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 35 units under contract with A-Copi, there were 38 service calls on 11 copiers and 1 printer. Uptime was 99.48% with 72% of all 25 onsite calls being corrected on the first call. This is very good for the number of machines in your fleet.

There were four machines with five or more service calls during the fiscal year. Details of those calls can be found on Page Four as well as Page Seven.

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 average response time from call to **_completion_** as 15.27 hours. They state that 56% of corrective maintenance calls were responded to and completed in less than four hours.

Your last upgrade was 8/1/2019. All machines are under a five+ year warranty and service contract that expires on 6/30/2025. The average model in your fleet was introduced 3.53 years ago. This is consistent with new equipment and a recent upgrade. 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 fairly well.

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Location	Current Equipment Details	Serial Number	Vendor ID #	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Chelsea Elementary School												
Cafeteria Office	HP LaserJet M404dn	PHBB305357	8933	7/24/2019	0	168	0	93	0	7/1/2019	2.33	Black Network Printer
Computer Lab	HP LaserJet M404dn	PHBB305370	8931	7/24/2019	0	559	0	458	0	7/1/2019	2.33	Black Network Printer
Downstairs Conference/Teacher's Room	Toshiba e-Studio 4518A	CZDJ50874	9036	7/24/2019	0	679	0	1,326	0	1/1/2018	3.83	Black Photocopier
Grades 3-5 Wing Work Room	Toshiba e-Studio 6518A	C2DJ15458	9042	7/24/2019	4	29,010	0	28,989	0	1/1/2018	3.83	Black Photocopier
Grades K-2 Wing Work Room	Toshiba e-Studio 6518A	C2DJ15480	9043	7/24/2019	8	27,978	0	32,537	0	1/1/2018	3.83	Black Photocopier
Main Office	HP LaserJet M404dn	PHBB305360	8949	8/13/2019	0	42	0	0	0	7/1/2019	2.33	Black Network Printer
Room 202 Hallway	Toshiba e-Studio 6518A	C2DJ15487	9044	7/24/2019	0	10,880	0	15,772	0	1/1/2018	3.83	Black Photocopier
Work Room Main Office	Toshiba e-Studio 5516ACT	C1JH10385	8961	7/24/2019	2	5,269	2,277	4,692	3,637	1/1/2018	3.83	Color Photocopier
Palermo Consolidated School												
Classroom 7	HP LaserJet M404dn	PHBB305372	8932	7/24/2019	0	207	0	242	0	7/1/2019	2.33	Black Network Printer
Grade 5-8 Building in Back	Toshiba e-Studio 4518A	CZDJ50789	9039	7/24/2019	0	4,968	0	5,887	0	1/1/2018	3.83	Black Photocopier
Grades K-4 Hall	Toshiba e-Studio 6518A	C2DJ15488	9031	7/24/2019	1	12,945	0	10,199	0	1/1/2018	3.83	Black Photocopier
Main Office Hall	Toshiba e-Studio 5516ACT	C1JH10634	8962	7/24/2019	5	9,651	1,909	5,627	2,432	1/1/2018	3.83	Color Photocopier
Room 5 Computer Lab	Toshiba e-Studio 478S	70189193054LX	9026	7/24/2019	0	265	0	271	0	1/1/2018	3.83	Black Laser MFP
Somerville School												
Special Ed	Toshiba e-Studio 6518A	C2EJ16112	9056	7/24/2019	2	3,704	0	4,712	0	1/1/2018	3.83	Black Photocopier
SVRSU District Office												
Adult Education	Toshiba e-Studio 3515AC	CNEJ49683	9041	7/24/2019	0	169	93	34	112	1/1/2018	3.83	Color Photocopier
Main Office	Toshiba e-Studio 5516ACT	C1JH10639	8889	7/24/2019	0	6,334	2,793	2,972	1,276	1/1/2018	3.83	Color Photocopier
Main Office	HP LaserJet M402dne	PHB5B95511	8926	7/24/2019	1	956	0	1,359	0	4/1/2017	4.58	Black Network Printer
Pre K	Toshiba e-Studio 6518A	C2EJ16104	9055	7/24/2019	0	766	0	527	0	1/1/2018	3.83	Black Photocopier
Room 1	HP LaserJet M402dne	PHB5B95554	8925	7/24/2019	0	1,490	0	1,128	0	4/1/2017	4.58	Black Network Printer
Room 1	Toshiba e-Studio 4518A	CZDJ49712	9034	7/24/2019	0	358	0	857	0	1/1/2018	3.83	Black Photocopier
Whitefield Elementary School												
Cafeteria Office	Toshiba e-Studio 478S	70189193054HN	9029	7/24/2019	0	715	0	366	0	1/1/2018	3.83	Black Laser MFP
Conference Room (Main Office)	Toshiba e-Studio 5516ACT	CV1JH10660	8888	7/24/2019	1	3,935	2,135	1,424	1,272	1/1/2018	3.83	Color Photocopier
Library	Toshiba e-Studio 478S	70189193054K4	9025	7/24/2019	2	1,563	0	1,046	0	1/1/2018	3.83	Black Laser MFP
Principal's Office	HP LaserJet M404dn	PHBB305275	8934	7/24/2019	0	272	0	256	0	7/1/2019	2.33	Black Network Printer
Teacher's Room	Toshiba e-Studio 6518A	C2EJ16392	9037	7/24/2019	5	16,754	0	18,209	0	1/1/2018	3.83	Black Photocopier
Teacher's Room	Toshiba e-Studio 6518A	C2EJ16395	9033	7/24/2019	2	17,232	0	19,526	0	1/1/2018	3.83	Black Photocopier
Windsor Elementary School												
Kitchen	HP LaserJet M404dn	PHBB305350	9201	12/4/2019	0	0	0	255	0	7/1/2019	2.33	Black Network Printer
Main Office	HP LaserJet M404dn	PHBB305043	8935	7/24/2019	0	55	0	195	0	7/1/2019	2.33	Black Network Printer
Main Office	Toshiba e-Studio 5516ACT	C1JH10645	8960	7/24/2019	5	5,765	5,598	9,844	9,749	1/1/2018	3.83	Color Photocopier

Location	Current Equipment Details	Serial Number	Vendor ID #	Install Date	# Service Calls	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Media Center Room 305	Toshiba e-Studio 478S	70189193054M7	9028	7/24/2019	0	684	0	945	0	1/1/2018	3.83	Black Laser MFP
Resource Room 309	Toshiba e-Studio 478S	70189193054HD	9054	7/24/2019	0	589	0	534	0	1/1/2018	3.83	Black Laser MFP
Special Education	HP LaserJet M404dn	PHBB304672	0	12/4/2019	0	0	0	6	0	7/1/2019	2.33	Black Network Printer
Teacher's Room 103	Toshiba e-Studio 6518A	C2DJ15481	9070	7/24/2019	0	12,831	0	14,272	0	1/1/2018	3.83	Black Photocopier
Teacher's Room Upstairs	Toshiba e-Studio 6518A	C2DJ15456	9067	7/24/2019	0	14,106	0	18,050	0	1/1/2018	3.83	Black Photocopier
Room 326 Conference	Toshiba e-Studio 6518A	C2EJ16393	9069	7/24/2019	0	18,641	0	10,828	0	1/1/2018	3.83	Black Photocopier
TOTALS & AVERAGES					**38**	**5,987**	**423**	**6,098**	**528**		**3.53**	

Location	Current Equipment	Serial Number	# Service Calls	Current Total Meter	Avg Response Time	Avg Monthly Volume	Reasons for service calls
			Equipment with 5 or more calls for the reporting period of 7/1/2020 to 6/30/2021				
Chelsea Elementary - K-2 Wing Work Room	API-9043[Toshiba/TOSHES6518A]	C2DJ15480	8	914,149	3.27	32,537	Two calls were for a false error code that the waste toner bottle was empty, one call was to report FM Audit not reporting, and two calls for poor print print quality here parts were replaced on two subsequent calls. Another call was due to an error with documents printing sideways.
Palermo Consolidated - Main Office Hall	API-8962[Toshiba/TOSHES5516ACT]	C1JH10634	5	211,043	14.43	8,059	One call was related to FM Audit not reporting. The remaining 4 calls were for poor quality: 1 call was due to scans not scanning in properly and cutting off. The next call was also for poor quality requiring the replacement of an ADF board. The part was ordered and vendor attempted to install but client unavailable and call had to be rescheduled.
Whitefield Elementary - Teacher's Room	API-9037[Toshiba/TOSHES6518A]	C2EJ16392	5	510,874	35.94	18,209	One call was due to a jam in the ADF, one for the bottom drawer not shutting, one for a error printing a PDF document from a Mac computer (this is apparently an frequent issue), and two calls were due to a broken part that was replaced on the next call.
Windsor Elementary - Main Office	API-8960[Toshiba/TOSHES5516ACT]	C1JH10645	5	494,986	8.77	19,583	Two of the five service calls were due to an error message that the waste toner bottle was empty; one call was for poor quality, one call was for the surge protector buzzing and the 5th call was to report FM Audit not reporting.

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72.00%

72% of 25 OnSite CM visits were resolved in ONE visit for the reporting period

First Call Effectiveness (OnSite)

72.00 %

28.00 %

99.48%

Total target service hours for all contract machines during period was 71120.00. The total # hours (call received until call completed) was 371.47
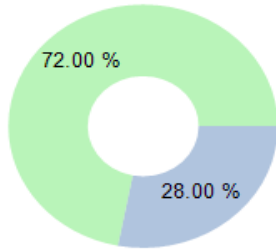
Machine Availability
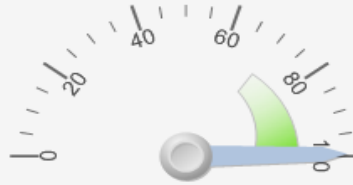
NetPromoter Score

No survey responses for the period

0   20   40   60   80   100

15.27 hrs
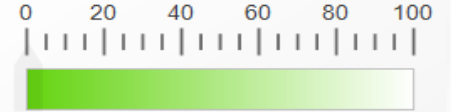
56% of 18 corrective maintenance calls were responded to and completely resolved in under 4 hours

Average OnSite Reponse Time

Calls

1   4   5   8

1HR   2HR   4HR   Over4

Onsite Response Windows

15.8 hrs
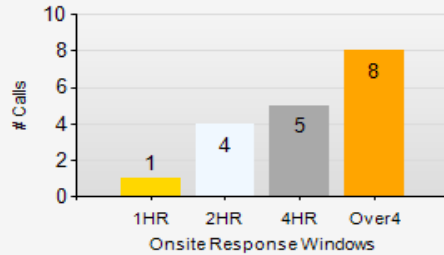
15.8 hrs was the average hours for first call fix from when call opened to problem resolution on 18 calls

First Call Fix Avg Resolution Time (On-Site)

Avg Resolution

35
30
25
20
15
10
5
0

Jun May Apr Mar Feb Jan
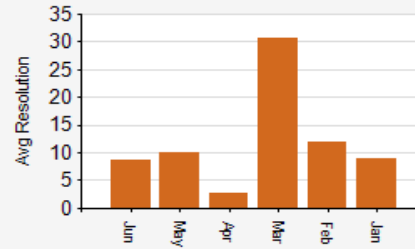
12.4 hrs

12.4 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 7 rescheduled service calls.

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

Avg TTR

30
25
20
15
10
5
0

Jun May Apr Mar Jan

Call Priority

Call Count

25

20

15

10

5

0

Avg Response Time

60

40

20

0

N   High   Low   Medium
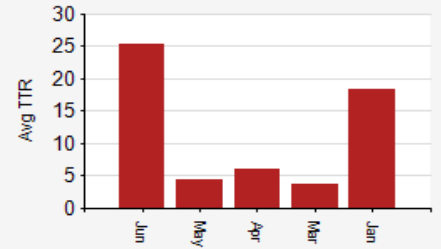
Call Priority
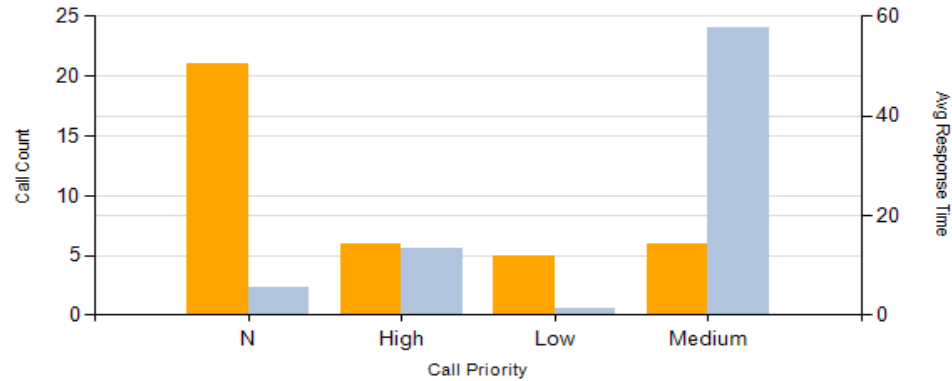
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Caller	Call Count
-- --	26
HPM402dne	
HP LaserJet Pro M402dne Printer, 40ppm SPEC EQ# API-8926	1
FM Audit	1
TOSHES478S	
Toshiba E-Studio 478S 50 ppm Mono MFP EQ# API-9025	2
COPY QUALITY POOR	2
TOSHES5516ACT	
Toshiba E-Studio 5516AcT Color Copier 55ppm EQ# API-8960	4
waste toner bottle	4
Toshiba E-Studio 5516AcT Color Copier 55ppm EQ# API-8962	5
COPY QUALITY POOR	5
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
Finisher	1
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
JAMMING	1
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	2
Part Broke off	2
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
waste toner bottle	1
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	8
COPY QUALITY POOR	8
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
LCF Problems	1
Amy	1
TOSHES5516ACT	
Toshiba E-Studio 5516AcT Color Copier 55ppm EQ# API-8888	1
ERROR CODE	1
Amy 549-1010	1
TOSHES6518A	

Caller	Call Count
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
ADF Jamming	1
Becky Wilson	1
TOSHES5516ACT	
Toshiba E-Studio 5516AcT Color Copier 55ppm EQ# API-8960	1
waste toner bottle	1
BTW	2
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
Call entered via Remote Tech	1
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
Call entered via Remote Tech	1
CC	1
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
Call entered via Remote Tech	1
Clarissa Howard	3
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
ADF Jamming	1
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	2
Print / Scan	2
Deb Taylor	1
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF 65PPM	1
Print / Scan	1
Sue Sawyer	2
TOSHES5516ACT	
Toshiba E-Studio 5516AcT Color Copier 55ppm EQ# API-8961	2
JAMMING	2
Total	**38**

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Whitefield Elementary School			% Calls in SLA	Total Calls	In SLA			9.45	15.27	0.6	9.8	7	0
Chelsea Elementary : 566 Togus			60.00%	5	3								
HPLJM404dn [HP]													
API-8931 sn:													
API-8933 sn:													
API-8949 sn:													
TOSHES4518A [Toshiba]													
API-9036 sn:													
TOSHES5516ACT [Toshiba]								0.73	1.30	0.6	10.2	1	0
API-8961 sn:C1JH10385								0.73	1.30	0.6	10.2	1	0
SC245441													
Call SC245441	JAMMING [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-02				2.22	0	0
Assigned Tech: Brian Love			Received: 2021/01/08 13:23		Response Hours:	1.3	Call Priority: N						
Caller: Sue Sawyer			Dispatched: 2021/01/08 13:53		CM Response Hours:	1.30	Bill Code: ACOPI Prepaid Toner						
Call Desc: Jamming			Arrived: 2021/01/08 14:41		Travel Hours:	0.8							
			Completed 2021/01/08 15:36		Repair Hours:	0.92	Incompleted End of Day, More Time Needed						
					Resolution Hours:	2.22							
Call SC245469	JAMMING [CM]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: SPC4940-API-02				18.27	1	0
Assigned Tech: Brian Love			Received: 2021/01/08 15:37		Response Hours:	0.15	Call Priority: N						
Caller: Sue Sawyer			Dispatched: 2021/01/13 07:49		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
Call Desc: Needs used hole punch cover.			Arrived: 2021/01/13 08:01		Travel Hours:	0.2							
			Departure 2021/01/13 08:23		Repair Hours:	0.37							
					Resolution Hours:	18.27							
TOSHES6518A [Toshiba]								2.32	3.18	0.5	2.0	2	0
API-9042 sn:C2DJ15458								0.42	0.48	0.4	0.2	0	0
SC245833													
Call SC245833	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: SPC4940-API-02				0	0	0
Assigned Tech: Brian Love			Received: 2021/01/13 08:45		Response Hours:	0.03	Call Priority: High						
Caller: CC			Dispatched: 2021/01/13 08:46		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						

			Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call Desc: Waste toner container	Arrived: 2021/01/13 08:47	Travel Hours: 0.02						
	Completed 2021/01/13 08:57	Repair Hours: 0.17						
		Resolution Hours: 0						

SC250401

Call SC250401	waste toner bottle [CC]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: SPC4940-API-02			0	0	0
Assigned Tech: Brian Love		Received: 2021/02/26 09:32	Response Hours: 1.15	Call Priority: N					
Caller: -- --		Dispatched: 2021/02/26 10:16	CM Response Hours:	Bill Code: ACOPI Prepaid Toner					
Call Desc: False empty wtb		Arrived: 2021/02/26 10:41	Travel Hours: 0.42						
		Completed 2021/02/26 11:37	Repair Hours: 0.93						
		Resolution Hours: 0							

SC253729

Call SC253729	Print / Scan [CM]	Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: SPC4940-API-02	0.65	0	0
Assigned Tech: Adam Overlock	Received: 2021/03/30 09:54	Response Hours: 0.48	Call Priority: Medium				
Caller: Deb Taylor	Dispatched: 2021/03/30 10:23	CM Response Hours: 0.48	Bill Code: ACOPI Prepaid Toner				
Call Desc: encryption certificate expired message when printing. Call cell	Arrived: 2021/03/30 10:23	Travel Hours: 0					
	Completed 2021/03/30 10:33	Repair Hours: 0.17					
	Resolution Hours: 0.65						

SC257781

Call SC257781	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: SPC4940-API-02	0	0	0
Assigned Tech: Brian Love	Received: 2021/05/12 08:36	Response Hours: 0.02	Call Priority: High				
Caller: BTW	Dispatched: 2021/05/12 08:37	CM Response Hours:	Bill Code: ACOPI Prepaid Toner				
Call Desc: Waste toner container message	Arrived: 2021/05/12 08:37	Travel Hours: 0					
	Completed 2021/05/12 09:03	Repair Hours: 0.43					
	Resolution Hours: 0						

API-9043 sn:C2DJ15480	3.27	4.07	0.6	2.9	2	0

SC245782

Call SC245782	waste toner bottle [CC]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: SPC4940-API-02	0	0	0
Assigned Tech: Brian Love	Received: 2021/01/12 14:47	Response Hours: 2.12	Call Priority: 4HR Response				
Caller: -- --	Dispatched: 2021/01/13 08:24	CM Response Hours:	Bill Code: ACOPI Prepaid Toner				
Call Desc: False empty wtb	Arrived: 2021/01/13 08:24	Travel Hours: 0					
	Completed 2021/01/13 08:45	Repair Hours: 0.35					
	Resolution Hours: 0						

SC252860

Call SC252860	FM Audit [O]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: SPC4940-API-02	0	0	0
Assigned Tech: Ryan Murphy	Received: 2021/03/22 09:59	Response Hours: 1.13	Call Priority: Low				
Caller: -- --	Dispatched: 2021/03/22 11:07	CM Response Hours:	Bill Code: ACOPI Prepaid Toner				

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			Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call Desc: FM Audit stopped reporting	Arrived: 2021/03/22 11:07	Travel Hours:	0					
	Completed 2021/03/22 11:07	Repair Hours:	0					
		Resolution Hours:	0					

SC254901

						Resolution Time	Rescheduled	Call Back
Call SC254901 waste toner bottle [CC]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: SPC4940-API-02			0	0	0
Assigned Tech: Brian Love	Received: 2021/04/12 08:54	Response Hours: 3.1	Call Priority: Assist					
Caller: -- --	Dispatched: 2021/04/12 11:48	CM Response Hours:	Bill Code: ACOPI Prepaid Toner					
Call Desc: False empty wtb	Arrived: 2021/04/12 12:00	Travel Hours: 0.2						
	Completed 2021/04/12 12:28	Repair Hours: 0.47						
		Resolution Hours: 0						

SC257114

						Resolution Time	Rescheduled	Call Back
Call SC257114 COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: SPC4940-API-02			5.8	0	0
Assigned Tech: Brian Love	Received: 2021/05/05 10:05	Response Hours: 4.12	Call Priority: N					
Caller: -- --	Dispatched: 2021/05/05 13:44	CM Response Hours: 4.12	Bill Code: ACOPI Prepaid Toner					
Call Desc: "printing sideways"	Arrived: 2021/05/05 14:12	Travel Hours: 0.47						
	Completed 2021/05/05 15:53	Repair Hours: 1.68						
		Resolution Hours: 5.8						

SC257613

						Resolution Time	Rescheduled	Call Back
Call SC257613 COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: SPC4940-API-02			7.25	0	
Assigned Tech: Brian Love	Received: 2021/05/11 08:05	Response Hours: 6.9	Call Priority: N					
Caller: -- --	Dispatched: 2021/05/11 14:34	CM Response Hours: 6.90	Bill Code: ACOPI Prepaid Toner					
Call Desc: Smudging copies / has examples	Arrived: 2021/05/11 14:59	Travel Hours: 0.42						
	Completed 2021/05/11 15:20	Repair Hours: 0.35	Incompleted End of Day, More Time Needed					
		Resolution Hours: 7.25						
Call SC257750 COPY QUALITY POOR [CM]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: SPC4940-API-02			1.77	1	0
Assigned Tech: Brian Love	Received: 2021/05/11 15:20	Response Hours: 1.3	Call Priority: N					
Caller: -- --	Dispatched: 2021/05/12 07:51	CM Response Hours:	Bill Code: ACOPI Prepaid Toner					
Call Desc: Needs fuser pm or good used fuser - Smudging copies / has examples	Arrived: 2021/05/12 08:08	Travel Hours: 0.28						
	Departure 2021/05/12 08:36	Repair Hours: 0.47						
		Resolution Hours: 1.77						

SC259123

						Resolution Time	Rescheduled	Call Back
Call SC259123 COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: SPC4940-API-02			1.75	0	
Assigned Tech: Brian Love	Received: 2021/05/26 08:35	Response Hours: 1.2	Call Priority: N					
Caller: -- --	Dispatched: 2021/05/26 09:12	CM Response Hours: 1.20	Bill Code: ACOPI Prepaid Toner					
Call Desc: Black streak	Arrived: 2021/05/26 09:47	Travel Hours: 0.58						
	Completed 2021/05/26 10:20	Repair Hours: 0.55	Incompleted Need Parts - Operational					
		Resolution Hours: 1.75						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC259154		COPY QUALITY POOR [CM]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: SPC4940-API-02			6.8	1	0
	Assigned Tech: Brian Love			Received: 2021/05/26 10:21		Response Hours:	6.27	Call Priority: N					
	Caller: -- --			Dispatched: 2021/05/27 07:52		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Needs drum (please check part number) - Black streak			Arrived: 2021/05/27 08:07		Travel Hours:	0.25						
				Departure 2021/05/27 08:39		Repair Hours:	0.53						
						Resolution Hours:	6.8						
API-9044 sn:													
Palermo Consolidated School : 501			0.00%	2	0								
HPLJM404dn [HP]													
API-8932 sn:													
TOSHES4518A [Toshiba]													
API-9039 sn:													
TOSHES478S [Toshiba]													
API-9026 sn:													
TOSHES5516ACT [Toshiba]								14.43	10.44	1.7	14.5	2	0
API-8962 sn:C1JH10634								14.43	10.44	1.7	14.5	2	0
SC249739													
Call SC249739		FM Audit [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: SPC4940-API-02			0	0	0
	Assigned Tech: Ryan Murphy			Received: 2021/02/22 09:20		Response Hours:	0.95	Call Priority: Low					
	Caller: -- --			Dispatched: 2021/02/22 10:17		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: FM Audit sopped reporting			Arrived: 2021/02/22 10:17		Travel Hours:	0						
				Completed 2021/02/23 08:51		Repair Hours:	7.07						
						Resolution Hours:	0						
SC259546													
Call SC259546		COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: SPC4940-API-02			10.72	0	0
	Assigned Tech: Scott Choiniere			Received: 2021/06/01 08:31		Response Hours:	10.15	Call Priority: N					
	Caller: -- --			Dispatched: 2021/06/02 09:29		CM Response Hours:	10.15	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Cutting off scans / rotating page....happening often			Arrived: 2021/06/02 10:10		Travel Hours:	0.68						
				Completed 2021/06/02 10:44		Repair Hours:	0.57						
						Resolution Hours:	10.72						
SC261118													

						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC261118	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC4940-API-02			11.05		0
	Assigned Tech: James Boober		Received: 2021/06/16 08:25	Response Hours:	10.73	Call Priority: N					
	Caller: -- --		Dispatched: 2021/06/17 09:01	CM Response Hours:	10.73	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Reschedule for ADF tray board.		Arrived: 2021/06/17 10:39	Travel Hours:	1.63						
			Completed 2021/06/17 10:58	Repair Hours:	0.32	Incompleted Need Parts - Operational					
				Resolution Hours:	11.05						
	ProblemCodes										
	Problem Code:	Doc feed									
	Resolution Code:	Sensor Repair or Replacement									
Call SC261281	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC4940-API-02			23.98	1	0
	Assigned Tech: James Boober		Received: 2021/06/17 10:59	Response Hours:	23.93	Call Priority: N					
	Caller: -- --		Dispatched: 2021/06/22 07:54	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Reschedule for ADF tray board.		Arrived: 2021/06/22 09:25	Travel Hours:	1.52						
			Departure 2021/06/22 09:28	Repair Hours:	0.05	Incompleted End of Day, More Time Needed					
				Resolution Hours:	23.98						
Call SC261691	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC4940-API-02			26.8	1	0
	Assigned Tech: James Boober		Received: 2021/06/22 09:28	Response Hours:	26.38	Call Priority: N					
	Caller: -- --		Dispatched: 2021/06/25 09:56	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Customer unavailable - Reschedule for ADF tray board		Arrived: 2021/06/25 10:21	Travel Hours:	0.42						
			Departure 2021/06/25 10:46	Repair Hours:	0.42						
				Resolution Hours:	26.8						
SC261691											
	ProblemCodes										
	Problem Code:	Doc feed									
	Resolution Code:	Board Replacement									
TOSHES6518A [Toshiba]						3.23		0.4	0.0	0	0
API-9031 sn:C2DJ15488						3.23		0.4	0.0	0	0
SC252585											
Call SC252585	Finisher [PM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC4940-API-02			0	0	0
	Assigned Tech: Scott Choiniere		Received: 2021/03/18 12:54	Response Hours:	3.23	Call Priority: N					
	Caller: -- --		Dispatched: 2021/03/18 15:55	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Unable to reconnect finisher		Arrived: 2021/03/18 16:08	Travel Hours:	0.22						
			Completed 2021/03/18 16:30	Repair Hours:	0.37						
				Resolution Hours:	0						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
RSU # 12 : 665 Patricktown Road			#DIV/0!	0	0								
HPM402dne [HP]								1.57		0.0	0.0	0	0
API-8925 sn:													
API-8926 sn:PHB5B95511								1.57		0.0	0.0	0	0
SC258117													
Call SC258117	FM Audit [O]			Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: SPC4940-API-02			0	0	0
Assigned Tech: Ryan Murphy			Received: 2021/05/14 15:26		Response Hours:	1.57		Call Priority: Low					
Caller: -- --			Dispatched: 2021/05/17 08:30		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
Call Desc: FM Audit stopped reporting			Arrived: 2021/05/17 08:30		Travel Hours:	0							
			Completed 2021/05/17 08:30		Repair Hours:	0							
					Resolution Hours:	0							
TOSHES3515AC [Toshiba]													
API-9041 sn:													
TOSHES4518A [Toshiba]													
API-9034 sn:													
TOSHES5516ACT [Toshiba]													
API-8889 sn:													
TOSHES6518A [Toshiba]													
API-9055 sn:													
Somerville Elementary : 665 Patricktown Road			50.00%	2	1								
TOSHES6518A [Toshiba]								6.44	6.44	0.5	6.9	0	0
API-9056 sn:C2EJ16112								6.44	6.44	0.5	6.9	0	0
SC248500													
Call SC248500	ADF Jamming [CM]			Call In SLA: No		SLA Response Hours:	4.00		Contract#: SPC4940-API-02			11.82	0	0
Assigned Tech: Brian Love			Received: 2021/02/08 13:44		Response Hours:	11.53		Call Priority: High					
Caller: Amy 549-1010			Dispatched: 2021/02/10 07:43		CM Response Hours:	11.53		Bill Code: ACOPI Prepaid Toner					
Call Desc: Top feeder jamming and folding papers			Arrived: 2021/02/10 08:16		Travel Hours:	0.55							
			Completed 2021/02/10 08:33		Repair Hours:	0.28							
					Resolution Hours:	11.82							

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC253961													
Call SC253961	LCF Problems [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-02				2.02	0	0
Assigned Tech: Scott Choiniere		Received: 2021/03/31 13:59		Response Hours:	1.35	Call Priority: Low							
Caller: -- --		Dispatched: 2021/03/31 14:35		CM Response Hours:	1.35	Bill Code: ACOPI Prepaid Toner							
Call Desc: LCF issues		Arrived: 2021/03/31 15:20		Travel Hours:	0.75								
		Completed 2021/03/31 16:00		Repair Hours:	0.67								
				Resolution Hours:	2.02								
Whitefield Elementary School : 164 Grand Army Road		85.714%	7	6									
HPLJM404dn [HP]													
API-8934 sn:													
TOSHES478S [Toshiba]								3.37	3.70	0.4	3.7	1	0
API-9025 sn:70189193054K4								3.37	3.70	0.4	3.7	1	0
SC253917													
Call SC253917	COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-02				3.87	0	0
Assigned Tech: Brian Love		Received: 2021/03/31 11:26		Response Hours:	3.7	Call Priority: N							
Caller: -- --		Dispatched: 2021/03/31 15:08		CM Response Hours:	3.70	Bill Code: ACOPI Prepaid Toner							
Call Desc: streaks		Arrived: 2021/03/31 15:08		Travel Hours:	0								
		Completed 2021/03/31 15:18		Repair Hours:	0.17	Incompleted End of Day, More Time Needed							
				Resolution Hours:	3.87								
Call SC253983	COPY QUALITY POOR [CM]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: SPC4940-API-02				3.58	1	0
Assigned Tech: Scott Choiniere		Received: 2021/03/31 15:19		Response Hours:	3.03	Call Priority: N							
Caller: -- --		Dispatched: 2021/04/01 09:34		CM Response Hours:		Bill Code: ACOPI Prepaid Toner							
Call Desc: Needs imaging unit - streaks		Arrived: 2021/04/01 09:51		Travel Hours:	0.28								
		Departure 2021/04/01 10:24		Repair Hours:	0.55								
				Resolution Hours:	3.58								
API-9029 sn:													
TOSHES5516ACT [Toshiba]								3.15	3.15	0.1	3.2	0	0
API-8888 sn:C1JH10660								3.15	3.15	0.1	3.2	0	0
SC254153													
Call SC254153	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-02				3.22	0	0
Assigned Tech: Ken Murphy		Received: 2021/04/02 08:21		Response Hours:	3.15	Call Priority: N							
Caller: Amy		Dispatched: 2021/04/02 11:30		CM Response Hours:	3.15	Bill Code: ACOPI Prepaid Toner							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
		Call Desc:	F510 code.		Arrived: 2021/04/02 11:30		Travel Hours:	0						
					Completed 2021/04/02 11:34		Repair Hours:	0.07						
							Resolution Hours:	3.22						
		ProblemCodes												
		Problem Code:	Machine Fault/Error Code/Fault Code											
		Resolution Code:		Phone Fix										
TOSHES6518A [Toshiba]									26.63	36.13	0.4	27.0	1	0
API-9033 sn:C2EJ16395									3.36	3.36	0.5	3.9	0	0
	SC253096													
	Call SC253096		ADF Jamming [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-02			3.98	0	0
	Assigned Tech: Brian Love				Received: 2021/03/23 14:11		Response Hours:	3.55	Call Priority: High					
	Caller: Clarissa Howard				Dispatched: 2021/03/24 08:52		CM Response Hours:	3.55	Bill Code: ACOPI Prepaid Toner					
	Call Desc: ADF jamming				Arrived: 2021/03/24 09:14		Travel Hours:	0.37						
					Completed 2021/03/24 09:40		Repair Hours:	0.43						
							Resolution Hours:	3.98						
	SC253916													
	Call SC253916		JAMMING [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-02			3.72	0	
	Assigned Tech: Brian Love				Received: 2021/03/31 11:25		Response Hours:	3.17	Call Priority: N					
	Caller: -- --				Dispatched: 2021/03/31 14:18		CM Response Hours:	3.17	Bill Code: ACOPI Prepaid Toner					
	Call Desc: Jamming				Arrived: 2021/03/31 14:35		Travel Hours:	0.28						
					Completed 2021/03/31 15:08		Repair Hours:	0.55						
							Resolution Hours:	3.72						
API-9037 sn:C2EJ16392									35.94	57.97	0.4	36.2	1	0
	SC250711													
	Call SC250711		Print / Scan [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: SPC4940-API-02			168.87	0	0
	Assigned Tech: Adam Overlock				Received: 2021/03/02 09:25		Response Hours:	168.87	Call Priority: Medium					
	Caller: Clarissa Howard				Dispatched: 2021/03/30 08:17		CM Response Hours:	168.87	Bill Code: ACOPI Prepaid Toner					
	Call Desc: PDF error 7 when printing from macs. Explained we've encountered issues with new mac os				Arrived: 2021/03/30 08:17		Travel Hours:	0						
					Completed 2021/03/30 08:17		Repair Hours:	0						
							Resolution Hours:	168.87						
	SC253158													
	Call SC253158		Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: SPC4940-API-02			0	0	0
	Assigned Tech: Brian Love				Received: 2021/03/24 09:40		Response Hours:	0.02	Call Priority: High					
	Caller: BTW				Dispatched: 2021/03/24 09:41		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					

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						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call Desc:	Document feeder jamming condition.	Arrived: 2021/03/24 09:41	Travel Hours:	0						
			Completed 2021/03/24 10:02	Repair Hours:	0.35						
				Resolution Hours:	0						
SC254914											
	Call SC254914	Part Broke off [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: SPC4940-API-02			2.33		0
	Assigned Tech: Brian Love		Received: 2021/04/12 09:27	Response Hours:	1.5	Call Priority: N					
	Caller: -- --		Dispatched: 2021/04/12 10:24	CM Response Hours:	1.50	Bill Code: ACOPI Prepaid Toner					
	Call Desc:	banging noise / false close door because broken part	Arrived: 2021/04/12 10:57	Travel Hours:	0.55						
			Completed 2021/04/12 11:47	Repair Hours:	0.83	Incompleted End of Day, More Time Needed					
				Resolution Hours:	2.33						
	Call SC254958	Part Broke off [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC4940-API-02			5.92	1	0
	Assigned Tech: Brian Love		Received: 2021/04/12 11:47	Response Hours:	5.75	Call Priority: N					
	Caller: -- --		Dispatched: 2021/04/13 08:46	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc:	Needs hole punch cover (used is fine). - banging noise / false close door because broken part	Arrived: 2021/04/13 09:02	Travel Hours:	0.27						
			Departure 2021/04/13 09:12	Repair Hours:	0.17						
				Resolution Hours:	5.92						
SC259691											
	Call SC259691	Drawer issue [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: SPC4940-API-02			4.05	0	0
	Assigned Tech: Brian Love		Received: 2021/06/02 09:43	Response Hours:	3.55	Call Priority: Assist					
	Caller: Clarissa Howard		Dispatched: 2021/06/02 12:26	CM Response Hours:	3.55	Bill Code: ACOPI Prepaid Toner					
	Call Desc:	Botton does not shut	Arrived: 2021/06/02 13:16	Travel Hours:	0.83						
			Completed 2021/06/02 13:46	Repair Hours:	0.5						
				Resolution Hours:	4.05						
Windsor Elementary School : 366 Ridge Road			0.00%	2	0						
HPLJM404dn [HP]											
API-8935 sn:											
API-9201 sn:											
API-9202 sn:											
TOSHES478S [Toshiba]											
API-9028 sn:											
API-9054 sn:											

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
TOSHES5516ACT [Toshiba]							8.77	19.77	0.4	8.2	0	0
API-8960 sn:C1JH10645							8.77	19.77	0.4	8.2	0	0

SC245484

Call SC245484	waste toner bottle [CC]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC4940-API-02	0	0	0
Assigned Tech: Brian Love	Received: 2021/01/11 08:13	Response Hours:	3.02	Call Priority: 4HR Response
Caller: Becky Wilson	Dispatched: 2021/01/11 09:56	CM Response Hours:		Bill Code: ACOPI Prepaid Toner
Call Desc: False empty wtb	Arrived: 2021/01/11 11:14	Travel Hours:	1.3
	Completed 2021/01/11 11:32	Repair Hours:	0.3
		Resolution Hours:	0

SC246517

Call SC246517	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC4940-API-02	15.58	0	0
Assigned Tech: Brian Love	Received: 2021/01/20 08:26	Response Hours:	14.27	Call Priority: N
Caller: -- --	Dispatched: 2021/01/21 13:34	CM Response Hours:	14.27	Bill Code: ACOPI Prepaid Toner
Call Desc: Dirty copies	Arrived: 2021/01/21 14:12	Travel Hours:	0.63
	Completed 2021/01/21 15:31	Repair Hours:	1.32
		Resolution Hours:	15.58

SC252828

Call SC252828	waste toner bottle [CC]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC4940-API-02	0	0	0
Assigned Tech: Brian Love	Received: 2021/03/22 08:33	Response Hours:	0.65	Call Priority: N
Caller: -- --	Dispatched: 2021/03/22 08:48	CM Response Hours:		Bill Code: ACOPI Prepaid Toner
Call Desc: False empty wtb	Arrived: 2021/03/22 09:12	Travel Hours:	0.4
	Completed 2021/03/22 09:33	Repair Hours:	0.35
		Resolution Hours:	0

SC257181

Call SC257181	FM Audit [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC4940-API-02	0	0	0
Assigned Tech: Ryan Murphy	Received: 2021/05/05 14:18	Response Hours:	0.65	Call Priority: Low
Caller: -- --	Dispatched: 2021/05/05 14:57	CM Response Hours:		Bill Code: ACOPI Prepaid Toner
Call Desc: FM Audit stopped reporting	Arrived: 2021/05/05 14:57	Travel Hours:	0
	Completed 2021/05/05 14:57	Repair Hours:	0
		Resolution Hours:	0

SC257569

Call SC257569	Noisy Operation [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC4940-API-02	25.45	0	0
Assigned Tech: Scott Choiniere	Received: 2021/05/10 13:49	Response Hours:	25.27	Call Priority: High
Caller: -- --	Dispatched: 2021/05/13 12:56	CM Response Hours:	25.27	Bill Code: ACOPI Prepaid Toner
Call Desc: Surge protector buzzing	Arrived: 2021/05/13 13:35	Travel Hours:	0.65
	Completed 2021/05/13 13:46	Repair Hours:	0.18
		Resolution Hours:	25.45

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
TOSHES6518A [Toshiba]													
API-9067 sn:													
API-9069 sn:													
API-9070 sn:													
Total								**9.45**	**15.27**	**22.91**	**371.47**	**7**	**0**