

RICOH USA

Customer Service History Fleet Report

Status of Data 2/4/2019

CLIENT NAME NORWAY SAVINGS BANK
Month (MM/YYYY) JAN 2018 - DEC 2018

SPC Evaluation Report

The average response time is excellent and within the four-hour response time as outlined in your contract. The only concern in this area is one machine with a 15.5 hour response time, which we will address with the vendor. Uptime is also excellent at 99.84%; there does not appear to be any machines with significant down times. Only 1 copier has five service calls in the year, which is not significant, but we will look into it to determine the types of service calls this copier has had and monitor future calls to ensure no serious issues exist.

Overall, for the number of copiers and printers in use, we are pleased that your fleet is running quite optimally.

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 %	3,221
Gorham Branch	65 Main Street	Gorham	Ricoh MP 4054	G175RB30465	Black Photocopier	0	0	0.0	100.00 %	3,949
Norway - Operations Center	356 Main Street	Norway	Ricoh MP 4054	G175RB31356	Black Photocopier	1	92,219	0.8	99.90 %	7,685
Saco Branch	569 Main Street	Saco	Ricoh MP 4054	G175RB31399	Black Photocopier	0	0	0.0	100.00 %	4,083
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 4054	G175RB31454	Black Photocopier	2	78,057	2.3	99.70 %	13,010
Portland - Exchange Street	120 Exchange Street	Portland	Ricoh MP 4054	G175RC30271	Black Photocopier	0	0	0.0	100.00 %	2,131
South Portland Branch	207 Waterman Drive	South Portland	Ricoh MP 4054	G175RC30378	Black Photocopier	2	21,652	2.2	99.80 %	3,609
Standish Branch	88 Ossipee Trail East	Standish	Ricoh MP 4054	G175RC30395	Black Photocopier	1	47,342	1.5	99.90 %	3,945
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 4054	G175RC30427	Black Photocopier	0	0	0.0	100.00 %	3,572
Norway Main Office	261 Main Street	Norway	Ricoh MP 4054	G176R130023	Black Photocopier	1	47,409	2.8	99.90 %	3,951
Norway Main Office	261 Main Street	Norway	Ricoh MP 4054	G176R130070	Black Photocopier	0	0	0.0	100.00 %	6,658
Norway Main Office	261 Main Street	Norway	Ricoh MP 4054	G176R130100	Black Photocopier	0	0	0.0	100.00 %	5,231
Norway - Operations Center	356 Main Street	Norway	Ricoh MP 4054	G176R130110	Black Photocopier	1	74,216	3.2	99.80 %	6,185
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 4054	G176R130124	Black Photocopier	2	22,386	1.7	99.80 %	3,731
Falmouth Branch	266 US Route 1	Falmouth	Ricoh MP 4054	G176R130146	Black Photocopier	0	0	0.0	100.00 %	2,585
Norway - Operations Center	356 Main Street	Norway	Ricoh MP 4054	G176R130153	Black Photocopier	0	0	0.0	100.00 %	1,997
South Paris Branch	7 High Street	South Paris	Ricoh MP 4054	G176R130166	Black Photocopier	0	0	0.0	100.00 %	4,148
Fryeburg Branch	557 Main Street	Fryeburg	Ricoh MP 4054	G176R130219	Black Photocopier	0	0	0.0	100.00 %	3,931
Norway Main Office	261 Main Street	Norway	Ricoh MP 4054	G176R130239	Black Photocopier	0	0	0.0	100.00 %	3,461
Bridgton Branch	1 Harrison Road	Bridgton	Ricoh MP 4054	G176R130311	Black Photocopier	0	0	0.0	100.00 %	5,555
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP 4054	G176R130535	Black Photocopier	0	0	0.0	100.00 %	5,297
Windham Branch	10 Franklin Drive	Windham	Ricoh MP 4054	G176R130550	Black Photocopier	2	35,169	4.7	99.60 %	5,862
Topsham Branch	47 Topsham Fair Mall Road	Topsham	Ricoh MP 4054	G176R130551	Black Photocopier	1	21,801	4.3	99.80 %	1,817
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP 4054	G176R130573	Black Photocopier	4	8,700	3.4	99.30 %	2,900
Yarmouth Branch	688 US Route 1	Yarmouth	Ricoh MP 4054	G176R130775	Black Photocopier	1	48,278	2.7	99.90 %	4,023
TOTALS & AVERAGES FOR MODEL			Ricoh MP 4054		Black Photocopier	18	45,203	2.7	99.90 %	4,501
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 4055	C326RC01812	Black Photocopier	0	0	0.0	100.00 %	1,800
Norway Main Office	261 Main Street	Norway	Ricoh MP 4055	C327R601286	Black Photocopier	0	0	0.0	100.00 %	5,287
Portland - Forest Ave	446 Forest Avenue	Portland	Ricoh MP 4055	C327RA00279	Black Photocopier	0	0	0.0	100.00 %	5,297
						0	0	0.0	100.00 %	4,128
Norway Main Office	261 Main Street	Norway	Ricoh MP 5054	G186R120068	Black Photocopier	0	0	0.0	100.00 %	8,230
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 5054	G186R120077	Black Photocopier	3	62,935	1.7	99.70 %	15,734
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP 5054	G186R120096	Black Photocopier	3	48,620	5.3	99.20 %	12,155
Norway Main Office	261 Main Street	Norway	Ricoh MP 5054	G186R120150	Black Photocopier	0	0	0.0	100.00 %	4,420
Norway - Operations Center	356 Main Street	Norway	Ricoh MP 5054	G186R120172	Black Photocopier	3	56,185	4.3	99.30 %	14,046
						9	55,193	3.8	99.64 %	10,917
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP C306SPF	G446P101037	Color Laser MFP	1	39,143	2.9	99.80 %	3,262
Norway - Operations Center	356 Main Street	Norway	Ricoh MP C306SPF	G446P101190	Color Laser MFP	1	20,041	3.0	99.80 %	1,670
Norway Main Office	261 Main Street	Norway	Ricoh MP C306SPF	G446P101338	Color Laser MFP	1	19,412	5.4	99.80 %	1,618
						3	26,199	3.8	99.80 %	2,183
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP C3503	E164MC10152	Color Photocopier	0	0	0.0	100.00 %	5,673
						0	0	0.0	100.00 %	5,673
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP C3504	G706M960392	Color Photocopier	2	17,424	6.6	99.40 %	2,904
Auburn Branch	31 Court Street	Auburn	Ricoh MP C3504	G706M960538	Color Photocopier	5	4,026	1.8	99.40 %	1,678
						7	10,725	4.2	99.40 %	2,291
Norway Main Office	261 Main Street	Norway	Ricoh MP C6003	E195M910371	Color Photocopier	1	135,985	5.5	99.70 %	11,332

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 C6003	E195MA10127	Color Photocopier	2	35,776	3.4	99.70 %	5,963
						3	85,881	4.5	99.70 %	8,648
Norway Main Office	261 Main Street	Norway	Ricoh MP C6004	C757MC20389	Color Photocopier	1	98,889	1.6	99.90 %	8,241
						1	98,889	1.6	99.90 %	8,241
Norway - Operations Center	356 Main Street	Norway	Ricoh MP201	W3018802737	Black Laser MFP	1	10,313	15.5	99.30 %	859
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP201	W3018802794	Black Laser MFP	0	0	0.0	100.00 %	2,488
Norway Main Office	261 Main Street	Norway	Ricoh MP201	W3018802852	Black Laser MFP	1	40,762	3.3	99.80 %	3,397
Norway Main Office	261 Main Street	Norway	Ricoh MP201	W3018802855	Black Laser MFP	0	0	0.0	100.00 %	626
Freeport Branch	8 Mallet Drive	Freeport	Ricoh MP201	W3018802856	Black Laser MFP	0	0	0.0	100.00 %	3,486
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP201	W3018802857	Black Laser MFP	2	12,104	1.8	99.80 %	2,017
Brunswick - Cooks Corner Branch	14 Gurnet Road	Brunswick	Ricoh MP201	W3018802862	Black Laser MFP	2	10,325	7.2	99.20 %	1,721
Norway Main Office	261 Main Street	Norway	Ricoh MP201	W3018802865	Black Laser MFP	1	2,923	5.5	99.70 %	244
						7	15,285	6.7	99.73 %	1,855
Kennebunk Branch	68 Portland Road	Kennebunk	Ricoh MP301SPF	W912PA02875	Black Laser MFP	0	0	0.0	100.00 %	693
Kennebunk Branch	68 Portland Road	Kennebunk	Ricoh MP301SPF	W912PA02882	Black Laser MFP	0	0	0.0	100.00 %	604
Bridgton Branch	1 Harrison Road	Bridgton	Ricoh MP301SPF	W912PC02559	Black Laser MFP	0	0	0.0	100.00 %	1,421
Auburn Branch	31 Court Street	Auburn	Ricoh MP301SPF	W913P203788	Black Laser MFP	0	0	0.0	100.00 %	1,200
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP301SPF	W913P203789	Black Laser MFP	1	15,778	3.4	99.80 %	1,315
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP301SPF	W913P203793	Black Laser MFP	1	6,404	1.3	99.90 %	534
Bethel Branch	One Parkway	Bethel	Ricoh MP301SPF	W913P702146	Black Laser MFP	0	0	0.0	100.00 %	2,380
South Portland Branch	207 Waterman Drive	South Portland	Ricoh MP301SPF	W913P703750	Black Laser MFP	1	14,498	1.6	99.80 %	1,208
Scarborough Branch	158 US Route 1	Scarborough	Ricoh MP301SPF	W913P800113	Black Laser MFP	0	0	0.0	100.00 %	1,206
Falmouth Branch	266 US Route 1	Falmouth	Ricoh MP301SPF	W913P900175	Black Laser MFP	0	0	0.0	100.00 %	895
Bridgton Branch	1 Harrison Road	Bridgton	Ricoh MP301SPF	W913PC01617	Black Laser MFP	2	5,699	1.6	99.80 %	950
Topsham Branch	47 Topsham Fair Mall Road	Topsham	Ricoh MP301SPF	W913PC01709	Black Laser MFP	3	5,328	3.9	99.30 %	1,331
Norway - Operations Center	356 Main Street	Norway	Ricoh MP301SPF	W913PC01710	Black Laser MFP	3	6,458	4.2	99.30 %	1,615
Norway - Operations Center	356 Main Street	Norway	Ricoh MP301SPF	W913PC01713	Black Laser MFP	0	0	0.0	100.00 %	755
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01714	Black Laser MFP	3	0	0.0	100.00 %	783
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01715	Black Laser MFP	0	0	0.0	100.00 %	624
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01716	Black Laser MFP	0	0	0.0	100.00 %	2,300
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01717	Black Laser MFP	0	0	0.0	100.00 %	606
Norway - Operations Center	356 Main Street	Norway	Ricoh MP301SPF	W913PC01718	Black Laser MFP	0	0	0.0	100.00 %	987
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01719	Black Laser MFP	1	25,978	4.4	99.80 %	2,165
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W913PC01992	Black Laser MFP	1	21,539	1.0	99.90 %	1,795
Portland - Congress Street	1200 Congress Street	Portland	Ricoh MP301SPF	W913PC02414	Black Laser MFP	0	0	0.0	100.00 %	2,286
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP301SPF	W913PC02648	Black Laser MFP	1	8,601	3.5	99.80 %	717
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP301SPF	W913PC02649	Black Laser MFP	0	0	0.0	100.00 %	1,173
South Paris Branch	7 High Street	South Paris	Ricoh MP301SPF	W913PC02656	Black Laser MFP	0	0	0.0	100.00 %	664
Gorham Branch	65 Main Street	Gorham	Ricoh MP301SPF	W913PC02657	Black Laser MFP	0	0	0.0	100.00 %	657
Standish Branch	88 Ossipee Trail East	Standish	Ricoh MP301SPF	W913PC02660	Black Laser MFP	2	13,467	6.0	99.40 %	2,245
Windham Branch	10 Franklin Drive	Windham	Ricoh MP301SPF	W913PC02664	Black Laser MFP	4	12,037	5.0	99.10 %	4,012
Gray Branch	1 Libby Hill Road	Gray	Ricoh MP301SPF	W914P902011	Black Laser MFP	0	0	0.0	100.00 %	1,074
Gray Branch	1 Libby Hill Road	Gray	Ricoh MP301SPF	W914PA01205	Black Laser MFP	0	0	0.0	100.00 %	540
Gorham Branch	65 Main Street	Gorham	Ricoh MP301SPF	W916PB01262	Black Laser MFP	1	15,450	1.6	99.90 %	1,288
Portland - Exchange Street	120 Exchange Street	Portland	Ricoh MP301SPF	W914P300060	Black Laser MFP	0	0	0.0	100.00 %	915
Portland - Forest Ave	446 Forest Avenue	Portland	Ricoh MP301SPF	W914P400519	Black Laser MFP	1	15,818	0.5	99.90 %	1,318
Portland - Forest Ave	446 Forest Avenue	Portland	Ricoh MP301SPF	W914P400522	Black Laser MFP	0	0	0.0	100.00 %	886
Norway Main Office	261 Main Street	Norway	Ricoh MP301SPF	W914P400953	Black Laser MFP	4	5,651	2.7	99.50 %	1,884
Portland - Forest Ave	446 Forest Avenue	Portland	Ricoh MP301SPF	W914P400960	Black Laser MFP	1	16,637	2.4	99.90 %	1,386
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP301SPF	W914P802833	Black Laser MFP	0	0	0.0	100.00 %	1,582
Brunswick - Maine Street	83 Maine Street	Brunswick	Ricoh MP301SPF	W915P401212	Black Laser MFP	0	0	0.0	100.00 %	1,276
Saco Branch	569 Main Street	Saco	Ricoh MP301SPF	W915PC00101	Black Laser MFP	0	0	0.0	100.00 %	645
Windham Branch	10 Franklin Drive	Windham	Ricoh MP301SPF	W915PC01609	Black Laser MFP	2	8,365	1.4	99.80 %	1,394
Fryeburg Branch	557 Main Street	Fryeburg	Ricoh MP301SPF	W915PC01758	Black Laser MFP	1	29,860	0.1	100.00 %	2,488
Naples Branch	621 Roosevelt Trail	Naples	Ricoh MP301SPF	W915PC02326	Black Laser MFP	0	0	0.0	100.00 %	733
Fryeburg Branch	557 Main Street	Fryeburg	Ricoh MP301SPF	W915PC02328	Black Laser MFP	0	0	0.0	100.00 %	2,304
Yarmouth Branch	688 US Route 1	Yarmouth	Ricoh MP301SPF	W915PC02335	Black Laser MFP	0	0	0.0	100.00 %	2,488
						30	13,386	2.6	99.88 %	1,348
Kennebunk Branch	68 Portland Road	Kennebunk	Ricoh MP4002	W522LB00242	Black Photocopier	1	53,320	3.5	99.80 %	4,443

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Freeport Branch	8 Mallet Drive	Freeport	Ricoh MP4002	W523L401151	Black Photocopier	2	20,858	1.3	99.80 %	3,476
Bethel Branch	One Parkway	Bethel	Ricoh MP4002	W523LC00203	Black Photocopier	0	0	0.0	100.00 %	1,871
Brunswick - Cooks Corner Branch	14 Gurnet Road	Brunswick	Ricoh MP4002	W523LC00205	Black Photocopier	0	0	0.0	100.00 %	1,628
Scarborough Branch	158 US Route 1	Scarborough	Ricoh MP4002	W523LC00212	Black Photocopier	1	18,357	4.0	99.80%	1,530
Saco Branch	569 Main Street	Saco	Ricoh MP4002	W523LC01503	Black Photocopier	0	0	0.0	100.00%	5,297
Auburn Branch	31 Court Street	Auburn	Ricoh MP4002	W523LC01513	Black Photocopier	3	12,063	4.9	99.30 %	3,016
Gray Branch	1 Libby Hill Road	Gray	Ricoh MP4002	W524LA01396	Black Photocopier	1	19,414	4.8	99.80 %	1,618
Freeport Branch	8 Mallet Drive	Freeport	Ricoh MP4002	W913PC02661	Black Photocopier	2	9,081	9.5	99.10 %	1,513
						10	22,182	4.7	99.73 %	2,710
Norway Main Office	261 Main Street	Norway	Ricoh MP5002	W533LC00803	Black Photocopier	1	66,510	0.3	100.00 %	5,543
Norway - Operations Center	356 Main Street	Norway	Ricoh MP5002	W533LC01390	Black Photocopier	0	0	0.0	100.00 %	6,861
						1	66,510	0.3	100.00 %	5,543
Norway Main Office	261 Main Street	Norway	Ricoh MP6002	W864L100096	Black Photocopier	1	29,691	0.3	99.90%	2,474
						1	29,691	0.3	99.90%	2,474
TOTALS & AVERAGES						90	30,172	3.5	99.84 %	3,163

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