

**SVRSU - A-COPI
FLEET REPORT FY20**



SPC SUMMARY

This fleet service report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. Despite COVID-19, your volumes only dropped by less than 1%.

Out of 39 units under contract with A-Copi, there were 17 service calls on 9 copiers and printers during the fiscal year. Uptime for your fleet was 99.66%, which is very good for the size of your fleet. 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 arrival as 8.91 hours, which is very high and will be addressed with the vendor.

The average model age of your equipment is 2.45 years from date of intro, which is consistent with a newly installed fleet.

No units had more than 4 service calls. No major issues are noted that need to be addressed based on the report.

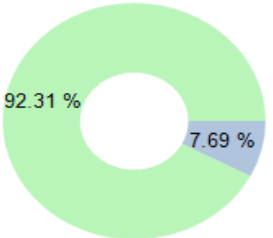
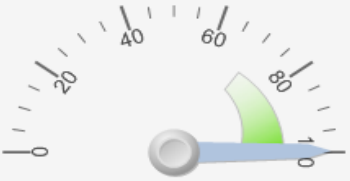
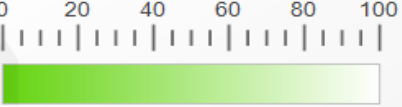
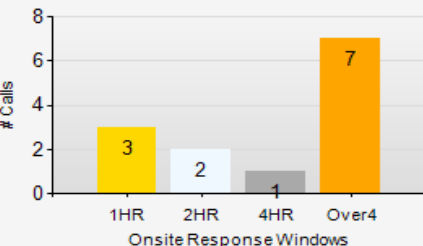
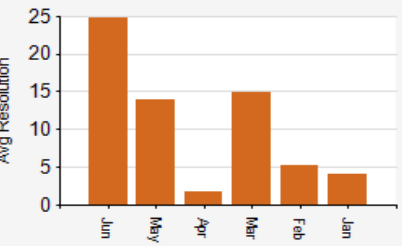
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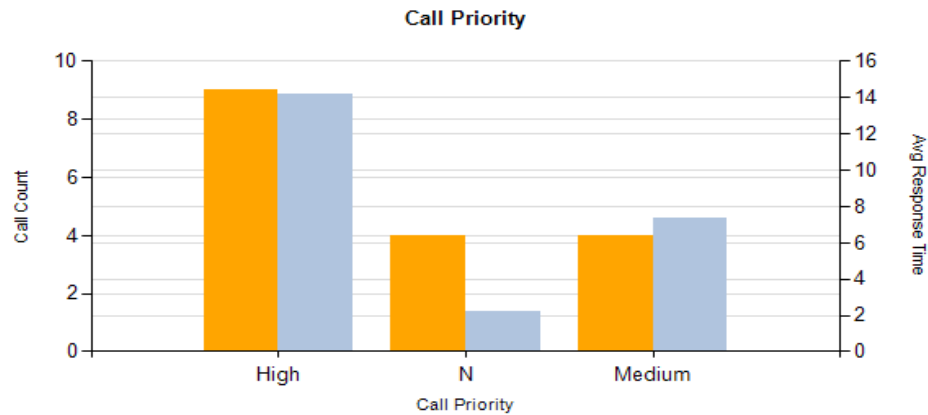
Make/Model	Location	Serial Number	# Service Calls	Avg Response Time	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Chelsea Elementary												
API-8931[HP/M404dn]	Library	PHBB305370	1			559	0	360	0	7/1/2019	1.25	Black Network Printer
API-8933[HP/M404dn]	Cafeteria Office	PHBB305357	0			168	0	129	0	7/1/2019	1.25	Black Network Printer
API-8949[HP/M404dn]	Main Office	PHBB305360	0			42	0	126	0	7/1/2019	1.25	Black Network Printer
API-8961[Toshiba/TOSHES5516ACT]	Main Office Work Room	C1JH10385	1			5,269	2,277	6,364	2,344	1/1/2018	2.75	Color Photocopier
API-9036[Toshiba/TOSHES4518A]	Teachers' Room Downstairs/Conference	CZDJ50874	0			679	0	1,203	0	1/1/2018	2.75	Black Photocopier
API-9042[Toshiba/TOSH6518A]	Grades 3-5 Wing Work Room	C2DJ15458	0			29,010	0	27,014	0	1/1/2018	2.75	Black Photocopier
API-9043[Toshiba/TOSH6518A]	K-2 Wing Work Room	C2DJ15480	2			27,978	0	32,977	0	1/1/2018	2.75	Black Photocopier
API-9044[Toshiba/TOSH6518A]	Room 202 Hallway	C2DJ15487	0			10,880	0	17,742	0	1/1/2018	2.75	Black Photocopier
Palermo Consolidated School												
API-8932[HP/M404dn]	Classroom 7	PHBB305372	0			207	0	200	0	7/1/2019	1.25	Black Network Printer
API-8962[Toshiba/TOSHES5516ACT]	Main Office Hall	C1JH10634	0			9,651	1,909	4,910	1,484	1/1/2018	2.75	Color Photocopier
API-9026[Toshiba/TOSHES478S]	Room 5 Computer Lab	70189193054LX	0			265	0	252	0	1/1/2018	2.75	Black Laser MFP
API-9031[Toshiba/TOSH6518A]	K-4 Hall	C2DJ15488	1			12,945	0	8,467	0	1/1/2018	2.75	Black Photocopier
API-9039[Toshiba/TOSHES4518A]	Grade 5-8 Building in Back	CZDJ50789	0			4,968	0	4,351	0	1/1/2018	2.75	Black Photocopier
RSU # 12												
API-8889[Toshiba/TOSHES5516ACT]	Main Office	C1JH10639	0			6,334	2,793	3,582	1,643	1/1/2018	2.75	Color Photocopier
API-8925[HP/HPM402dne]	Room 1	PHB5B95554	0			1,490	0	974	0	4/1/2017	3.50	Black Network Printer
API-8926[HP/HPM402dne]	Main Office	PHB5B95511	0			956	0	1,054	0	4/1/2017	3.50	Black Network Printer
API-9034[Toshiba/TOSHES4518A]	Room 1	CZDJ49712	0			358	0	869	0	1/1/2018	2.75	Black Photocopier
API-9041[Toshiba/TOSHES3515AC]	Adult Education	CNEJ49683	0			169	93	126	83	1/1/2018	2.75	Color Photocopier
API-9055[Toshiba/TOSH6518A]	Pre-K	C2EJ16104	0			766	0	1,026	0	1/1/2018	2.75	Black Photocopier
Somerville Elementary												
API-9056[Toshiba/TOSH6518A]	Special Education	C2EJ16112	0			3,704	0	4,043	0	1/1/2018	2.75	Black Photocopier
Whitefield Elementary School												
API-8888[Toshiba/TOSHES5516ACT]	Main Office Conference Room	C1JH10660	0			74,431	2,135	2,879	702	1/1/2018	2.75	Color Photocopier
API-8934[HP/M404dn]	Principal's Office	PHBB305275	0			272	0	316	0	7/1/2019	1.25	Black Network Printer
API-9025[Toshiba/TOSHES478S]	Library	70189193054K4	0			1,563	0	1,410	0	1/1/2018	2.75	Black Laser MFP
API-9029[Toshiba/TOSHES478S]	Cafeteria Office	70189193054HN	1			715	0	265	0	1/1/2018	2.75	Black Laser MFP
API-9033[Toshiba/TOSH6518A]	Teachers' Room	C2EJ16395	3			17,232	0	17,326	0	1/1/2018	2.75	Black Photocopier
API-9037[Toshiba/TOSH6518A]	Teachers' Room	C2EJ16392	2			16,754	0	16,567	0	1/1/2018	2.75	Black Photocopier
Windsor Elementary School												
API-8935[HP/M404dn]	Main Office	PHBB305043	0			55	0	46	0	7/1/2019	1.25	Black Network Printer
API-8960[Toshiba/TOSHES5516ACT]	Main Office	C1JH10645	1			5,765	5,598	7,942	6,203	1/1/2018	2.75	Color Photocopier
API-9028[Toshiba/TOSHES478S]	Room 305 Media Center	70189193054M7	0			684	0	869	0	1/1/2018	2.75	Black Laser MFP

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Make/Model	Location	Serial Number	# Service Calls	Avg Response Time	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
API-9054[Toshiba/TOSHES478S]	Room 309 Resource Center	70189193054HD	0			589	0	703	0	1/1/2018	2.75	Black Laser MFP
API-9067[Toshiba/TOSH6518A]	Teachers' Room Upstairs	C2DJ15456	0			14,106	0	16,987	0	1/1/2018	2.75	Black Photocopier
API-9069[Toshiba/TOSH6518A]	Room 326 Conference	C2EJ16393	0			18,641	0	18,066	0	1/1/2018	2.75	Black Photocopier
API-9070[Toshiba/TOSH6518A]	Room 103 Teachers' Room	C2DJ15481	5			12,831	0	11,954	0	1/1/2018	2.75	Black Photocopier
API-9201[HP/M404dn]	Kitchen	PHBB305350	0			0	0	125	0	7/1/2019	1.25	Black Network Printer
API-9202[HP/M404dn]	Special Education	PHBB304672	0			0	0	177	0	7/1/2019	1.25	Black Network Printer
TOTALS & AVERAGES			17	8.91	99.66%	8,486	2,468	6,040	2,077		2.45	

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92.31% 92% of 13 OnSite CM visits were resolved in ONE visit for the reporting period	First Call Effectiveness (OnSite) 	99.66% Total target service hours for all contract machines during period was 36120.00. The total # hours (call received until call completed) was 123.97	Machine Availability 	No survey responses for the period	NetPromoter Score 
8.91 hrs 46% of 13 corrective maintenance calls were responded to and completely resolved in under 4 hours	Average OnSite Reponse Time 	9.5 hrs 9.5 hrs was the average hours for first call fix from when call opened to problem resolution on 13 calls	First Call Fix Avg Resolution Time (On-Site) 	All calls completed in first visit!	Rescheduled Calls Avg TTR Time (first call received until final call closed) All Calls completed first call!



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Caller	Call Count
-- --	8
M404dn	
HP LaserJet Pro M404n Printer EQ# API-8931	1
FM Audit	1
TOSH6518A	
Toshiba EStudio 6518A Digital Copier w/DSDf 65PPM EQ# API-9033	2
Broken Piece	2
Toshiba EStudio 6518A Digital Copier w/DSDf 65PPM EQ# API-9037	1
ERROR CODE	1
Toshiba EStudio 6518A Digital Copier w/DSDf 65PPM EQ# API-9043	2
Needs Part	2
Toshiba EStudio 6518A Digital Copier w/DSDf 65PPM EQ# API-9070	1
TONER ISSUE	1
TOSHES5516ACT	
Toshiba E-Studio 5516AcT Color Copier 55ppm EQ# API-8961	1
JAMMING	1
ann helm 207-993-2352	1
TOSH6518A	
Toshiba EStudio 6518A Digital Copier w/DSDf 65PPM EQ# API-9031	1
ADF Jamming	1
Becky Wilson	5
TOSH6518A	
Toshiba EStudio 6518A Digital Copier w/DSDf 65PPM EQ# API-9070	4
Touchscreen not working	4
TOSHES5516ACT	
Toshiba E-Studio 5516AcT Color Copier 55ppm EQ# API-8960	1
Print / Scan	1
Clarissa Howard	3
TOSH6518A	
Toshiba EStudio 6518A Digital Copier w/DSDf 65PPM EQ# API-9033	1
ADF Jamming	1

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Caller	Call Count
-- --	8
Toshiba EStudio 6518A Digital Copier w/DSDP 65PPM EQ# API-9037	1
ADF Misfeeds	1
TOSHES478S	
Toshiba E-Studio 478S 50 ppm Mono MFP EQ# API-9029	1
Print / Scan	1
Total	17

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Windsor Elementary School			% Calls in SLA	Total Calls	In SLA				7.53	8.91	0.6	7.3	2	0
Chelsea Elementary : 566 Togus			#DIV/0!	0	0									
M404dn [HP]														
API-8931 sn:														
API-8933 sn:														
API-8949 sn:														
TOSH6518A [Toshiba]														
API-9042 sn:														
API-9043 sn:														
API-9044 sn:														
TOSHES4518A [Toshiba]														
API-9036 sn:														
TOSHES5516ACT [Toshiba]														
API-8961 sn:														
Chelsea Elementary : -			50.00%	2	1				1.07		0.2	0.0	0	0
M404dn [HP]									1.07		0.2	0.0	0	0
API-8931 sn:PHBB305370									1.07		0.2	0.0	0	0
SC219271														
Call SC219271	FM Audit [O]			Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: SPC4940-API-01					0	0
	Assigned Tech: Joseph Manley			Received: 2020/02/26 08:51	Response Hours:	1.07		Call Priority: Low						
	Caller: -- --			Dispatched: 2020/02/26 09:55	CM Response Hours:			Bill Code: ACOPI Prepaid Toner						
	Call Desc: Set up FMAudit Rosie 215-3080			Arrived: 2020/02/26 09:55	Travel Hours:	0								
				Completed 2020/02/26 10:05	Repair Hours:	0.17		End of Day, More Time Needed						
					Resolution Hours:	0								
TOSH6518A [Toshiba]									5.53	7.73	0.7	4.2	1	0
API-9043 sn:C2DJ15480									5.53	7.73	0.7	4.2	1	0
SC219976														
Call SC219976	False Close Door Message [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#: SPC4940-API-01					8.42	0
	Assigned Tech: Brian Love			Received: 2020/03/02 13:45	Response Hours:	7.73		Call Priority: High						
	Caller: -- --			Dispatched: 2020/03/03 11:59	CM Response Hours:	7.73		Bill Code: ACOPI Prepaid Toner						
	Call Desc: close duplexer message			Arrived: 2020/03/03 12:59	Travel Hours:	1								
				Completed 2020/03/03 13:40	Repair Hours:	0.68		Incompleted Need Parts - Not Operational						
					Resolution Hours:	8.42								

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC220175	Needs Part [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	SPC4940-API-01					0	1	0
		Assigned Tech: Brian Love	Received: 2020/03/03 13:41	Response Hours:	3.32	Call Priority:	High							
		Caller: -- --	Dispatched: 2020/03/05 10:56	CM Response Hours:		Bill Code:	ACOPi Prepaid Toner							
		Call Desc: Needs power supply for close duplexer message. -	Arrived: 2020/03/05 11:19	Travel Hours:	0.38									
		since duplexer message	Departure 2020/03/05 12:06	Repair Hours:	0.78									
				Resolution Hours:	0									
TOSHES5516ACT [Toshiba]									0.43	0.43	1.2	1.6	0	0
API-8961 sn:C1JH10385									0.43	0.43	1.2	1.6	0	0
SC213813														
Call	SC213813	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	SPC4940-API-01					1.6	0	0
		Assigned Tech: Brian Love	Received: 2020/01/17 14:09	Response Hours:	0.43	Call Priority:	N							
		Caller: -- --	Dispatched: 2020/01/17 14:20	CM Response Hours:	0.43	Bill Code:	ACOPi Prepaid Toner							
		Call Desc: Jammed and cannot clear	Arrived: 2020/01/17 14:35	Travel Hours:	0.25									
			Completed 2020/01/17 15:45	Repair Hours:	1.17									
				Resolution Hours:	1.6									
Palermo Consolidated School : 501														
M404dn [HP]														
API-8932 sn:														
TOSH6518A [Toshiba]														
API-9031 sn:														
TOSHES4518A [Toshiba]														
API-9039 sn:														
TOSHES478S [Toshiba]														
API-9026 sn:														
TOSHES5516ACT [Toshiba]														
API-8962 sn:														
Palermo Consolidated School : -														
TOSH6518A [Toshiba]														
									4.37	4.37	0.8	5.2	0	0
API-9031 sn:C2DJ15488									4.37	4.37	0.8	5.2	0	0
SC212549														
Call	SC212549	ADF Jamming [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	SPC4940-API-01					5.2	0	0
		Assigned Tech: Jason Morrell	Received: 2020/01/09 10:38	Response Hours:	4.37	Call Priority:	High							
		Caller: ann helm 207-993-2352	Dispatched: 2020/01/09 14:24	CM Response Hours:	4.37	Bill Code:	ACOPi Prepaid Toner							
		Call Desc: Crunching paper/ folding corners through DSDF	Arrived: 2020/01/09 15:00	Travel Hours:	0.6									
			Completed 2020/01/09 15:50	Repair Hours:	0.83									
				Resolution Hours:	5.2									
RSU # 12 : 665 Patricktown Road														
HPM402dne [HP]														
API-8925 sn:														

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-8926 sn:															
TOSH6518A [Toshiba]															
API-9055 sn:															
TOSHES3515AC [Toshiba]															
API-9041 sn:															
TOSHES4518A [Toshiba]															
API-9034 sn:															
TOSHES5516ACT [Toshiba]															
API-8889 sn:															
Somerville Elementary : 665			#DIV/0!	0	0										
TOSH6518A [Toshiba]															
API-9056 sn:															
Whitefield Elementary School : 164			#DIV/0!	0	0										
M404dn [HP]															
API-8934 sn:															
TOSH6518A [Toshiba]															
API-9033 sn:															
API-9037 sn:															
TOSHES478S [Toshiba]															
API-9025 sn:															
API-9029 sn:															
TOSHES5516ACT [Toshiba]															
API-8888 sn:															
Whitefield Elementary School :-			66.667%	6	4										
TOSH6518A [Toshiba]										6.06	6.06	0.6	6.7	0	0
API-9033 sn:C2EJ16395										8.83	8.83	0.6	9.4	0	0
SC212992															
Call SC212992	Broken Piece [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#:	SPC4940-API-01				5.32	0	0

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: Brian Love			Received: 2020/01/13 12:43		Response Hours:	4.43	Call Priority: N						
	Caller: -- --			Dispatched: 2020/01/14 08:11		CM Response Hours:	4.43	Bill Code: ACOPI Prepaid Toner						
	Call Desc: broken finisher latches (2x 6lb42717000) (Can not read from warehouse / ml.			Arrived: 2020/01/14 08:39		Travel Hours:	0.47							
				Completed 2020/01/14 09:32		Repair Hours:	0.88							
						Resolution Hours:	5.32							
SC221724														
Call	SC221724	Surge protector problems [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: SPC4940-API-01				21.42	0	0
	Assigned Tech: Brian Love			Received: 2020/03/13 14:42		Response Hours:	21.02	Call Priority: Low						
	Caller: -- --			Dispatched: 2020/03/18 09:45		CM Response Hours:	21.02	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Surge protector			Arrived: 2020/03/18 10:13		Travel Hours:	0.47							
				Completed 2020/03/18 10:37		Repair Hours:	0.4							
						Resolution Hours:	21.42							
SC223189														
Call	SC223189	ADF Jamming [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-01				1.57	0	0
	Assigned Tech: Kenneth Murphy			Received: 2020/04/15 09:18		Response Hours:	1.05	Call Priority: High						
	Caller: Clarissa Howard			Dispatched: 2020/04/15 09:42		CM Response Hours:	1.05	Bill Code: ACOPI Prepaid Toner						
	Call Desc: ADF Jamming Cell: 265-2646			Arrived: 2020/04/15 10:21		Travel Hours:	0.65							
				Completed 2020/04/15 10:52		Repair Hours:	0.52							
						Resolution Hours:	1.57							
	ProblemCodes													
	Problem Code:	Doc feed												
	Resolution Code:	Misc Adjustment												
API-9037 sn:C2EJ16392									1.91	1.91	0.6	2.5	0	0
SC216066														
Call	SC216066	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-01				3.42	0	0
	Assigned Tech: Brian Love			Received: 2020/02/03 08:33		Response Hours:	2.22	Call Priority: N						
	Caller: -- --			Dispatched: 2020/02/03 09:33		CM Response Hours:	2.22	Bill Code: ACOPI Prepaid Toner						
	Call Desc: CC61			Arrived: 2020/02/03 10:46		Travel Hours:	1.22							
				Completed 2020/02/03 11:58		Repair Hours:	1.2							
						Resolution Hours:	3.42							
SC223190														
Call	SC223190	ADF Misfeeds [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-01				1.67	0	0
	Assigned Tech: Kenneth Murphy			Received: 2020/04/15 09:18		Response Hours:	1.6	Call Priority: N						
	Caller: Clarissa Howard			Dispatched: 2020/04/15 10:53		CM Response Hours:	1.60	Bill Code: ACOPI Prepaid Toner						
	Call Desc: ADF Jamming			Arrived: 2020/04/15 10:54		Travel Hours:	0.02							
				Completed 2020/04/15 10:58		Repair Hours:	0.07							
						Resolution Hours:	1.67							
	ProblemCodes													
	Problem Code:	Doc feed												
	Resolution Code:	Clean/Adjust												
TOSHES478S [Toshiba]									0.85	0.85	0.0	0.9	0	0

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-9029 sn:70189193054HN										0.85	0.85	0.0	0.9	0	0
SC217333															
Call	SC217333	Print / Scan [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#:	SPC4940-API-01			0.85	0	0
		Assigned Tech: Joseph Manley		Received: 2020/02/11 11:04		Response Hours:	0.85		Call Priority:	Medium					
		Caller: Clarissa Howard		Dispatched: 2020/02/11 11:55		CM Response Hours:	0.85		Bill Code:	ACOPPI Prepaid Toner					
		Call Desc: Not printing but copying fine (called bac able to print but just wants to make sure that the driver		Arrived: 2020/02/11 11:55		Travel Hours:	0								
				Completed 2020/02/11 11:55		Repair Hours:	0								
						Resolution Hours:	0.85								
Windsor Elementary School : 366			#DIV/0!	0	0										
M404dn [HP]															
API-8935 sn:															
TOSH6518A [Toshiba]															
API-9067 sn:															
API-9069 sn:															
API-9070 sn:															
TOSHES478S [Toshiba]															
API-9028 sn:															
API-9054 sn:															
TOSHES5516ACT [Toshiba]															
API-8960 sn:															
Windsor Elementary School : -			25.00%	4	1										
TOSH6518A [Toshiba]										15.94	23.97	0.6	14.8	1	0
API-9070 sn:C2DJ15481										15.94	23.97	0.6	14.8	1	0
SC212072															
Call	SC212072	Touchscreen not working [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	SPC4940-API-01			0	0	0
		Assigned Tech: Brian Love		Received: 2020/01/07 09:16		Response Hours:	6.97		Call Priority:	High					
		Caller: Becky Wilson		Dispatched: 2020/01/07 15:21		CM Response Hours:			Bill Code:	ACOPPI Prepaid Toner					
		Call Desc: Crack in the screen after being moved and also not "action right" - this may be hittable		Arrived: 2020/01/07 16:14		Travel Hours:	0.88								
				Completed 2020/01/07 16:18		Repair Hours:	0.07		6-RAN OUT OF TIME						
						Resolution Hours:	0								
Call	SC212254	Touchscreen not working [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	SPC4940-API-01			0	1	0
		Assigned Tech: Brian Love		Received: 2020/01/07 16:19		Response Hours:	0.83		Call Priority:	High					
		Caller: Becky Wilson		Dispatched: 2020/01/08 08:16		CM Response Hours:			Bill Code:	ACOPPI Prepaid Toner					
		Call Desc: Crack in the screen after being moved and also not "action right" - this may be hittable		Arrived: 2020/01/08 08:39		Travel Hours:	0.38								
				Departure 2020/01/08 09:42		Repair Hours:	1.05								
						Resolution Hours:	0								

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC219488														
Call	SC219488	ADF Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	SPC4940-API-01			11.08	0	0
		Assigned Tech: Brian Love		Received: 2020/02/27 10:13	Response Hours:	10		Call Priority:	High					
		Caller: Becky Wilson		Dispatched: 2020/02/28 10:51	CM Response Hours:	10.00		Bill Code:	ACOPi Prepaid Toner					
		Call Desc: ADF folding / jamming		Arrived: 2020/02/28 11:43	Travel Hours:	0.87								
				Completed 2020/02/28 12:48	Repair Hours:	1.08								
					Resolution Hours:	11.08								
SC225021														
Call	SC225021	TONER ISSUE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	SPC4940-API-01			13.98	0	0
		Assigned Tech: Scott Choiniere		Received: 2020/05/22 09:41	Response Hours:	13.48		Call Priority:	High					
		Caller: Becky Wilson		Dispatched: 2020/05/26 14:25	CM Response Hours:	13.48		Bill Code:	ACOPi Prepaid Toner					
		Call Desc: False add toner		Arrived: 2020/05/26 14:40	Travel Hours:	0.25								
				Completed 2020/05/26 15:10	Repair Hours:	0.5								
					Resolution Hours:	13.98								
SC225945														
Call	SC225945	TONER ISSUE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	SPC4940-API-01			48.92	0	0
		Assigned Tech: Scott Choiniere		Received: 2020/06/08 09:05	Response Hours:	48.42		Call Priority:	High					
		Caller: -- --		Dispatched: 2020/06/15 13:35	CM Response Hours:	48.42		Bill Code:	ACOPi Prepaid Toner					
		Call Desc: False add toner		Arrived: 2020/06/15 15:00	Travel Hours:	1.42								
				Completed 2020/06/15 15:30	Repair Hours:	0.5								
					Resolution Hours:	48.92								
TOSHES5516ACT [Toshiba]									0.25	0.25	0.3	0.5	0	0
API-8960 sn:C1JH10645									0.25	0.25	0.3	0.5	0	0
SC226102														
Call	SC226102	Print / Scan [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	SPC4940-API-01			0.52	0	0
		Assigned Tech: Adam Overlock		Received: 2020/06/09 12:35	Response Hours:	0.25		Call Priority:	Medium					
		Caller: Becky Wilson		Dispatched: 2020/06/09 12:50	CM Response Hours:	0.25		Bill Code:	ACOPi Remote IT Calls					
		Call Desc: Not printing / Job status		Arrived: 2020/06/09 12:50	Travel Hours:	0								
				Completed 2020/06/09 13:06	Repair Hours:	0.27								
					Resolution Hours:	0.52								
Total									7.53	8.91	10.17	123.97	2	0