repaired to your satisfaction.		Not Applicable
<i>There is still the occasional splash of pink/red, sometimes yellow toner on printed documents - no more codes appearing, which is great.</i>	Target: 0	Scale 0-10
The technician left the equipment repaired to your satisfaction.		Not Applicable
<i>There is still the occasional splash of pink/red, sometimes yellow toner on printed documents - no more codes appearing, which is great.</i>	Target: 0	Scale 0-10
Please have a sales person contact me.	Not Applicable	
Target: Yes	Yes/No	
Please have a sales person contact me.	Not Applicable	
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	
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	
Target: Yes	Yes/No	
Remove me from further emails like this (if yes, please tell us why).	Not Applicable	
Target: Yes	Yes/No	

Remove me from further emails like this (if yes, please tell us why).	Not Applicable
Target: Yes	Yes/No
If asked by a friend or colleague, how likely is it that you would recommend Office Systems of Vermont?	8 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?	8 of 10
Target: 6	Scale 0-10
Would you be interested in receiving this same level of service and supply-inclusive support for your other print output devices?	Not Applicable
Target: Yes	Yes/No
Would you be interested in receiving this same level of service and supply-inclusive support for your other print output devices?	Not Applicable
Target: Yes	Yes/No
Please have a manager contact me?	Not Applicable
Target: Yes	Yes/No
Please have a manager contact me?	Not Applicable
Target: Yes	Yes/No

The technician explained the problem, resolution, and provided training if needed.	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
Rate our technician overall	10 of 10
Target: 6	Scale 0-10
Any suggestions for improvement?	*
Target: 0	Comments Field
Any suggestions for improvement?	*
Target: 0	Comments Field

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