

**SPC SUMMARY** 

Overall, there have been 48 service calls made on the 56 copiers and printers within your fleet managed by OSV, with an average uptime of 99.36%, which is fair for the number of machines in your fleet. Service call response time has averaged 5.71 hours, which is over the average response time of 4 hours outlined in your bid specs. However 81% of 43 onsite service calls were resolved on the first call, and 46% were resolved in less than four hours. Some of your service calls were courtesy follow-up calls and return for parts installation or preventative maintenance.

Only one copiers had more than 5 service calls in the time period of this report (7/1/18 to 6/30/19). The calls were error codes, with 2 calls involving parts replacement.

You will note the Detail Stats Charts tab contains graphs reflecting how well OSV is responding to the service calls, uptime, average response time, and call resolution. These are helpful visual aids in addition to the tables within. The Net Promoter Score graph is based on surveys received by the vendor. No surveys have been received by the vendor to provide satisfaction details.

The Detail Stats tab shows the individuals who placed service calls and for which machines (hidden). The equipment details can be obtained by clicking on the + to the left of the contact name.

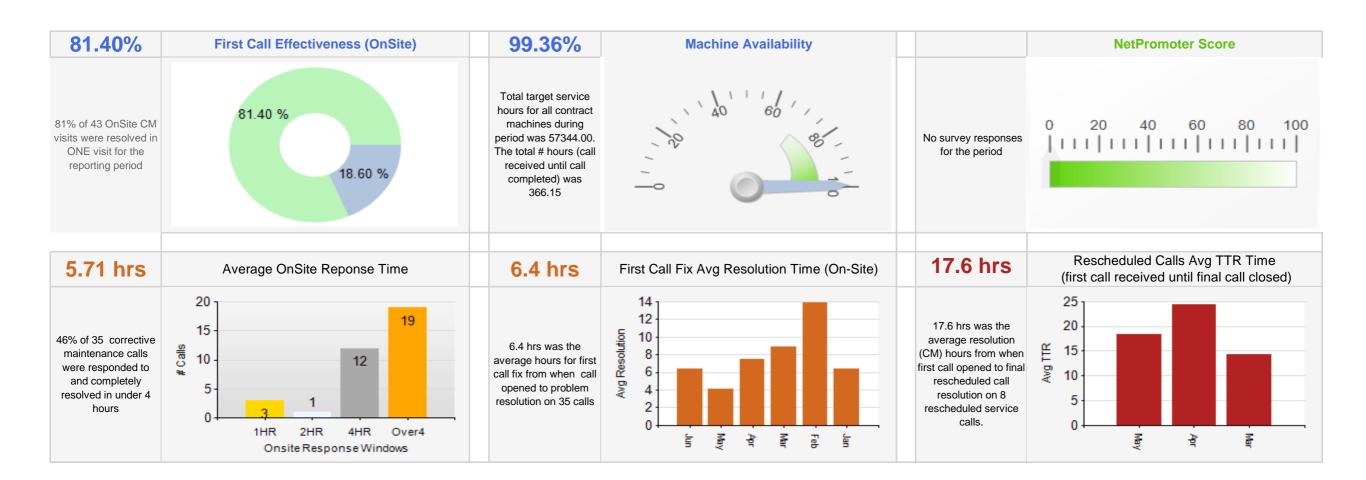
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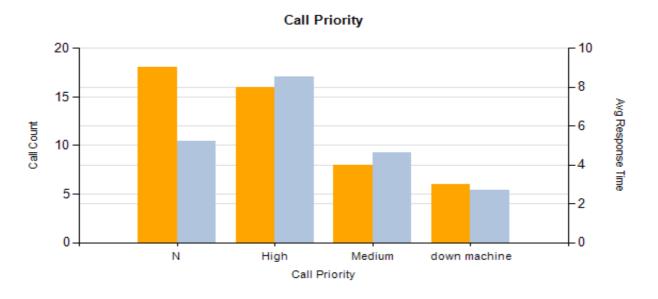
			Equipment with g	reater than 5 c	alls for the rep	orting period J	July 1, 2018 to	June 30, 201	9			
				Annual	Annual							
				Volume FY	Volume FY	Black Meter	Color Meter	Expected		Average	OSV	SPC
Building	Location	Equipment	Serial Number	17-18	18-19	6/30/19	6/30/19	Life	Total Calls	Response Time	Recommendations	Recommendations
												0
												Service calls were
												primarily for error codes
												(6) with adjustments
												made on all, parts
												replaced on two calls;
												one service call was to
Whitefield Elementary	Upper Common Area	E-Studio 857 OSV-03918	SAAF90338	304,484	280,431	872,438	N/A	5,000,000	8	4.84		install parts ordered.

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
Lancaster Elementary School : 35 Ice Pond Road							
OSV-03872[ Toshiba/E-Studio 5560cT]	Main Office	SSAF90747	6/30/2016	4	0	0	5.25
					6,369	6,784	
OSV-03875[ Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90329	6/30/2016	2	4,521	5,224	5
OSV-03877[ Toshiba/Estudio 857]	Room 36 - Copy Room	SAAF90304	6/30/2016	4	23,448	30,064	5
OSV-03879[ Toshiba/EStudio 757]	Admin Office	CABF31294	6/30/2016	1	29,423	29,842	Ę
OSV-03919[ Kyocera/P6130cdn]	Room 87	V5Q6403049	6/30/2016	0	10,656	7,195	4
					89	135	
OSV-03920[ Kyocera/P6130cdn]	Room 46	V5Q6403048	6/30/2016	1	90	55	4
					257	595	
OSV-03950[ Kyocera/FS-2100DN]	Room 34 - Library	LQA6436009	6/30/2016	1	999	969	6.75
OSV-03952[ Kyocera/FS-2100DN]	Room 42	LQA6436015	6/30/2016	1	1,667	1,478	6.75
OSV-03957[ Kyocera/P-2135DN Printer]	Room 95	LVK6542893	6/30/2016	0	1,266	2,215	5.25
OSV-03973[ Kyocera/P-2135DN Printer]	Room 17	LVK6542884	6/30/2016	0	386	489	5.25
OSV-03974[ Kyocera/P-2135DN Printer]	Room 111	LVK6542890	6/30/2016	0	14	0	5.25
OSV-03975[ Kyocera/P-2135DN Printer]	Room 111	LVK6542885	6/30/2016	0	498	493	5.25
OSV-03976[ Kyocera/P-2135DN Printer]	Room 92	LVK6542895	6/30/2016	1	770	123	5.25
OSV-05643[ Kyocera/M2635dw]	Nurses Office #92	VCA8603469	10/12/2018	0	84	10	2.25
White Mountains Regional High School : PO Box 338 127 Regional Road							
OSV-03876[ Toshiba/E-Studio 6560c]	Main Office	CSCF25480	6/30/2016	3	0	0	5.25
					9,990	5,169	
OSV-03880[ Toshiba/Estudio 657]	Steam Building Right Side	CABF31281	6/30/2016	2	4,602	4,181	ţ
OSV-03881[ Toshiba/Estudio 857]	Staff Lunch Room	SAAF90337	6/30/2016	2	6,309	2,460	ţ
OSV-03882[ Toshiba/Estudio 857]	Media Center Storage	SAAF90296	6/30/2016	0	8,691	5,026	ţ
OSV-03883[ Toshiba/E-Studio 4555c ]	Teachers Workspace	C7BF52824	6/30/2016	2	23,978	7,646	(
					3,246	14,848	
OSV-03884[ Toshiba/Estudio 857]	Media Center Storage	SAAF90341	6/30/2016	0	2,432	2,413	ţ
OSV-03891[ Kyocera/P6130cdn]	Media Center	V5Q6403056	6/30/2016	1	17,835	7,888	4
					169	292	

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
OSV-03896[ Kyocera/P6130cdn]	RM118 Futures Program	V5Q6403057	6/30/2016	0	571	321	4
					128	489	
OSV-03915[ Toshiba/E-Studio 5560cT]	Room 203 - Vocational	SSAF90751	6/30/2016	0	139	581	5.25
					3,287	2,006	
OSV-03916[ Toshiba/TOSHES457]	Special Education	CEDF66318	6/30/2016	2	658	706	5
OSV-03943[ Kyocera/M2535DN]	Food Service Office	LVZ6431676	6/30/2016	2	4,649	3,133	5.25
OSV-03961[ Kyocera/FS-2100DN]	Media Room	LQA6436012	6/30/2016	0	1,267	1,177	6.75
OSV-03962[ Kyocera/FS-2100DN]	Room 100 Office by Secretaries	LQA6436002	6/30/2016	0	3,438	1,266	6.75
OSV-03963[ Kyocera/FS-2100DN]	RM 106	LQA6436005	6/30/2016	0	910	975	6.75
OSV-03964[ Kyocera/FS-2100DN]	IT OFFICE	LQA6436008	6/30/2016	0	608	316	6.75
OSV-03965[ Kyocera/FS-2100DN]	Lab Room 136	LQA6435998	6/30/2016	0	572	50	6.75
OSV-03966[ Kyocera/FS-2100DN]	Room 210 SPED	LQA6435999	6/30/2016	0	178	113	6.75
OSV-03968[ Kyocera/P-2135DN Printer]	121 Danault	LVK6542898	6/30/2016	0	991	1,020	5.25
OSV-03972[ Kyocera/P-2135DN Printer]	Not in Production Sitting in IT Office	LVK6542894	6/30/2016	0	513	293	5.25
OSV-04052[ Toshiba/E-Studio 4555c ]	Guidance Office	C7BF52810	6/28/2016	1	464	139	6
					1,818	3,888	
OSV-04053[ HP/HP M401dn]	Room 128	PHGFD08463		0	897	2,793	6.5
White Mountains Regional School District - NHSAU 36 :							
14 King Square OSV-03868[ Toshiba/E-Studio 6570c]	Main Office	CSAF24353	6/30/2016	2	0	0	5.25
OOV GOODE TOSTIBALE-GRADIO GOLOGI	Wall Office	OOAI 24000	0/30/2010	2	4,533		3.23
OSV-03878[ Toshiba/Estudio 657]	Accounts Payable	CABF31267	6/30/2016	1	2,489		5
OSV-03951[ Kyocera/FS-2100DN]	Superintendent's Secretary	LQA6436006	6/30/2016		6,865		6.75
OSV-04054[ Hewlett Packard/HPCP5225dn]	Room 100	CNGCH8C1BP	0/30/2016	0	575		8.75
OSV-04004[ Newlett Fackatu/NFOF3223UII]	NOOHI 100	CINGCHOCIDE		0			6.75
OSV 040501 Howlett Dockard/HD D20453	Tring	VNID2V40000			117		4.4
OSV-04056[ Hewlett Packard/HP P3015]	Trina	VNB3Y46993	7/04/0040	0		587	11
OSV-04127[ Kyocera/FS-2100DN]	Cafeteria	LQA6536799	7/21/2016	0	3,065	2,808	8.75
Whitefield Elementary School : 34 Twin Mountain Road							

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
OSV-03873[ Toshiba/E-Studio 6560c]	Main Office	CSCF25479	6/30/2016	5	0	0	5.25
					22,136	17,874	
OSV-03888[ Kyocera/P6130cdn]	Lower Common Area	V5Q6403067	6/30/2016	0	5,149	6,531	4
					195	186	
OSV-03889[ Kyocera/P6130cdn]	Room 29	V5Q6403054	6/30/2016	0	210	232	4
					124	130	
OSV-03890[ Kyocera/P6130cdn]	Room 107	V5Q6403040	6/30/2016	0	124	133	4
					138	160	
OSV-03917[ Toshiba/Estudio 857]	Teachers Room 2nd Floor	SAAF90294	6/30/2016	2	140	171	5
OSV-03918[ Toshiba/Estudio 857]	Upper Common Area	SAAF90338	6/30/2016	8	13,688	17,915	5
OSV-03953[ Kyocera/P-2135DN Printer]	Room 131	LVK6543145	6/30/2016	0	25,374	23,369	5.25
OSV-03954[ Kyocera/P-2135DN Printer]	Room 32	LVK6542900	6/30/2016	0	272	245	5.25
OSV-03955[ Kyocera/P-2135DN Printer]	Room 40	LVK6543144	6/30/2016	0	298	188	5.25
OSV-03956[ Kyocera/P-2135DN Printer]	Room 44	LVK6542880	6/30/2016	0	313	287	5.25
OSV-03967[ Kyocera/FS-2100DN]	Library	LQA6436010	6/30/2016	0	267	265	6.75
OSV-03969[ Kyocera/FS-2100DN]	Room 125	LQA6436013	6/30/2016	0	329	421	6.75
OSV-03970[ Kyocera/P-2135DN Printer]	Room 137	;VL6542896	6/30/2016	0	198	217	5.25
OSV-03971[ Kyocera/P-2135DN Printer]	Guidance Room 23	LVK6542891	6/30/2016	0	529	29	5.25
OSV-04055[ Hewlett Packard/HPCP5225dn]	Room 143	CNGCH6C18G		0	118	88	8.75
					46	125	
TOTALS AND AVERAGES				48	3702	3320	





Caller	Call Count
Alex	1
Bethany Chase	14
Colleen Bosse	2
Eric Moodey	1
James Sorochak	3
Kathy Scott	1
Robin LaLonde	6
Roxanne Hartlen	3
Stephanie Glidden	8
Tamika Phillips	9
Total	48

											Time	Rescheduled	Call Back
		% Calls in SLA	Total Calls	In SL	Α			6.71	5.71	0.7	7.6		8
		22.222%	9	9	2								
										0.8	8.2		2
47								6.30	0.02	0.8	8.2		2
SC175181	Customer requests clea	aning [CC]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			(		0
					Response Hours:	0.28							
Caller	: Bethany Chase		Dispatched:	: 2019/03/21 11:03	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
Call Desc:	: cleaning				Travel Hours:	0.02							
			Completed	1 2019/03/21 11:30									
					Resolution Hours:	0							
Problem Code:	COPY QUALITY												
Resolution Code:		Calibrated											
Resolution Code:		Cleaned and Tested											
SC183752	COPY QUALITY POOR	R [CM]	Call In SLA:	: Yes	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			0.6		0
_					Response Hours:	0.02							
Caller	: Bethany Chase		Dispatched:	: 2019/05/22 12:01	CM Response Hours:	0.02	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
Call Desc:	coy quality		Arrived:	: 2019/05/22 12:01	Travel Hours:	0							
			Completed	1 2019/05/22 12:36	Repair Hours:		Incompleted	1-Need Parts					
					Resolution Hours:	0.6							
Problem Code:	COPY QUALITY												
Resolution Code:		Cleaned and Tested											
Resolution Code:		Needs parts											
SC183769	COPY QUALITY POOR	R [CM]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			24.43		1
Assigned Tech:	: Randy Ladd		Received:	: 2019/05/22 12:38	Response Hours:	23.07	Call Priority:	N					
Caller	: Bethany Chase		Dispatched:	: 2019/05/28 10:12	CM Response Hours:				Parts Labor Travel Toner				
Call Desc	: Needs color drums and	EPU kits - coy quality	Arrived:	: 2019/05/28 10:12	Travel Hours:	0							
					Repair Hours:	1.37	Incompleted	1-Need Parts					
					Resolution Hours:	24.43							
00404040	CODY CLIMITY DOOD	D [CM]	0-111 01 1	N/A	CI A Decrease !!		0	OT04005 OOV 00					
		( [CM]									7.77		1
					Response Hours:	1.83							
Caller	: Bethany Chase		Dispatched:	: 2019/05/29 08:09	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
Call Desc:	: Needs fuser kit - Needs	s color drums and EPU			Travel Hours:	1.82							
			Departure	2019/05/29 10:51	Repair Hours:	0.88							
					Resolution Hours:	7.77							
ProblemCodes													
	SC175181  Assigned Tech Caller Call Desc  ProblemCodes Problem Code: Resolution Code: Resolution Code: Caller Call Desc  ProblemCodes ProblemCodes  ProblemCodes  ProblemCodes Caller Call Desc  SC183769  Assigned Tech Caller Caller Call Desc  SC183769  Assigned Tech Caller Call Desc	SC175181 Customer requests clear Assigned Tech: Randy Ladd Caller: Bethany Chase Call Desc: cleaning  ProblemCodes Problem Code: COPY QUALITY  Resolution Code: Resolution Code: Call Desc: coy quality  ProblemCodes Call Desc: coy quality  ProblemCodes Call Desc: coy quality  ProblemCodes Call Desc: COPY QUALITY POOF Assigned Tech: Randy Ladd Caller: Resolution Code: Resolution Code: Resolution Code: COPY QUALITY POOF Assigned Tech: Randy Ladd Caller: Resolution Chase Call Desc: Needs color drums and Caller: Randy Ladd	ASSIGNED TECH: Randy Ladd Caller: Bethany Chase Call Desc: cleaning  ProblemCodes Problem Code: COPY QUALITY  Resolution Code: Cleaned and Tested  SC183752 COPY QUALITY POOR [CM]  Assigned Tech: Randy Ladd Caller: Bethany Chase Call Desc: coy quality  ProblemCodes Copy QUALITY POOR [CM]  Assigned Tech: Randy Ladd Caller: Bethany Chase Call Desc: coy quality  SC183769 COPY QUALITY POOR [CM]  Assigned Tech: Randy Ladd Caller: Bethany Chase Call Desc: Needs color drums and EPU kits - coy quality  SC184313 COPY QUALITY POOR [CM]  Assigned Tech: Randy Ladd Caller: Bethany Chase Call Desc: Needs color drums and EPU kits - coy quality  SC184313 COPY QUALITY POOR [CM]  Assigned Tech: Randy Ladd Caller: Bethany Chase Call Desc: Needs fuser kit - Needs color drums and EPU	SC175181 Customer requests cleaning [CC] Call In SLA Assigned Tech: Randy Ladd Received Caller: Bethany Chase Dispatched Call Desc: cleaning Arrived Completed  Problem Code: COPY QUALITY Resolution Code: Calibrated Resolution Code: Cleaned and Tested  SC183752 COPY QUALITY POOR [CM] Call In SLA Assigned Tech: Randy Ladd Received Call Desc: coy quality Arrived Completed  Problem Code: Copy QUALITY Call In SLA Received Call Desc: Copy QUALITY Resolution Code: Cleaned and Tested Call Desc: Soy quality Completed  Problem Code: Copy QUALITY Resolution Code: Copy QUALITY Resolution Code: Copy QUALITY Resolution Code: Copy QUALITY Resolution Code: Needs parts SC183769 COPY QUALITY POOR [CM] Call In SLA Received Call Desc: Needs color drums and EPU kits - coy quality Arrived Call Desc: Needs color drums and EPU kits - coy quality  SC184313 COPY QUALITY POOR [CM] Assigned Tech: Randy Ladd Caller: Bethany Chase Dispatched Call Desc: Needs color drums and EPU kits - coy quality Call In SLA Received Call Desc: Needs color drums and EPU kits - coy quality Arrived Call Desc: Needs color drums and EPU kits - coy quality Arrived Call Desc: Needs color drums and EPU kits - coy quality Arrived Call Desc: Needs color drums and EPU kits - coy quality Arrived Call Desc: Needs color drums and EPU kits - coy quality Arrived Call Desc: Needs color drums and EPU kits - coy quality Arrived Call Desc: Needs color drums and EPU kits - coy quality Arrived Call Desc: Needs color drums and EPU kits - coy quality Arrived Arrived	### SC175181	Assigned Tech: Randy Ladd Caller Bethany Chase Call Desc: Copy QUALITY POOR [CM] Assigned Tech: Randy Ladd Caller Bethany Chase Call Desc: Copy QUALITY POOR [CM] Caller Bethany Chase Call Desc: Copy QUALITY POOR [CM] Call Desc: Copy QUALITY Caller Bethany Chase Call Desc: Copy QUALITY Caller Bethany Chase Caller Chicagolity Caller Statistics Caller Caller Caller Statistics Caller Statistics Caller		No. Calls in SLA   Total Calls   In SLA	5, Calls in SLA   Total Calls   in SLA		Scale Power   Scale Power	Coll   Coll	Total Code   Fig. 10

								Response	e Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Ba
								T.Coponio				Time		
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Needs parts											
	Resolution Code:		Replaced Parts											
SC184313	3													
	ProblemCodes	3												
		Error Code												
	Resolution Code:		Tested											
	Resolution Code:		Replaced Parts											
	Resolution Code:		Replaced Paris						0.40	0.40	1.0	0.5	7	0
Studio 757 [Toshiba]									8.48					0
OSV-03879 sn:CABF31	1294								8.48	8.48	1.2	9.7	7	0
SC16710	16													
Ca	all SC167106	ERROR CODE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#: CT01205-	-OSV-03			9.68	8	0
	A :	. Dand J. J.		5	2040/04/04 42 22	D II	2.45	Och Barrier M						
	Assigned Tech				2019/01/24 10:33	Response Hours:	8.48	Call Priority: N						
	Caller	: Bethany Chase		Dispatched:	2019/01/25 08:37	CM Response Hours:	8.48	Bill Code: OSV Copi	ier Maint Incl P	Parts Labor Travel Toner				
	Call Desc	: Wrench CD30		Arrived:	2019/01/25 10:32	Travel Hours:	1.92							
	- Can Bood				2019/01/25 11:44	Repair Hours:	1.2							
				Completed	2013/01/23 11.44	Resolution Hours:	9.68							
						Resolution Flours.	9.00							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
studio 857 [Toshiba]									9.65	6.84	0.7	7.8	8	1
OSV-03875 sn:SAAF90	)329								14.60					1
SC18361;	2													
		Comice Code (CMI)		0-111-014	M.	OLA Bassassas Hauss	4.00	O11" OT04005	001/ 00			0.44	_	0
Ca	SC183613	Service Code [CM]		Call In SLA:	NO	SLA Response Hours:	4.00	Contract#: CT01205-	-057-03			6.15	5	0
	Assigned Tech	: Randy Ladd		Received:	2019/05/21 14:04	Response Hours:	5.73	Call Priority: High						
	Assigned Tech Caller				2019/05/21 14:04 2019/05/22 11:18	Response Hours:	5.73 5.73	Call Priority: High Bill Code: OSV Copi	ier Maint Incl P	Parts Labor Travel Toner				
		: Randy Ladd : Bethany Chase			2019/05/21 14:04 2019/05/22 11:18	Response Hours: CM Response Hours:	5.73 5.73		ier Maint Incl P	Parts Labor Travel Toner				
	Caller		ce	Dispatched:					ier Maint Incl P	Parts Labor Travel Toner				
	Caller	: Bethany Chase	ce	Dispatched:	2019/05/22 11:18	CM Response Hours:	5.73			Parts Labor Travel Toner				
	Caller	: Bethany Chase	ce	Dispatched:	2019/05/22 11:18 2019/05/22 11:18	CM Response Hours:	5.73 0	Bill Code: OSV Copi		Parts Labor Travel Toner				
	Caller	: Bethany Chase	ce	Dispatched:	2019/05/22 11:18 2019/05/22 11:18	CM Response Hours:  Travel Hours:  Repair Hours:	5.73 0 0.42	Bill Code: OSV Copi		Parts Labor Travel Toner				
	Caller	: Bethany Chase	ce	Dispatched:	2019/05/22 11:18 2019/05/22 11:18	CM Response Hours:  Travel Hours:  Repair Hours:	5.73 0 0.42	Bill Code: OSV Copi		Parts Labor Travel Toner				
	Caller Call Desc	: Bethany Chase ; code CB20 call for serving	ce	Dispatched:	2019/05/22 11:18 2019/05/22 11:18	CM Response Hours:  Travel Hours:  Repair Hours:	5.73 0 0.42	Bill Code: OSV Copi		Parts Labor Travel Toner				
	Caller Call Desc	: Bethany Chase : code CB20 call for service	ce	Dispatched:	2019/05/22 11:18 2019/05/22 11:18	CM Response Hours:  Travel Hours:  Repair Hours:	5.73 0 0.42	Bill Code: OSV Copi		Parts Labor Travel Toner				
	Caller Call Desc	: Bethany Chase ; code CB20 call for serving	De	Dispatched:	2019/05/22 11:18 2019/05/22 11:18	CM Response Hours:  Travel Hours:  Repair Hours:	5.73 0 0.42	Bill Code: OSV Copi		Parts Labor Travel Toner				
	Caller Call Desc ProblemCodes Problem Code:	: Bethany Chase : code CB20 call for service		Dispatched:	2019/05/22 11:18 2019/05/22 11:18	CM Response Hours:  Travel Hours:  Repair Hours:	5.73 0 0.42	Bill Code: OSV Copi		Parts Labor Travel Toner				
	Problem Code:  Resolution Code:	: Bethany Chase : code CB20 call for service  services  Error Code	Needs parts	Dispatched: Arrived: Completed	2019/05/22 11:18 2019/05/22 11:18 2019/05/22 11:43	CM Response Hours:  Travel Hours: Repair Hours: Resolution Hours:	5.73 0 0.42 6.15	Bill Code: OSV Copi	arts	Parts Labor Travel Toner				
Ca	Caller Call Desc ProblemCodes Problem Code:	: Bethany Chase : code CB20 call for service		Dispatched:	2019/05/22 11:18 2019/05/22 11:18 2019/05/22 11:43	CM Response Hours:  Travel Hours:  Repair Hours:	5.73 0 0.42	Bill Code: OSV Copi	arts	Parts Labor Travel Toner		23.9	9	1
Ca	ProblemCodes Problem Code:  Resolution Code:  SC183747	: Bethany Chase : code CB20 call for service  Error Code  Service Code [CM]		Dispatched: Arrived: Completed  Call In SLA:	2019/05/22 11:18 2019/05/22 11:18 2019/05/22 11:43 N/A	CM Response Hours:  Travel Hours: Repair Hours: Resolution Hours:	5.73 0 0.42 6.15	Bill Code: OSV Copi	arts	Parts Labor Travel Toner		23.9	9	1
Ca	ProblemCodes Problem Code:  Resolution Code:  SC183747  Assigned Tech	: Bethany Chase : code CB20 call for service  Error Code  Service Code [CM] : Randy Ladd		Dispatched: Arrived: Completed  Call In SLA: Received:	2019/05/22 11:18 2019/05/22 11:18 2019/05/22 11:43 N/A 2019/05/22 11:47	CM Response Hours:  Travel Hours: Repair Hours: Resolution Hours:  SLA Response Hours: Response Hours:	5.73 0 0.42 6.15	Bill Code: OSV Copi  Incompleted 1-Need Pa  Contract#: CT01205-  Call Priority: High	arts -OSV-03			23.9	9	1
Ca	ProblemCodes Problem Code:  Resolution Code:  SC183747  Assigned Tech	: Bethany Chase : code CB20 call for service  Error Code  Service Code [CM]		Dispatched: Arrived: Completed  Call In SLA: Received:	2019/05/22 11:18 2019/05/22 11:18 2019/05/22 11:43 N/A	CM Response Hours:  Travel Hours: Repair Hours: Resolution Hours:	5.73 0 0.42 6.15	Bill Code: OSV Copi  Incompleted 1-Need Pa  Contract#: CT01205-  Call Priority: High	arts -OSV-03	Parts Labor Travel Toner		23.9	9	1
Ca	ProblemCodes Problem Code:  Resolution Code:  SC183747  Assigned Tech Caller	E Bethany Chase  code CB20 call for service  Error Code  Service Code [CM]  Randy Ladd  Bethany Chase  Finisher delivery drive - o	Needs parts	Dispatched: Arrived: Completed  Call In SLA: Received: Dispatched:	2019/05/22 11:18 2019/05/22 11:18 2019/05/22 11:43 N/A 2019/05/22 11:47	CM Response Hours:  Travel Hours: Repair Hours: Resolution Hours:  SLA Response Hours: Response Hours:	5.73 0 0.42 6.15	Bill Code: OSV Copi  Incompleted 1-Need Pa  Contract#: CT01205-  Call Priority: High	arts -OSV-03			23.9	9	1
Ca	ProblemCodes Problem Code:  Resolution Code:  SC183747  Assigned Tech Caller	: Bethany Chase : code CB20 call for service  Service Code [CM] : Randy Ladd : Bethany Chase	Needs parts	Dispatched: Arrived: Completed  Call In SLA: Received: Dispatched: Arrived:	2019/05/22 11:18 2019/05/22 11:18 2019/05/22 11:43 N/A 2019/05/22 11:47 2019/05/28 07:53	CM Response Hours:  Travel Hours: Repair Hours: Resolution Hours:  SLA Response Hours: Response Hours: CM Response Hours:	5.73 0 0.42 6.15 4.00 23.47	Bill Code: OSV Copi  Incompleted 1-Need Pa  Contract#: CT01205-  Call Priority: High	arts -OSV-03			23.9	9	1
Ca	ProblemCodes Problem Code:  Resolution Code:  SC183747  Assigned Tech Caller	E Bethany Chase  code CB20 call for service  Error Code  Service Code [CM]  Randy Ladd  Bethany Chase  Finisher delivery drive - o	Needs parts	Dispatched: Arrived: Completed  Call In SLA: Received: Dispatched: Arrived:	2019/05/22 11:18 2019/05/22 11:18 2019/05/22 11:43 N/A 2019/05/22 11:47 2019/05/28 07:53 2019/05/28 09:45	CM Response Hours:  Travel Hours: Repair Hours: Resolution Hours:  SLA Response Hours: Response Hours: CM Response Hours: Travel Hours:	5.73 0 0.42 6.15 4.00 23.47	Bill Code: OSV Copi  Incompleted 1-Need Pa  Contract#: CT01205-  Call Priority: High	arts -OSV-03			23.9	9	1

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call
	ProblemCodes													
		Error Code												
	i lobielli Code.	Lifor Code												
	Decelution Code		Tootod											
	Resolution Code:		Tested											
	Resolution Code:		Replaced Parts											
OSV-03877 sn:SAAF903	04								7.17	7.39	0.8	4.1		0
00407455														
SC167455														
Call	SC167455	Touchscreen not working	g [O]	Call In SLA:	a: N/A	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			0	(	0
	Assigned Tech:	Randy Ladd		Received	1: 2019/01/28 08:29	Response Hours:	2.37	Call Priority:	High					
	-	Bethany Chase			1: 2019/01/28 09:04	CM Response Hours:				Parts Labor Travel Toner				
	Gunor.	Boundary Orlado		Diopatoriou	2010/01/20 00:01	Cim reopenee ricule.		Din Codo.	COV Copier Maint iner i	and Labor Travor Torior				
	Call Desc:		orking they can print to the	Arrived	1: 2019/01/28 10:51	Travel Hours:	1.78							
		machine hut to make or	nniee from the machine	Completed	d 2019/01/28 11:18	Repair Hours:	0.45							
						Resolution Hours:	0							
	ProblemCodes													
		Control Panel												
		Control i diloi												
	Resolution Code:		Calibrated											
														_
	Resolution Code:		Cleaned and Tested											
SC175182														
Call	SC175182	PM [PM]		Call In SLA:	i: N/A	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			0	(	0
	Assigned Tech:	Randy Ladd		Received	1: 2019/03/21 10:47	Response Hours:	11.52	Call Priority:	N					
	_	Bethany Chase			l: 2019/03/22 13:29	CM Response Hours:		•		Parts Labor Travel Toner				
	Caner.	_omany ondo		Diopatorieu.	010,00,22 10.20	Om Roopondo Hours.		Dill Code.	OUT COPIOI MAIN IIIOI I	and Education Total				
	Call Desc:	PM		Arrived	1: 2019/03/22 13:48	Travel Hours:	0.32							
				Completed	d 2019/03/22 14:58	Repair Hours:	1.17							
						Resolution Hours:	0							
	ProblemCodes													
		COPY QUALITY												
	. Tobiciii Oode.	COLL GONETT												
	Resolution Code:		Replaced Parts											
SC178301														
Call	SC178301	Noisy Operation [CM]		Call In SLA:	i: No	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			10.85	(	0
	Assigned Tech:	Pandy Lodd		Dogging	1: 2019/04/11 13:24	Response Hours:	9.53	Call Briarit	High					
								Call Priority:		Parte Labor Traval Taras				
	Caller:	Bethany Chase		Dispatched	1: 2019/04/12 13:50	CM Response Hours:	9.53	Bill Code:	OSV Copier iviaint incl F	Parts Labor Travel Toner				
	Call Desc:	making aweful noise		Arrived	1: 2019/04/12 14:26	Travel Hours:	0.6							
					d 2019/04/12 15:45	Repair Hours:	1.32							
						Resolution Hours:	10.85							
							10.00							
	ProblemCodes													
	Problem Code:	NOISE												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
													i e	
	Resolution Code:		Remove Paper Jam											
			Remove Paper Jam											

								F	Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Assigned Tech	i: Randy Ladd		Received	: 2019/05/21 14:05	Response Hours:	5.25	Call Priority: I	High			Time		
		r: Bethany Chase			: 2019/05/22 10:07	CM Response Hours:	5.25			Parts Labor Travel Toner				
	Call Desc	: finisher looks as if it was	s broke off the hooks are		: 2019/05/22 10:50	Travel Hours:	0.72							
				Completed	2019/05/22 11:17	Repair Hours:	0.45							
						Resolution Hours:	5.7							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		ADJUSTED											
	Resolution Code:		Tested											
S-2100DN [Kyocera]									5.66			6.0	0	0
OSV-03950 sn:LQA643	36009								0.57	0.57	0.2	2 0.8	8	0
SC18373														
Ca	all SC183735	Paper Tray Issue [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#: 0	CT01205-OSV-03			0.7	7	0
	Assigned Tech	r. Randy Ladd		Received	: 2019/05/22 11:14	Response Hours:	0.57	Call Priority: I	Medium					
		r: Bethany Chase			: 2019/05/22 11:14	CM Response Hours:	0.57			Parts Labor Travel Toner				
	Callel	. Domainy Onase		Dispatched	. 2010/03/22 11. <del>4</del> 0	OW INSOPOLISE FIGURS.	0.57	Bill Code: (	JOV Goplet Mail II II I	i ario Labor Fraver FUHEI				
	Call Desc	paper jam can not find		Arrived	: 2019/05/22 11:48	Travel Hours:	0							
				Completed	1 2019/05/22 12:00	Repair Hours:	0.2							
						Resolution Hours:	0.77							
	ProblemCodes	S												
	Problem Code:	JAMMING	-											
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Tested											
OSV-03952 sn:LQA643	36015								10.75	10.75	0.5	5 11.3	2	0
SC16377	77													
Cŧ	all SC163777	NOISE [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#: 0	CT01205-OSV-03			11.2	2	0
	A selected Tools	Devilate		Described	0040/04/00 40 05	Decree House	40.75	Oall Britain						
	Assigned Tech				: 2019/01/03 10:05	Response Hours:	10.75	Call Priority: 1		D				
	Caller	r: Eric Moodey		Dispatched	: 2019/01/04 09:04	CM Response Hours:	10.75	Bill Code: (	JSV Copier Maint Incl I	Parts Labor Travel Toner				
	Call Desc	: rollers are making noise		Arrived	: 2019/01/04 12:20	Travel Hours:	3.27							
				Completed	1 2019/01/04 12:48	Repair Hours:	0.47							
						Resolution Hours:	11.22							
	ProblemCodes	5												
	Problem Code:	NOISE												
	Resolution Code:		Lubricated											
	Resolution Code:		Cleaned and Tested											+
2635dw [Kyocera]														+
2000uw [Ryoceia]														
OSV-05643 sn:														
									12.02	12.02	1.0	13.0	0	0

									-		-	-	-	
									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-03973 sn:														
03v-03a73 Sil.														
OSV-03974 sn:														
OSV-03975 sn:														
OSV-03976 sn:LVK6542	2895								12.02	12.02	1.0	13.0	)	0
SC174895														
	SC174895	TONER ISSUE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract	#: CT01205-OSV-03			12.98	3	0
	Assigned Tech	: Randy Ladd		Received:	2019/03/19 15:04	Response Hours:	12.02	Call Priority	y: High					
		: Bethany Chase			2019/03/21 08:17	CM Response Hours:	12.02	Bill Code	e: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: Seems to be having ton			2019/03/21 10:05 2019/03/21 11:03	Travel Hours: Repair Hours:	1.8 0.97							
				Completed	2019/03/21 11:03	Resolution Hours:	12.98							
	ProblemCodes	3												
	Problem Code:	MISC. CALL												
	Resolution Code:		COURTESY CALL											
P6130cdn [Kyocera]									22.47	7 22.4	7 0.2	2 22.7	7	0
OSV-03919 sn:														
OSV-03920 sn:V5Q6403	3048								22.47	22.47	0.2	2 22.7		0
SC174658	SC174658	TONER ISSUE [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract	#: CT01205-OSV-03			22.68		0
Cal												22.00	'	
	Assigned Tech Caller	: Randy Ladd : Bethany Chase			2019/03/18 14:33 2019/03/21 11:31	Response Hours: CM Response Hours:	22.47 22.47	Call Priority Bill Code		Parts Labor Travel Toner				
	Call Desc	: Issues with toner		Arrived:	2019/03/21 11:31	Travel Hours:	0							
					2019/03/21 11:44	Repair Hours:	0.22							
						Resolution Hours:	22.68							
	ProblemCodes													
	Problem Code:	TONER PROBLEM												
	Resolution Code:		Cleaned and Tested											
nite Mountains Regional High School O Box 338 127 Regional Road			27.273%	11		3								
E-Studio 4555c [Toshiba]									4.48					1
OSV-03883 sn:C7BF528	324								5.34	6.85	5 1.4	6.7		1
SC173531														
Cal	SC173531	COPY QUALITY POOR	[CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract	#: CT01205-OSV-03			7.57		0

								Respons	se Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Ba
												Time		
	Assigned Tech	Randy Ladd		Received:	2019/03/11 08:30	Response Hours:	6.85	Call Priority: N						
	Caller	: James Sorochak		Dispatched:	2019/03/11 15:08	CM Response Hours:	6.85	Bill Code: OSV Cop	pier Maint Incl P	arts Labor Travel Toner				
	Call Daga	has alot of streaks. Nee	nde conico	A mais co. de	2019/03/11 15:21	Travel Hours:	0.22							
	Call Desc	rias aiot of streaks. Nee	cus service				0.22	Learned at A New J.F.	D1					
				Completed	2019/03/11 16:04	Repair Hours:	0.72	Incompleted 1-Need F	Рапѕ					
						Resolution Hours:	7.57							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Needs parts											
	Resolution Code:		Replaced Parts											
Call	I SC173718	COPY QUALITY POOR	R [CM]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: CT01205	5-OSV-03			5.8	7	1
	Assigned Tech	•			2019/03/11 16:09	Response Hours:	3.83	Call Priority: N						
	Caller	: James Sorochak		Dispatched:	2019/03/12 09:50	CM Response Hours:		Bill Code: OSV Cop	pier Maint Incl P	arts Labor Travel Toner				
	Call Desc	: Needs fuser kit and Myla	ar - has alot of streaks	Arrived.	2019/03/12 11:29	Travel Hours:	1.65							
	- Can Dosc	Needs taser kit and myk	S. S. S. S. S.		2019/03/12 11:23	Repair Hours:	2.03							
				Departure	2010/00/12 10.01	Resolution Hours:	5.87							
						Nesolution Hours:	5.67							
00470740														
SC173718	3													
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
OSV-04052 sn:C7BF528	310								2.77		1.0	0.0	0	0
SC176937	7													
Call	I SC176937	MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: CT01205	5-OSV-03				0	0
		5		5	2019/04/02 15:19	Response Hours:	0.77	Call Priority: N						
	Assigned Tech	Randy Ladd		Received:	')(11u/(1/1/1) 15·1u	Response Hours:		Call Priority: N						
							2.77							
	Caller	: Kathy Scott		Dispatched:	2019/04/03 07:38	CM Response Hours:	2.77		pier Maint Incl P	arts Labor Travel Toner				
		: Kathy Scott			2019/04/03 07:38	CM Response Hours:			pier Maint Incl P	arts Labor Travel Toner				
				Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:	1.95		pier Maint Incl P	arts Labor Travel Toner				
		: Kathy Scott		Arrived:	2019/04/03 07:38	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
		: Kathy Scott		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:	1.95		pier Maint Incl P	arts Labor Travel Toner				
		: Kathy Scott		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
	Call Desc	: Kathy Scott		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
	Call Desc	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
	Call Desc	: Kathy Scott		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
	ProblemCodes Problem Code:	: Kathy Scott : time for maintaince	Classed and Tasks	Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
	ProblemCodes Problem Code:  Resolution Code:	: Kathy Scott : time for maintaince	Cleaned and Tested	Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
	ProblemCodes Problem Code:	: Kathy Scott : time for maintaince	Cleaned and Tested Replaced Parts	Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
Studio 5560cT [Toshiba]	ProblemCodes Problem Code:  Resolution Code:	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
	ProblemCodes Problem Code:  Resolution Code:	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
Studio 5560cT [Toshiba]	ProblemCodes Problem Code:  Resolution Code:	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
Studio 5560cT [Toshiba]	ProblemCodes Problem Code:  Resolution Code:	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P	arts Labor Travel Toner				
Studio 5560cT [Toshiba] OSV-03915 sn:	ProblemCodes Problem Code:  Resolution Code:	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		pier Maint Incl P		6 1.0	0 6.	3	0
Studio 5560cT [Toshiba] OSV-03915 sn:	ProblemCodes Problem Code: Resolution Code: Resolution Code:	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95			5.20				0 0
-Studio 5560cT [Toshiba] OSV-03915 sn: -Studio 6560c [Toshiba]	ProblemCodes Problem Code: Resolution Code: Resolution Code:	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		5.26	5.20				
-Studio 5560cT [Toshiba] OSV-03915 sn: -Studio 6560c [Toshiba]	ProblemCodes Problem Code: Resolution Code: Resolution Code:	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		5.26	5.20				
Studio 5560cT [Toshiba] OSV-03915 sn: Studio 6560c [Toshiba]	ProblemCodes Problem Code: Resolution Code: Resolution Code:	: Kathy Scott : time for maintaince		Arrived:	2019/04/03 07:38 2019/04/03 09:35	CM Response Hours:  Travel Hours:  Repair Hours:	1.95 0.95		5.26	5.20				

								Respon	se Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Assigned Tech:	Randy Ladd		Received	: 2019/05/14 10:25	Response Hours:	4.3	Call Priority: N				Time		
		Stephanie Glidden			: 2019/05/14 14:43	CM Response Hours:	4.30		nier Maint Incl P	Parts Labor Travel Toner				
	Oaner.	Otephanic Glidden		Dispatorica	. 2010/00/14 14.40	OW Response Flours.	4.50	Dill Gode. GGV GG	pici main inci i	and Labor Traver Forier				
	Call Desc:	Copy quality is realy poo	or	Arrived	: 2019/05/14 14:43	Travel Hours:	0							
				Completed	2019/05/14 15:39	Repair Hours:	0.93							
						Resolution Hours:	5.23							
						Trooblation Floure.	0.20							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:		Cleaned and Tested											
SC1869	60													
		Jamming [CM]		Call In SLA	· No	SLA Response Hours:	4.00	Contract#: CT0120	5-OSV-03			6.9	8	0
0	dii 00100000	camming [Civi]		Oall III OLA	. 140	OLA Response Flours.	4.00	Oontractin. O10120	3-00V-03			0.5	O	
	Assigned Tech:	Harold Santamore		Received	: 2019/06/18 08:48	Response Hours:	6.02	Call Priority: Medium						
	Caller:	Stephanie Glidden		Dispatched	: 2019/06/18 13:00	CM Response Hours:	6.02			Parts Labor Travel Toner				
		·		, 3.13.1.00										
	Call Desc:	jamming		Arrived	: 2019/06/18 14:49	Travel Hours:	1.82							
				Completed	2019/06/18 15:47	Repair Hours:	0.97							
						Resolution Hours:	6.98							
	D 11 0 1													
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		DEGLAZE RLLRS											
SC1871	40													
		Jamming [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#: CT0120	5-OSV-03			6.6	5	0
· ·		31.						001111101111111111111111111111111111111	0 001 00			0.0		
	Assigned Tech:	Harold Santamore		Received	: 2019/06/19 08:00	Response Hours:	5.47	Call Priority: Medium						
	Caller:	Stephanie Glidden		Dispatched	: 2019/06/19 11:54	CM Response Hours:	5.47	Bill Code: OSV Co	pier Maint Incl P	Parts Labor Travel Toner				
	Call Desc:	Still jamming in the same	e spot as yesterday	Arrived	: 2019/06/19 13:28	Travel Hours:	1.57							
				Completed	2019/06/19 14:39	Repair Hours:	1.18							
						Resolution Hours:	6.65							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		REPL PARTS USED											
tudio 657 [Toshiba]	·								3.96	3.96	0.6	4.	6	0
OSV-03880 sn:CABF3	1281								3.96	3.96	6 0.6	4.	6	0
004000	- 2					014.0		Q : ::: 2==	5.001/.00					
SC1832		TONES 100 TO				SLA Response Hours:	4.00	Contract#: CT0120	5-USV-03			3.6	1	0
		TONER ISSUE [CM]		Call In SLA	: Yes	SEA Response Hours.								
	all SC183253						2.82	Call Priority: Assist						
	Assigned Tech:	Randy Ladd		Received	: 2019/05/20 08:33	Response Hours:	2.82	Call Priority: Assist	nior Maint la al D	Porto Lobos Travel Tra				
	Assigned Tech:			Received			2.82 2.82		pier Maint Incl P	Parts Labor Travel Toner				
	Assigned Tech:	Randy Ladd James Sorochak	to replace toner but now	Received Dispatched	: 2019/05/20 08:33 : 2019/05/20 10:29	Response Hours:	2.82		pier Maint Incl P	Parts Labor Travel Toner				
	Assigned Tech:	Randy Ladd James Sorochak		Received Dispatched Arrived	: 2019/05/20 08:33 : 2019/05/20 10:29 : 2019/05/20 11:22	Response Hours: CM Response Hours: Travel Hours:	2.82 0.88		pier Maint Incl P	Parts Labor Travel Toner				
	Assigned Tech:	Randy Ladd James Sorochak Pulled the toner tray out		Received Dispatched Arrived	: 2019/05/20 08:33 : 2019/05/20 10:29	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.82 0.88 0.85		pier Maint Incl P	Parts Labor Travel Toner				
	Assigned Tech:	Randy Ladd James Sorochak Pulled the toner tray out		Received Dispatched Arrived	: 2019/05/20 08:33 : 2019/05/20 10:29 : 2019/05/20 11:22	Response Hours: CM Response Hours: Travel Hours:	2.82 0.88		pier Maint Incl F	Parts Labor Travel Toner				
	Assigned Tech:	Randy Ladd James Sorochak Pulled the toner tray out		Received Dispatched Arrived	: 2019/05/20 08:33 : 2019/05/20 10:29 : 2019/05/20 11:22	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.82 0.88 0.85		pier Maint Incl P	Parts Labor Travel Toner				
	Assigned Tech:	Randy Ladd James Sorochak Pulled the toner tray out		Received Dispatched Arrived	: 2019/05/20 08:33 : 2019/05/20 10:29 : 2019/05/20 11:22	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.82 0.88 0.85		pier Maint Incl P	Parts Labor Travel Toner				
	Assigned Tech:	Randy Ladd James Sorochak Pulled the toner tray out		Received Dispatched Arrived	: 2019/05/20 08:33 : 2019/05/20 10:29 : 2019/05/20 11:22	Response Hours: CM Response Hours: Travel Hours: Repair Hours:	2.82 0.88 0.85		pier Maint Incl P	Parts Labor Travel Toner				

									Response Hours	CMResponse Hours	Repail Hours	Resolution	Rescheduled	Call
												Time		
	Desch de Contr		Ole and and Treated											
	Resolution Code:		Cleaned and Tested											
0040540	Resolution Code:		Replaced Parts											
SC18519		lomming [CM]		Call la CLA	. No	CLA Passanas Haura	4.00	Construe at #1	OT04005 OCV 00					0
Ca	SC185199	Jamming [CM]		Call In SLA	: NO	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			5.53	3	U
	Assigned Tech	: Randy Ladd		Received	: 2019/06/04 09:12	Response Hours:	5.1	Call Priority:	Medium					
	Caller	: Alex		Dispatched	: 2019/06/04 13:03	CM Response Hours:	5.10	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Dage	iamad		م مد شود ۵	. 2040/00/04 4 4-40	Tanadillaura	4.05							
	Call Desc	;; jamed			: 2019/06/04 14:18	Travel Hours:	1.25							
				Completed	2019/06/04 14:44	Repair Hours:	0.43							
						Resolution Hours:	5.53							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		ADJUSTED											4
	Resolution Code:		Tested						_					
ıdio 857 [Toshiba]									5.18					0
OSV-03881 sn:SAAF90	)337								5.18	5.1	8 1.0	6.2	2	0
SC17745		DUDI EV IAM IOM				0.15								
Ca	SC177456	DUPLEX JAM [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			4.15	5	0
	Assigned Tech	: Randy Ladd		Received	: 2019/04/05 11:38	Response Hours:	2.78	Call Priority:	High					
	Caller	r: Stephanie Glidden		Dispatched	: 2019/04/05 12:49	CM Response Hours:	2.78			Parts Labor Travel Toner				
	Call Desc	: duplexing causing jams			: 2019/04/05 14:25	Travel Hours:								
				Completed	2019/04/05 15:47	Repair Hours:	1.37							
						Resolution Hours:	4.15							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Tested											
0040000	Resolution Code:		Replaced Parts											
SC18298		Jamming [CM]		Call In SLA	· No	CLA Possessa Harrar	4.00	Contract	CT01205-OSV-03			8.22		0
Ca	all SC182983	Janning [Civi]		Call In SLA	. 140	SLA Response Hours:	4.00	Contract#:	0101200-000-03			8.22	2	J
	Assigned Tech	: Randy Ladd		Received	: 2019/05/16 11:09	Response Hours:	7.57	Call Priority:	Medium					
	Caller	r: Stephanie Glidden		Dispatched	: 2019/05/17 08:27	CM Response Hours:	7.57	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Design	iame hefore its even	lling paper all the way	A	2010/05/47 40:40	Troughtherman	4 77							
	Call Desc	jams before its even pu	illing paper all trie way		: 2019/05/17 10:13	Travel Hours:	1.77							
				Completed	1 2019/05/17 10:52	Repair Hours:	0.65							
						Resolution Hours:	8.22							
	ProblemCodes													
	Problem Code:	JAMMING												
			15 11 12											
	Resolution Code:		ADJUSTED											
	Resolution Code:		Cleaned and Tested											
OSV-03882 sn:														
007 00002 0														
001 0000E 0H.														

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Ba
												Time		
S-2100DN [Kyocera]														
OSV-03961 sn:														
OSV-03962 sn:														
00 V 00002 011.														
OSV-03963 sn:														
05V-03963 Sn.														
OSV-03964 sn:														
OSV-03965 sn:														
OSV-03966 sn:														
P M401dn [HP]														
OSV-04053 sn:														
2535DN [Kyocera]									4.53	3 2.7	0 0.2	2 9.4	L	1
	1676								4.53					1
OSV-03943 sn:LVZ6431	16/6								4.53	2.1	0 0.2	9.2		1
20.1-0-														
SC17367			_											
Cal	II SC173671	Black Line On Image [CN	MJ	Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			2.72	2	0
	Assigned Tech	: Randy Ladd		Received	: 2019/03/11 14:27	Response Hours:	2.7	Call Priority:	Assist					
		r: Colleen Bosse			: 2019/03/11 17:09	CM Response Hours:	2.70			Parts Labor Travel Toner				
	- Cano			2.00000	. 2010/00/11 11:00	Cili Nooponico Maaisi	0	2 0040.	oor copie. maiit iiici i	4.10 2420 4.70 0.10.				
	Call Desc	: black lines		Arrived	: 2019/03/11 17:09	Travel Hours:	0							
				Completed	2019/03/11 17:10	Repair Hours:	0.02	Incompleted	1-Need Parts					
						Resolution Hours:	2.72							
	ProblemCode	S												
	Problem Code:	COPY QUALITY												
	Resolution Code:		NEEDS DRUM											
Cal	II SC173720	Black Line On Image [CN		Call In SLA	· N/A	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			16.13		1
Cal			,	Call III SLA	. 14/71	OLA Response Hours.	4.00	Contract#.	0101200-000-00			10.13		
	Assigned Tech	: Randy Ladd		Received	: 2019/03/11 16:14	Response Hours:	6.35	Call Priority:	High					
	Caller	r: Colleen Bosse		Dispatched	: 2019/03/13 13:54	CM Response Hours:		Bill Code:	OSV Copier Maint Incl I	Parts Labor Travel Toner				
	a :: =	Nord I	line -		0040/00/42 * * * *	<u>.</u>								
	Call Desc	: Needs drum unit - black l	iinės		: 2019/03/13 14:21	Travel Hours:	0.45							
				Departure	2019/03/13 14:38	Repair Hours:	0.28							
						Resolution Hours:	16.13							
	0													
SC173720	0													
SC173720	0													
SC173720	ProblemCode	<b>&gt;</b>												
SC173720		s COPY QUALITY												
SC173720	ProblemCode													

								Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call B
Resolution Code:		Replaced Parts											
													+
													0
03056								4.70	4.70	0.3	5.0		0
24													
	Power Surge/fluctuation	ns [CM]	Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			4.98	3 (	0
Assigned Tech	Randy Ladd		Received	: 2019/01/15 14:42	Response Hours:	4.7	Call Priority:	High					
			Dispatched	: 2019/01/16 10:44	CM Response Hours:	4.70			Parts Labor Travel Toner				
Call Desc			Arrived	: 2019/01/16 10:54	Travel Hours:	0.17							
					Repair Hours:	0.28							
					Resolution Hours:	4.98							
ProblemCodes													
Resolution Code:		Tested											
Resolution Code:		Reset											
								40.72	5.00	0.0	14.3		1
6240													1
0318								10.73	5.02	. 0.8	11.7		1
	Jamming [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			5.97		0
					CM Response Hours:	5.02			Parts Labor Travel Toner				
Call Desc	Jamming		Arrived	: 2019/05/10 13:22	Travel Hours:	0.48							
					Repair Hours:	0.95	Incompleted	1-Need Parts					
					Resolution Hours:	5.97							
ProblemCodes													
	JAMMING												
Problem Code:													
Problem Code:  Resolution Code:		Cleaned and Tested											
Problem Code:  Resolution Code:  Resolution Code:	JAMMING	Cleaned and Tested Needs parts		· N/A	SI A Response Hours	4.00	Contract#-	CT01205-OSV-03			17 25		1
Problem Code:  Resolution Code:  Resolution Code:  SC182312	JAMMING  Jamming [CM]		Call In SLA		SLA Response Hours:	4.00		CT01205-OSV-03			17.35		1
Problem Code:  Resolution Code:  Resolution Code:  SC182312  Assigned Tech	JAMMING  Jamming [CM]		Received	: N/A : 2019/05/10 14:21 : 2019/05/14 12:15	Response Hours:	4.00	Call Priority:	Medium	Parts Labor Travel Toner		17.35		1
Problem Code:  Resolution Code: Resolution Code:  SC182312  Assigned Tech Caller	JAMMING  Jamming [CM]  Randy Ladd  Stephanie Glidden	Needs parts	Received Dispatched	: 2019/05/10 14:21 : 2019/05/14 12:15	Response Hours: CM Response Hours:	16.43	Call Priority:	Medium	Parts Labor Travel Toner		17.35		1
Problem Code:  Resolution Code: Resolution Code:  SC182312  Assigned Tech Caller	JAMMING  Jamming [CM]  Randy Ladd	Needs parts	Received Dispatched Arrived	: 2019/05/10 14:21	Response Hours:		Call Priority:	Medium	Parts Labor Travel Toner		17.35		1
2. a	D3056  24 Assigned Tech: Call Desc:  ProblemCodes Problem Code: Resolution Code: Resolution Code: Resolution Code: Call Desc:  Assigned Tech: Caller: Caller: Caller:	Problem Code:  Resolution Code:  Resolution Code:  Resolution Code:  Resolution Code:  Resolution Code:	24 24 25 SC165724 Power Surge/fluctuations [CM]  Assigned Tech: Randy Ladd Caller: Stephanie Glidden  Call Desc: Replaced toner but now they have a no power warning on the machine  Problem Code: ERROR  Resolution Code: Tested Resolution Code: Reset  6318  39 30 30 SC182199 Jamming [CM]  Assigned Tech: Randy Ladd Caller: Stephanie Glidden	Dispatched Call Desc: Replaced toner but now they have a no power warning on the machine  Problem Code: ERROR  Resolution Code: Tested Reset  Resolution Code: Reset  SC182199 Jamming [CM] Call In SLA  Assigned Tech: Randy Ladd Caller: Stephanie Glidden  Call Desc: Stephanie Glidden  Call Desc: Stephanie Glidden  Call Desc: Stephanie Glidden  Call In SLA  Assigned Tech: Randy Ladd  Caller: Stephanie Glidden  Call Desc: Jamming  Arrived	Assigned Tech: Randy Ladd  Problem Code:  Problem Code:  Resolution Code:  Resolutio	24 25	20066	Resolution Code: Replaced Parts  Assigned Tech: Randy Ladd Completed 2019/01/16 10:54  Call Deac: Resolution Code: Tested Resolution Code: Resol  Resolution Code: Resol  Resolution Code: Resol  Resolution Code: Tested Resolution Code: Resol  Reso	Resolution Code: Replaced Parts    A	Resolution Code:   Registance Parts	Recolution Code	Resolution Code:  Replaced Parts  Replaced Par	Resolution Code

Part   Color   Part									li e	Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Bac
Prisent Control   Recalation Code   Recalation C									ľ	(copolise flours	Omresponse riours	Repull Hours		resonedated	Oun Buc
Process   Color   Co	SC182312														
Process   Communication   Co															
Professional Color   Color and and least		ProblemCode	5												
REALES Code  REALE															
Residence   Registration   Registr		i iobieiii code.	COLLACALITY												
Research Code   Flood Section   No. 100   No															
Martine   Mart		Resolution Code:													
The control (Fig. 1) is a series of the control (Fig. 2) is a seri		Resolution Code:		Replaced Parts											
Ends 607 (Control 1997)  SC (1992)  Call PLAN Yes  Mark Segment Horse  Call PLAN Yes  Mark Segment Horse  Call PLAN Yes  Mark Segment Horse  Mark Segment Horse  Call PLAN Yes  Mark Segment Horse  Mark Segme				100.00%	3	3	3								
CRESTITURE OF COLUMN   Colum	trict - NHSAU 36 : 14 King Square														
Contract															
### Cold In Sta A Val    Cold In Sta A Val   Cold In Sta A Val   Cold In Sta A Val   Academic Form Form Form Form Form Form Form Form															0
Adjust   Control   Contr	OSV-03878 sn:CABF312	267								3.92	3.92	2 1.1	5.0	)	0
Coll 10   Scheller   Coll 10   Col															
Cul   SC-1985     TRUBE   TR															
Call Strikes   Florid Color (1974)   Call Strike   Call Stri	SC165503														
Analyzed Text, Randy Ladd   Cole Museum Harden   Cole of the January   Cole   Cole Museum Harden   Cole			ERROR CODE [CM]		Call In SI A	· Vac	SLA Response Hours:	4.00	Contract#: (	T01205-05V-03			4 97		0
Call Page   Pa	Gai	00100000			Oall III OLA	. 103	OLA Response Flours.	4.00	Oontractin.	7101203-00V-03			4.57		
Cold Page   Pa		Assigned Tech	: Randy Ladd		Received	: 2019/01/14 15:41	Response Hours:	3.92	Call Priority: I	N					
Call Base   Call					Dispatched	: 2019/01/15 10:46					Parts Labor Travel Toner				
Completed 2019/00/16 12/20   Separa House   1.66   Peculular House   1.67   Peculular House		24.10							3000.						
Picken Code   Protein Code   Prote		Call Desc	call for service F101 Re	ed wrench	Arrived	2019/01/15 11:06	Travel Hours:	0.33							
POLITION COME PROFESSOR PR					Completed	1 2019/01/15 12:09	Repair Hours:	1.05							
POLITION COME PROFESSOR PR							Resolution Hours:	4.97							
Problem Code   Prof Code   Primate update   Primate upd															
Problem Code															
Problem Code															
Resolution Code:															
Resolution Code: Replaced Parts Resolution Code: Resolut		Problem Code:	Error Code												
Resolution Code: Replaced Parts Resolution Code: Resolut															
Resolution Code		Resolution Code:		Firmware update											
Resolution Code:   Replaced Parts		Resolution Code:		Cleaned and Tested											
Sudio 6570;   Toehke    Sudio 6570;   Toehke    Sudio 6570;   Toehke    Sudio 6570;   Toehke    Sudio 6570;   Su															
SC165740   SC165740   ERROR CODE [CM]   Call In SLA Yes   SLA Response Hours:   4.00   Contracts: CT01205-OSV-03   3.7		Resolution Code.		Replaced Falls						0.40	0.46				0
SC166740  Call SC165740 ERROR CODE [CM] Call in SLA: Yes SLA Response Hours: 4.00 Contract®: CT01205-OSV-03 3.7  Assigned Tech: Randy Lindd Received: 2019/01/15 15:27 Response Hours: 3.28 Call Priorty: N  Caller: Rosanne Harflen Dispatched: 2019/01/16 08:22 CM Response Hours: 3.28 Bill Code: OSV Copier Maint Ind Parts Labor Travel Toner  Call Desc: red wire/n code CAR2 Arrived: 2019/01/16 10:14 Completed 2019/01/16 10:19 Repair Hours: 3.7  Problem Codes Problem Codes Problem Code: Error Code  Resolution Code: Cleaned and Tested Reset SC174492 Call SC174492 FROR CODE [CM] Assigned Tech: Reset Call Desc: F109 error ad warrich Dispatched: 2019/03/18 10:15 CM Response Hours: 3.08 Call Priorty: N CM Response Hours: 3.70 CM Response Hours: 4.00 Contract®: CT01205-OSV-03 3.77  CM Response Hours: 3.80 Call Priorty: N CM Response Hours: 3.80 C															0
Call   SC165740   ERROR CODE [CM]   Call In SLA: Yes   SLA Response Hours:   4.00   Contract#: CT01205-OSV-03   3.7	OSV-03868 sn:CSAF243	353								3.18	3.18	0.6	3.7		0
Call SC185740   EROR CODE [CM]   Call in SLA: Yes   SLA Response Hours:   4.00   Contract#: CT01205-OSV-03   3.7															
Call SC185749   ERROR CODE [CM]   Call In SLA: Yes   SLA Response Hours:   4.00   Contract#: CT01205-OSV-03   3.7															
Call SC185749   ERROR CODE [CM]   Call In SLA: Yes   SLA Response Hours:   4.00   Contract#: CT01205-OSV-03   3.7	SC165740														
Assigned Tech: Randy Ladd			ERROR CODE [CM]		Call In SI A	· Yes	SLA Response Hours:	4 00	Contract#: (	CT01205-OSV-03			3.7		0
Caller: Rovanne Hartlen  Call Desc: red wrench code CAE2  Arrived: 2019/01/16 10:34  Completed 2019/01/16 10:39  Repair Hours: 0.42  Resolution Hours: 3.7  Problem Codes: Error Code  Resolution Code: Error Code  Resolution Code: Reseat  Caller: Rovanne Hartlen  Caller: Rovanne Hartlen  Dispatched: 2019/03/18 10:15  Caller: Rovanne Hartlen  Dispatched: 2019/03/18 11:29  Caller: Rovanne Hartlen  Dispatched: 2019/03/18 11:29  Completed 2019/03/18 11:29  Caller: Rovanne Hartlen  Dispatched: 2019/03/18 11:29  Completed 2019/03/18 11:29  Travel Hours: 3.28  Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner  1.87  Repair Hours: 3.28  Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner	Gui	00100140			Ouii iii OLA	. 100	OE ( Neopolise Flours.	4.00	Contractin.	5101200 OOV 00			0.7		
Caller: Roxanne Hartlen  Call Desc: red wrench code CAE2  Arrived: 2019/01/16 10:39  Arrived: 2019/01/16 10:39  Repair Hours: 0.42  Resolution Hours: 3.7  Problem Codes: Error Code  Resolution Code: Error Code  Resolution Code: Reset  Call Sc174492  Call Sc174492  Call Caller: Roxanne Hartlen  Dispatched: 2019/01/16 00:39  Call In StA: Yes  SLA Response Hours: 4.00  Caller: Roxanne Hartlen  Dispatched: 2019/01/16 10:39  Resolution Hours: 3.7  Caller: Roxanne Hartlen  Dispatched: 2019/01/16 10:39  Resolution Hours: 3.7  Repair Hours: 0.42  Resolution Hours: 3.7  Repair Hours: 0.42  Resolution Code: Error Code  Cleaned and Tested  Resolution Code: Reset  Cleaned and Tested  Resolution Code: Roset  Cleaned and Tested  Resolution Code: Roset  Cleaned and Tested  Resolution Code: Roset  Cleaned and Tested  Resolution Hours: 4.00  Contract#: CT01205-OSV-03  3.77  Call Code: Roxanne Hartlen  Dispatched: 2019/03/18 10:15  CM Response Hours: 3.08  CM Response Hours: 3.08  Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner  Travel Hours: 2.23  Completed 2019/03/18 13:10  Repair Hours: 0.68		Assigned Tech	: Randy Ladd		Received	: 2019/01/15 15:27	Response Hours:	3.28	Call Priority: I	N					
Call Desc: red wrench code C4E2					Dispatched	: 2019/01/16 08:22	CM Response Hours:				Parts Labor Travel Toner				
Completed 2019/01/16 10:39   Repair Hours: 0.42   Resolution Hours: 3.7					,			0.20							
Resolution Hours: 3.7  Problem Code: Error Code   Cleaned and Tested   Resolution Code: Res		Call Desc	red wrench code C4E2	!	Arrived	2019/01/16 10:14	Travel Hours:	1.87							
Problem Codes   Problem Codes					Completed	1 2019/01/16 10:39	Repair Hours:	0.42							
Problem Code: Error Code  Resolution Code:   Cleaned and Tested   Resolution Code:   Reset															
Problem Code:   Error Code															
Problem Code:   Error Code															
Problem Code:   Error Code		5 5													
Resolution Code: Cleaned and Tested Resolution Code: Reso															
Resolution Code:   Reset		Problem Code:	Error Code												
Resolution Code:   Reset															
Resolution Code:   Reset		Resolution Code:		Cleaned and Tested											
SC174492   ERROR CODE [CM]   Call In SLA: Yes   SLA Response Hours:   4.00   Contract#: CT01205-OSV-03   3.77															
Call         SC174492         ERROR CODE [CM]         Call In SLA: Yes         SLA Response Hours:         4.00         Contract#: CT01205-OSV-03         3.77           Assigned Tech:         Randy Ladd         Received: 2019/03/18 09:24         Response Hours:         3.08         Call Priority: N           Caller:         Roxanne Hartlen         Dispatched: 2019/03/18 10:15         CM Response Hours:         3.08         Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner           Call Desc:         F109 error red wrench         Arrived: 2019/03/18 12:29         Travel Hours:         2.23           Completed         2019/03/18 13:10         Repair Hours:         0.68	CC17/400			Noot											
Assigned Tech: Randy Ladd Received: 2019/03/18 09:24 Response Hours: 3.08 Call Priority: N  Caller: Roxanne Hartlen Dispatched: 2019/03/18 10:15 CM Response Hours: 3.08 Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner  Call Desc: F109 error red wrench Completed 2019/03/18 13:10 Repair Hours: 0.68			EDDOD CODE 'C''		0 "1 0"	. V	CLA D	4.00	2	OT04005 OOV 55					0
Caller: Roxanne Hartlen  Dispatched: 2019/03/18 10:15  CM Response Hours: 3.08  Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner  Arrived: 2019/03/18 12:29  Completed 2019/03/18 13:10  Repair Hours: 0.68	Cal	SC174492	ERROR CODE [CM]		Call In SLA	: Yes	SLA Response Hours:	4.00	Contract#: (	J101205-OSV-03			3.77		0
Caller: Roxanne Hartlen  Dispatched: 2019/03/18 10:15  CM Response Hours: 3.08  Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner  Call Desc: F109 error red wrench  Arrived: 2019/03/18 12:29  Completed 2019/03/18 13:10  Repair Hours: 0.68		Assigned Tech	: Randy Ladd		Received	2019/03/18 09-24	Response Hours	3.08	Call Priority: 1	N					
Call Desc: F109 error red wrench  Arrived: 2019/03/18 12:29  Completed 2019/03/18 13:10  Travel Hours: 2.23  Repair Hours: 0.68											Porto Lobor Traval Tarra				
Completed 2019/03/18 13:10 Repair Hours: 0.68		Calle	: Koxanne Hartlen		Dispatched	2019/03/18 10:15	CIVI Kesponse Hours:	3.08	Bill Code: (	DOV Copier Maint Incl F	arts Labor Travel Toner				
Completed 2019/03/18 13:10 Repair Hours: 0.68		Call Desc	: F109 error red wrench		Arrived	: 2019/03/18 12:29	Travel Hours:	2.23							
		- July 2000													
Resolution Hours: 3.77					Completed	2010/00/10 10.10	ricpaii Hours.	0.00							
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									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Bac
									Nesponse nours	Civil Casponise Hours	Kepali Hours	Time	Rescrieduled	Can Dac
	ProblemCode	s												
	Problem Code:	Error Code												
	Resolution Code:		Firmware update											
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FS-2100DN [Kyocera]	resolution code.		Toticu											
OSV-03951 sn:														
O3 v-0393 i Sii.														
000 04407														
OSV-04127 sn:														
HP P3015 [Hewlett Packard]														
OSV-04056 sn:														
HPCP5225dn [Hewlett Packard	]													
OSV-04054 sn:														
Vhitefield Elementary School : 34			66.667%	1:	2	8								
win Mountain Road									8.52	2 5.4	4 0.3	8.9		1
E-Studio 6560c [Toshiba]	470								8.52					1
OSV-03873 sn:CSCF25	479								0.02	5.4	4 0	0.8	,	1
0040550														
SC16553		Call Candaa Flacking (	DA 41	0 111 014		014.5	4.00	0	0704005 001400			4 ==		
Ca	I SC165538	Call Service Flashing [C	SIVIJ	Call In SLA	A: Yes	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			4.57		0
	Assigned Tech	: Randy Ladd		Received	d: 2019/01/15 08:15	Response Hours:	4	Call Priority:	High					
	Caller	r: Robin LaLonde		Dispatched	d: 2019/01/15 12:10	CM Response Hours:	4.00			Parts Labor Travel Toner				
	Call Desc	: red wrench CE40 error	code call for service		d: 2019/01/15 12:15	Travel Hours:	0.08							
				Complete	d 2019/01/15 12:49	Repair Hours:	0.57							
						Resolution Hours:	4.57							
	ProblemCode	S												
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC17201	1													
	SC172011	Service Code [CM]		Call In SLA	A: No	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			13.88	3	0
		: Keith Llewellyn			d: 2019/02/28 07:59	Response Hours:	13.55	Call Priority:						
	Caller	r: Tamika Phillips		Dispatched	d: 2019/03/01 11:44	CM Response Hours:	13.55	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: service light is on		Δrrivec	d: 2019/03/01 13:03	Travel Hours:	1.32							
	Call Desc	,0 iigiik io 011			d 2019/03/01 13:23	Repair Hours:	0.33	Incompleted	7-Used Parts					
				Complete	u 2013/03/01 13.23	Resolution Hours:	13.88	incompleted	/ Useu Fails					
						Resolution Hours:	13.00							
	<b>5 5</b>													
		S												
	ProblemCode													
	Problem Code:	Error Code												
			Needs parts											

								R	esponse Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Bac
Ca	all SC172385	Service Code [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#: C	T01205-OSV-03			Time 21.05		1
		: Keith Llewellyn			2019/03/01 13:24	Response Hours:	20.83	Call Priority: H		Dorto Lohor Troval Tonor				
	Callei	r: Tamika Phillips		Dispatched:	2019/03/06 08:44	CM Response Hours:		Bill Code: O	55 v Copier Maint Inci i	Parts Labor Travel Toner				
	Call Desc	: Needs wire harness for			2019/03/06 08:44	Travel Hours:	0							
				Departure	2019/03/06 08:57	Repair Hours:	0.22							
						Resolution Hours:	21.05							
CC47020	0.5													
SC17238	35													
	ProblemCode	9												
	Problem Code:	Error Code												
	Resolution Code:		Replaced Misc. Parts											
SC18145	52													
Ca	all SC181452	Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#: C	T01205-OSV-03			3.35		0
	Assigned Tech	: Pandy Ladd		Paceived:	2019/05/06 11:06	Response Hours:	2.78	Call Priority: M	ledium					
		r: Robin LaLonde			2019/05/06 11:06	CM Response Hours:	2.78			Parts Labor Travel Toner				
								Diii 0000. 0	2. OSPISI MAIIT IIIOI					
	Call Desc	: Mis Feeding unable to	send anything to or from		2019/05/06 13:53	Travel Hours:	0							
				Completed	2019/05/06 14:27	Repair Hours:	0.57							
						Resolution Hours:	3.35							
	ProblemCode	e												
	Problem Code:	JAMMING												
		0												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Tested											
SC18200	)4						'							
Ca	all SC182004	Multiple Problems [CM]	I	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#: C	T01205-OSV-03			1.45		0
	Assigned Tech	: Randy Ladd		Received:	2019/05/09 08:21	Response Hours:	1.42	Call Priority: de	own machine					
		r: Tamika Phillips			2019/05/09 09:46	CM Response Hours:	1.42			Parts Labor Travel Toner				
	0.11 D	lamming and it is print	ling the same ich aver and	A min and	0040/05/00 00 40	Townstilleren	0							
	Call Desc	over they can not get th	ting the same job over and		2019/05/09 09:46	Travel Hours:	0.03							
				Completed	2019/05/09 09:48	Repair Hours: Resolution Hours:	1.45							
						resolution Hours.	1.43							
	ProblemCode	s												
	Problem Code:	JAMMING												
	Resolution Code:		Remote/Phone Fix											
Estudio 857 [Toshiba]									4.91					1
OSV-03917 sn:SAAF90	)294								5.29	5.29	9 1.4	6.7		0
SC16438	37													
	all SC164387	Master Mis-Feed [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#: C	T01205-OSV-03			8.03		0
O.												0.03		
	Assigned Tech				2019/01/07 15:20	Response Hours:	7.02	Call Priority: H						
	Caller	r: Robin LaLonde		Dispatched:	2019/01/08 12:55	CM Response Hours:	7.02	Bill Code: O	SV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: isfeeding		Arrived:	2019/01/08 13:51	Travel Hours:	0.93							
				Completed	2019/01/08 14:52	Repair Hours:	1.02							
						Resolution Hours:	8.03							

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	ProblemCodes	3											
	Problem Code:	JAMMING											
	Resolution Code:		Cleaned and Tested										
	Resolution Code:		Replaced Parts										
SC173571													
Call	SC173571	Call Service Flashing [C	cM]	Call In SLA	\: Yes	SLA Response Hours:	4.00	Contract#: CT01205-OSV-03	•		5.32	2	0
	Assigned Tech:	: Randv Ladd		Received	d: 2019/03/11 09:48	Response Hours:	3.55	Call Priority: down machine					
		: Tamika Phillips			d: 2019/03/11 11:46	CM Response Hours:	3.55		Incl Parts Labor Travel Toner				
	Call Dagg	call for service		Arrivos	d: 2019/03/11 13:21	Travel Hours:	1.58						
	Call Desc.	call for service			d 2019/03/11 15:07	Repair Hours:	1.77						
				Complete	a 2010/00/11 10:01	Resolution Hours:	5.32						
	ProblemCodes	3											
	Problem Code:	Error Code											
	Devel ii G		01										
	Resolution Code:		Cleaned and Tested										-
OSV-03918 sn:SAAF903	Resolution Code:		Replaced Parts						4.81 4.	34 0.	7 7.3		1
USV-03916 SH.SAAF903	030								4.01	0.	7.	) 	'
SC164927													
Call	SC164927	Service Code [CM]		Call In SLA	A: Yes	SLA Response Hours:	4.00	Contract#: CT01205-OSV-03	i e		3.72	2	0
	Assigned Tech:	· Randy Ladd		Received	d: 2019/01/10 10:54	Response Hours:	3.28	Call Priority: Assist					
	_	: Tamika Phillips			d: 2019/01/10 13:53	CM Response Hours:	3.28		Incl Parts Labor Travel Toner				
						· ·							
	Call Desc:	cb60 call for service light	ht		d: 2019/01/10 14:11	Travel Hours:							
				Complete	d 2019/01/10 14:37	Repair Hours: Resolution Hours:	0.43 3.72						
						Resolution Hours.	3.72						
	ProblemCodes	3											
	Problem Code:	Error Code											
	Resolution Code:		ADJUSTED										
	Resolution Code:		Tested										
SC166694		Touchscreen not working	ng [O]	Call In SLA	A - NI/A	CLA Pagagaga Haura	4.00	Contract#: CT01205-OSV-03					0
Call	SC166694	TOGOTSOFECTI HOL WORKIN	9 (♥)	Call In SLA	n. IN/A	SLA Response Hours:	4.00	COMITACI#. CTU1205-USV-03				,	U
	Assigned Tech:				d: 2019/01/22 12:52	Response Hours:	6.32	Call Priority: High					
	Caller	: Tamika Phillips		Dispatched	d: 2019/01/23 08:39	CM Response Hours:		Bill Code: OSV Copier Maint	Incl Parts Labor Travel Toner				
	Call Desc:	touch screen is not work	king even after resetting	Arriveo	d: 2019/01/23 10:41	Travel Hours:	2.03						
				Complete	d 2019/01/23 11:14	Repair Hours:	0.55						
						Resolution Hours:	0						
	Dualda O!												
	Problem Code:	Control Panel											
	i iobieiii Code:	Control Farier											
	Resolution Code:		Calibrated										
	Resolution Code:		Cleaned and Tested										
SC175274													
00173274												_	
	SC175274	Call Service Flashing [C	cM]	Call In SLA	A: No	SLA Response Hours:	4.00	Contract#: CT01205-OSV-03			7.35	0	0

									Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Back
	Caller:	Tamika Phillips		Dispatched	2019/03/22 11:34	CM Response Hours:	6.73	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner		Time		
	Call Desc.	call for sevice CB60		Arrived	2019/03/22 12:51	Travel Hours:	1.28							
	Call Desc.	call for sevice oboo			2019/03/22 12:31	Repair Hours:	0.62							
				Completed	2019/03/22 13:26	Resolution Hours:	7.35							
						Resolution Hours:	7.35							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Tested											
	Resolution Code:		Reseat											
SC178750														
Cal	II SC178750	ERROR CODE [CM]		Call In SLA	Yes	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			0.98	(	0
	Assigned Tech:	Randy Ladd		Received	2019/04/16 10:29	Response Hours:	0.53	Call Priority:	N					
	Caller:	Tamika Phillips		Dispatched:	2019/04/16 10:57	CM Response Hours:	0.53	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Dagg	error code ch60		Arrivad	2010/04/16 11:01	Trough Hours	0.07							
	Call Desc:	error code cb60			2019/04/16 11:01	Travel Hours: Repair Hours:	0.07 0.45							
				Completed	2019/04/16 11:28	Repair Hours:	0.45							
						Resolution Hours.	0.96							
	ProblemCodes													
		Error Code												
	Resolution Code:		Lubricated											
	Resolution Code:		Cleaned and Tested											
SC179216	6													
Cal	II SC179216	WRENCH [CM]		Call In SLA	No	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			13.85	(	)
	Assigned Tech:	Harold Santamore		Received	2019/04/19 09:37	Response Hours:	12.3	Call Priority:	N					
		Robin LaLonde			2019/04/22 13:04	CM Response Hours:	12.30			Parts Labor Travel Toner				
									·					
	Call Desc:	Red Wrench CB60			2019/04/22 13:25	Travel Hours:	0.35		<u>_</u>					
				Completed	2019/04/22 14:58	Repair Hours:	1.55	Incompleted	7-Used Parts					
						Resolution Hours:	13.85							
	ProblemCodes													
		ERROR												
	Troblem dode.	Littoit												
	Resolution Code:		Needs parts											
		WRENCH [CM]	,	Call In SLA	N/A	SLA Response Hours:	4.00	Contract#:	CT01205-OSV-03			24.5	•	1
		Hereld Oc.												
		Harold Santamore			2019/04/22 14:58	Response Hours:	3.17	Call Priority:		Porto I ob or Tresur I Tres				
	Caller:	Robin LaLonde		Dispatched	2019/04/25 13:45	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	Red Wrench CB60		Arrived	2019/04/25 13:54	Travel Hours:	0.15							
				Departure	2019/04/25 13:58	Repair Hours:	0.07							
						Resolution Hours:	24.5							
SC179550	0													
SC179550														
SC179550	ProblemCodes													
SC17955(	ProblemCodes	ERROR												
	ProblemCodes Problem Code:		Penlaced Mice Parts											
	Problem Code: Problem Code: Resolution Code:		Replaced Misc. Parts											

								F	Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Bac
	Assigned Tech:	Randy Ladd		Received:	2019/05/06 09:03	Response Hours:	3.65	Call Priority: N	J			Time		
		Tamika Phillips			2019/05/06 11:06	CM Response Hours:	3.65			Parts Labor Travel Toner				
	Call Desc:	CB60 Call for service s	tated this is the 5-6th time		2019/05/06 12:42	Travel Hours:	1.6							
				Completed	2019/05/06 13:53	Repair Hours:	1.18							
						Resolution Hours:	4.83							
	ProblemCodes													
		ERROR												
	1 Toblem Code.	LIKKOK												
	Resolution Code:		ADJUSTED											
	Resolution Code:		Tested											
SC18329			100.00											
		ERROR CODE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#: 0	CT01205-OSV-03			3.08		0
												0.00		
	Assigned Tech:				2019/05/20 09:51	Response Hours:	2.53	Call Priority: o						
	Caller	Robin LaLonde		Dispatched:	2019/05/20 12:14	CM Response Hours:	2.53	Bill Code: 0	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	MisFeed EA40		Arrived:	2019/05/20 12:23	Travel Hours:	0.15							
					2019/05/20 12:56	Repair Hours:	0.55							
						Resolution Hours:	3.08							
							5.00							
	ProblemCodes													
		JAMMING												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
FS-2100DN [Kyocera]														
OSV-03967 sn:														
OSV-03969 sn:														
HPCP5225dn [Hewlett Packard	1]													
OSV-04055 sn:														
P-2135DN Printer [Kyocera]														
OSV-03953 sn:														
OSV-03954 sn:														
OSV-03955 sn:														
OSV-03956 sn:														
OSV-03970 sn:														

					Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
P6130cdn [Kyocera]										
OSV-03888 sn:										
OSV-03889 sn:										
03 v-03009 SH.										
OSV-03890 sn:										
					6.71	5.71	35.15	366.15		8

## Survey Responses Office Systems of Vermont Service Call Feedback

White Mountains Regional School District -CallNumber SC165503 **Customer: Completed Date:** OSV-WMSAU36 1/16/2019 3:32 PM **Customer Number: Customer Rep: Customer Address:** WHITEFIELD, NH 03598 Survey Sent To: Name: Roxanne Hartlen Email: rhartlen@sau36.org Ph: 603-837-9363 OSV-03878 1/14/2019 3:41 PM **Equipment:** Call Opened: Model: Toshiba Estudio 657 Call Closed: 1/15/2019 12:09 PM Technician: 1/15/2019 10:46 AM Randy Ladd Dispatched: Tech Mgr: Harold Santamore **Arrival Date:** 1/15/2019 11:06 AM Dispatcher: Monica Hobbs 1/15/2019 12:09 PM **Departed Date:** Call Description: call for service F101 Red wrench Question **Target** Score Communication to keep me informed (if needed). Not Applicable Target: 6 Scale 0-10 The technician left the equipment repaired to your satisfaction. Not Applicable Target: 0 Scale 0-10 Rate our dispatch overall (ease of placing a service call, professionalism, etc.). 10 of 10 Target: 6 Scale 0-10 The technician explained the problem, resolution, and provided training if needed. 10 of 10

Scale 0-10

ID - Version

Target: 0

Process Automation/Monitoring powered by CEOJuice

Created: - Page 1 of 3

Rate our technician overall	Not Applicable
Target: 6	Scale 0-10
If asked by a friend or colleague, how likely is it that you would recommend Office Systems of Vermont?	Not Applicable
Target: 6	Scale 0-10
Any suggestions for improvement?	*
Target: 0	Comments Field
Would you be interested in receiving this same level of service and supply-inclusive support for your other print output devices?	Not Applicable
Target: Yes	Yes/No
Please have a manager 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

Remove me from further emails like this (if yes, please tell us why).	0
Target: Yes Ye	es/No

<sup>\*</sup> Red text denotes answer is equal to or below target.