



## School Administrative Unit 35, Littleton

### SPC SUMMARY

This fleet service report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. Because of COVID-19, your volumes dropped by 25%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 66 units under contract with OSV, there were 36 service calls on 15 copiers and printers. Uptime for your fleet was 99.35% with 79% of all calls being corrected on the first call. This is not very good considering the size of your fleet, but does seem reasonable given the age of your machines, with the average model age being 7.5 years and 28 machines being 8 years or older.

Of the three machines in the fleet with four or more service calls, each had a variety of issues, with only one having issues with jamming within a short period of time. All calls on these machines were made between January and June of 2020.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. OSV notes their response time from call to arrival as just under 14 hours, which is very poor and will be addressed with the vendor.

SAU 35 - Fleet Report FY20

		No equipment had more than 5 calls for the reporting period July 1, 2019 to June 30, 2020							
Equipment Number	Call Type Desc	Call Description	Address	Call Number	Open Date	Arrival Date	Total Calls	CMResponse Hours	Repair Hours

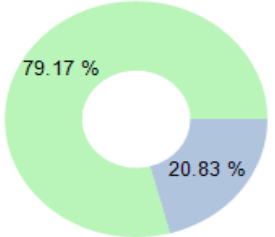
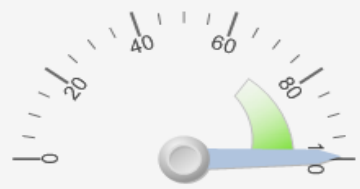
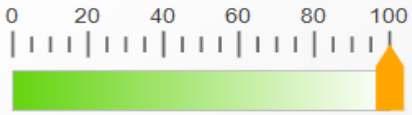
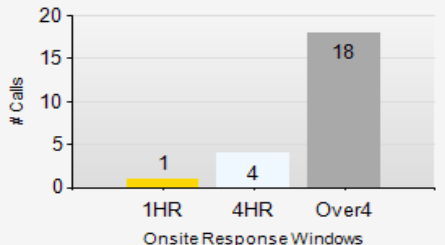
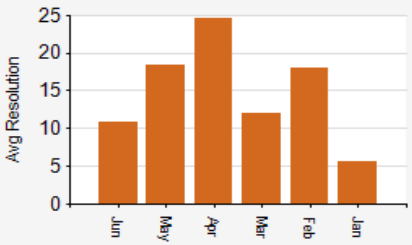
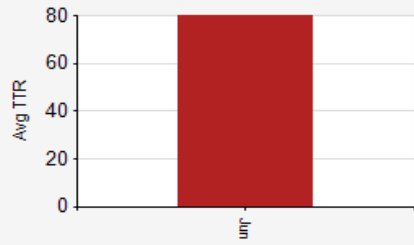
Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)
<b>Bethlehem Elementary : 2297 Main Street</b>										
OSV-03720I Toshiba/E-Studio 4555c]	Basement Hallway	C7AE37810	11/18/2015	1	4724	3401	4056	2139	7/1/2013	7
OSV-03725I Toshiba/TOSHES287CSL]	Room 13-2nd Floor Computer Lab	TJAE11251	11/18/2015	2	3423	2271	3020	976	7/1/2014	6
OSV-03794I Toshiba/EStudio 857I	Main Office Hall	SAHE90196	11/18/2015	4	27042	0	19886	0	6/1/2014	6
OSV-04023I Hewlett Packard/HPM451DN]	Main Office	CNDF337438	11/18/2015	0	209	437	162	314	2/1/2012	8.5
OSV-04024I Hewlett Packard/HPM451DN]	Admin Office	CNDF337437	11/18/2015	0	95	315	77	184	2/1/2012	8.5
OSV-04025I HP/HP M401dn]	Kitchen Office	PHGFC04006	11/18/2015	0	280	0	166	0	6/1/2012	8
<b>Lafayette Regional : 149 Main Street</b>										
OSV-03721I Toshiba/E-Studio 4555c]	Main Office	C7AE37687	11/18/2015	0	649	1631	1378	2130	7/1/2013	7
OSV-03727I Kyocera/P-2135DN Printer]	Room 118	LVK5835079	11/18/2015	1	717	0	640	0	3/1/2014	6.5
OSV-03728I Kyocera/P-2135DN Printer]	Room 115 4th Grade	LVK5835078	11/18/2015	2	297	0	192	0	3/1/2014	6.5
OSV-03730I Kyocera/P-2135DN Printer]	Room 120	LVK5730747	11/18/2015	0	190	0	175	0	3/1/2014	6.5
OSV-03731I Kyocera/P-2135DN Printer]	Room 119	LVK5835073	11/18/2015	0	540	0	255	0	3/1/2014	6.5
OSV-03732I Kyocera/P-2135DN Printer]	Room 133	LVK5730736	11/18/2015	0	0	0	0	0	3/1/2014	6.5
OSV-03733I Kyocera/P-2135DN Printer]	Room 105	LVK5835074	11/18/2015	0	181	0	136	0	3/1/2014	6.5
OSV-03734I Kyocera/P-2135DN Printer]	Room 121 3rd Grade	LVK5730737	11/18/2015	0	317	0	293	0	3/1/2014	6.5
OSV-03737I Kyocera/M2535DN]	Library	LVZ5219447	11/18/2015	0	963	0	907	0	3/1/2014	6.5
OSV-03747I Toshiba/EStudio 757I	Room 104	CAIE26901	11/18/2015	5	28921	0	26495	0	6/1/2014	6
OSV-04001I HP/HP P1606dn]	Room 108	VNB3N10763	11/18/2015	0	1	0	16	0	4/1/2010	10.25
OSV-04002I HP/HP P1606dn]	Room 126	VNB3N10762	11/18/2015	0	264	0	138	0	4/1/2010	10.25
OSV-04003I HP/HP P1606dn]	Room 127	VNB3N10786	11/18/2015	0	116	0	145	0	4/1/2010	10.25
OSV-04004I HP/HP P1606dn]	Room 128	VNB3L87031	11/18/2015	0	0	0	0	0	4/1/2010	10.25
<b>Lisbon Regional School : 25 Highland Avenue</b>										
OSV-03255I Kyocera/P-2135DN Printer]	Room 227 Teachers Lounge	LVK5835068	11/18/2015	0	0	0	0	0	3/1/2014	6.5
OSV-03680I Toshiba/EStudio 857I	Teacher's Mailroom	CAFE23172	11/18/2015	4	18140	0	13854	0	6/1/2014	6
OSV-03722I Toshiba/E-Studio 4555c]	Library	C7AE37792	11/18/2015	1	3425	1834	2383	1544	7/1/2013	7
OSV-03723I Toshiba/E-Studio 5560cT]	Main Office Work Room	CSAE16852	11/18/2015	1	8005	2201	7287	2093	4/1/2014	6.25
OSV-03740I Kyocera/P-2135DN Printer]	Room 108	LVK5835642	11/18/2015	0	291	0	98	0	3/1/2014	6.5
OSV-03741I Kyocera/P-2135DN Printer]	Room 135	LVK5835062	11/18/2015	0	354	0	246	0	3/1/2014	6.5
OSV-03742I Kyocera/P-2135DN Printer]	IT Room Hot Swap	LVK5835064	11/18/2015	0	982	153	23	0	3/1/2014	6.5
OSV-03745I Toshiba/EStudio 657I	Room 188 Special Needs	CAIE26246	11/18/2015	2	7786	0	7788	0	6/1/2014	6
OSV-03746I Toshiba/EStudio 657I	Teachers' Mail Room	CAIE26882	11/18/2015	1	19798	0	16306	0	6/1/2014	6
OSV-04005I Hewlett Packard/HPM451DN]	Computer Lab	CNDF337444	11/18/2015	0	1068	154	564	138	2/1/2012	8.5
OSV-04006I HP/HP M401dn]	Room 124 Teachers' Education	PHGFC01589	11/18/2015	0	178	0	78	0	6/1/2012	8
OSV-04007I HP/HP M401dn]	Room 157	PHGFC01587	11/18/2015	0	86	0	94	0	6/1/2012	8
OSV-04008I Hewlett Packard/HPM451DN]	Room 183	CNDF337448	11/18/2015	0	86	181	65	229	2/1/2012	8.5
OSV-04009I Hewlett Packard/HPM451DN]	Room 230	CNDF337447	11/18/2015	0	410	176	247	264	2/1/2012	8.5
OSV-04010I HP/HP M401dn]	Room 215	PHGFC01586	11/18/2015	0	1520	0	1275	0	6/1/2012	8
OSV-04011I HP/HP M401dn]	Room 200	PHGFC04005	11/18/2015	0	53	0	32	0	6/1/2012	8
OSV-04012I Hewlett Packard/HPM451DN]	Room 102	CNDF337440	11/18/2015	0	473	196	241	160	2/1/2012	8.5
OSV-04013I HP/HP M401dn]	IT Room Hot Swap	PHGFC01573	11/18/2015	0	0	0	124	0	6/1/2012	8
<b>Profile Jr/Sr High : 691 Profile Road</b>										
OSV-03724I Toshiba/E-Studio 5560cT]	Room 131 Main Office	CSEE19600	11/18/2015	2	3949	1682	5161	2001	4/1/2014	6.25
OSV-03726I Kyocera/P-2135DN Printer]	Room 100	LVK5730741	11/18/2015	0	0	0	0	0	3/1/2014	6.5
OSV-03729I Kyocera/P-2135DN Printer]	Room 127	LVK5936157	11/18/2015	0	361	0	285	0	3/1/2014	6.5
OSV-03744I Toshiba/EStudio 557I	Room 314	CAIE26083	11/18/2015	2	8448	0	5326	0	6/1/2014	6
OSV-03748I Toshiba/EStudio 657I	Room 100	CAIE26293	11/18/2015	0	17527	0	10313	0	6/1/2014	6
OSV-03792I Toshiba/EStudio 657I	Room 187 Media Center - Right Side	CAIE26256	11/18/2015	0	9393	0	7984	0	6/1/2014	6
OSV-03793I Toshiba/EStudio 757I	Room 141	CAIE26902	11/18/2015	0	8252	0	5341	0	6/1/2014	6
OSV-04014I Hewlett Packard/HP1525NW]	Room 100	CNBF321721	11/18/2015	0	0	0	0	0	11/1/2010	9.5
OSV-04015I HP/HP M401dn]	Room 100	PHGFC01584	11/18/2015	0	0	0	0	0	6/1/2012	8
OSV-04016I HP/HP P1606dn]	Room 157	VNB3B44750	11/18/2015	0	0	0	0	0	4/1/2010	10.25
OSV-04017I Hewlett Packard/HPM451DN]	Room 187 Media Center	CNB0205485	11/18/2015	1	263	590	137	356	2/1/2012	8.5
OSV-04018I Hewlett Packard/HPM451DN]	Room 163 Art	CNDG000923	11/18/2015	0	68	101	41	84	2/1/2012	8.5
OSV-04019I HP/HP CP4520I	Room 313, Computer Lab	JPBCB910CW	11/18/2015	0	97	480	155	579	4/1/2010	10.25
OSV-04020I HP/HP M401dn]	Room 304	PHGFC01582	11/18/2015	0	102	0	89	0	6/1/2012	8
OSV-04021I HP/HP M401dn]	Room 302 Language	PHGFC01575	11/18/2015	0	102	0	111	0	6/1/2012	8
OSV-04022I Hewlett Packard/HPM451DN]	Main Office - RM127 Was Hot Swap	CNDF337446	11/18/2015	0	427	23	588	51	2/1/2012	8.5
<b>School Administrative Unit 35 : 262 Cottage Street Suite 301</b>										
OSV-03690I Toshiba/E-Studio 6560c]	Kitchen	CSHE21122	11/18/2015	7	8713	2277	6981	1378	4/1/2014	6.25
OSV-03738I Kyocera/P-2135DN Printer]	IT Room Hot Swap	LVK5730731	11/18/2015	0	0	0	0	0	3/1/2014	6.5
OSV-03739I Kyocera/P-2135DN Printer]	Room G40 Special Ed	LVK5730742	11/18/2015	0	347	0	5	0	3/1/2014	6.5
OSV-03743I Toshiba/EStudio 657I	Financial Office	CAIE26873	11/18/2015	0	3756	0	4177	0	6/1/2014	6
OSV-04027I Hewlett Packard/HPM451DN]	Room G37	CNDF337451	11/18/2015	0	0	0	0	0	6/1/2014	6
OSV-04028I HP/HP M401dn]	Financial Office	PHGFC01578	11/18/2015	0	752	0	1397	0	2/1/2012	8.5
OSV-04029I HP/HP M401dn]	Accounts Payable	PHGFC01577	11/18/2015	0	1880	0	426	0	2/1/2012	8.5
OSV-04030I HP/HP P1102I	Room G35	VNB3J19503	11/18/2015	0	342	0	66	0	10/1/2010	9.5
<b>TOTALS/AVERAGES</b>				<b>36</b>	<b>3,167</b>	<b>292</b>	<b>2,539</b>	<b>236</b>		

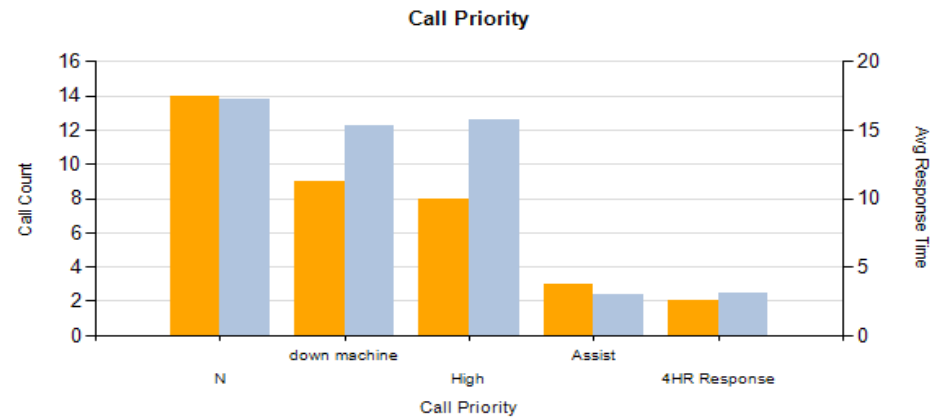
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Contract Toner Usage						
Contract Number		Black Fill	Black Toner Shipped	Color Fill	Color Toner Shipped	Color Total Copies
CT01099-OSV		4.28%	106	10.89%	65	361,286

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These stats EXCLUDE calls for contract type(s) <None Applicable> and calls for equipment/contracts assigned the following BillCodes: <None Applicable>

<b>79.17%</b>	<b>First Call Effectiveness (OnSite)</b>	<b>99.35%</b>	<b>Machine Availability</b>	<b>100.00</b>	<b>NetPromoter Score</b>
79% of 24 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 63984.00. The total # hours (call received until call completed) was 418.96		2 survey responses for the period	
<b>13.83 hrs</b>	<b>Average OnSite Response Time</b>	<b>14.7 hrs</b>	<b>First Call Fix Avg Resolution Time (On-Site)</b>	<b>79.9 hrs</b>	<b>Rescheduled Calls Avg TTR Time (first call received until final call closed)</b>
22% of 23 corrective maintenance calls were responded to and completely resolved in under 4 hours		14.7 hrs was the average hours for first call fix from when call opened to problem resolution on 23 calls		79.9 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 1 rescheduled service calls.	



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CALLER	Call Count
Aaron Goldman	3
P-2135DN Printer	
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03727	1
JAMMING	1
Kyocera P-2135DN Printer (37PPM) EQ# OSV-03728	2
Lines on copy	2
Ellie Keefe	3
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03680	3
Service Code	3
Gabrielle Granger-Clark	6
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03690	6
Needs Part	6
Karen Watson	1
E-Studio 6560c	
Toshiba E-Studio 6560c Color Copier EQ# OSV-03690	1
Remove Jam	1
Kim Antonucci	2
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03724	1
?Unknown Problem?	1
HPM451DN	
Hewlett Packard M451DN Color Laserjet Pro MFP EQ# OSV-04017	1
TROUBLE CODE	1

# SAU 35 - FLEET REPORT FY20

CALLER	Call Count
Rosanna Burke	3
E-Studio 4555c	
Toshiba E-Studio 4555c Color Copier EQ# OSV-03722	1
Noisy Operation	1
Estudio 657	
Toshiba EStudio 657 EQ# OSV-03745	1
DOWN MAC NOTRUN	1
Toshiba EStudio 657 EQ# OSV-03746	1
COPY QUALITY POOR	1
Rossana Burke	3
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03723	1
Preventive Maintenance	1
Estudio 657	
Toshiba EStudio 657 EQ# OSV-03745	1
MAINT LITE	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03680	1
Cleaning Web	1
Shauna Muphy	2
EStudio 557	
Toshiba Estudio 557 EQ# OSV-03744	2
HAS PART	2
Shawna	1
E-Studio 5560cT	
Toshiba E-Studio 5560cT Color Copier EQ# OSV-03724	1
DOWN MAC NOTRUN	1

# SAU 35 - FLEET REPORT FY20

CALLER	Call Count
Steve Hoyt	5
E-Studio 4555c	
Toshiba E-Studio 4555c Color Copier EQ# OSV-03720	1
Lines on copy	1
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03794	2
DOWN MAC NOTRUN	2
TOSHES287CSL	
Toshiba E-Studio 287CSL Color Copier EQ# OSV-03725	2
?Unknown Problem?	2
Tina Lister	2
Estudio 857	
Toshiba Estudio 857 EQ# OSV-03794	2
Noisy Operation	2
Toni Butterfield	5
EStudio 757	
EStudio 757 copier EQ# OSV-03747	5
JAMMING	5
Total	36



## SAU 35 - FLEET REPORT FY20

										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Bethlehem Elementary			% Calls in SLA	Total Calls	In SLA					14.75	13.83	0.9	11.6	7	0
Bethlehem Elementary : 2297 Main			20.00%	5	1										
E-Studio 4555c [Toshiba]										20.82		1.2	0.0	0	0
OSV-03720 sn:C7AE37810										20.82		1.2	0.0	0	0
SC217301															
Call SC217301	Lines on copy [O]			Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-05				0	0	0
	Assigned Tech: Randy Ladd			Received: 2020/02/11 09:53	Response Hours:	20.82		Call Priority:	High						
	Caller: Steve Hoyt			Dispatched: 2020/02/13 13:23	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: line across bottom of copies			Arrived: 2020/02/13 13:42	Travel Hours:	0.32									
				Completed 2020/02/13 14:56	Repair Hours:	1.23									
					Resolution Hours:	0									
	ProblemCodes														
	Problem Code:	Image Quality													
	Resolution Code:	Clean/Adjust													
	Resolution Code:	Fuser Repair or Replacement													
Estudio 857 [Toshiba]										12.66	12.66	0.7	13.4	0	0
OSV-03794 sn:SAHE90196										12.66	12.66	0.7	13.4	0	0
SC220880															
Call SC220880	Noisy Operation [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-05				12.67	0	0
	Assigned Tech: Harold Santamore			Received: 2020/03/09 09:51	Response Hours:	11.57		Call Priority:	High						
	Caller: Tina Lister			Dispatched: 2020/03/10 12:55	CM Response Hours:	11.57		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Loud squeaking noise when finisher tray moves			Arrived: 2020/03/10 12:55	Travel Hours:	0									
				Completed 2020/03/10 14:01	Repair Hours:	1.1									
					Resolution Hours:	12.67									
	ProblemCodes														
	Problem Code:	Noise													
	Resolution Code:	Clean/Adjust													
SC225397															
Call SC225397	DOWN MAC NOTRUN [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-05				19.15	0	0
	Assigned Tech: Ethan Connor			Received: 2020/05/29 10:23	Response Hours:	19.1		Call Priority:	down machine						
	Caller: Steve Hoyt			Dispatched: 2020/06/02 12:29	CM Response Hours:	19.10		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: F101 - HDD unmounted. Connection of the HDD is not detected ...call ahead Steve's call 670.616.			Arrived: 2020/06/02 12:29	Travel Hours:	0									
				Completed 2020/06/02 12:32	Repair Hours:	0.05									
					Resolution Hours:	19.15									
	ProblemCodes														
	Problem Code:	Machine Fault/Error Code/Fault Code													
	Resolution Code:	Update Firmware													
SC226516															
Call SC226516	LITE COPIES [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-05				8.08	0	0
	Assigned Tech: Harold Santamore			Received: 2020/06/15 12:57	Response Hours:	7.23		Call Priority:	N						
	Caller: Tina Lister			Dispatched: 2020/06/16 11:27	CM Response Hours:	7.23		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						

## SAU 35 - FLEET REPORT FY20

										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call Desc: very lite			Arrived: 2020/06/16 11:41	Travel Hours:	0.23									
				Completed 2020/06/16 12:32	Repair Hours:	0.85									
					Resolution Hours:	8.08									
	ProblemCodes														
	Problem Code:	Image Quality													
	Resolution Code:	Clean/Adjust													
SC227194															
Call	SC227194	Hard Drive Problems [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-05				13.72	0	0
		Assigned Tech: Harold Santamore		Received: 2020/06/24 08:47	Response Hours:	12.73		Call Priority:	N						
		Caller: Steve Hoyt		Dispatched: 2020/06/25 11:40	CM Response Hours:	12.73		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: HDD F105. PLEASE CALL FIRST NOT		Arrived: 2020/06/25 13:01	Travel Hours:	1.35									
		ALWAYS IN SCHOOL call Steve 603.616.		Completed 2020/06/25 14:00	Repair Hours:	0.98									
					Resolution Hours:	13.72									
	ProblemCodes														
	Problem Code:	Machine Fault/Error Code/Fault Code													
	Resolution Code:	Update Firmware													
HP M401dn [HP]															
OSV-04025 sn:															
HPM451DN [Hewlett Packard]															
OSV-04023 sn:															
OSV-04024 sn:															
TOSHES287CSL [Toshiba]									2.06	2.70	0.2	41.3	1	0	0
OSV-03725 sn:TJAE11251									2.06	2.70	0.2	41.3	1	0	0
SC225473															
Call	SC225473	?Unknown Problem? [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-05				2.73	0	0
		Assigned Tech: Harold Santamore		Received: 2020/06/01 09:11	Response Hours:	2.7		Call Priority:	Assist						
		Caller: Steve Hoyt		Dispatched: 2020/06/01 11:53	CM Response Hours:	2.70		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: NEEDS BELT UNIT		Arrived: 2020/06/01 11:53	Travel Hours:	0									
				Completed 2020/06/01 11:55	Repair Hours:	0.03		Incompleted Need Parts - Not Operational							
					Resolution Hours:	2.73									
	ProblemCodes														
	Problem Code:	Part or Supply Fault													
	Resolution Code:	Phone Fix													
Call	SC225519	?Unknown Problem? [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01099-OSV-05				79.93	1	0
		Assigned Tech: Harold Santamore		Received: 2020/06/01 11:55	Response Hours:	1.42		Call Priority:	N						
		Caller: Steve Hoyt		Dispatched: 2020/06/12 14:01	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: NEEDS BELT UNIT **call ahead b4 arrival		Arrived: 2020/06/12 14:57	Travel Hours:	0.93									
		Steve 603.616.6700 call ahead B4 1/20/2020		Departure 2020/06/12 15:21	Repair Hours:	0.4									

## SAU 35 - FLEET REPORT FY20

										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	79.93								
	SC225519														
	ProblemCodes														
	Problem Code:	Machine Fault/Error Code/Fault Code													
	Resolution Code:	Misc Adjustment													
Lafayette Regional : 149 Main Street			0.00%	5	0										
E-Studio 4555c [Toshiba]															
OSV-03721 sn:															
EStudio 757 [Toshiba]									29.15	14.45	1.5	12.9		1	0
OSV-03747 sn:CAIE26901									29.15	14.45	1.5	12.9		1	0
	SC211834														
Call	SC211834	DOWN MAC NOTRUN [CM]			Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05				4.48	0	0
		Assigned Tech: Randy Ladd			Received: 2020/01/06 08:44	Response Hours:	4.02	Call Priority:	down machine						
		Caller: Toni Butterfield			Dispatched: 2020/01/06 11:43	CM Response Hours:	4.02	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Trouble code - Sara 603-823-7741			Arrived: 2020/01/06 12:45	Travel Hours:	1.03								
					Completed 2020/01/06 13:13	Repair Hours:	0.47								
						Resolution Hours:	4.48								
	ProblemCodes														
	Problem Code:	ERROR													
	Resolution Code:	Cleaned and Tested													
	Resolution Code:	Reset													
	SC222781														
Call	SC222781	JAMMING [CM]			Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05				37.37	0	0
		Assigned Tech: Harold Santamore			Received: 2020/04/02 11:37	Response Hours:	34.68	Call Priority:	N						
		Caller: Toni Butterfield			Dispatched: 2020/04/08 11:39	CM Response Hours:	34.68	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming and stapler not working			Arrived: 2020/04/08 12:18	Travel Hours:	0.65								
					Completed 2020/04/08 14:59	Repair Hours:	2.68								
						Resolution Hours:	37.37								
	ProblemCodes														
	Problem Code:	Machine Fault/Error Code/Fault Code													
	Resolution Code:	Misc Adjustment													
	SC223192														
Call	SC223192	DOWN MAC NOTRUN [CM]			Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05				11.9	0	0
		Assigned Tech: Harold Santamore			Received: 2020/04/15 09:21	Response Hours:	10.02	Call Priority:	down machine						
		Caller: Toni Butterfield			Dispatched: 2020/04/16 09:17	CM Response Hours:	10.02	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Call for Service - CC50.... ANYTIME is good. tha needs ASAD			Arrived: 2020/04/16 10:52	Travel Hours:	1.58								
					Completed 2020/04/16 12:45	Repair Hours:	1.88	Incompleted Need Parts - Not Operational							
						Resolution Hours:	11.9								
	ProblemCodes														
	Problem Code:	Machine Fault/Error Code/Fault Code													

## SAU 35 - FLEET REPORT FY20

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Clean/Adjust												
Call	SC223293	Parts Shipped [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05					0	1	0
	Assigned Tech:	Harold Santamore	Received: 2020/04/16 15:37	Response Hours:	87.98	Call Priority:	down machine							
	Caller:	Toni Butterfield	Dispatched: 2020/05/04 11:23	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	Call for Service - CC50.... ANYTIME is good. the needs ACAD PARTS SENT 04/17/2020	Arrived: 2020/05/04 12:00 Departure 2020/05/04 12:49	Travel Hours:	0.62									
				Repair Hours:	0.82									
				Resolution Hours:	0									
SC223293														
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
Call	SC224506	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05					10.87	0	0
	Assigned Tech:	Harold Santamore	Received: 2020/05/13 11:47	Response Hours:	9.07	Call Priority:	down machine							
	Caller:	Toni Butterfield	Dispatched: 2020/05/14 11:14	CM Response Hours:	9.07	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	jamming every 3rd or 4th print - Toni leaving at 3 pm on Wed and will be back on Thurs @ 8 am	Arrived: 2020/05/14 12:21 Completed 2020/05/14 14:09	Travel Hours:	1.12									
				Repair Hours:	1.8									
				Resolution Hours:	10.87									
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Clean/Adjust												
HP P1606dn [HP]														
OSV-04001 sn:														
OSV-04002 sn:														
OSV-04003 sn:														
OSV-04004 sn:														
M2535DN [Kyocera]														
OSV-03737 sn:														
P-2135DN Printer [Kyocera]								13.83	10.18	0.8	3.8	1	0	
OSV-03727 sn:LVK5835079								10.18	10.18	1.1	11.3	0	0	
SC221534														
Call	SC221534	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05					11.3	0	0
	Assigned Tech:	Harold Santamore	Received: 2020/03/12 13:10	Response Hours:	10.18	Call Priority:	N							
	Caller:	Aaron Goldman	Dispatched: 2020/03/13 14:20	CM Response Hours:	10.18	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	sound like the drum or roller in the bakc is rotation...rotation is fine but no noise	Arrived: 2020/03/13 14:51 Completed 2020/03/13 15:58	Travel Hours:	0.52									
				Repair Hours:	1.12									
				Resolution Hours:	11.3									

## SAU 35 - FLEET REPORT FY20

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	P Maintenance												
	Resolution Code:	Clean/Adjust												
OSV-03728 sn:LVK5835078								15.66		0.6		0.0	1	0
SC216526														
Call	SC216526	Lines on copy [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CT01099-OSV-05		0	0	0
	Assigned Tech: Randy Ladd			Received: 2020/02/05 09:35		Response Hours:	26.97		Call Priority: High					
	Caller: Aaron Goldman			Dispatched: 2020/02/10 10:03		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: printing a line down the side of the copies			Arrived: 2020/02/10 11:03		Travel Hours:	1							
				Completed 2020/02/10 11:22		Repair Hours:	0.32		Need Parts - Operational					
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
Call	SC217118	Lines on copy [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CT01099-OSV-05		0	1	0
	Assigned Tech: Randy Ladd			Received: 2020/02/10 11:23		Response Hours:	4.35		Call Priority: High					
	Caller: Aaron Goldman			Dispatched: 2020/02/12 07:31		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Needs drum unit - printing a line down the side of the noise			Arrived: 2020/02/12 08:15		Travel Hours:	0.73							
				Departure 2020/02/12 09:10		Repair Hours:	0.92							
						Resolution Hours:	0							
SC217118														
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Drum Repair or Replacement												
OSV-03730 sn:														
OSV-03731 sn:														
OSV-03732 sn:														
OSV-03733 sn:														
OSV-03734 sn:														
Lisbon Regional School : 25 Highland		20.00%	5	1										
E-Studio 4555c [Toshiba]								20.48	20.48	0.1	20.5	0	0	
OSV-03722 sn:C7AE37792								20.48	20.48	0.1	20.5	0	0	
SC217687														

## SAU 35 - FLEET REPORT FY20

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC217687	Noisy Operation [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05	20.53					0	0
		Assigned Tech: Harold Santamore	Received: 2020/02/13 10:24	Response Hours:	20.48	Call Priority:	High							
		Caller: Rosanna Burke	Dispatched: 2020/02/17 12:16	CM Response Hours:	20.48	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Machine is making a high pitched squeaking sound when printing	Arrived: 2020/02/17 13:53	Travel Hours:	1.62									
			Completed 2020/02/17 13:56	Repair Hours:	0.05									
				Resolution Hours:	20.53									
		ProblemCodes												
		Problem Code:	Noise											
		Resolution Code:	Clean/Adjust											
		Resolution Code:	Lubricate											
	E-Studio 5560cT [Toshiba]							12.52		0.2		0.0	0	0
	OSV-03723 sn:CSAE16852							12.52		0.2		0.0	0	0
	SC220823													
Call	SC220823	Preventive Maintenance [PM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05	0					0	0
		Assigned Tech: Harold Santamore	Received: 2020/03/09 08:44	Response Hours:	12.52	Call Priority:	High							
		Caller: Rossana Burke	Dispatched: 2020/03/10 12:44	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Time for periodic maintenance. Also color copies are not true. Colors are very dark and messy	Arrived: 2020/03/10 12:45	Travel Hours:	0.02									
			Completed 2020/03/10 12:54	Repair Hours:	0.15									
				Resolution Hours:	0									
		ProblemCodes												
		Problem Code:	Image Quality											
		Resolution Code:	Clean/Adjust											
	Estudio 657 [Toshiba]							10.81		16.19	1.3	11.5	0	0
	OSV-03745 sn:CAIE26246							5.94		11.80	1.6	6.6	0	0
	SC217200													
Call	SC217200	MAINT LITE [PM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05	0					0	0
		Assigned Tech: Randy Ladd	Received: 2020/02/10 14:41	Response Hours:	0.07	Call Priority:	N							
		Caller: Rossana Burke	Dispatched: 2020/02/10 14:45	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: periodic maintenance	Arrived: 2020/02/10 14:45	Travel Hours:	0									
			Completed 2020/02/10 16:30	Repair Hours:	1.75									
				Resolution Hours:	0									
		ProblemCodes												
		Problem Code:	P Maintenance											
		Resolution Code:	Cleaned and Tested											
		Resolution Code:	Replaced Parts											
	SC224087													
Call	SC224087	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05	13.2					0	0
		Assigned Tech: Harold Santamore	Received: 2020/05/05 08:14	Response Hours:	11.8	Call Priority:	down machine							
		Caller: Rosanna Burke	Dispatched: 2020/05/06 11:32	CM Response Hours:	11.80	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Cannot Print - multiple users says call for machine	Arrived: 2020/05/06 11:32	Travel Hours:	0									
			Completed 2020/05/06 12:56	Repair Hours:	1.4									

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	13.2							
	ProblemCodes													
	Problem Code:	Machine Fault/Error Code/Fault Code												
	Resolution Code:	Update Firmware												
OSV-03746 sn:CAIE26882								20.57	20.57		0.9	21.4	0	0
SC217685														
Call	SC217685	COPY QUALITY POOR [CM]			Call In SLA: No	SLA Response Hours:	4.00	Contract#: CT01099-OSV-05				21.42	0	0
	Assigned Tech: Harold Santamore				Received: 2020/02/13 10:23	Response Hours:	20.57	Call Priority: N						
	Caller: Rosanna Burke				Dispatched: 2020/02/17 13:56	CM Response Hours:	20.57	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Black smudges and streaks appear on paper. Was cleaned these date and these etc.				Arrived: 2020/02/17 13:57	Travel Hours:	0.02							
					Completed 2020/02/17 14:48	Repair Hours:	0.85							
						Resolution Hours:	21.42							
	ProblemCodes													
	Problem Code:	Image Quality												
	Resolution Code:	Clean/Adjust												
Estudio 857 [Toshiba]								15.79	7.71		1.2	4.2	1	0
OSV-03680 sn:CAFE23172								15.79	7.71		1.2	4.2	1	0
SC213270														
Call	SC213270	Cleaning Web [CM]			Call In SLA: No	SLA Response Hours:	4.00	Contract#: CT01099-OSV-05				13.43	0	0
	Assigned Tech: Randy Ladd				Received: 2020/01/15 08:13	Response Hours:	11.93	Call Priority: High						
	Caller: Rossana Burke				Dispatched: 2020/01/16 10:08	CM Response Hours:	11.93	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Periodic cleaning maintenance fuser cleaning wash				Arrived: 2020/01/16 11:39	Travel Hours:	1.52							
					Completed 2020/01/16 13:09	Repair Hours:	1.5							
						Resolution Hours:	13.43							
	ProblemCodes													
	Problem Code:	P Maintenance												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC216654														
Call	SC216654	PM [PM]			Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01099-OSV-05				0	0	0
	Assigned Tech: Randy Ladd				Received: 2020/02/05 15:11	Response Hours:	22.3	Call Priority: N						
	Caller: Ellie Keefe				Dispatched: 2020/02/10 11:31	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: pm lite on				Arrived: 2020/02/10 11:59	Travel Hours:	0.47							
					Completed 2020/02/10 13:55	Repair Hours:	1.93							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	P Maintenance												
	Resolution Code:	Cleaned and Testedd												
SC224437														

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC224437	Service Code [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01099-OSV-05					3.52	0	0
		Assigned Tech: Harold Santamore		Received: 2020/05/12 10:52	Response Hours:	3.48	Call Priority: Assist							
		Caller: Ellie Keefe		Dispatched: 2020/05/12 13:54	CM Response Hours:	3.48	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: F101 call for service		Arrived: 2020/05/12 14:21	Travel Hours:	0.45								
				Completed 2020/05/12 14:23	Repair Hours:	0.03	Incompleted Need Parts - Not Operational							
					Resolution Hours:	3.52								
		ProblemCodes												
		Problem Code:	Machine Fault/Error Code/Fault Code											
		Resolution Code:	Phone Fix											
Call	SC224459	Parts Shipped [O]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01099-OSV-05					0	1	0
		Assigned Tech: Keith Llewellyn		Received: 2020/05/12 14:24	Response Hours:	25.43	Call Priority: N							
		Caller: Ellie Keefe		Dispatched: 2020/05/18 08:50	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: F101 call for service PART SENT 05/13/2020		Arrived: 2020/05/18 10:11	Travel Hours:	1.35								
				Departure 2020/05/18 11:26	Repair Hours:	1.25								
					Resolution Hours:	0								
SC224459														
		ProblemCodes												
		Problem Code:	Machine Fault/Error Code/Fault Code											
		Resolution Code:	Update Firmware											
		Resolution Code:	Board Replacement											
HP M401dn [HP]														
OSV-04006 sn:														
OSV-04007 sn:														
OSV-04010 sn:														
OSV-04011 sn:														
OSV-04013 sn:														
HPM451DN [Hewlett Packard]														
OSV-04005 sn:														
OSV-04008 sn:														
OSV-04009 sn:														
OSV-04012 sn:														
P-2135DN Printer [Kyocera]														



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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
OSV-03255 sn:																
OSV-03740 sn:																
OSV-03741 sn:																
OSV-03742 sn:																
Profile Jr/Sr High : 691 Profile Road																
E-Studio 5560cT [Toshiba]										3.05	3.05	0.7	3.8	0	0	
OSV-03724 sn:CSEE19600										3.05	3.05	0.7	3.8	0	0	
SC214610																
	Call	SC214610	?Unknown Problem? [CM]			Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CT01099-OSV-05			0.67	0	0	
		Assigned Tech: Randy Ladd				Received: 2020/01/23 11:51		Response Hours:	0.03	Call Priority: N						
		Caller: Kim Antonucci				Dispatched: 2020/01/23 11:53		CM Response Hours:	0.03	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: cd80 error				Arrived: 2020/01/23 11:53		Travel Hours:	0							
						Completed 2020/01/23 12:31		Repair Hours:	0.63							
								Resolution Hours:	0.67							

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	P Maintenance												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Needs parts												
	Resolution Code:	Replaced Parts												
Call	SC214178	HAS PART [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05			0	1	0
	Assigned Tech: Randy Ladd			Received: 2020/01/21 14:27		Response Hours:	0.43	Call Priority:	N					
	Caller: Shauna Muphy			Dispatched: 2020/01/23 09:56		CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Needs fuser kit - PM fuser cleaning web			Arrived: 2020/01/23 10:21		Travel Hours:	0.42							
		MAINT PARTS AT CUND		Departure 2020/01/23 11:45		Repair Hours:	1.4							
						Resolution Hours:	0							
SC214178														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Tested												
	Resolution Code:	Replaced Parts												
Estudio 657 [Toshiba]														
OSV-03748 sn:														
OSV-03792 sn:														
EStudio 757 [Toshiba]														
OSV-03793 sn:														
HP CP4520 [HP]														
OSV-04019 sn:														
HP M401dn [HP]														
OSV-04015 sn:														
OSV-04020 sn:														
OSV-04021 sn:														
HP P1606dn [HP]														
OSV-04016 sn:														
HP1525NW [Hewlett Packard]														
OSV-04014 sn:														
HPM451DN [Hewlett Packard]														
OSV-04017 sn:CNB0205485									18.82	18.82	0.6	19.4	0	0
									18.82	18.82	0.6	19.4	0	0

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[illegible]

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes														
	Problem Code:	Image Quality													
	Resolution Code:	Drum Repair or Replacement													
Call	SC219111	Parts in Box [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05						0	1	0
	Assigned Tech:	Harold Santamore	Received: 2020/02/25 11:04	Response Hours:	6.35	Call Priority:	N								
	Caller:	Gabrielle Granger-Clark	Dispatched: 2020/02/27 13:59	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc:	Needs cyan drum and EPU kit - blue smudge where black should be. - Karen DADTS AT	Arrived: 2020/02/27 14:21	Travel Hours:	0.37										
			Departure 2020/02/27 14:55	Repair Hours:	0.57										
				Resolution Hours:	0										
SC219111															
	ProblemCodes														
	Problem Code:	Follow up													
	Resolution Code:	Drum Repair or Replacement													
SC224093															
Call	SC224093	Remove Jam [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05						45.43	0	0
	Assigned Tech:	Harold Santamore	Received: 2020/05/05 08:45	Response Hours:	44.5	Call Priority:	down machine								
	Caller:	Karen Watson	Dispatched: 2020/05/12 10:34	CM Response Hours:	44.50	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc:	machine is jammed and cannot remove the remaining piece of paper	Arrived: 2020/05/12 10:45	Travel Hours:	0.18										
			Completed 2020/05/12 11:41	Repair Hours:	0.93										
				Resolution Hours:	45.43										
	ProblemCodes														
	Problem Code:	Jamming/Jammed													
	Resolution Code:	Clean/Adjust													
SC225931															
Call	SC225931	DOWN MAC NOTRUN [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05						19.02	0	0
	Assigned Tech:	Harold Santamore	Received: 2020/06/08 08:06	Response Hours:	18.02	Call Priority:	down machine								
	Caller:	Gabrielle Granger-Clark	Dispatched: 2020/06/10 07:53	CM Response Hours:	18.02	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc:	Constant jams. Machine is down. Call call to make appointment. 672.001.4143 note in office	Arrived: 2020/06/10 09:07	Travel Hours:	1.23										
			Completed 2020/06/10 10:07	Repair Hours:	1										
				Resolution Hours:	19.02										
	ProblemCodes														
	Problem Code:	Jamming/Jammed													
	Resolution Code:	Clean/Adjust													
SC227059															
Call	SC227059	Needs Part [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01099-OSV-05						0	0	0
	Assigned Tech:	Harold Santamore	Received: 2020/06/23 08:25	Response Hours:	0.78	Call Priority:	N								
	Caller:	Gabrielle Granger-Clark	Dispatched: 2020/06/23 09:12	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc:	said needs part? customer called back wanting to know status of the part	Arrived: 2020/06/23 09:12	Travel Hours:	0										
			Completed 2020/06/23 09:14	Repair Hours:	0.03	Need Parts - Not Operational									
				Resolution Hours:	0										
	ProblemCodes														
	Problem Code:	Jamming/Jammed													

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Remove Jam												
Call	SC227069	HAS PART [O]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01099-OSV-05				0	1	0
	Assigned Tech: Harold Santamore		Received: 2020/06/23 09:17		Response Hours: 3.73		Call Priority: 4HR Response							
	Caller: Gabrielle Granger-Clark		Dispatched: 2020/06/30 08:23		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: said needs part? customer called back wanting to know status of the part HAS PARTS		Arrived: 2020/06/30 09:52		Travel Hours: 1.48									
			Departure 2020/06/30 10:33		Repair Hours: 0.68									
					Resolution Hours: 0									
SC227069														
	ProblemCodes													
	Problem Code:	Jamming/Jammed												
	Resolution Code:	Install Equipment or Solution												
Estudio 657 [Toshiba]														
OSV-03743 sn:														
HP M401dn [HP]														
OSV-04028 sn:														
OSV-04029 sn:														
HP P1102 [HP]														
OSV-04030 sn:														
HPM451DN [Hewlett Packard]														
OSV-04027 sn:														
P-2135DN Printer [Kyocera]														
OSV-03738 sn:														
OSV-03739 sn:														
Total									14.75	13.83	32.45	418.96	7	0