

RICOH USA

Customer Service History Fleet Report

Status of Data	7/31/2019
CLIENT NAME Month (MM/YYYY)	NORWAY SAVINGS BANK JULY 2018 - JUNE 2019

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Uptime %	Avg Mthly Volume
Norway - Operations Center	356 Main Street	Norway	Ricoh MP 4054	G175RB30265	Black Photocopier	0	0	0.0	100.00 %	4,378
Gorham Branch	65 Main Street	Gorham	Ricoh MP 4054	G175RB30465	Black Photocopier	0	0	0.0	100.00 %	4,675
Norway - Operations Center	356 Main Street	Norway	Ricoh MP 4054	G175RB31356	Black Photocopier	0	0	0.0	100.00%	6,170
Saco Branch	569 Main Street	Saco	Ricoh MP 4054	G175RB31399	Black Photocopier	0	0	0.0	100.00%	4,740
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 4054	G175RB31454	Black Photocopier	2	63,918	2.3	99.70%	10,653
Portland - Exchange Street	120 Exchange Street	Portland	Ricoh MP 4054	G175RC30271	Black Photocopier	0	0	0.0	100.00%	3,952
South Portland Branch	207 Waterman Drive	South Portland	Ricoh MP 4054	G175RC30378	Black Photocopier	2	25,025	1.6	99.80%	4,171
Standish Branch	88 Ossipee Trail East	Standish	Ricoh MP 4054	G175RC30395	Black Photocopier	1	26,507	1.5	99.90%	2,209
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 4054	G175RC30427	Black Photocopier	1	44,916	6.8	99.70%	3,743
Norway Main Office	261 Main Street	Norway	Ricoh MP 4054	G176R130023	Black Photocopier	1	32,847	2.8	99.90 %	2,737
Norway Main Office	261 Main Street	Norway	Ricoh MP 4054	G176R130070	Black Photocopier	0	0	0.0	100.00 %	5,758
Norway Main Office	261 Main Street	Norway	Ricoh MP 4054	G176R130100	Black Photocopier	0	0	0.0	100.00 %	5,187
Norway - Operations Center	356 Main Street	Norway	Ricoh MP 4054	G176R130110	Black Photocopier	0	0	0.0	100.00 %	5,570
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 4054	G176R130124	Black Photocopier	5	8,360	4.6	98.80%	3,484
Falmouth Branch	266 US Route 1	Falmouth	Ricoh MP 4054	G176R130146	Black Photocopier	0	0	0.0	100.00 %	4,133
Norway - Operations Center	356 Main Street	Norway	Ricoh MP 4054	G176R130153	Black Photocopier	0	0	0.0	100.00 %	3,894
South Paris Branch	7 High Street	South Paris	Ricoh MP 4054	G176R130166	Black Photocopier	1	53,507	1.2	99.90%	4,459
Fryeburg Branch	557 Main Street	Fryeburg	Ricoh MP 4054	G176R130219	Black Photocopier	0	0	0.0	100.00 %	4,667
Norway Main Office	261 Main Street	Norway	Ricoh MP 4054	G176R130239	Black Photocopier	0	0	0.0	100.00 %	4,479
Bridgton Branch	1 Harrison Road	Bridgton	Ricoh MP 4054	G176R130311	Black Photocopier	1	59,441	1.2	99.90 %	4,953
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP 4054	G176R130535	Black Photocopier	1	54,985	2.7	99.90 %	4,582
Windham Branch	10 Franklin Drive	Windham	Ricoh MP 4054	G176R130550	Black Photocopier	1	69,168	8.2	99.60%	5,764
Topsham Branch	47 Topsham Fair Mall Road	Topsham	Ricoh MP 4054	G176R130551	Black Photocopier	1	21,389	4.3	99.80%	1,782
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP 4054	G176R130573	Black Photocopier	3	12,511	2.8	99.50 %	3,128
Yarmouth Branch	688 US Route 1	Yarmouth	Ricoh MP 4054	G176R130775	Black Photocopier	1	49,580	2.7	99.90%	4,132
	TOTALS & AVERAGES FOR MODEL		Ricoh MP 4054		Black Photocopier	21	40,166	3.3	99.85%	4,536
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 4055	C326RC01812	Black Photocopier	0	0	0.0	100.00%	3,815
Norway Main Office	261 Main Street	Norway	Ricoh MP 4055	C327R601286	Black Photocopier	0	0	0.0	100.00 %	5,175
Portland - Forest Ave	446 Forest Avenue	Portland	Ricoh MP 4055	C327RA00279	Black Photocopier	0	0	0.0	100.00%	5,175
						0	0	0.0	100.00%	4,722
Norway Main Office	261 Main Street	Norway	Ricoh MP 5054	G186R120068	Black Photocopier	2	37,255	0.0	99.90%	6,209
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 5054	G186R120077	Black Photocopier	2	69,322	1.3	99.80%	11,554
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 5054	G186R120096	Black Photocopier	5	27,005	3.8	99.00%	11,252
Norway Main Office	261 Main Street	Norway	Ricoh MP 5054	G186R120150	Black Photocopier	1	88,740	4.6	99.80 %	7,395
Norway - Operations Center	356 Main Street	Norway	Ricoh MP 5054	G186R120172	Black Photocopier	2	71,619	2.2	99.80 %	11,936
						12	58,788	3.0	99.66 %	9,669
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP C306SPF	G446P101037	Color Laser MFP	2	14,462	2.8	99.70%	2,410
Norway - Operations Center	356 Main Street	Norway	Ricoh MP C306SPF	G446P101190	Color Laser MFP	2	11,363	3.0	99.70 %	1,894
Norway Main Office	261 Main Street	Norway	Ricoh MP C306SPF	G446P101338	Color Laser MFP	1	19,544	3.3	99.80 %	1,629
						5	15,123	3.0	99.73 %	1,978
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP C307	C509P100060	Color Laser MFP	0	0	0.0	100.00 %	3,444
						0	0	0.0	100.00 %	3,444
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP C3503	E164MC10152	Color Photocopier	2	32,274	7.0	99.30%	5,379
						2	32,274	7.0	99.30%	5,379
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP C3504	G706M960392	Color Photocopier	3	9,109	5.0	99.20%	2,277
Auburn Branch	31 Court Street	Auburn	Ricoh MP C3504	G706M960538	Color Photocopier	5	3,631	1.8	99.40 %	1,513

SPC Evaluation Report

All copiers appear to be running well this year, with only 3 that had 5 service calls during the fiscal year. Uptime was 99.83%, which is excellent for a fleet of this size (107 units), with 58 of those units (just slightly over half) with at least one service call. Average response time of 3.5 hours is well within the four-hour average response time outlined in the bid specs.

Additional details on the three machines with a higher call volume can be found in the yellow box below the main table. We will continue to monitor these units for consistent issues.

Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Uptime %	Avg Mthly Volume
						8	6,370	3.4	99.30 %	1,895
Norway Main Office	261 Main Street	Norway	Ricoh MP C6003	E195M910371	Color Photocopier	4	42,547	1.5	99.60 %	14,182
Norway - Operations Center	356 Main Street	Norway	Ricoh MP C6003	E195MA10127	Color Photocopier	4	16,236	3.4	99.30 %	5,412
						8	29,392	2.5	99.45 %	9,797
Norway Main Office	261 Main Street	Norway	Ricoh MP C6004	C757MC20389	Color Photocopier	0	0	0.0	100.00 %	8,011
						0	0	0.0	100.00 %	8,011
Norway - Operations Center	356 Main Street	Norway	Ricoh MP201	W3018802737	Black Laser MFP	0	0	0.0	100.00 %	1,818
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP201	W3018802794	Black Laser MFP	0	0	0.0	100.00%	2,462
Norway Main Office	261 Main Street	Norway	Ricoh MP201	W3018802852	Black Laser MFP	1	41,806	3.3	99.80 %	3,484
Norway Main Office	261 Main Street	Norway	Ricoh MP201	W3018802855	Black Laser MFP	0	0	0.0	100.00 %	1,724
Freeport Branch	8 Mallet Drive	Freeport	Ricoh MP201	W3018802856	Black Laser MFP	0	0	0.0	100.00 %	1,654
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP201	W3018802857	Black Laser MFP	3	7,297	2.8	99.50 %	1,824
Brunswick - Cooks Corner Branch	14 Gurnet Road	Brunswick	Ricoh MP201	W3018802862	Black Laser MFP	1	18,810	13.1	99.40 %	1,568
Norway Main Office	261 Main Street	Norway	Ricoh MP201	W3018802865	Black Laser MFP	1	3,076	5.5	99.70%	256
						6	17,747	6.2	99.80%	1,849
Kennebunk Branch	68 Portland Road	Kennebunk	Ricoh MP301SPF	W912PA02875	Black Laser MFP	0	0	0.0	100.00 %	1,753
Kennebunk Branch	68 Portland Road	Kennebunk	Ricoh MP301SPF	W912PA02882	Black Laser MFP	0	0	0.0	100.00 %	1,716
Bridgton Branch	1 Harrison Road	Bridgton	Ricoh MP301SPF	W912PC02559	Black Laser MFP	0	0	0.0	100.00 %	2,042
Auburn Branch	31 Court Street	Auburn	Ricoh MP301SPF	W913P203788	Black Laser MFP	1	17,347	2.8	99.90 %	1,446
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP301SPF	W913P203789	Black Laser MFP	2	7,217	4.5	99.60 %	1,203
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP301SPF	W913P203793	Black Laser MFP	1	11,886	1.3	99.90 %	991
Bethel Branch	One Parkway	Bethel	Ricoh MP301SPF	W913P702146	Black Laser MFP	1	28,458	3.8	99.80 %	2,372
South Portland Branch	207 Waterman Drive	South Portland	Ricoh MP301SPF	W913P703750	Black Laser MFP	1	14,652	1.6	99.80%	1,221
Scarborough Branch	158 US Route 1	Scarborough	Ricoh MP301SPF	W913P800113	Black Laser MFP	0	0	0.0	100.00%	1,955
Falmouth Branch	266 US Route 1	Falmouth	Ricoh MP301SPF	W913P900175	Black Laser MFP	0	0	0.0	100.00 %	1,832
Bridgton Branch	1 Harrison Road	Bridgton	Ricoh MP301SPF	W913PC01617	Black Laser MFP	2	5,364	1.6	99.80 %	894
Topsham Branch	47 Topsham Fair Mall Road	Topsham	Ricoh MP301SPF	W913PC01709	Black Laser MFP	3	5,303	3.3	99.40%	1,326
Norway - Operations Center	356 Main Street	Norway	Ricoh MP301SPF	W913PC01710	Black Laser MFP	2	9,092	5.9	99.50 %	1,515
Norway - Operations Center	356 Main Street	Norway	Ricoh MP301SPF	W913PC01713	Black Laser MFP	0	0	0.0	100.00 %	1,774
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01714	Black Laser MFP	0	0	0.0	100.00 %	1,789
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01715	Black Laser MFP	1	20,683	7.7	99.90 %	1,724
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01716	Black Laser MFP	0	0	0.0	100.00%	2,462
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01717	Black Laser MFP	0	0	0.0	100.00 %	1,716
Norway - Operations Center	356 Main Street	Norway	Ricoh MP301SPF	W913PC01718	Black Laser MFP	0	0	0.0	100.00 %	1,868
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01719	Black Laser MFP	2	11,960	2.7	99.70 %	1,993
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01992	Black Laser MFP	2	9,100	6.0	99.50%	1,517
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP301SPF	W913PC02414	Black Laser MFP	0	0	0.0	100.00%	2,462
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP301SPF	W913PC02648	Black Laser MFP	1	18,914	3.2	99.90 %	1,576
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP301SPF	W913PC02649	Black Laser MFP	1	23,283	0.2	100.00 %	1,940
South Paris Branch	7 High Street	South Paris	Ricoh MP301SPF	W913PC02656	Black Laser MFP	0	0	0.0	100.00%	1,738
Gorham Branch	65 Main Street	Gorham	Ricoh MP301SPF	W913PC02657	Black Laser MFP	0	0	0.0	100.00 %	1,738
Standish Branch	88 Ossipee Trail East	Standish	Ricoh MP301SPF	W913PC02660	Black Laser MFP	1	22,364	7.5	99.70%	1,864
Freeport Branch	8 Mallet Drive	Freeport	Ricoh MP301SPF	W913PC02661	Black Laser MFP	1	16,040	2.7	99.90 %	1,337
Windham Branch	10 Franklin Drive	Windham	Ricoh MP301SPF	W913PC02664	Black Laser MFP	4	9,589	6.8	98.70%	3,196
Gray Branch	1 Libby Hill Road	Gray	Ricoh MP301SPF	W914P902011	Black Laser MFP	0	0	0.0	100.00 %	1,904
Gray Branch	1 Libby Hill Road	Gray	Ricoh MP301SPF	W914PA01205	Black Laser MFP	0	0	0.0	100.00 %	1,688
Gorham Branch	65 Main Street	Gorham	Ricoh MP301SPF	W916PB01262	Black Laser MFP	0	0	0.0	100.00 %	1,868
Portland - Exchange Street	120 Exchange Street	Portland	Ricoh MP301SPF	W914P300060	Black Laser MFP	0	0	0.0	100.00%	1,839
Portland - Forest Ave	446 Forest Avenue	Portland	Ricoh MP301SPF	W914P400519	Black Laser MFP	1	13,956	0.5	99.90%	1,163
Portland - Forest Ave	446 Forest Avenue	Portland	Ricoh MP301SPF	W914P400522	Black Laser MFP	0	0	0.0	100.00%	1,825
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W914P400953	Black Laser MFP	3	9,535	3.6	99.50 %	2,384
Portland - Forest Ave	446 Forest Avenue	Portland	Ricoh MP301SPF	W914P400960	Black Laser MFP	1	24,323	2.4	99.90%	2,027
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP301SPF	W914P802833	Black Laser MFP	1	23,227	3.0	99.90 %	1,936
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP301SPF	W915P401212	Black Laser MFP	0	0	0.0	100.00 %	1,860
Saco Branch	569 Main Street	Saco	Ricoh MP301SPF	W915PC00101	Black Laser MFP	0	0	0.0	100.00%	1,731
Windham Branch	10 Franklin Drive	Windham	Ricoh MP301SPF	W915PC01609	Black Laser MFP	0	0	0.0	100.00%	2,042
Fryeburg Branch	557 Main Street	Fryeburg	Ricoh MP301SPF	W915PC01758	Black Laser MFP	1	29,539	0.1	100.00 %	2,462
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP301SPF	W915PC02326	Black Laser MFP	0	0	0.0	100.00 %	1,767
Fryeburg Branch	557 Main Street	Fryeburg	Ricoh MP301SPF	W915PC02328	Black Laser MFP	1	27,288	2.2	99.90 %	2,274
Yarmouth Branch	688 US Route 1	Yarmouth	Ricoh MP301SPF	W915PC02335	Black Laser MFP	1	28,115	6.5	99.70%	2,343



Building	Address	City	Model	Serial #	Reprographic Type	Total Calls*	Avg Copies between All Service Calls incl PM*	Avg Response Time*	Uptime %	Avg Mthly Volume
						35	15,836	3.5	99.86%	1,824
Kennebunk Branch	68 Portland Road	Kennebunk	Ricoh MP4002	W522LB00242	Black Photocopier	1	58,520	4.7	99.80 %	4,877
Freeport Branch	8 Mallet Drive	Freeport	Ricoh MP4002	W523L401151	Black Photocopier	0	0	0.0	100.00 %	2,125
Bethel Branch	One Parkway	Bethel	Ricoh MP4002	W523LC00203	Black Photocopier	0	0	0.0	100.00 %	3,844
Brunswick - Cooks Corner Branch	14 Gurnet Road	Brunswick	Ricoh MP4002	W523LC00205	Black Photocopier	0	0	0.0	100.00 %	3,743
Scarborough Branch	158 US Route 1	Scarborough	Ricoh MP4002	W523LC00212	Black Photocopier	1	18,446	4.0	99.80%	1,537
Saco Branch	569 Main Street	Saco	Ricoh MP4002	W523LC01503	Black Photocopier	0	0	0.0	100.00%	5,175
Auburn Branch	31 Court Street	Auburn	Ricoh MP4002	W523LC01513	Black Photocopier	2	18,422	3.3	99.70 %	3,070
Gray Branch	1 Libby Hill Road	Gray	Ricoh MP4002	W524LA01396	Black Photocopier	0	0	0.0	100.00 %	1,733
						4	31,796	4.0	99.91 %	3,263
Norway Main Office	261 Main Street	Norway	Ricoh MP5002	W533LC00803	Black Photocopier	2	44,077	1.3	99.80 %	7,346
Norway - Operations Center	356 Main Street	Norway	Ricoh MP5002	W533LC01390	Black Photocopier	0	0	0.0	100.00 %	9,098
						2	44,077	1.3	99.90 %	8,222
Norway Main Office	261 Main Street	Norway	Ricoh MP6002	W864L100096	Black Photocopier	1	30,063	0.5	100.00%	2,505
						1	30,063	0.5	100.00%	2,505
TOTALS & AVERAGES						104	27,466	3.5	99.83 %	3,402

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

**G706M960538, MPC3504, Auburn:** This copier had 5 service calls last year and 5 service calls this year. It appears the issues have all been for paper jams in the same general area. All calls took place between early August and early Stepmber 2018. There have been no service calls since 9/12/18, but we will address this with the vendor anyway to ensure the issue has been fixed.

**G186R120096, MP5054, Congress Street:** The five calls made for this copier are each for different issues: 2 were for jamming in different locations, one was for poor quality, one was for an error code with the machine down, and the fifth was for a toner sensor issue. Three of the calls took place in October 2018. The last service call was 5/3/19.

**G176R130124, MP4054, Congress Street:** All five service calls on this copier were for poor print quality, covering a period between November 2018 and March 2018. This is being addressed with the vendor since the issue with poor quality has been consistent over a period of time. Client is encouraged to continue calling for service on this issue if it continues in order to build a service history. Client may request an Equipment Complaint form for immediate follow-up and resolution to the issue.