Konica Minolta Business Solutions U.S.A., Inc.

KONICA MINOLTA

Customer Service History Report

Status of Data	7/15/2020

Sold To	NHSAU 57
Month (MM/YYYY)	JUL 2019 - JUNE 2020

SPC Evaluation Report

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 almost 40%, which no doubt has an effect on the number of service calls on your equipment for FY20.

Out of 107 copiers and printers in your fleet, there were 185 service calls on 60 machines, many of which were for Preventative Maintenance. Uptime for your fleet was 99.94%, which is excellent for the size of your fleet and the number of service calls. SPC's bid specs require vendors to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. KMBS notes their response time from call to arrival as an average of 9.1 hours. However, one copier's response time was 51 hours, which was for a Preventative Maintenance call, not considered high priority and may have been delayed in responding. Taking out that one machine, the remainder of the service calls averaged 3.8-hour response time, which is well within the bid specs. There were 8 machines with 6 or more service calls. Details of those calls are in the yellow box below the main table.

The average age of your equipment is almost 6 years, with 47 of your copiers older than 7 years, when parts become more difficult to obtain. You may want to consider looking into replacement of this equipment before too long.

Building	Room	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Tot Hrs Down*	Uptime %	Avg Mthly Volume	Model Intro Date	Model Age (years)
FISK ELEMENTARY	Cafeteria	BIZ3300P	A63P011000097	Black Printer	0	0	0.0	0.0	100.00 %	579		
WOODBURY MIDDLE	Room 131 Music	BIZ3300P	A63P011000113	Black Printer	0	0	0.0	0.0	100.00 %	437		
NORTH SALEM ELEM	Cafeteria	BIZ3300P	A63P011000436	Black Printer	0	0	0.0	0.0	100.00 %	191		
SALEM HIGH	Room C662 Math/Science Dir	BIZ3300P	A63P011000460	Black Printer	0	0	0.0	0.0	100.00 %	74		
SALEM HIGH	Room F776 Kitchen Office	BIZ3300P	A63P011000462	Black Printer	0	0	0.0	0.0	100.00 %	175		
SALEM HIGH	Maintenance Garage	BIZ3300P	A63P011000463	Black Printer	0	0	0.0	0.0	100.00 %	113		
BARRON ELEMENTARY	Kitchen Office	BIZ3300P	A63P011000464	Black Printer	0	0	0.0	0.0	100.00 %	208		
NORTH SALEM ELEM	Janice's Office	BIZ3300P	A63P011000465	Black Printer	0	0	0.0	0.0	100.00 %	29		
SALEM HIGH	Performing Arts Director	BIZ3300P	A63P011000468	Black Printer	0	0	0.0	0.0	100.00 %	34		
LANCASTER ELEM	Kitchen Office	BIZ3300P	A63P011000470	Black Printer	0	0	0.0	0.0	100.00 %	218		
WOODBURY MIDDLE	Room 261 Admin	BIZ3300P	A63P011000472	Black Printer	1	0	0.0	0.0	100.00 %	161		
BARRON ELEMENTARY	Library	BIZ3300P	A63P011000473	Black Printer	2	19,148	0.0	0.0	100.00 %	101		
SALEM HIGH	IT Office Spare	BIZ3300P	A63P011000496	Black Printer	1	0	0.0	0.0	100.00 %	148		
WOODBURY MIDDLE	Room 137 Tech Ed	BIZ3300P	A63P011000606	Black Printer	0	0	0.0	0.0	100.00 %	531		
SALEM HIGH	Room D596 Auto Office	BIZ3300P	A63P011000619	Black Printer	0	0	0.0	0.0	100.00 %	72		
SOULE ELEMENTARY	Library	BIZ3300P	A63P011000629	Black Printer	0	0	0.0	0.0	100.00 %	216		
SOULE ELEMENTARY	Kitchen Office	BIZ3300P	A63P011003066	Black Printer	0	0	0.0	0.0	100.00 %	329		
	SUBTOTALS/AVERAGES	**BIZ3300P**		**Black Printer**						213	4/1/2013	7.25
SALEM HIGH	Main Office Accounts Payable	BIZ3301P	A63P015000012	Black Printer	4	9,331	0.0	0.0	100.00 %	310		
SALEM HIGH	Guidance Office	BIZ3301P	A63P015000627	Black Printer	0	0	0.0	0.0	100.00 %	729		
BARRON ELEMENTARY	Main Office	BIZ3301P	A63P015000732	Black Printer	2	0	0.0	0.0	100.00 %	55		
SOULE ELEMENTARY	Main Office	BIZ3301P	A63P015001573	Black Printer	0	0	0.0	0.0	100.00 %	79		
	SUBTOTALS/AVERAGES	**BIZ3301P**		**Black Printer**						293	11/1/2015	4.75
DISTRICT OFFICE	Accounts Payable	BIZ4000P	A63R011002399	Black Printer	0	0	0.0	0.0	100.00 %	2,654		
SALEM HIGH	Library Conf Room Director	BIZ4000P	A63R011002417	Black Printer	0	0	0.0	0.0	100.00 %	144		
SALEM HIGH	IT Office Spare	BIZ4000P	A63R011002420	Black Printer	0	0	0.0	0.0	100.00 %	0		
FISK ELEMENTARY	Room EG14 Library	BIZ4000P	A63R011002426	Black Printer	0	0	0.0	0.0	100.00 %	126		
WOODBURY MIDDLE	Cafeteria	BIZ4000P	A63R011002452	Black Printer	0	0	0.0	0.0	100.00 %	616		
	SUBTOTALS/AVERAGES	**BIZ4000P**		**Black Printer**						708	4/1/2013	7.25
SALEM HIGH	Room B427	BIZ4020	A6WD011005175	Black Laser MFP	1	0	0.0	0.0	100.00 %	543		
LANCASTER ELEM	Room 121 Reading Room	BIZ4020	A6WD011006454	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,037		
SALEM HIGH	Room H025 Athletic Trainer	BIZ4020	A6WD011007754	Black Laser MFP	2	30,291	2.8	3.9	99.83 %	769		
WOODBURY MIDDLE	Guidance Office	BIZ4020	A6WD011007763	Black Laser MFP	0	0	0.0	0.0	100.00 %	1,553		
WOODBURY MIDDLE	Room 125	BIZ4020	A6WD011007764	Black Laser MFP	2	0	0.0	0.0	100.00 %	975		
WOODBURY MIDDLE	Room 118 Nurse	BIZ4020	A6WD011007794	Black Laser MFP	1	0	0.0	0.0	100.00 %	288		
	SUBTOTALS/AVERAGES	**BIZ4020**		**Black Laser MFP**						861	2/1/2014	6.50
SALEM HIGH	Room E103 Special Ed	BIZ454E	A61E011000257	Black Photocopier	2	0	0.0	0.0	100.00 %	4,308		
BARRON ELEMENTARY	Room 132 Small	BIZ454E	A61E011000365	Black Photocopier	1	0	0.0	0.0	100.00 %	228		
SOULE ELEMENTARY	Title One	BIZ454E	A61E011000376	Black Photocopier	0	0	0.0	0.0	100.00 %	1,935		
	SUBTOTALS/AVERAGES	**BIZ454E**		**Black Photocopier**						2,157	11/1/2013	6.50
FISK ELEMENTARY	2nd Floor Hall	BIZ458	A9HH011007207	Black Photocopier	4	123,622	0.0	0.0	100.00 %	6,666		
SALEM HIGH	Library	BIZ458	A9HH011007212	Black Photocopier	0	0	0.0	0.0	100.00 %	1,692		
	SUBTOTALS/AVERAGES	**BIZ458**		**Black Photocopier**						4,179	8/1/2016	4.00
WOODBURY MIDDLE	Room 129	BIZ4700P	A63N011020773	Black Printer	0	0	0.0	0.0	100.00 %	1,091		
WOODBURY MIDDLE	Main Office	BIZ4700P	A63N011020783	Black Printer	0	0	0.0	0.0	100.00 %	309		
DISTRICT OFFICE	Admin Superintendent	BIZ4700P	A63N011020785	Black Printer	0	0	0.0	0.0	100.00 %	1,131		
WOODBURY MIDDLE	Main Office	BIZ4700P	A63N011020794	Black Printer	1	0	51.6	52.6	97.78 %	840		
WOODBURY MIDDLE	Room 54	BIZ4700P	A63N011020798	Black Printer	0	0	0.0	0.0	100.00 %	1,712		
DISTRICT OFFICE	Admin Asst to Supt.	BIZ4700P	A63N011020800	Black Printer	0	0	0.0	0.0	100.00 %	1,077		
FISK ELEMENTARY	Main Office	BIZ4700P	A63N011020803	Black Printer	0	0	0.0	0.0	100.00 %	11		

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NORTH SALEM ELEM	Library	BIZ4700P	A63N011020805	Black Printer	0	0	0.0	0.0	100.00 %	1,954		
SALEM HIGH	IT Office Spare	BIZ4700P	A63N011020869	Black Printer	0	0	0.0	0.0	100.00 %	0		
SALEM HIGH	Room E103 Special Ed	BIZ4700P	A63N011020906	Black Printer	0	0	0.0	0.0	100.00 %	1,494		
	SUBTOTALS/AVERAGES	**BIZ4700P**		**Black Printer**						1,069	4/1/2013	7.25
BARRON ELEMENTARY	Hall of Room 207	BIZ654E	A5YN017014182	Black Photocopier	0	0	0.0	0.0	100.00 %	10,656		
LANCASTER ELEM	Room 141 Mail Room	BIZ654E	A5YN017014234	Black Photocopier	2	0	0.0	0.0	100.00 %	8,082		
LANCASTER ELEM	2nd Floor Library	BIZ654E	A5YN017014247	Black Photocopier	0	0	0.0	0.0	100.00 %	7,316		
FISK ELEMENTARY	Hall of Room 126	BIZ654E	A5YN017014269	Black Photocopier	2	0	0.0	0.0	100.00 %	12,702		
BARRON ELEMENTARY	Mail Room 131	BIZ654E	A5YN017014277	Black Photocopier	2	0	0.0	0.1	100.00 %	11,302		
NORTH SALEM ELEM	Room 212 Hall	BIZ654E	A5YN017014288	Black Photocopier	0	0	0.0	0.0	100.00 %	13,465		
	SUBTOTALS/AVERAGES	**BIZ654E**		**Black Photocopier**						10,587	7/1/2013	7.00
SOULE ELEMENTARY	Teachers' Room	BIZ754	A55V011000181	Black Photocopier	4	0	0.0	0.0	100.00 %	4,442		
FISK ELEMENTARY	Room E108 Pub Center	BIZ754E	A55V017000389	Black Photocopier	2	29,461	2.3	3.4	99.85 %	2,171		
DISTRICT OFFICE	Main Office Side Room	BIZ754E	A55V017000395	Black Photocopier	0	0	0.0	0.0	100.00 %	7,291		
SALEM HIGH	Room B433 Learning Center	BIZ754E	A55V017000412	Black Photocopier	1	0	0.0	0.0	100.00 %	13,728		
SALEM HIGH	Room C554 Science Work Rm	BIZ754E	A55V017000413	Black Photocopier	4	204,275	0.0	0.0	100.00 %	26,393		
SALEM HIGH	Room B060 Storage	BIZ754E	A55V017000420	Black Photocopier	1	0	0.0	0.0	100.00 %	0		
	SUBTOTALS/AVERAGES	**BIZ754E**		**Black Photocopier**						10,805	1/1/2013	7.75
LANCASTER ELEM	Alcove 2nd Floor	BIZ808	A8KN011004792	Black Photocopier	3	293,546	0.0	0.0	100.00 %	6,794		
WOODBURY MIDDLE	Room 261 Admin	BIZ808	A8KN011004840	Black Photocopier	4	0	5.8	7.2	99.70 %	25,513		
WOODBURY MIDDLE	Guidance Office	BIZ808	A8KN011004962	Black Photocopier	5	621,700	0.0	0.0	100.00 %	34,171		
	SUBTOTALS/AVERAGES	**BIZ808**		**Black Photocopier**						22,159	6/1/2016	4.00
SALEM HIGH	Room A144 Art Printing	C2060	A85E011000649	Color Photocopier	8	10,926	3.6	36.8	98.44 %	9,325		
	SUBTOTALS/AVERAGES	**C2060**		**Color Photocopier**						9,325	1/1/2017	3.75
SALEM HIGH	CADD Classroom	C300i	AA2K011002799	Color Photocopier	0	0	0.0	0.0	100.00 %	448		
	SUBTOTALS/AVERAGES	**C300i**		**Color Photocopier**						448	6/1/2019	1.00
SALEM HIGH	Room H732 Music Dept	C308	A7PY011021196	Color Photocopier	2	0	0.0	0.0	100.00 %	5,504		
SALEM HIGH	Hallway outside Auto Tech	C308	A7PY011021233	Color Photocopier	1	0	0.0	0.0	100.00 %	3,938		
SALEM HIGH	Moved to Storage	C308	A7PY011021308	Color Photocopier	1	0	0.0	0.0	100.00 %	10,593		
SALEM HIGH	Room G765 Athletic Dept	C308	A7PY011021780	Color Photocopier	0	0	0.0	0.0	100.00 %	2,356		
SALEM HIGH	Room A165	C308	A7PY011021829	Color Photocopier	0	0	0.0	0.0	100.00 %	1,295		
SALEM HIGH	IT Office	C308	A7PY011022193	Color Photocopier	1	0	0.0	0.0	100.00 %	952		
WOODBURY MIDDLE	Library	C308	A7PY011022196	Color Photocopier	4	0	0.0	0.0	100.00 %	8,464		
	SUBTOTALS/AVERAGES	**C308**		**Color Photocopier**						4,729	6/1/2016	4.00
SALEM HIGH	Room A222 CPU Lab	C3100P	A6DR012104750	Color Printer	0	0	0.0	0.0	100.00 %	230		
SALEM HIGH	Room C640 Health Science	C3100P	A6DR012104815	Color Printer	1	0	0.0	0.0	100.00 %	779		
SALEM HIGH	Performing Arts Office	C3100P	A6DR012104820	Color Printer	1	0	0.0	0.0	100.00 %	207		
SALEM HIGH	Room C606 Biotech Prep	C3100P	A6DR012104825	Color Printer	2	0	0.0	0.0	100.00 %	1,890		
SALEM HIGH	Room C603 CPU Networking	C3100P	A6DR012104828	Color Printer	0	0	0.0	0.0	100.00 %	945		
SALEM HIGH	Room E104	C3100P	A6DR012104830	Color Printer	0	0	0.0	0.0	100.00 %	943		
SALEM HIGH	Room D588	C3100P	A6DR012106446	Color Printer	0	0	0.0	0.0	100.00 %	380		
SALEM HIGH	Room A150 Art Studio	C3100P	A6DR012106449	Color Printer	0	0	0.0	0.0	100.00 %	774		
LANCASTER ELEM	Room 134	C3100P	A6DR012106451	Color Printer	0	0	0.0	0.0	100.00 %	0		
WOODBURY MIDDLE	Principal's Office	C3100P	A6DR012106468	Color Printer	0	0	0.0	0.0	100.00 %	93		
	SUBTOTALS/AVERAGES	**C3100P**		**Color Printer**						624	6/1/2014	6.00
SALEM HIGH	Room F741 Nurse	C3351	A92F011002742	Color Laser MFP	1	0		0.0	100.00 %	483		
WOODBURY MIDDLE	Room 200	C3351	A92F011002759	Color Laser MFP	4	0	0.0	0.0	100.00 %	2,743		
SALEM HIGH	Food Service Office	C3351	A92F011003544	Color Laser MFP	4	42,112	0.0	0.0	100.00 %	1,770		
DISTRICT OFFICE	Data Entry Office	C3351	A92F011003684	Color Laser MFP	1	14,053	0.0	0.0	100.00 %	372		
	SUBTOTALS/AVERAGES	**C3351**		**Color Laser MFP**						1,342	4/1/2017	3.25
FISK ELEMENTARY	Main Office	C454E	A5C0011005978	Color Photocopier	5	0	0.0	0.6	99.98 %	6,721		
	SUBTOTALS/AVERAGES	**C454E**		**Color Photocopier**						6,721	7/1/2012	8.00
BARRON ELEMENTARY	Main Office	C458	A79M011017110	Color Photocopier	2	0	0.0	0.0	100.00 %	5,670		
SOULE ELEMENTARY	Mail Room	C458	A79M011017385	Color Photocopier	1	0	0.0	0.0	100.00 %	4,418		
	SUBTOTALS/AVERAGES	**C458**		**Color Photocopier**						5,044	8/1/2016	4.00
BARRON ELEMENTARY	Library	C654E	A2X1017002013	Color Photocopier	5	96,362	3.9	11.0	99.54 %	19,880		
DISTRICT OFFICE	Main Office	C654E	A2X1017002022	Color Photocopier	3	42,644	0.0	0.0	100.00 %	7,498		
	SUBTOTALS/AVERAGES	**C654E**		**Color Photocopier**						13,689	2/1/2012	8.50
SALEM HIGH	Room A146 Continuing Ed	C658	A79J013001558	Color Photocopier	4	182,046	0.0	0.0	100.00 %	5,992		
FISK ELEMENTARY	Room E108 Pub Center	C658	A79J013001568	Color Photocopier	1	183,039	0.0	0.0	100.00 %	18,877		
SALEM HIGH	Library	C658	A79J013001590	Color Photocopier	9	245,677	1.4	2.3	99.90 %	24,056		
NORTH SALEM ELEM	Main Office	C658	A79J013001606	Color Photocopier	6	395,540	0.0	0.0	100.00 %	25,360		
SALEM HIGH	Guidance Office	C658	A79J013001614	Color Photocopier	2	0	0.0	0.0	100.00 %	6,534		
SALEM HIGH	Room B316 Math Office	C658	A79J013001618	Color Photocopier	6	189,768	0.0	0.0	100.00 %	30,356		

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SALEM HIGH	Room C654	C658	A79J013001640	Color Photocopier	7	112,188	0.0	0.0	100.00 %	29,661		
LANCASTER ELEM	Main Office	C658	A79J013001650	Color Photocopier	2	0	0.0	0.0	100.00 %	18,719		
SOULE ELEMENTARY	Bus Port Area	C658	A79J013001653	Color Photocopier	2	195,331	0.0	0.0	100.00 %	20,410		
	SUBTOTALS/AVERAGES	C658		Color Photocopier						19,996	5/1/2017	3.25
WOODBURY MIDDLE	Main Office Mail Room	PRO958	A796011001169	Black Photocopier	3	0	0.0	0.0	100.00 %	16,723		
SALEM HIGH	Room A266 Teachers' Lounge	PRO958	A796011001194	Black Photocopier	5	323,235	6.0	6.8	99.71 %	35,023		
WOODBURY MIDDLE	Room 201 Hallway	PRO958	A796011001195	Black Photocopier	5	0	0.0	0.0	100.00 %	18,658		
NORTH SALEM ELEM	Staff Work Room	PRO958	A796011001196	Black Photocopier	4	0	0.0	0.0	100.00 %	18,456		
WOODBURY MIDDLE	Room 158 Copy Center	PRO958	A796011001201	Black Photocopier	6	56,005	0.0	0.0	100.00 %	35,621		
SALEM HIGH	Library	PRO958	A796011001204	Black Photocopier	12	383,166	4.4	16.6	99.30 %	46,467		
SALEM HIGH	CTE Main Office	PRO958	A796011001232	Black Photocopier	0	0	0.0	0.0	100.00 %	6,556		
SALEM HIGH	Principal's Copy Room	PRO958	A796011001236	Black Photocopier	10	92,457	0.0	0.0	100.00 %	8,016		
	SUBTOTALS/AVERAGES	PRO958		Black Photocopier						23,190	6/1/2016	4.00
TOTALS & AVERAGES						162,330	9.1	141.2	99.94 %	6,412		

This color represents TOTALS in these columns

This color represents totals and averages for a MODEL of machine

This color represents totals and averages for all equipment.

This color represents potential problem areas

* A "0" means there were no service calls during the 12-month period

BHC2060 - A85E011000649 - Salem High Art - Unit had 8 service calls between 8/16/19 to 2/11/20; 2 were for error codes, 3 were for issues in the finisher, and 2 were for quality issues. No significant consistent issues shown.

BHC658 - A79J013001590 - Salem High Library - Unit had 9 service calls in the fiscal year: 2 were for error coes, 3 were for jamming in various areas; 1 issue with quality, and one where paper feed rollers were replaced. An additional call is for PM and one call was for an unknown issue.

BHC658 - A79J013001606 - North Salem Elementary Main office - Unit had 6 service calls: 3 for quality where parts were replaced, one for noise, and 2 for jamming.

BHC658 - A79J013001618 - Salem High Math Room - Unit had 6 service calls; 3 for quality in the drum area, where parts were replaced, 2 for codes and jamming, and one for PM.

BHC658 - A79J013001640 - Salem High Room C654 - Unit had 7 service calls: 2 for jamming, 1 for quality issues, 1 for error code, 1 for unit not working, and 2 PMs.

BH958 - A796011001201 - Woodbury Middle Room 158 Copy Center - Unit had 6 service calls: all calls were for jamming issues in various parts of the copier, with parts being replaced several times.

BH958 - A796011001204 - Salem High Library - This unit had 12 service calls during the school year: 6 calls were for jamming in various parts of the machine, 2 were for poor quality, 2 for Error Codes, 1 for an unknown issue, and 1 PM.

BH958 - A796011001236 - Salem High Principal's Copy Room - Copier had 10 service calls this year: 2 were for Error codes; 2 for jamming issues, 2 for PMs, 1 for noise in the duplexer, 1 for the Image Reading Unit, and 2 for unknown issues.