SPC SUMMARY

This annual fleet 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. It is noteworthy to share that your black volumes dropped by x% from last year but your color volume increased by almost x% over last year. It is also interesting to note that more usage was put on printers than on the copiers. This may be due to printers being used by teachers or other staff working from home during COVID.

Out of 128 units under contract with A-Copi, there were 63 service calls on 33 copiers and printers. Uptime was 99.73% with nearly 80% of all calls being corrected on the first call. This is excellent for the number of machines in your fleet. There were two machines with more than five service calls in the service period. The calls were random and do not seem significant.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. A-Copi notes their response time from call to *completion* as 10.6 hours. While this seems to be a lot, A-Copi is incorporating the repair time average as well.

Your last upgrade was 8/2/2017. All machines are under a five+ year warranty and service contract that expires on 6/30/2023. However, the average model in your fleet was introduced 4.88 years ago. Three units are more than 7 years from date of intro, with two of those almost 10 years. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

Overall your fleet seems to be performing quite well.

Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# API-7438 [Toshiba/E-Studio 1057] 912 Long Plains Road, BUXTON	325147	54790
ID# API-7235 [Toshiba/TOSHES7508A] 45 Fort Hill Road, Route 114, STANDISH	227227	38289
ID# API-7223 [Toshiba/TOSHES7508A] 912 Long Plains Road, BUXTON	194030	32695
ID# API-7229 [Toshiba/TOSHES7508A] 912 Long Plains Road, BUXTON	187770	31640
ID# API-7238 [Toshiba/TOSHES7508A] 45 Fort Hill Road, Route 114, STANDISH	176399	29724

Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# API-7226 [Toshiba/TOSHES5506ACT] 908 Cape Road, LIMINGTON	78771	13273
ID# API-7248 [Toshiba/TOSHES5506ACT] 45 Fort Hill Road, Route 114, STANDISH	62045	10455
ID# API-7247 [Toshiba/TOSHES5506ACT] 15 Northeast Road, STANDISH	58263	9817
ID# API-7227 [Toshiba/TOSHES5506ACT] 912 Long Plains Road, BUXTON	57092	9620
ID# API-7245 [Toshiba/TOSHES5506ACT] 554 River Road, HOLLIS CENTER	50006	8426

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
Bonny Eagle High School											
API-7240[Toshiba/TOSHES4508A]	2nd Floor Old Wing - Teacher's Room	CGKF46206	7/31/2017	0	2,598	0	3,160	0	7/1/2016	5.17	Black Photocopier
API-7291[Kyocera/KYECP2040DW]	A/V Room	VD26Z01775	7/31/2017	0	4	0	58	0	4/1/2017	4.42	Black Network Printer
API-7216[Toshiba/TOSHES5506ACT]	Attendance Office	CHEG18240	7/31/2017	1	6,075	3,477	3,736	2,148	6/1/2014	7.25	Color Photocopier
API-7289[Kyocera/KYECP2040DW]	Attendance Office	VD26Z01767	7/31/2017	0	223	0	223	0	4/1/2017	4.42	Black Network Printer
API-7230[Toshiba/TOSHES3505AC]	Automotive	CFEG63775	7/31/2017	0	721	1,617	320	310	7/1/2016	5.17	Color Photocopier
API-7221[Toshiba/TOSHES7508A]	Copy Room	CICG17318	7/31/2017	2	5,635	0	1,202	0	7/1/2016	5.17	Black Photocopier
API-7292[Kyocera/KYECP2040DW]	Custodial Office	VD26Z01780	7/31/2017	0	268	0	234	0	4/1/2017	4.42	Black Network Printer
API-7286[Kyocera/KYECP2040DW]	Food Services - Kitchen	VD26Z01781	7/31/2017	0	0	0	0	0	4/1/2017	4.42	Black Network Printer
API-7428[Toshiba/E-Studio 4505AC]	Guidance Office	CFCG51584	7/31/2017	3	561	4,739	977	2,305	7/1/2016	5.17	Color Photocopier
API-7429[Toshiba/TOSHES3505AC]	IT Office	CFEG63835	7/31/2017	0	45	150	3	9	7/1/2016	5.17	Color Photocopier
API-7228[Toshiba/TOSHES8508A]	Learning Center 3 - Old Wing 3rd Fl	CIAG16065	7/31/2017	0	27,949	0	7,311	0	7/1/2016	5.17	Black Photocopier
API-7287[Kyocera/KYECP2040DW]	Library - Not in Use	VD26Z01776	7/31/2017	0	0	0	0	0	4/1/2017	4.42	Black Network Printer
API-7288[Kyocera/KYECP2040DW]	Lunch Room Office	VD26Z02874	7/31/2017	0	296	0	138	0	4/1/2017	4.42	Black Network Printer
API-7295[Kyocera/KYECP2040DW]	Maintenance Building - Not in Use	VD26Z02876	7/31/2017	0	0	0	0	0	4/1/2017	4.42	Black Network Printer
API-7345[Kyocera/KYP3045DN]	Music Room	VM37402961	7/31/2017	0	654	0	613	0	4/1/2017	4.42	Black Network Printer
API-7341[Kyocera/KYP3045DN]	Office adjacent to Student Services	VM37402964	7/31/2017	0	553	0	319	0	4/1/2017	4.42	Black Network Printer
API-7298[Kyocera/KYECP2040DW]	Portable Room 10	VD26Z02864	7/31/2017	1	275	0	372	0	4/1/2017	4.42	Black Network Printer
API-7340[Kyocera/KYP3045DN]	Portable Room 11	VM37402978	7/31/2017	0	1,011	0	603	0	4/1/2017	4.42	Black Network Printer
API-7339[Kyocera/KYP3045DN]	Portable Room 13	VM37402970	7/31/2017	0	396	0	395	0	4/1/2017	4.42	Black Network Printer
API-7224[Toshiba/TOSHES5506ACT]	Principal's Office	CHEG18385	7/31/2017	1	4,983	2,361	2,554	1,823	7/1/2016	5.17	Color Photocopier
API-7296[Kyocera/KYECP2040DW]	Room 101	VD26Z01772	7/31/2017	0	174	0	17	0	4/1/2017	4.42	Black Network Printer
API-7231[Toshiba/TOSHES3505AC]	Room 103	CFEG63822	7/31/2017	0	4,284	75	490	143	7/1/2016	5.17	Color Photocopier
API-7338[Kyocera/KYP3045DN]	Room 103	VM37402976	7/31/2017	0	51	0	51	0	4/1/2017	4.42	Black Network Printer
API-7297[Kyocera/KYECP2040DW]	Room 104 - Not in Use	VD26Z02875	7/31/2017	0	0	0	0	0	4/1/2017	4.42	Black Network Printer
API-7304[Kyocera/KYECP2040DW]	Room 108	VD26Z02870	7/31/2017	0	23	0	25	0	4/1/2017	4.42	Black Network Printer
API-7299[Kyocera/KYP5026cdw]	Room 109 - Not in Use	VDT6X00948	7/31/2017	0	0	0	0	0	6/1/2017	4.25	Color Network Printer
API-7303[Kyocera/KYECP2040DW]	Room 109 - Not in Use	VD26Z02869	7/31/2017	0	0	0	0	0	4/1/2017	4.42	Black Network Printer
API-7217[Toshiba/TOSHES5506ACT]	Room 121 Special Ed	CHEG18388	7/31/2017	0	13,648	6,258	7,057	3,719	7/1/2016	5.17	Color Photocopier
API-7381[Toshiba/TOSHES4508A]	Room 121 Special Ed	CGKF46203	7/31/2017	0	3,224	0	2,013	0	7/1/2016	5.17	Black Photocopier
API-7225[Toshiba/E-Studio 5508A]	Room 205 Old Wing	CIEG19087	7/31/2017	0	20,125	0	3,200	0	8/1/2016	5.08	Black Photocopier
API-7302[Kyocera/KYECP2040DW]	Room 220	VD26Z02873	7/31/2017	0	114	0	114	0	4/1/2017	4.42	Black Network Printer
API-7413[Toshiba/TOSHES4508A]	Room 227	CGIF39780	7/31/2017	0	5,186	0	918	0	7/1/2016	5.17	Black Photocopier
API-7301[Kyocera/KYECP2040DW]	Shop Class	VD26Z02858	7/31/2017	0	174	0	174	0	4/1/2017	4.42	Black Network Printer
API-7220[Toshiba/TOSHES7508A]	Teachers' Room - New Wing 2nd Fl	CIEG18883	7/31/2017	0	26,456	0	7,747	0	7/1/2016	5.17	Black Photocopier
API-7222[Toshiba/TOSHES7508A]	Teachers' Room - Old Wing 2nd Fl	CICG17326	7/31/2017	0	22,671	0	10,830	0	7/1/2016	5.17	Black Photocopier
Bonny Eagle Middle School											
API-7305[Kyocera/KYECP2040DW]	Cafeteria	VD26Z02872	7/31/2017	0	173	0	180	0	4/1/2017	4.42	Black Network Printer
API-7389[Toshiba/TOSHES7508A]	Copy Room 1	CIEG18910	7/31/2017	1	19,582	0	13,600	0	7/1/2016	5.17	Black Photocopier
API-7374[Toshiba/E-Studio 5508A]	Copy Room 2	CIEG19060	7/31/2017	1	14,831	0	11,478	0	8/1/2016	5.08	Black Photocopier
API-7306[Kyocera/KYECP2040DW]	Custodian's Office near Room 41	VD26Z02868	7/31/2017	0	45	0	56	0	4/1/2017	4.42	Black Network Printer
API-7307[Kyocera/KYECP2040DW]	Garage (Back of School) - Not in Use	VD26Z02871	7/31/2017	0	0	0	0	0	4/1/2017	4.42	Black Network Printer

Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
API-7385[Toshiba/TOSHES4508A]	Guidance	CGKF46201	7/31/2017	0	9,903	0	2,352	0	7/1/2016	5.17	Black Photocopier
API-7308[Kyocera/KYECP2040DW]	IT Hot Swap	VD26Z02867	7/31/2017	0	105	0	7	0	4/1/2017	4.42	Black Network Printer
API-7309[Kyocera/KYECP2040DW]	IT Hot Swap	VD26Z02861	7/31/2017	0	74	0	3	0	4/1/2017	4.42	Black Network Printer
API-7311[Kyocera/KYECP2040DW]	IT Hot Swap	VD26Z02842	7/31/2017	0	36	0	0	0	4/1/2017	4.42	Black Network Printer
API-7300[Kyocera/KYP5026cdw]	IT Hot Swap	VDT6X00958	7/31/2017	0	0	0	0	0	6/1/2017	4.25	Color Network Printer
API-7239[Toshiba/TOSHES7508A]	Library	CICG173319	7/31/2017	0	12,082	0	5,664	0	7/1/2016	5.17	Black Photocopier
API-7313[Kyocera/KYECP2040DW]	Physical Education Office	VD26Z02859	7/31/2017	0	224	0	224	0	4/1/2017	4.42	Black Network Printer
API-7249[Toshiba/TOSHES5506ACT]	Principal's Office	CHEG18410	7/31/2017	5	5,496	4,337	3,197	2,844	7/1/2016	5.17	Color Photocopier
API-7384[Toshiba/TOSHES4508A]	Reception	CGKF46346	7/31/2017	0	2,400	0	1,160	0	7/1/2016	5.17	Black Photocopier
API-7312[Kyocera/KYECP2040DW]	Room 162	VD26Z02853	7/31/2017	0	212	0	44	0	4/1/2017	4.42	Black Network Printer
API-7241[Toshiba/TOSHES4508A]	Room 202	CGBG56402	7/31/2017	0	9,337	0	3,333	0	7/1/2016	5.17	Black Photocopier
API-7373[Toshiba/TOSHES7508A]	Room 216	CIKF14837	7/31/2017	1	20,811	0	9,924	0	7/1/2016	5.17	Black Photocopier
API-7383[Toshiba/TOSHES4508A]	Room 34	CGKF46341	7/31/2017	0	8,360	0	3,314	0	7/1/2016	5.17	Black Photocopier
API-7310[Kyocera/KYECP2040DW]	Room 47	VD26Z02862	7/31/2017	0	110	0	32	0	4/1/2017	4.42	Black Network Printer
API-7314[Kyocera/KYECP2040DW]	Room 63	VD26Z02866	7/31/2017	0	590	0	590	0	4/1/2017	4.42	Black Network Printer
Buxton Center Elementary School											
API-7315[Kyocera/KYECP2040DW]	Pine Tree Lab Room C202 - 2nd Fl	VD26Z02860	7/31/2017	0	13	0	13	0	4/1/2017	4.42	Black Network Printer
API-7346[Kyocera/KYP3045DN]	Band Room	VM37402980	7/31/2017	0	254	0	1	0	4/1/2017	4.42	Black Network Printer
API-7037[Kyocera/KYP3045DN]	Kitchen, Food Services	VM37302420	7/31/2017	0	440	0	406	0	4/1/2017	4.42	Black Network Printer
API-7347[Kyocera/KYP3045DN]	Library	VM37402972	7/31/2017	0	753	0	252	0	4/1/2017	4.42	Black Network Printer
API-7334[HP/HP M605dn]	Main Office	CNDCK3V11S	7/31/2017	0	1,031	0	373	0	4/1/2017	4.42	Black Network Printer
API-7438[Toshiba/E-Studio 1057]	Maple Tree Staff Room D132	CBLE40154	8/10/2017	7	35,825	0	27,096	0	1/1/2015	6.67	Black Photocopier
API-7242[Toshiba/TOSHES4508A]	Maple Tree, Staff Room D117	CGKF46170	7/31/2017	1	6,678	0	4,686	0	7/1/2016	5.17	Black Photocopier
API-7412[Toshiba/TOSHES4508A]	Maple Tree, Team Room D215	CGKF46338	7/31/2017	0	9,245	0	9,241	0	7/1/2016	5.17	Black Photocopier
API-7229[Toshiba/TOSHES7508A]	Oak Tree, Team Room B231	CIKF14832	7/31/2017	2	20,256	0	15,753	0	7/1/2016	5.17	Black Photocopier
API-7223[Toshiba/TOSHES7508A]	Pine Tree Hall, Team Room C122	CIKF14838	7/31/2017	0	27,519	0	16,171	0	7/1/2016	5.17	Black Photocopier
API-7376[Toshiba/E-Studio 5508A]	Pine Tree Hall, Team Room C214	CIEG18966	7/31/2017	0	11,043	0	9,602	0	8/1/2016	5.08	Black Photocopier
API-7326[HP/HP M605dn]	Principal's Secretary	CNDCK3V11H	7/31/2017	0	670	0	575	0	4/1/2017	4.42	Black Network Printer
API-7232[Toshiba/E-Studio 5508A]	Team Room B117	VIEG19083	7/31/2017	1	15,242	0	9,192	0	8/1/2016	5.08	Black Photocopier
API-7227[Toshiba/TOSHES5506ACT]	Work Room A122	CHEG18393	7/31/2017	4	10,764	5,552	9,223	4,758	7/1/2016	5.17	Color Photocopier
Edna Libby School											
API-7351[Kyocera/KYECP2040DW]	Admin 1st Floor	VD27104489	7/31/2017	0	300	0	432	0	4/1/2017	4.42	Black Network Printer
API-7350[Kyocera/KYECP2040DW]	Food Services - Kitchen	VD26Z01773	7/31/2017	0	210	0	222	0	4/1/2017	4.42	Black Network Printer
API-7238[Toshiba/TOSHES7508A]	Lower Common Area	CICG17310	7/31/2017	0	22,957	0	14,798	0	7/1/2016	5.17	Black Photocopier
API-7248[Toshiba/TOSHES5506ACT]	Principal's Office	CHEG18420	7/31/2017	3	6,664	3,954	14,001	5,170	7/1/2016	5.17	Color Photocopier
API-7235[Toshiba/TOSHES7508A]	Hall Upstairs	CIEG18881	7/31/2017	3	24,862	0	18,996	0	7/1/2016	5.17	Black Photocopier
George E Jack School											
API-7377[Toshiba/E-Studio 5508A]	Computer Lab, Downstairs	CIEG19103	7/31/2017	0	17,050	0	9,342	0	8/1/2016	5.08	Black Photocopier
API-7390[Toshiba/TOSHES7508A]	Downstairs Near Custodial Office.	CIEG18916	7/31/2017	0	24,254	0	377	0	7/1/2016	5.17	Black Photocopier
API-7352[Kyocera/KYECP2040DW]	Food Services - Kitchen	VD27104487	7/31/2017	0	220	0	199	0	4/1/2017	4.42	Black Network Printer

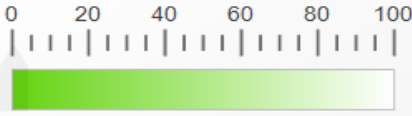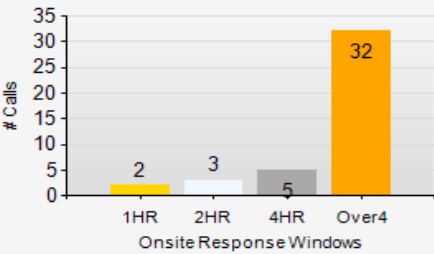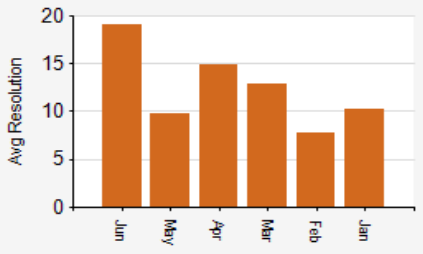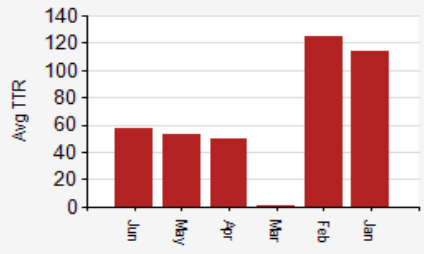| Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
API-7358[Kyocera/KYECP2040DW]	Library	VD27104485	7/31/2017	0	89	0	0	0	4/1/2017	4.42	Black Network Printer
API-7247[Toshiba/TOSHES5506ACT]	Main Office	CHEG18432	7/31/2017	1	2,143	1,370	11,828	4,801	7/1/2016	5.17	Color Photocopier
API-3609[Toshiba/TOSHES456]	moved to the Tech office	C2H252758	7/1/2012	0	832	0	832	0	2/1/2012	9.58	Black Photocopier
H.B. Emery Jr. School											
API-7354[Kyocera/KYECP2040DW]	Food Services - Kitchen	VD27104497	7/31/2017	0	647	0	603	0	4/1/2017	4.42	Black Network Printer
API-7360[Kyocera/KYECP2040DW]	Admin Area, Room 16	VD26Z01765	7/31/2017	0	175	0	165	0	4/1/2017	4.42	Black Network Printer
API-7375[Toshiba/E-Studio 5508A]	Hall / Computer Lab	CIEG19071	7/31/2017	1	11,912	0	12,153	0	8/1/2016	5.08	Black Photocopier
API-7391[Toshiba/E-Studio 5508A]	Hall outside Kitchen, K Classes	CIEG19053	7/31/2017	1	10,698	0	6,495	0	8/1/2016	5.08	Black Photocopier
API-7226[Toshiba/TOSHES5506ACT]	Main Office, Copy Room	CHEG18386	7/31/2017	1	7,310	5,668	10,521	6,564	7/1/2016	5.17	Color Photocopier
API-7368[Kyocera/KYECP2040DW]	Principal's Office	VD27104482	7/31/2017	0	0	0	0	0	4/1/2017	4.42	Black Network Printer
Hollis Elementary School											
API-7380[Toshiba/TOSHES4508A]	Cafeteria Hallway	CGBG56399	7/31/2017	2	3,807	0	913	0	7/1/2016	5.17	Black Photocopier
API-7367[Kyocera/KYECP2040DW]	Computer Lab - Not in Use	VD27104484	7/31/2017	0	0	0	0	0	4/1/2017	4.42	Black Network Printer
API-7359[Kyocera/KYECP2040DW]	Kitchen, Food Services	VD26Z01777	7/31/2017	0	339	0	180	0	4/1/2017	4.42	Black Network Printer
API-7388[Toshiba/E-Studio 5508A]	Library	CIEG19101	7/31/2017	0	848	0	848	0	8/1/2016	5.08	Black Photocopier
API-7245[Toshiba/TOSHES5506ACT]	Main Office	CHEG18409	7/31/2017	3	3,506	5,268	3,007	4,010	7/1/2016	5.17	Color Photocopier
API-7379[Toshiba/E-Studio 5508A]	Room 16 Hall - New Wing	CIEG19074	7/31/2017	0	11,450	0	7,521	0	8/1/2016	5.08	Black Photocopier
API-7378[Toshiba/E-Studio 5508A]	Room 27 Hall - Old Wing	CIEG19069	7/31/2017	2	14,132	0	10,630	0	8/1/2016	5.08	Black Photocopier
API-7349[Kyocera/KYECP2040DW]	Portable 2	VD26Z01779	7/31/2017	0	253	0	0	0	4/1/2017	4.42	Black Network Printer
API-7244[Toshiba/TOSHES7508A]	Teacher's Room	CIKF14827	7/31/2017	1	12,748	0	11,389	0	7/1/2016	5.17	Black Photocopier
RSU 6 District Office											
API-3147[Toshiba/EStudio 256]	Accounts Payable	C2C223149	7/1/2012	0	678	0	388	0	2/1/2012	9.58	Black Photocopier
API-8354[HP/HPLJM607dn]	Food Service	CNBCL3X18B	7/20/2018	1	1,743	0	1,033	0	5/1/2017	4.33	Black Network Printer
API-7364[Kyocera/KYECP2040DW]	Business Manager's Office	VD27104488	7/31/2017	0	71	0	0	0	4/1/2017	4.42	Black Network Printer
API-7233[Toshiba/TOSHES5506ACT]	Business Office	CHEG18401	7/31/2017	1	3,982	4,328	3,510	3,276	7/1/2016	5.17	Color Photocopier
API-7332[HP/HP M605dn]	Business Office	CNDCK3V11N	7/31/2017	0	1,849	0	2,305	0	4/1/2017	4.42	Black Network Printer
API-7004[Toshiba/E-Studio 6508A]	Business Office Hall	CILF15542	7/31/2017	0	10,266	0	7,515	0	8/1/2016	5.08	Black Photocopier
API-7361[Kyocera/KYECP2040DW]	Central Office	VD27104496	7/31/2017	0	5	0	5	0	4/1/2017	4.42	Black Network Printer
API-7342[Kyocera/KYP3045DN]	Curriculum	VM37402962	7/31/2017	0	615	0	448	0	4/1/2017	4.42	Black Network Printer
API-7343[Kyocera/KYP3045DN]	Food Service - Not in Use	VM37402975	7/31/2017	0	137	0	0	0	4/1/2017	4.42	Black Network Printer
API-7369[Kyocera/KYECP2040DW]	HR Meeting Space	VD27104491	7/31/2017	0	118	0	1	0	4/1/2017	4.42	Black Network Printer
API-7366[Kyocera/KYECP2040DW]	HR Office	VD27104476	7/31/2017	0	936	0	1,243	0	4/1/2017	4.42	Black Network Printer
API-7348[HP/HP M605dn]	Central Office Payroll	JPDCK3N0DQ	7/31/2017	0	3,734	0	3,212	0	4/1/2017	4.42	Black Network Printer
API-7344[Kyocera/KYP3045DN]	Special Education - Not in Use	VM37402966	7/31/2017	0	120	0	0	0	4/1/2017	4.42	Black Network Printer
API-7371[Toshiba/TOSHES3505AC]	Special Education	CFEG63772	7/31/2017	2	3,127	1,100	675	778	7/1/2016	5.17	Color Photocopier
API-7106[Toshiba/E-Studio 6508A]	Superintendent's Hall	CILF15538	7/31/2017	1	3,717	0	2,507	0	8/1/2016	5.08	Black Photocopier
API-7236[Toshiba/TOSHES5506ACT]	Superintendent's Hall	CHEG18383	7/31/2017	0	1,241	3,006	2,506	1,970	7/1/2016	5.17	Color Photocopier
API-7333[HP/HP M605dn]	Superintendent's Secretary	CNDCK3V10D	7/31/2017	0	490	0	885	0	4/1/2017	4.42	Black Network Printer

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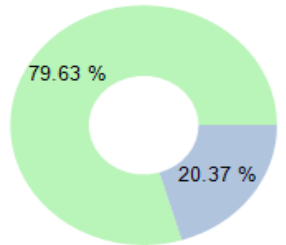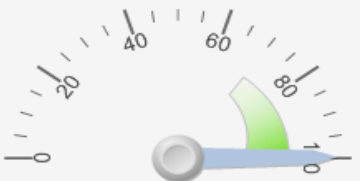
Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
RSU 6 Maintenance Building											
API-7372[Toshiba/TOSHES3505AC]	Maintenance Office	CFEG63829	7/31/2017	1	1,541	751	1,082	177	7/1/2016	5.17	Color Photocopier
API-7427[Toshiba/E-Studio 4505AC]	Maintenance Office	CFCG51582	7/31/2017	0	857	648	641	342	7/1/2016	5.17	Color Photocopier
RSU 6 Transportation											
API-7234[Toshiba/TOSHES5506ACT]	Main Office	CHEG18387	7/31/2017	0	3,362	2,341	5,504	2,387	7/1/2016	5.17	Color Photocopier
Steep Falls School											
API-7431[Toshiba/TOSHES5506ACT]	Hall	CHEG18408	7/31/2017	4	6,216	6,421	6,903	3,909	7/1/2016	5.17	Color Photocopier
API-7356[Kyocera/KYECP2040DW]	Kitchen, Food Services	VD27104490	7/31/2017	0	208	0	113	0	4/1/2017	4.42	Black Network Printer
API-7337[Kyocera/KYP3045DN]	Main Office	VM37402974	7/31/2017	0	475	0	474	0	4/1/2017	4.42	Black Network Printer
API-7237[Toshiba/E-Studio 5508A]	Teacher's Room	CIEG19097	7/31/2017	0	3,380	0	3,470	0	8/1/2016	5.08	Black Photocopier
The Learning Center @ Frank Jewett School											
API-7382[Toshiba/TOSHES4508A]	Alt Ed Office	CGKF46304	7/31/2017	0	1,111	0	235	0	7/1/2016	5.17	Black Photocopier
API-7365[Kyocera/KYECP2040DW]	Alt Ed Room 2	VD27104481	7/31/2017	0	176	0	0	0	4/1/2017	4.42	Black Network Printer
API-7243[Toshiba/TOSHES4508A]	Alt Ed Library	CGKF46208	7/31/2017	1	5,838	0	1,721	0	7/1/2016	5.17	Black Photocopier
The Learning Center @ Jack Memorial											
API-7426[Toshiba/TOSHES3505AC]	1st Floor Hall	CFEG63852	7/31/2017	0	83	232	72	180	7/1/2016	5.17	Color Photocopier
API-7250[Toshiba/TOSHES5506ACT]	Adult Ed Office	CHEG18403	7/31/2017	2	2,198	1,051	1,110	1,057	7/1/2016	5.17	Color Photocopier
API-7362[Kyocera/KYECP2040DW]	Testing Room 2	VD27104483	7/31/2017	0	7	0	0	0	4/1/2017	4.42	Black Network Printer
API-7425[Toshiba/TOSHES3505AC]	Tech Director	CFEG63799	7/31/2017	1	77	610	25	517	7/1/2016	5.17	Color Photocopier
API-7357[Kyocera/KYECP2040DW]	Technology Office	VD27104486	7/31/2017	0	357	0	14	0	4/1/2017	4.42	Black Network Printer
API-7363[Kyocera/KYECP2040DW]	Testing Room	VD27104464	7/31/2017	0	134	0	1	0	4/1/2017	4.42	Black Network Printer
TOTALS & AVERAGES				63	4,912		3,091			4.88	

Contract Toner Usage						
Contract Number		Black Fill	Shipped	Color Fill	Shipped	Copies
PPC6025-API		0%		0%		
SPC3384-API		1.94%	488	9.95%	248	5,198,784

Equipment with 5 or more calls for the reporting period of 7/1/2020 to 6/30/2021

Current Equipment	Location	Serial Number	# Service Calls	Current Total Meter	Avg Response Time	Avg Monthly Volume Total	Reasons for service calls
API-7438[Toshiba/E-Studio 1057]	Maple Tree Staff Room D132	CBLE40154	7	1401439		27096	Of the 7 service calls, 2 were for jamming with a 3rd call to install parts; 2 calls were for poor quality and 2 calls were for error codes.
API-7249[Toshiba/TOSHES5506ACT]	Principal's Office	CHEG18410	5	435,469		6041	One call was for jamming and the remaining four calls were to resolve issues with copy quality that required ordering parts. At least

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79.63%	**First Call Effectiveness (OnSite)**	**99.73%**	**Machine Availability**

NetPromoter Score

80% of 54 OnSite CM visits were resolved in ONE visit for the reporting period

79.63 %

20.37 %

Total target service hours for all contract machines during period was 519168.00. The total # hours (call received until call completed) was 1403.49

No survey responses for the period

0   20   40   60   80   100

10.60 hrs — Average OnSite Reponse Time

11.5 hrs — First Call Fix Avg Resolution Time (On-Site)

76.7 hrs — Rescheduled Calls Avg TTR Time (first call received until final call closed)

24% of 42 corrective maintenance calls were responded to and completely resolved in under 4 hours

Average OnSite Reponse Time chart:
- 1HR: 2
- 2HR: 3
- 4HR: 5
- Over4: 32

(# Calls, Onsite Response Windows)

11.5 hrs was the average hours for first call fix from when call opened to problem resolution on 42 calls

First Call Fix Avg Resolution Time (On-Site) chart (Avg Resolution):
- Jun: ~19
- May: ~9.7
- Apr: ~15
- Mar: ~13
- Feb: ~7.7
- Jan: ~10

76.7 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 12 rescheduled service calls.

Rescheduled Calls Avg TTR Time chart (Avg TTR):
- Jun: ~58
- May: ~54
- Apr: ~50
- Mar: ~1
- Feb: ~125
- Jan: ~115

Call Priority

Chart (Call Count / Avg Response Time):
- N: Call Count 40, Avg Response Time ~10.5
- High: Call Count 20, Avg Response Time ~11.5
- Low: Call Count 2, Avg Response Time ~14
- Medium: Call Count 1, Avg Response Time ~1

(Call Priority)

Caller	Call Count
-- --	56
E-Studio 1057	
Toshiba E-Studio 1057 Digital Copier EQ# API-7438	7
JAMMING	7
E-Studio 4505AC	
Toshiba E-Studio Color Copier EQ# API-7428	3
ERROR CODE	3
E-Studio 5508A	
Toshiba E-Studio 5508A Digital Copier w/DSDF EQ# API-7374	1
waste toner bottle	1
Toshiba E-Studio 5508A Digital Copier w/DSDF EQ# API-7375	1
ADF JAMS	1
Toshiba E-Studio 5508A Digital Copier w/DSDF EQ# API-7378	2
False Close Door Message	2
Toshiba E-Studio 5508A Digital Copier w/DSDF EQ# API-7391	1
ADF JAMS	1
E-Studio 6508A	
Toshiba E-Studio 6508A Digital Copier w/DSDF EQ# API-7106	1
ADF Jamming	1
HPLJM607dn	
HP LaserJet Enterprise M607dn Printer EQ# API-8354	1
COPY QUALITY POOR	1
KYECP2040DW	
Kyocera P2040dw Desktop Printer EQ# API-7298	1
ERROR CODE	1
TOSHES3505AC	
Toshiba E-Studio 3505AC Digital Color MFP 35ppm EQ# API-7371	2
Not Working	2
Toshiba E-Studio 3505AC Digital Color MFP 35ppm EQ# API-7372	1
COPY QUALITY POOR	1
Toshiba E-Studio 3505AC Digital Color MFP 35ppm EQ# API-7425	1
COPY QUALITY POOR	1
TOSHES4508A	

Caller	Call Count
Toshiba E-Studio 4508A MFP EQ# API-7242	1
COPY QUALITY POOR	1
Toshiba E-Studio 4508A MFP EQ# API-7243	1
Noisy Operation	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7216	1
LCF Problems	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7224	1
JAMMING	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7226	1
ADF JAMS	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7227	4
waste toner bottle	4
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7245	3
COPY QUALITY POOR	3
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7247	1
waste toner bottle	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7248	1
JAMMING	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7249	5
JAMMING	5
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7250	1
CLEANING	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7431	4
JAMMING	4
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7221	2
False Close Door Message	2
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7229	2
COPY QUALITY POOR	2
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7235	3
ERROR CODE	3
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7244	1

Caller	Call Count
COPY QUALITY POOR	1
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7373	1
JAMMING	1
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7389	1
waste toner bottle	1
Cheryl Grovo	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7250	1
CLEANING	1
Heath 929-2329	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7233	1
Print / Scan	1
Jason Morrell	3
E-Studio 5508A	
Toshiba E-Studio 5508A Digital Copier w/DSDF EQ# API-7232	1
Call entered via Remote Tech	1
TOSHES4508A	
Toshiba E-Studio 4508A MFP EQ# API-7380	2
Call entered via Remote Tech	2
Sherri Parkin	2
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7248	2
Part Broke off	2
Total	**63**

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
MSAD # 6			% Calls in SLA	Total Calls	In SLA				14.62	10.60	0.8	22.3	14	0
Bonny Eagle High School : 700 Saco			20.00%	5	1									
E-Studio 4505AC [Toshiba]									16.62	7.42	0.4	40.7	2	0
API-7428 sn:CFCG51584									16.62	7.42	0.4	40.7	2	0
SC259550														
Call SC259550	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-04						7.45	0	0
	Assigned Tech: Jason Morrell		Received: 2021/06/01 08:42	Response Hours:	7.42	Call Priority: N								
	Caller: -- --		Dispatched: 2021/06/01 14:55	CM Response Hours:	7.42	Bill Code: ACOPI Prepaid Toner								
	Call Desc: "The part that actually copies is gone. A piece was ripped and I tried to take it out and realized it		Arrived: 2021/06/01 16:07	Travel Hours:	1.2									
			Completed 2021/06/01 16:09	Repair Hours:	0.03	Incompleted End of Day, More Time Needed								
				Resolution Hours:	7.45									
Call SC259647	ERROR CODE [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-04						8.83	1	0
	Assigned Tech: Jason Morrell		Received: 2021/06/01 16:10	Response Hours:	8.83	Call Priority: N								
	Caller: -- --		Dispatched: 2021/06/03 07:04	CM Response Hours:		Bill Code: ACOPI Prepaid Toner								
	Call Desc: Office closed nobody answering door. - "The part that actually copies is gone. A piece was		Arrived: 2021/06/03 07:20	Travel Hours:	0.27									
			Departure 2021/06/03 07:34	Repair Hours:	0	Incompleted End of Day, More Time Needed								
				Resolution Hours:	8.83									
Call SC259820	ERROR CODE [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-04						105.72	1	0
	Assigned Tech: Brian Love		Received: 2021/06/03 07:35	Response Hours:	33.62	Call Priority: N								
	Caller: -- --		Dispatched: 2021/06/21 09:43	CM Response Hours:		Bill Code: ACOPI Prepaid Toner								
	Call Desc: DOWN. Needs used transfer belt if available - Office closed, nobody answering door. - "The		Arrived: 2021/06/21 10:39	Travel Hours:	0.93									
			Departure 2021/06/21 11:43	Repair Hours:	1.07									
				Resolution Hours:	105.72									
E-Studio 5508A [Toshiba]														
API-7225 sn:														
KYECP2040DW [Kyocera]									12.10	12.10	1.3	13.4	0	0
API-7286 sn:														
API-7287 sn:														
API-7288 sn:														
API-7289 sn:														
API-7291 sn:														
API-7292 sn:														
API-7295 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7296 sn:														
API-7297 sn:														
API-7298 sn:VD26Z02864									12.10	12.10	1.3	13.4	0	0
SC256932														

Call SC256932	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3384-API-04
Assigned Tech: Jason Morrell		Received: 2021/05/04 08:14	Response Hours: 12.1	Call Priority: N
Caller: -- --		Dispatched: 2021/05/05 11:37	CM Response Hours: 12.10	Bill Code: ACOPI Prepaid Toner
Call Desc: F24B		Arrived: 2021/05/05 11:50	Travel Hours: 0.22	
		Completed 2021/05/05 13:05	Repair Hours: 1.25	
			Resolution Hours: 13.35	

Rescheduled: 13.35, 0, 0 (Call SC256932 row)

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7301 sn:														
API-7302 sn:														
API-7303 sn:														
API-7304 sn:														
KYP3045DN [Kyocera]														
API-7338 sn:														
API-7339 sn:														
API-7340 sn:														
API-7341 sn:														
API-7345 sn:														
KYP5026cdw [Kyocera]														
API-7299 sn:														
TOSHES3505AC [Toshiba]														
API-7230 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7231 sn:														
API-7429 sn:														
TOSHES4508A [Toshiba]														
API-7240 sn:														
API-7381 sn:														
API-7413 sn:														
TOSHES5506ACT [Toshiba]										12.21	12.21	0.9	13.1	0	0
API-7216 sn:CHEG18240										22.10	22.10	1.0	23.1	0	0
SC246651														
Call SC246651	LCF Problems [CM]			Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04					23.12	0	0
Assigned Tech: Jason Morrell			Received: 2021/01/21 08:29		Response Hours:	22.1	Call Priority: Low							
Caller: -- --			Dispatched: 2021/01/25 13:09		CM Response Hours:	22.10	Bill Code: ACOPI Prepaid Toner							
Call Desc: LCF will not close			Arrived: 2021/01/25 13:35		Travel Hours:	0.43								
			Completed 2021/01/25 14:36		Repair Hours:	1.02								
					Resolution Hours:	23.12								
API-7217 sn:														
API-7224 sn:CHEG18385										2.32	2.32	0.9	3.2	0	0
SC247315														
Call SC247315	JAMMING [CM]			Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3384-API-04					3.17	0	0
Assigned Tech: Jason Morrell			Received: 2021/01/27 11:29		Response Hours:	2.32	Call Priority: N							
Caller: -- --			Dispatched: 2021/01/27 13:16		CM Response Hours:	2.32	Bill Code: ACOPI Prepaid Toner							
Call Desc: Jamming			Arrived: 2021/01/27 13:48		Travel Hours:	0.53								
			Completed 2021/01/27 14:39		Repair Hours:	0.85								
					Resolution Hours:	3.17								
TOSHES7508A [Toshiba]										19.14	8.42	0.0	19.2	1	0
API-7220 sn:														
API-7221 sn:CICG17318										19.14	8.42	0.0	19.2	1	0
SC256543														
Call SC256543	False Close Door Message [CM]			Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04					8.43	0	0
Assigned Tech: Jason Morrell			Received: 2021/04/29 08:48		Response Hours:	8.42	Call Priority: High							
Caller: -- --			Dispatched: 2021/04/30 08:38		CM Response Hours:	8.42	Bill Code: ACOPI Prepaid Toner							

										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call Desc:	Flase close duplex			Arrived:	2021/04/30 08:43	Travel Hours:	0.08							
					Completed	2021/04/30 08:44	Repair Hours:	0.02	Incompleted	End of Day, More Time Needed					
							Resolution Hours:	8.43							
	Call	SC256667	False Close Door Message [CM]		Call In SLA:	N/A	SLA Response Hours:	6.00		Contract#: SPC3384-API-04			29.88	1	0
	Assigned Tech:	Jason Morrell			Received:	2021/04/30 08:44	Response Hours:	29.85		Call Priority: High					
	Caller:	-- --			Dispatched:	2021/05/05 13:05	CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc:	Customer will follow up. Possible phone clear - Flase close duplex			Arrived:	2021/05/05 13:05	Travel Hours:	0							
					Departure	2021/05/05 13:07	Repair Hours:	0.03							
							Resolution Hours:	29.88							
API-7222 sn:															
TOSHES8508A [Toshiba]															
API-7228 sn:															
Bonny Eagle Middle School : 92			66.667%	3	2										
E-Studio 5508A [Toshiba]										7.30		0.8	0.0	0	0
API-7374 sn:CIEG19060										7.30		0.8	0.0	0	0
	SC252395														
	Call	SC252395	waste toner bottle [CC]		Call In SLA:	N/A	SLA Response Hours:	6.00		Contract#: SPC3384-API-04			0	0	0
	Assigned Tech:	Jason Morrell			Received:	2021/03/17 10:15	Response Hours:	7.3		Call Priority: High					
	Caller:	-- --			Dispatched:	2021/03/18 08:48	CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc:	empty wtb			Arrived:	2021/03/18 09:03	Travel Hours:	0.25							
					Completed	2021/03/18 09:48	Repair Hours:	0.75							
							Resolution Hours:	0							
KYECP2040DW [Kyocera]															
API-7305 sn:															
API-7306 sn:															
API-7307 sn:															
API-7308 sn:															
API-7309 sn:															
API-7310 sn:															
API-7311 sn:															

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7312 sn:													
API-7313 sn:													
API-7314 sn:													
TOSHES4508A [Toshiba]													
API-7241 sn:													
API-7383 sn:													
API-7384 sn:													
API-7385 sn:													
TOSHES5506ACT [Toshiba]								9.73	2.62	0.7	75.3	3	0
API-7249 sn:CHEG18410								9.73	2.62	0.7	75.3	3	0

SC245924							
Call SC245924	JAMMING [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-04	2.37 / 0 / 0
Assigned Tech: Jason Morrell			Received: 2021/01/13 14:08	Response Hours:	2.37	Call Priority: N	
Caller: -- --			Dispatched: 2021/01/14 07:16	CM Response Hours:	2.37	Bill Code: ACOPI Prepaid Toner	
Call Desc: Creasing paper			Arrived: 2021/01/14 07:30	Travel Hours:	0.23		
			Completed 2021/01/14 07:36	Repair Hours:	0		
				Resolution Hours:	2.37		
SC249802							
Call SC249802	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-04	3.47 / 0 / 0
Assigned Tech: Jason Morrell			Received: 2021/02/22 12:04	Response Hours:	2.87	Call Priority: N	
Caller: -- --			Dispatched: 2021/02/22 13:40	CM Response Hours:	2.87	Bill Code: ACOPI Prepaid Toner	
Call Desc: Dirty copies			Arrived: 2021/02/22 14:56	Travel Hours:	1.27		
			Completed 2021/02/22 15:32	Repair Hours:	0.6	Incompleted Needs Parts Urgent, Operational	
				Resolution Hours:	3.47		
Call SC249855	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-04	34.48 / 1 / 0
Assigned Tech: Jason Morrell			Received: 2021/02/22 15:35	Response Hours:	32.6	Call Priority: N	
Caller: -- --			Dispatched: 2021/02/26 12:46	CM Response Hours:		Bill Code: ACOPI Prepaid Toner	
Call Desc: Instructed users to only use if absolutely necessary. Needs black dev unit and drum -			Arrived: 2021/02/26 14:11	Travel Hours:	1.42		
			Departure 2021/02/26 16:04	Repair Hours:	1.88	Incompleted Need Parts - Operational	
				Resolution Hours:	34.48		
Call SC250509	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-04	331.82 / 1 / 0
Assigned Tech: Jason Morrell			Received: 2021/02/26 16:11	Response Hours:	7.75	Call Priority: N	

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
		Caller: -- --			Dispatched: 2021/04/23 07:17	CM Response Hours:			Bill Code: ACOPI Prepaid Toner				
		Call Desc: Not down needs PM parts. - Instructed users to only use if absolutely necessary. Needs black			Arrived: 2021/04/23 07:34	Travel Hours:	0.28						
					Departure 2021/04/23 07:34	Repair Hours:	0	Incompleted End of Day, More Time Needed					
						Resolution Hours:	331.82						
	Call SC256000	COPY QUALITY POOR [CM]			Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-04			4.32	1	0
		Assigned Tech: Jason Morrell			Received: 2021/04/23 07:36	Response Hours:	3.07	Call Priority: N					
		Caller: -- --			Dispatched: 2021/04/23 10:35	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
		Call Desc: No access to building. Return next week - Not down, needs PM parts. - Instructed users to only			Arrived: 2021/04/23 11:04	Travel Hours:	0.48						
					Departure 2021/04/23 12:19	Repair Hours:	1.25						
						Resolution Hours:	4.32						
TOSHES7508A [Toshiba]								8.93	9.63	1.1	5.2	0	0
API-7239 sn:													
API-7373 sn:CIKF14837								9.63	9.63	0.7	10.3	0	0
	SC251603												
	Call SC251603	JAMMING [CM]			Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-04			10.33	0	0
		Assigned Tech: Jason Morrell			Received: 2021/03/10 10:57	Response Hours:	9.63	Call Priority: N					
		Caller: -- --			Dispatched: 2021/03/11 10:50	CM Response Hours:	9.63	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Jamming E220			Arrived: 2021/03/11 12:05	Travel Hours:	1.25						
					Completed 2021/03/11 12:47	Repair Hours:	0.7						
						Resolution Hours:	10.33						
API-7389 sn:CIEG18910								8.23		1.6	0.0	0	0
	SC252396												
	Call SC252396	waste toner bottle [CC]			Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-04			0	0	0
		Assigned Tech: Jason Morrell			Received: 2021/03/17 10:16	Response Hours:	8.23	Call Priority: High					
		Caller: -- --			Dispatched: 2021/03/18 10:00	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
		Call Desc: False empty wtb			Arrived: 2021/03/18 10:00	Travel Hours:	0						
					Completed 2021/03/18 11:35	Repair Hours:	1.58						
						Resolution Hours:	0						
Bonny Eagle Middle School			#DIV/0!	0	0								
KYP5026cdw [Kyocera]													
API-7300 sn:													
Buxton Center Elementary School :			18.182%	11	2								
E-Studio 1057 [Toshiba]								11.62	10.26	1.3	15.8	1	0
API-7438 sn:CBLE40154								11.62	10.26	1.3	15.8	1	0
	SC244832												
	Call SC244832	JAMMING [CM]			Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-04			2.82	0	0
		Assigned Tech: Ken Murphy			Received: 2021/01/04 13:05	Response Hours:	1.93	Call Priority: N					

				Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: -- --	Dispatched: 2021/01/04 14:02	CM Response Hours: 1.93	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Jamming constantly	Arrived: 2021/01/04 15:01	Travel Hours: 0.98						
		Completed 2021/01/04 15:54	Repair Hours: 0.88						
			Resolution Hours: 2.82						

ProblemCodes

Problem Code:	Jamming/Jammed
Resolution Code:	Clean/Adjust
Resolution Code:	No Problem Found

SC244896

Call SC244896	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3384-API-04			4.62	0	0
Assigned Tech: Jason Morrell		Received: 2021/01/05 08:21	Response Hours: 2.83	Call Priority: N					
Caller: -- --		Dispatched: 2021/01/05 10:39	CM Response Hours: 2.83	Bill Code: ACOPI Prepaid Toner					
Call Desc: Jamming again		Arrived: 2021/01/05 11:11	Travel Hours: 0.53						
		Completed 2021/01/05 12:58	Repair Hours: 1.78	Incompleted Need Parts - Operational					
			Resolution Hours: 4.62						

Call SC244991	JAMMING [CM]	Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3384-API-04			41.8	1	0
Assigned Tech: Jason Morrell		Received: 2021/01/05 13:00	Response Hours: 19.8	Call Priority: N					
Caller: -- --		Dispatched: 2021/01/12 09:44	CM Response Hours:	Bill Code: ACOPI Prepaid Toner					
Call Desc: Needs TBU PM kit and drum claws. - Jamming again		Arrived: 2021/01/12 10:48	Travel Hours: 1.07						
		Departure 2021/01/12 12:18	Repair Hours: 1.5						
			Resolution Hours: 41.8						

SC245993

Call SC245993	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3384-API-04			9.08	0	0
Assigned Tech: Jason Morrell		Received: 2021/01/14 08:49	Response Hours: 8.08	Call Priority: N					
Caller: -- --		Dispatched: 2021/01/15 08:10	CM Response Hours: 8.08	Bill Code: ACOPI Prepaid Toner					
Call Desc: F2-33 Error Code		Arrived: 2021/01/15 08:24	Travel Hours: 0.23						
		Completed 2021/01/15 09:24	Repair Hours: 1						
			Resolution Hours: 9.08						

SC246151

Call SC246151	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3384-API-04			28.1	0	0
Assigned Tech: Jason Morrell		Received: 2021/01/15 09:26	Response Hours: 26.13	Call Priority: N					
Caller: -- --		Dispatched: 2021/01/20 09:34	CM Response Hours: 26.13	Bill Code: ACOPI Prepaid Toner					
Call Desc: Dark copies		Arrived: 2021/01/20 10:04	Travel Hours: 0.5						
		Completed 2021/01/20 12:02	Repair Hours: 1.97						
			Resolution Hours: 28.1						

SC246325

Call SC246325	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3384-API-04			12.65	0	0
Assigned Tech: Ken Murphy		Received: 2021/01/18 16:24	Response Hours: 11.53	Call Priority: N					
Caller: -- --		Dispatched: 2021/01/20 09:40	CM Response Hours: 11.53	Bill Code: ACOPI Prepaid Toner					
Call Desc: Dark copies / assist Jason		Arrived: 2021/01/20 10:56	Travel Hours: 1.27						
		Completed 2021/01/20 12:03	Repair Hours: 1.12						
			Resolution Hours: 12.65						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes												
	Problem Code:	Image Quality											
	Resolution Code:		Misc Adjustment										
SC258378													
Call SC258378		ERROR CODE [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04			11.87	0	0
	Assigned Tech: Jason Morrell			Received: 2021/05/18 13:58		Response Hours:	11.03	Call Priority: N					
	Caller: -- --			Dispatched: 2021/05/20 07:03		CM Response Hours:	11.03	Bill Code: ACOPI Prepaid Toner					
	Call Desc: F2-78			Arrived: 2021/05/20 07:30		Travel Hours:	0.45						
				Completed 2021/05/20 08:50		Repair Hours:	0.83						
						Resolution Hours:	11.87						
E-Studio 5508A [Toshiba]								0.02	0.5	0.0	0	0	
API-7232 sn:CIEG19083								0.02	0.5	0.0	0	0	
SC252324													
Call SC252324		Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-04			0	0	0
	Assigned Tech: Jason Morrell			Received: 2021/03/16 15:40		Response Hours:	0.02	Call Priority: High					
	Caller: Jason Morrell			Dispatched: 2021/03/16 15:41		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: EWTB message.			Arrived: 2021/03/16 15:41		Travel Hours:	0						
				Completed 2021/03/16 16:10		Repair Hours:	0.48						
						Resolution Hours:	0						
API-7376 sn:													
HP M605dn [HP]													
API-7326 sn:													
API-7334 sn:													
KYECP2040DW [Kyocera]													
API-7315 sn:													
KYP3045DN [Kyocera]													
API-7037 sn:													
API-7346 sn:													
API-7347 sn:													
TOSHES4508A [Toshiba]								40.77	40.77	0.3	41.0	0	0
API-7242 sn:CGKF46170								40.77	40.77	0.3	41.0	0	0
SC252707													

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC252707	COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04			41.02	0	0
Assigned Tech: Jason Morrell			Received: 2021/03/19 09:44		Response Hours:	40.77	Call Priority: N					
Caller: -- --			Dispatched: 2021/03/26 07:09		CM Response Hours:	40.77	Bill Code: ACOPI Prepaid Toner					
Call Desc: Lines on prints			Arrived: 2021/03/26 07:29		Travel Hours:	0.33						
			Completed 2021/03/26 08:15		Repair Hours:	0.25						
					Resolution Hours:	41.02						
API-7412 sn:												
TOSHES5506ACT [Toshiba]							14.82	17.73	0.8	13.8	0	0
API-7227 sn:CHEG18393							14.82	17.73	0.8	13.8	0	0
SC252158												
Call SC252158	waste toner bottle [CC]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-04			0	0	0
Assigned Tech: Jason Morrell			Received: 2021/03/16 08:36		Response Hours:	6.07	Call Priority: High					
Caller: -- --			Dispatched: 2021/03/16 14:23		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
Call Desc: WTB full			Arrived: 2021/03/16 14:40		Travel Hours:	0.28						
			Completed 2021/03/16 15:40		Repair Hours:	1						
					Resolution Hours:	0						
SC256464												
Call SC256464	Paper Tray Issue [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04			13.78	0	0
Assigned Tech: Jason Morrell			Received: 2021/04/28 11:50		Response Hours:	13.17	Call Priority: High					
Caller: -- --			Dispatched: 2021/04/30 07:04		CM Response Hours:	13.17	Bill Code: ACOPI Prepaid Toner					
Call Desc: defaulting to LD			Arrived: 2021/04/30 07:27		Travel Hours:	0.38						
			Completed 2021/04/30 08:37		Repair Hours:	0.62						
					Resolution Hours:	13.78						
SC256825												
Call SC256825	LCF Problems [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04			6.13	0	0
Assigned Tech: Jason Morrell			Received: 2021/05/03 10:28		Response Hours:	6.03	Call Priority: Low					
Caller: -- --			Dispatched: 2021/05/04 07:06		CM Response Hours:	6.03	Bill Code: ACOPI Prepaid Toner					
Call Desc: LCF issues			Arrived: 2021/05/04 07:30		Travel Hours:	0.4						
			Completed 2021/05/04 08:06		Repair Hours:	0.1						
					Resolution Hours:	6.13						
SC261545												
Call SC261545	COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04			35.35	0	0
Assigned Tech: Brian Love			Received: 2021/06/21 09:46		Response Hours:	34	Call Priority: N					
Caller: -- --			Dispatched: 2021/06/25 09:26		CM Response Hours:	34.00	Bill Code: ACOPI Prepaid Toner					
Call Desc: Poor quality / closing at 3pm			Arrived: 2021/06/25 09:46		Travel Hours:	0.33						
			Completed 2021/06/25 11:07		Repair Hours:	1.35						
					Resolution Hours:	35.35						
TOSHES7508A [Toshiba]							23.97	11.97	1.2	64.2	1	0
API-7223 sn:												
API-7229 sn:CIKF14832							23.97	11.97	1.2	64.2	1	0

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC253890													
Call SC253890	COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				13.43	0	0
Assigned Tech: Jason Morrell			Received: 2021/03/31 10:07		Response Hours:	11.97	Call Priority: N						
Caller: -- --			Dispatched: 2021/04/01 13:23		CM Response Hours:	11.97	Bill Code: ACOPI Prepaid Toner						
Call Desc: Black streak / waste toner.			Arrived: 2021/04/01 13:35		Travel Hours:	0.2							
			Completed 2021/04/01 15:03		Repair Hours:	1.47	Incompleted Needs Parts Urgent, Operational						
					Resolution Hours:	13.43							
Call SC254128	COPY QUALITY POOR [CM]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				114.87	1	0
Assigned Tech: Jason Morrell			Received: 2021/04/01 15:05		Response Hours:	35.97	Call Priority: N						
Caller: -- --			Dispatched: 2021/04/21 09:33		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: Needs drum and EPU kit - Black streak / waste toner			Arrived: 2021/04/21 10:02		Travel Hours:	0.48							
			Departure 2021/04/21 10:57		Repair Hours:	0.92							
					Resolution Hours:	114.87							
Edna Libby School : 45 Fort Hill Road,		50.00%	4	2									
KYECP2040DW [Kyocera]													
API-7350 sn:													
API-7351 sn:													
TOSHES5506ACT [Toshiba]								6.53	8.76	0.9	24.6	1	0
API-7248 sn:CHEG18420								6.53	8.76	0.9	24.6	1	0
SC258625													
Call SC258625	Part Broke off [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				3.27	0	0
Assigned Tech: Jason Morrell			Received: 2021/05/20 13:24		Response Hours:	3.1	Call Priority: N						
Caller: Sherri Parkin			Dispatched: 2021/05/21 07:06		CM Response Hours:	3.10	Bill Code: ACOPI Prepaid Toner						
Call Desc: Latch to remove jams is gone			Arrived: 2021/05/21 07:32		Travel Hours:	0.43							
			Completed 2021/05/21 08:10		Repair Hours:	0.17	Incompleted Need Parts - Operational						
					Resolution Hours:	3.27							
Call SC258680	Part Broke off [CM]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				53.48	1	0
Assigned Tech: Jason Morrell			Received: 2021/05/21 08:11		Response Hours:	2.08	Call Priority: N						
Caller: Sherri Parkin			Dispatched: 2021/06/01 10:38		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: Not down. Needs green latch for DSDF underside - Latch to remove jams is gone			Arrived: 2021/06/01 10:38		Travel Hours:	0							
			Departure 2021/06/01 10:40		Repair Hours:	0.03							
					Resolution Hours:	53.48							
SC259343													
Call SC259343	JAMMING [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				17.03	0	0
Assigned Tech: Jason Morrell			Received: 2021/05/27 10:35		Response Hours:	14.42	Call Priority: N						
Caller: -- --			Dispatched: 2021/06/01 07:18		CM Response Hours:	14.42	Bill Code: ACOPI Prepaid Toner						
Call Desc: Jamming in finisher / ED16			Arrived: 2021/06/01 07:43		Travel Hours:	0.42							
			Completed 2021/06/01 10:37		Repair Hours:	2.62							

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
			Resolution Hours:	17.03								
TOSHES7508A [Toshiba]							8.67	9.08	0.9	9.6	1	0
API-7235 sn:CIEG18881							8.67	9.08	0.9	9.6	1	0
SC247777												
Call SC247777	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-04				13.8	0	0
	Assigned Tech: Jason Morrell		Received: 2021/02/01 12:07	Response Hours:	12.88	Call Priority: N						
	Caller: -- --		Dispatched: 2021/02/03 07:23	CM Response Hours:	12.88	Bill Code: ACOPI Prepaid Toner						
	Call Desc: C024		Arrived: 2021/02/03 07:42	Travel Hours:	0.32							
			Completed 2021/02/03 08:55	Repair Hours:	0.92							
				Resolution Hours:	13.8							
SC248014												
Call SC248014	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-04				5.88	0	0
	Assigned Tech: Jason Morrell		Received: 2021/02/03 11:14	Response Hours:	5.27	Call Priority: N						
	Caller: -- --		Dispatched: 2021/02/04 07:08	CM Response Hours:	5.27	Bill Code: ACOPI Prepaid Toner						
	Call Desc: C024		Arrived: 2021/02/04 07:58	Travel Hours:	0.83							
			Completed 2021/02/04 08:37	Repair Hours:	0.62	Incompleted End of Day, More Time Needed						
				Resolution Hours:	5.88							
Call SC248124	ERROR CODE [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-04				9	1	0
	Assigned Tech: Jason Morrell		Received: 2021/02/04 08:38	Response Hours:	7.87	Call Priority: N						
	Caller: -- --		Dispatched: 2021/02/05 07:05	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: New Dev unit is on order. - C024		Arrived: 2021/02/05 07:29	Travel Hours:	0.4							
			Departure 2021/02/05 09:08	Repair Hours:	1.13							
				Resolution Hours:	9							
API-7238 sn:												
George E Jack School : 15 Northeast			#DIV/0!	0	0							
E-Studio 5508A [Toshiba]												
API-7377 sn:												
KYECP2040DW [Kyocera]												
API-7352 sn:												
API-7358 sn:												
TOSHES456 [Toshiba]												
API-3609 sn:												
TOSHES5506ACT [Toshiba]							8.00		0.3	0.0	0	0
API-7247 sn:CHEG18432							8.00		0.3	0.0	0	0

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC250522													
Call SC250522	waste toner bottle [CC]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				0	0	0
Assigned Tech: Jason Morrell			Received: 2021/03/01 08:01		Response Hours:	8	Call Priority: High						
Caller: -- --			Dispatched: 2021/03/01 14:49		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: waste toner full message			Arrived: 2021/03/01 16:01		Travel Hours:	1.2							
			Completed 2021/03/01 16:20		Repair Hours:	0.32							
					Resolution Hours:	0							
TOSHES7508A [Toshiba]													
API-7390 sn:													
H.B. Emery Jr. School : 908 Cape		0.00%	3	0									
E-Studio 5508A [Toshiba]								22.33	22.33	0.6	22.9	0	0
API-7375 sn:CIEG19071								22.55	22.55	0.8	23.3	0	0
SC254198													
Call SC254198	ADF JAMS [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				23.3	0	0
Assigned Tech: Jason Morrell			Received: 2021/04/02 12:01		Response Hours:	22.55	Call Priority: High						
Caller: -- --			Dispatched: 2021/04/07 09:04		CM Response Hours:	22.55	Bill Code: ACOPI Prepaid Toner						
Call Desc: Not detecting correct original size			Arrived: 2021/04/07 09:04		Travel Hours:	0							
			Completed 2021/04/07 09:49		Repair Hours:	0.75							
					Resolution Hours:	23.3							
API-7391 sn:CIEG19053								22.10	22.10	0.5	22.6	0	0
SC254197													
Call SC254197	ADF JAMS [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				22.55	0	0
Assigned Tech: Jason Morrell			Received: 2021/04/02 12:00		Response Hours:	22.1	Call Priority: High						
Caller: -- --			Dispatched: 2021/04/07 08:36		CM Response Hours:	22.10	Bill Code: ACOPI Prepaid Toner						
Call Desc: Not detecting correct original size.			Arrived: 2021/04/07 08:36		Travel Hours:	0							
			Completed 2021/04/07 09:03		Repair Hours:	0.45							
					Resolution Hours:	22.55							
KYECP2040DW [Kyocera]													
API-7354 sn:													
API-7360 sn:													
API-7368 sn:													
TOSHES5506ACT [Toshiba]								21.55	21.55	0.6	22.2	0	0
API-7226 sn:CHEG18386								21.55	21.55	0.6	22.2	0	0
SC254196													
Call SC254196	ADF JAMS [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				22.15	0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: Jason Morrell			Received: 2021/04/02 11:57		Response Hours:	21.55	Call Priority: High						
	Caller: -- --			Dispatched: 2021/04/07 07:24		CM Response Hours:	21.55	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Not detecting correct original size.			Arrived: 2021/04/07 07:30		Travel Hours:	0.1							
				Completed 2021/04/07 08:36		Repair Hours:	0.6							
						Resolution Hours:	22.15							
Hollis Elementary School : 554 River			16.667%	6	1									
E-Studio 5508A [Toshiba]									6.18	6.18	0.9	7.1	0	0
API-7378 sn:CIEG19069									6.18	6.18	0.9	7.1	0	0
	SC248302													
Call SC248302		Skewed Copies [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				8.7	0	0
	Assigned Tech: Jason Morrell			Received: 2021/02/05 09:03		Response Hours:	7.45	Call Priority: High						
	Caller: -- --			Dispatched: 2021/02/08 07:48		CM Response Hours:	7.45	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Skewed copies from lcf			Arrived: 2021/02/08 07:48		Travel Hours:	0							
				Completed 2021/02/08 09:15		Repair Hours:	1.25							
						Resolution Hours:	8.7							
	SC248962													
Call SC248962		False Close Door Message [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				5.5	0	0
	Assigned Tech: Jason Morrell			Received: 2021/02/11 14:20		Response Hours:	4.9	Call Priority: High						
	Caller: -- --			Dispatched: 2021/02/12 09:36		CM Response Hours:	4.90	Bill Code: ACOPI Prepaid Toner						
	Call Desc: door stop is broken / front cover wont close			Arrived: 2021/02/12 10:44		Travel Hours:	1.13							
				Completed 2021/02/12 11:20		Repair Hours:	0.6							
						Resolution Hours:	5.5							
API-7379 sn:														
API-7388 sn:														
KYECP2040DW [Kyocera]														
API-7349 sn:														
API-7359 sn:														
API-7367 sn:														
TOSHES4508A [Toshiba]									38.23		0.0	0.0	1	0
API-7380 sn:CGBG56399									38.23		0.0	0.0	1	0
	SC248412													
Call SC248412		Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				0	0	0
	Assigned Tech: Jason Morrell			Received: 2021/02/08 07:51		Response Hours:	1.27	Call Priority: High						
	Caller: Jason Morrell			Dispatched: 2021/02/08 09:16		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Toner not adhering			Arrived: 2021/02/08 09:16		Travel Hours:	0							

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed 2021/02/08 09:17	Repair Hours:	0.02	Need Parts - Operational					
					Resolution Hours:	0						
Call SC248435		Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-04			0	1	0
	Assigned Tech: Jason Morrell			Received: 2021/02/08 09:19	Response Hours:	75.18	Call Priority: High					
	Caller: Jason Morrell			Dispatched: 2021/02/19 06:57	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Needs fuser kit. Almost down. - Toner not adhering			Arrived: 2021/02/19 07:14	Travel Hours:	0.28						
				Departure 2021/02/19 07:21	Repair Hours:	0						
					Resolution Hours:	0						
TOSHES5506ACT [Toshiba]							8.98	8.98	0.4	9.4	0	0
API-7245 sn:CHEG18409							8.98	8.98	0.4	9.4	0	0
SC246027												
Call SC246027		JAMMING [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-04			6.23	0	0
	Assigned Tech: Jason Morrell			Received: 2021/01/14 10:22	Response Hours:	6.13	Call Priority: N					
	Caller: -- --			Dispatched: 2021/01/15 07:06	CM Response Hours:	6.13	Bill Code: ACOPI Prepaid Toner					
	Call Desc: ADF jamming			Arrived: 2021/01/15 07:28	Travel Hours:	0.37						
				Completed 2021/01/15 08:06	Repair Hours:	0.1						
					Resolution Hours:	6.23						
SC248303												
Call SC248303		ADF Issues [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-04			7.43	0	0
	Assigned Tech: Jason Morrell			Received: 2021/02/05 09:04	Response Hours:	7.43	Call Priority: High					
	Caller: -- --			Dispatched: 2021/02/08 07:04	CM Response Hours:	7.43	Bill Code: ACOPI Prepaid Toner					
	Call Desc: ADF jamming			Arrived: 2021/02/08 07:29	Travel Hours:	0.42						
				Completed 2021/02/08 07:48	Repair Hours:	0						
					Resolution Hours:	7.43						
SC253205												
Call SC253205		COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-04			14.4	0	0
	Assigned Tech: Jason Morrell			Received: 2021/03/24 12:17	Response Hours:	13.38	Call Priority: N					
	Caller: -- --			Dispatched: 2021/03/26 08:15	CM Response Hours:	13.38	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Colors are off and adf jamming			Arrived: 2021/03/26 08:40	Travel Hours:	0.42						
				Completed 2021/03/26 09:41	Repair Hours:	1.02						
					Resolution Hours:	14.4						
TOSHES7508A [Toshiba]							6.43	6.43	1.2	7.6	0	0
API-7244 sn:CIKF14827							6.43	6.43	1.2	7.6	0	0
SC255462												
Call SC255462		COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-04			7.6	0	0
	Assigned Tech: Jason Morrell			Received: 2021/04/15 20:00	Response Hours:	6.43	Call Priority: N					
	Caller: -- --			Dispatched: 2021/04/16 13:55	CM Response Hours:	6.43	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Streaks			Arrived: 2021/04/16 14:26	Travel Hours:	0.52						
				Completed 2021/04/16 15:36	Repair Hours:	1.17						
					Resolution Hours:	7.6						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
MSAD # 6 - Transportation Office :			100.00%	1	1								
E-Studio 4505AC [Toshiba]													
API-7427 sn:													
TOSHES3505AC [Toshiba]								0.55	0.55	0.8	1.3	0	0
API-7372 sn:CFEG63829								0.55	0.55	0.8	1.3	0	0
SC249625													
Call SC249625	COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				1.33	0	0
	Assigned Tech: Jason Morrell		Received: 2021/02/19 08:48		Response Hours:	0.55	Call Priority: N						
	Caller: -- --		Dispatched: 2021/02/19 08:51		CM Response Hours:	0.55	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Line on prints / marks		Arrived: 2021/02/19 09:21		Travel Hours:	0.5							
			Completed 2021/02/19 10:08		Repair Hours:	0.78							
					Resolution Hours:	1.33							
TOSHES5506ACT [Toshiba]													
API-7234 sn:													
MSAD # 6 : 94 Main Street			100.00%	4	4								
EStudio 256 [Toshiba]													
API-3147 sn:													
E-Studio 6508A [Toshiba]								5.90	5.90	0.5	6.4	0	0
API-7004 sn:													
API-7106 sn:CILF15538								5.90	5.90	0.5	6.4	0	0
SC254024													
Call SC254024	ADF Jamming [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				6.43	0	0
	Assigned Tech: Jason Morrell		Received: 2021/04/01 09:25		Response Hours:	5.9	Call Priority: High						
	Caller: -- --		Dispatched: 2021/04/01 15:06		CM Response Hours:	5.90	Bill Code: ACOPI Prepaid Toner						
	Call Desc: ADF jamming		Arrived: 2021/04/01 15:19		Travel Hours:	0.22							
			Completed 2021/04/01 15:51		Repair Hours:	0.53							
					Resolution Hours:	6.43							
HP M605dn [HP]													
API-7332 sn:													
API-7333 sn:													
API-7348 sn:													
HPLJM607dn [HP]								1.57	1.57	0.0	1.6	0	0
API-8354 sn:CNBCL3X18B								1.57	1.57	0.0	1.6	0	0

										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC251876															
Call SC251876	COPY QUALITY POOR [CM]			Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: SPC3384-API-04				1.57	0	0
	Assigned Tech: Jason Morrell			Received: 2021/03/12 08:00		Response Hours:	1.57		Call Priority: N						
	Caller: -- --			Dispatched: 2021/03/12 09:34		CM Response Hours:	1.57		Bill Code: ACOPI Prepaid Toner						
	Call Desc: poor quality			Arrived: 2021/03/12 09:34		Travel Hours:	0								
				Completed 2021/03/12 09:34		Repair Hours:	0								
						Resolution Hours:	1.57								
KYECP2040DW [Kyocera]															
API-7361 sn:															
API-7364 sn:															
API-7366 sn:															
API-7369 sn:															
KYP3045DN [Kyocera]															
API-7342 sn:															
API-7343 sn:															
API-7344 sn:															
TOSHES3505AC [Toshiba]										0.88	1.25	0.4	1.3	1	0
API-7371 sn:CFEG63772										0.88	1.25	0.4	1.3	1	0
SC251513															
Call SC251513	Not Working [CM]			Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3384-API-04				1.87	0	0
	Assigned Tech: Jason Morrell			Received: 2021/03/09 14:07		Response Hours:	1.25		Call Priority: High						
	Caller: -- --			Dispatched: 2021/03/09 14:17		CM Response Hours:	1.25		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Rebooting			Arrived: 2021/03/09 15:22		Travel Hours:	1.08								
				Completed 2021/03/09 15:59		Repair Hours:	0.62		Incompleted End of Day, More Time Needed						
						Resolution Hours:	1.87								
Call SC251547	Not Working [CM]			Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3384-API-04				0.75	1	0
	Assigned Tech: Jason Morrell			Received: 2021/03/09 16:00		Response Hours:	0.5		Call Priority: High						
	Caller: -- --			Dispatched: 2021/03/10 07:04		CM Response Hours:			Bill Code: ACOPI Prepaid Toner						
	Call Desc: Will return Wed morning. - Rebooting			Arrived: 2021/03/10 07:27		Travel Hours:	0.38								
				Departure 2021/03/10 08:15		Repair Hours:	0.25								
						Resolution Hours:	0.75								
TOSHES5506ACT [Toshiba]										0.93	0.93	5.0	5.9	0	0

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7233 sn:CHEG18401								0.93	0.93	5.0	5.9	0	0
SC259495													
Call SC259495	Print / Scan [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-04					5.93	0	0
Assigned Tech: Adam Overlock		Received: 2021/05/28 10:34	Response Hours:	0.93	Call Priority: Medium								
Caller: Heath 929-2329		Dispatched: 2021/05/28 11:30	CM Response Hours:	0.93	Bill Code: ACOPI Prepaid Toner								
Call Desc: Papercut issue / jobs not showing up on copier.		Arrived: 2021/05/28 11:30	Travel Hours:	0									
		Completed 2021/05/28 22:52	Repair Hours:	5									
			Resolution Hours:	5.93									
API-7236 sn:													
Steep Falls School : 781 Boundary		0.00%	3	0									
E-Studio 5508A [Toshiba]													
API-7237 sn:													
KYECP2040DW [Kyocera]													
API-7356 sn:													
KYP3045DN [Kyocera]													
API-7337 sn:													
TOSHES5506ACT [Toshiba]								54.85	11.43	0.7	55.5	1	0
API-7431 sn:CHEG18408								54.85	11.43	0.7	55.5	1	0
SC244193													
Call SC246048	JAMMING [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-04					185.1	1	0
Assigned Tech: Jason Morrell		Received: 2021/01/14 11:31	Response Hours:	185.1	Call Priority: N								
Caller: -- --		Dispatched: 2021/02/15 09:37	CM Response Hours:		Bill Code: ACOPI Prepaid Toner								
Call Desc: Swap finisher needed. - Swap finisher next year. (Jan. 2021) - Can this finisher be swapped out		Arrived: 2021/02/15 09:37	Travel Hours:	0									
		Departure 2021/02/15 09:37	Repair Hours:	0									
			Resolution Hours:	185.1									
SC248704													
Call SC248704	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-04					15.93	0	0
Assigned Tech: Jason Morrell		Received: 2021/02/10 08:32	Response Hours:	15	Call Priority: N								
Caller: -- --		Dispatched: 2021/02/11 14:32	CM Response Hours:	15.00	Bill Code: ACOPI Prepaid Toner								
Call Desc: Error Code Planning to have new finisher on Friday		Arrived: 2021/02/11 15:02	Travel Hours:	0.5									
		Completed 2021/02/11 15:58	Repair Hours:	0.93									
			Resolution Hours:	15.93									
SC250571													
Call SC250571	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-04					6.83	0	0
Assigned Tech: Jason Morrell		Received: 2021/03/01 10:16	Response Hours:	6.23	Call Priority: N								
Caller: -- --		Dispatched: 2021/03/02 07:24	CM Response Hours:	6.23	Bill Code: ACOPI Prepaid Toner								
Call Desc: Jamming E030		Arrived: 2021/03/02 07:35	Travel Hours:	0.18									

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed	2021/03/02 08:36	Repair Hours:	0.6						
						Resolution Hours:	6.83						
	SC260008												
	Call	SC260008	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC3384-API-04		14.25	0	0
		Assigned Tech: Jason Morrell			Received: 2021/06/04 10:13	Response Hours:	13.07		Call Priority: N				
		Caller: -- --			Dispatched: 2021/06/07 12:55	CM Response Hours:	13.07		Bill Code: ACOPI Prepaid Toner				
		Call Desc: jamming			Arrived: 2021/06/07 14:47	Travel Hours:	1.87						
					Completed 2021/06/07 15:58	Repair Hours:	1.18						
						Resolution Hours:	14.25						
The Learning Center @ Frank Jewett			0.00%	1	0								
KYECP2040DW [Kyocera]													
API-7365 sn:													
TOSHES4508A [Toshiba]								10.23	10.23	1.7	11.9	0	0
API-7243 sn:CGKF46208								10.23	10.23	1.7	11.9	0	0
	SC256931												
	Call	SC256931	Noisy Operation [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC3384-API-04		11.9	0	0
		Assigned Tech: Jason Morrell			Received: 2021/05/04 08:13	Response Hours:	10.23		Call Priority: High				
		Caller: -- --			Dispatched: 2021/05/05 09:23	CM Response Hours:	10.23		Bill Code: ACOPI Prepaid Toner				
		Call Desc: Loud noise			Arrived: 2021/05/05 09:57	Travel Hours:	0.57						
					Completed 2021/05/05 11:37	Repair Hours:	1.67						
						Resolution Hours:	11.9						
API-7382 sn:													
The Learning Center @ Jack			0.00%	1	0								
KYECP2040DW [Kyocera]													
API-7357 sn:													
API-7362 sn:													
API-7363 sn:													
TOSHES3505AC [Toshiba]								8.38	8.38	0.6	9.0	0	0
API-7425 sn:CFEG63799								8.38	8.38	0.6	9.0	0	0
	SC258988												
	Call	SC258988	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC3384-API-04		9.02	0	0
		Assigned Tech: Jason Morrell			Received: 2021/05/25 09:34	Response Hours:	8.38		Call Priority: N				
		Caller: -- --			Dispatched: 2021/05/26 09:07	CM Response Hours:	8.38		Bill Code: ACOPI Prepaid Toner				
		Call Desc: streaks / faded copies			Arrived: 2021/05/26 09:27	Travel Hours:	0.33						
					Completed 2021/05/26 10:05	Repair Hours:	0.63						
						Resolution Hours:	9.02						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7426 sn:													
TOSHES5506ACT [Toshiba]								1.20		0.8	0.0	1	0
API-7250 sn:CHEG18403								1.20		0.8	0.0	1	0
SC249907													
Call SC249907	CLEANING [PM]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				0	0	0
	Assigned Tech: Jason Morrell			Received: 2021/02/23 09:53		Response Hours:	1.52	Call Priority: N					
	Caller: -- --			Dispatched: 2021/02/23 10:39		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Copier says low toner - FMA showing at 43%			Arrived: 2021/02/23 11:24		Travel Hours:	0.75						
				Completed 2021/02/23 12:13		Repair Hours:	0.82	Need Parts - Operational					
						Resolution Hours:	0						
Call SC249960	CLEANING [PM]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-04				0	1	0
	Assigned Tech: Jason Morrell			Received: 2021/02/23 12:14		Response Hours:	0.88	Call Priority: N					
	Caller: Cheryl Grovo			Dispatched: 2021/04/09 07:11		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Needs black developer unit. Not down. - Copier says low toner - FMA showing at 43%			Arrived: 2021/04/09 07:29		Travel Hours:	0.3						
				Departure 2021/04/09 08:50		Repair Hours:	0.83						
						Resolution Hours:	0						
Total								**14.62**	**10.60**	**51.91**	**1403.49**	**14**	**0**