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.

Out of 35 units under contract with A-Copi, there were 35 service calls on 14 copiers during the fiscal year. Uptime for your fleet was 97%, which is fair for the size and age 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 13.88 hours, which is very. high and unacceptable. This will be addressed with the vendor.

Your last upgrade was on 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 4.37 years ago. There are no units more than 7 years from date of intro. 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.

One copier had 6 service calls during the months of February and March. Details on those service calls can be seen on the next page.

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Fleet Report FY22

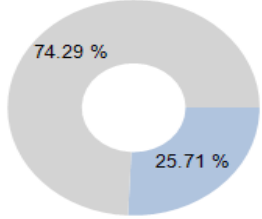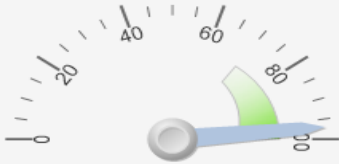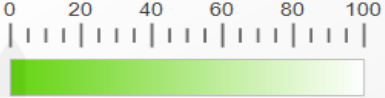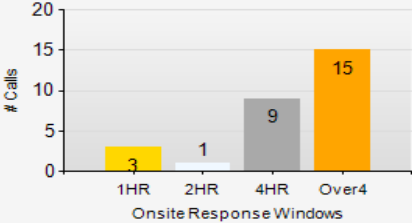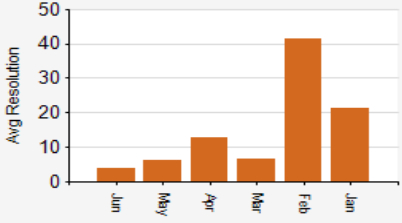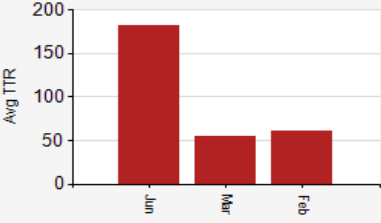|						
Equipment with 5 or more calls for the reporting period of 7/1/2021 to 6/30/2022						
Location	**Current Equipment**	**Serial Number**	**# Service Calls**	**Current Total Meter**	**Avg Response Time**	**Avg Monthly Volume**	**Reasons for service calls**
Windsor Elementary Main Office	Toshiba e-Studio 5516 ACT	C1JH10645	6	657,557	16.69	20090	All service calls were related to an error code or poor quality; drums and developer units were replaced on several calls. This machine should be monitored to see if the issues continue. Calls were from February 2 through March 7.

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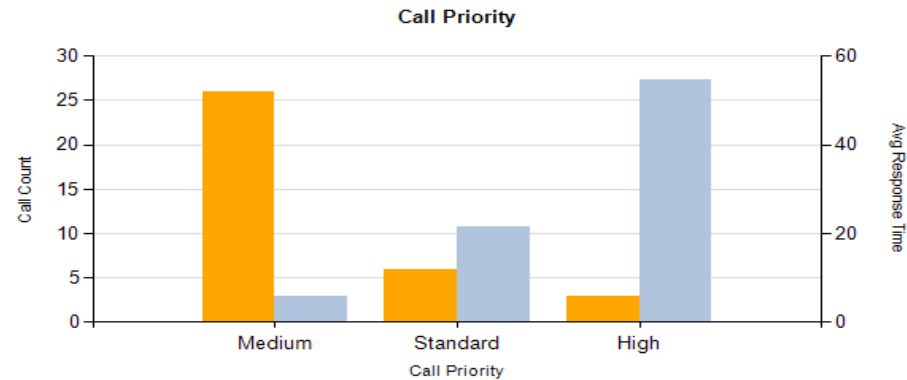# Fleet Report FY22

Location	Equipment Details	Serial Number	Vendor ID #	Install Date	# Service Calls	Projected Mthly Vol Black	Actual Mthly Vol Black	Projected Mthly Vol Color	Actual Mthly Vol Color	Model Intro Date	Model Age (years)	Model Type
Chelsea Elementary												
Cafeteria Office	HP LaserJet M404dn	PHBB305357	8933	7/24/2019	0	168	35	0	0	7/1/19	3.17	Black Network Printer
Computer Lab	HP LaserJet M404dn	PHBB305370	8931	7/24/2019	0	559	70	0	0	7/1/19	3.17	Black Network Printer
Downstairs Conference/Teacher's Room	Toshiba e-Studio 4518A	CZDJ50874	9036	7/24/2019	0	679	388	0	0	1/1/18	4.67	Black Photocopier
Grades 3-5 Wing Work Room	Toshiba e-Studio 6518A	C2DJ15458	9042	7/24/2019	3	29,010	27,511	0	0	1/1/18	4.67	Black Photocopier
K-2 Wing Work Room	Toshiba e-Studio 6518A	C2DJ15480	9043	7/24/2019	3	27,978	31,233	0	0	1/1/18	4.67	Black Photocopier
Main Office	HP LaserJet M404dn	PHBB305360	8949	8/13/2019	0	42	81	0	0	7/1/19	3.17	Black Network Printer
Room 202 Hallway	Toshiba e-Studio 6518A	C2D15487	9044	7/24/2019	2	10,880	15,750	0	0	1/1/18	4.67	Black Photocopier
Adult Education	Toshiba e-Studio 3515AC	CNEJ49683	9041	7/24/2019	0	169	738	93	143	1/1/18	4.67	Color Photocopier
Work Room Main Office	Toshiba e-Studio 5516ACT	C1JH10385	8961	7/24/2019	3	5,269	4,252	2,277	3,799	1/1/18	4.67	Color Photocopier
Palermo Consolidated School												
Classroom 7	HP LaserJet M404dn	PHBB305372	8932	7/24/2019	0	207	256	0	0	7/1/19	3.17	Black Network Printer
Grade 5-8 Building in Back	Toshiba e-Studio 4518A	CZDJ50789	9039	7/24/2019	1	4,968	6,864	0	0	1/1/18	4.67	Black Photocopier
K-4 Hall	Toshiba e-Studio 6518A	C2DJ15488	9031	7/24/2019	2	12,945	9,706	0	0	1/1/18	4.67	Black Photocopier
Main Office Hall	Toshiba e-Studio 5516ACT	C1JH10634	8962	7/24/2019	1	9,651	5,775	1,909	2,759	1/1/18	4.67	Color Photocopier
Room 5 Computer Lab	Toshiba e-Studio 478S	70189193054LX	9026	7/24/2019	0	265	250	0	0	1/1/18	4.67	Black Laser MFP
Somerville Elementary												
Special Ed	Toshiba e-Studio 6518A	C2EJ16112	9056	7/24/2019	2	3,704	3,056	0	0	1/1/18	4.67	Black Photocopier
SVRSU District Office												
Main Office	Toshiba e-Studio 5516ACT	C1JH10639	8889	7/24/2019	0	6,334	2,131	2,793	1,816	1/1/18	4.67	Color Photocopier
Main Office	HP LaserJet M402dne	PHB5B95511	8926	7/24/2019	0	956	1,167	0	0	4/1/17	5.42	Black Network Printer
Pre K	Toshiba e-Studio 6518A	C2EJ16104	9055	7/24/2019	0	766	1,570	0	0	1/1/18	4.67	Black Photocopier
Room 1	HP LaserJet M402dne	PHB5B95554	8925	7/24/2019	0	1,490	1,083	0	0	4/1/17	5.42	Black Network Printer
Room 1	Toshiba e-Studio 4518A	CZDJ49712	9034	7/24/2019	0	358	904	0	0	1/1/18	4.67	Black Photocopier
Whitefield Elementary School												
Cafeteria Office	Toshiba e-Studio 478S	70189193054HN	9029	7/24/2019	0	715	426	0	0	1/1/18	4.67	Black Laser MFP
Conference Room (Main Office)	Toshiba e-Studio 5516ACT	CV1J10660	8888	7/24/2019	0	3,935	2,118	2,135	1,620	1/1/18	4.67	Color Photocopier
Library	Toshiba e-Studio 478S	70189193054K4	9025	7/24/2019	2	1,563	1,294	0	0	1/1/18	4.67	Black Laser MFP
Principal's Office	HP LaserJet M404dn	PHBB305275	8934	7/24/2019	0	272	521	0	0	7/1/19	3.17	Black Network Printer
Teacher's Room	Toshiba e-Studio 6518A	C2EJ16392	9037	7/24/2019	2	16,754	19,707	0	0	1/1/18	4.67	Black Photocopier
Teacher's Room	Toshiba e-Studio 6518A	C2EJ16395	9033	7/24/2019	2	17,232	13,843	0	0	1/1/18	4.67	Black Photocopier
Windsor Elementary School												
Kitchen	HP LaserJet M404dn	PHBB305350	9201	12/4/2019	0	0	133	0	0	7/1/19	3.17	Black Network Printer
Main Office	HP LaserJet M404dn	PHBB305043	8935	7/24/2019	0	55	223	0	0	7/1/19	3.17	Black Network Printer
Main Office	Toshiba e-Studio 5516ACT	C1JH10645	8960	7/24/2019	6	5,765	10,947	5,598	9,143	1/1/18	4.67	Color Photocopier
Media Center Room 305	Toshiba e-Studio 478S	70189193054M7	9028	7/24/2019	0	684	600	0	0	1/1/18	4.67	Black Laser MFP
Resource Room 309	Toshiba e-Studio 478S	70189193054HD	9054	7/24/2019	0	589	469	0	0	1/1/18	4.67	Black Laser MFP

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Special Education	HP LaserJet M404dn	PHBB304672	9202	12/4/2019	0	0	0	0	0	7/1/19	3.17	Black Network Printer
Teacher's Room 103	Toshiba e-Studio 6518A	C2DJ15481	9070	7/24/2019	0	12,831	13,651	0	0	1/1/18	4.67	Black Photocopier
Teacher's Room Upstairs	Toshiba e-Studio 6518A	C2DJ15456	9067	7/24/2019	3	14,106	18,703	0	0	1/1/18	4.67	Black Photocopier
Windsor Elementary -Conference Room 326	Toshiba e-Studio 6518A	C2EJ16393	9069	7/24/2019	3	18,641	13,241	0	0	1/1/18	4.67	Black Photocopier
TOTALS & AVERAGES					**35**	**5987**	**5963**	**2468**	**3213**		**4.37**	

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74.29% — First Call Effectiveness (OnSite)

74% of 35 OnSite CM visits were resolved in ONE visit for the reporting period

74.29 %
25.71 %

96.96% — Machine Availability

Total target service hours for all contract machines during period was 37275.00. The total # hours (call received until call completed) was 1131.65

NetPromoter Score

No survey responses for the period

0   20   40   60   80   100

13.88 hrs — Average OnSite Reponse Time

46% of 28 corrective maintenance calls were responded to and completely resolved in under 4 hours

Onsite Response Windows	# Calls
1HR	3
2HR	1
4HR	9
Over4	15

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

17.4 hrs was the average hours for first call fix from when call opened to problem resolution on 28 calls

Avg Resolution — Jun, May, Apr, Mar, Feb, Jan

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

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

Avg TTR — Jun, Mar, Feb

Call Priority

Call Count / Avg Response Time — Medium, Standard, High

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Caller	Call Count
Ami Winter	**2**
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	2
Onsite service call	2
Ann Helm	**4**
TOSHES4518A	
Toshiba E-Studio 4518A Digital Monochrome MFP EQ#	1
Onsite service call	1
TOSHES5516ACT	
Toshiba Estudio 5516ACT Color MFP 55pp EQ# API-	1
Onsite service call	1
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	2
Onsite service call	2
becky 207-445-2356	**6**
TOSHES5516ACT	
Toshiba Estudio 5516ACT Color MFP 55pp EQ# API-	2
Standard Service	2
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	2
Onsite service call	2
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	2
Onsite service call	2
Becky Wilson	**6**
TOSHES5516ACT	
Toshiba Estudio 5516ACT Color MFP 55pp EQ# API-	4
Onsite service call	4
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	1
Standard Service	1
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	1
Onsite service call	1

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Caller	Call Count
Clarissa Howard	6
TOSHES478S	
Toshiba E-Studio 478S 50 ppm Mono MFP EQ# API-9025	2
Standard Service	2
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	2
Onsite service call	2
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	2
Onsite service call	2
Obtw	1
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	1
Standard Service	1
Sue Sawyer	10
TOSHES5516ACT	
Toshiba Estudio 5516ACT Color MFP 55pp EQ# API-	3
Standard Service	3
TOSHES6518A	
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	2
Onsite service call	2
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	3
Onsite service call	3
Toshiba EStudio 6518A B/W Digital Copier w/DSDF	2
Onsite service call	2
Total	35

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
			% Calls in SLA	Total Calls	In SLA			15.81	13.88	0.6	32.3	7	8
Chelsea Elementary : 566 Togus Road			50.00%	10	5								
HPLJM404dn [HP]													
API-8931 sn:													
API-8933 sn:													
API-8949 sn:													
TOSHES4518A [Toshiba]													
API-9036 sn:													
TOSHES5516ACT [Toshiba]								7.85	7.85	0.8	8.5	0	0
API-8961 sn:C1JH10385								7.85	7.85	0.8	8.5	0	0
ABT-SC283079													
Call ABT-SC283079	Standard Service [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: SPC4940-API-03				8.43	0	0
Assigned Tech: Brian Love			Received: 2022/01/31 09:32		Response Hours:	8.53	Call Priority: down machine						
Caller: Sue Sawyer			Dispatched: 2022/02/01 08:35		CM Response Hours:	8.53	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
Call Desc: Error code - F10			Arrived: 2022/02/01 09:04		Travel Hours:	0.48							
			Completed 2022/02/01 09:28		Repair Hours:	0.4							
					Resolution Hours:	8.43							
SC184731													
Call SC184731	Onsite service call [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: SPC4940-API-03				10.98	0	0
Assigned Tech: Kevin Carroll			Received: 2022/03/11 08:55		Response Hours:	10.43	Call Priority: Medium						
Caller: Sue Sawyer			Dispatched: 2022/03/14 08:54		CM Response Hours:	10.43	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
Call Desc: little dots across the middle of the page			Arrived: 2022/03/14 10:21		Travel Hours:	1.45							
			Completed 2022/03/14 10:54		Repair Hours:	0.55							
					Resolution Hours:	10.98							
SC195457													
Call SC195457	Onsite service call [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: SPC4940-API-03				6	0	0
Assigned Tech: Scott Choiniere			Received: 2022/05/17 09:14		Response Hours:	4.6	Call Priority: Medium						
Caller: Sue Sawyer			Dispatched: 2022/05/17 13:32		CM Response Hours:	4.60	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
Call Desc: PCQ			Arrived: 2022/05/17 13:50		Travel Hours:	0.3							
			Completed 2022/05/17 15:14		Repair Hours:	1.4							
					Resolution Hours:	6							
TOSHES6518A [Toshiba]								14.98	10.87	0.6	17.6	1	2
API-9042 sn:C2DJ15458								2.26	2.26	0.6	2.7	0	1
ABT-SC283273													
Call ABT-SC283273	Standard Service [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-03				0	0	0
Assigned Tech: Brian Love			Received: 2022/02/01 08:28		Response Hours:	0.02	Call Priority: High						
Caller: Obtw			Dispatched: 2022/02/01 08:29		CM Response Hours:	0.02	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
Call Desc: Document feeder jamming condition			Arrived: 2022/02/01 08:29		Travel Hours:	0							
			Completed 2022/02/01 08:58		Repair Hours:	0.48							
					Resolution Hours:	0							

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					Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC188327										
Call SC188327	Onsite service call [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			3.48	0	0
Assigned Tech: Brian Love		Received: 2022/03/31 14:57	Response Hours:	3.1	Call Priority: Medium					
Caller: Sue Sawyer		Dispatched: 2022/04/01 08:40	CM Response Hours:	3.10	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: JAMMING		Arrived: 2022/04/01 09:03	Travel Hours:	0.38						
		Completed 2022/04/01 09:26	Repair Hours:	0.38						
			Resolution Hours:	3.48						
SC189699										
Call SC189699	Onsite service call [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			4.62	0	1
Assigned Tech: Scott Choiniere		Received: 2022/04/08 11:08	Response Hours:	3.67	Call Priority: Medium					
Caller: Sue Sawyer		Dispatched: 2022/04/08 14:29	CM Response Hours:	3.67	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: ADF Jamming & Error Code E725		Arrived: 2022/04/08 14:48	Travel Hours:	0.32						
		Completed 2022/04/08 15:45	Repair Hours:	0.95						
			Resolution Hours:	4.62						
API-9043 sn:C2DJ15480					27.72	19.70	0.7	33.8	1	0
ABT-SC283452										
Call ABT-SC283452	Standard Service [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			38.77	0	0
Assigned Tech: Brian Love		Received: 2022/02/02 08:40	Response Hours:	38.32	Call Priority: Standard					
Caller: Sue Sawyer		Dispatched: 2022/02/08 10:24	CM Response Hours:	38.32	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: Spots on copies when Printing & Constant		Arrived: 2022/02/08 10:59	Travel Hours:	0.58						
		Completed 2022/02/08 11:26	Repair Hours:	0.45	Incompleted Need Parts - Operational					
			Resolution Hours:	38.77						
Call SC179353	Standard Service [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			61.27	1	0
Assigned Tech: Brian Love		Received: 2022/02/08 11:28	Response Hours:	43.78	Call Priority: Standard					
Caller: Sue Sawyer		Dispatched: 2022/02/17 08:16	CM Response Hours:		Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: Needs a fuser pm and LCF feed roller kit. - Spots		Arrived: 2022/02/17 08:35	Travel Hours:	0.32						
		Departure 2022/02/17 09:44	Repair Hours:	1.15						
			Resolution Hours:	61.27						
SC188437										
Call SC188437	Onsite service call [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			1.47	0	0
Assigned Tech: Brian Love		Received: 2022/04/01 10:20	Response Hours:	1.07	Call Priority: Medium					
Caller: Sue Sawyer		Dispatched: 2022/04/01 10:58	CM Response Hours:	1.07	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: LCT Draw Won't Shut		Arrived: 2022/04/01 11:27	Travel Hours:	0.48						
		Completed 2022/04/01 11:48	Repair Hours:	0.35						
			Resolution Hours:	1.47						
API-9044 sn:C2DJ15487					14.94	14.94	0.7	15.6	0	1
SC188328										
Call SC188328	Onsite service call [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			3.92	0	0
Assigned Tech: Brian Love		Received: 2022/03/31 14:57	Response Hours:	3.5	Call Priority: Medium					
Caller: Sue Sawyer		Dispatched: 2022/04/01 09:26	CM Response Hours:	3.50	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: FOLDED COPIES		Arrived: 2022/04/01 09:27	Travel Hours:	0.02						
		Completed 2022/04/01 09:52	Repair Hours:	0.42						
			Resolution Hours:	3.92						

					Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC192859										
Call SC192859	Onsite service call [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			27.28	0	1
	Assigned Tech: Brian Love	Received: 2022/04/29 11:23	Response Hours:	26.38	Call Priority: Medium					
	Caller: Sue Sawyer	Dispatched: 2022/05/04 10:03	CM Response Hours:	26.38	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
	Call Desc: Says Bypass Tray Is Open But It's Closed	Arrived: 2022/05/04 10:46	Travel Hours:	0.72						
		Completed: 2022/05/04 11:40	Repair Hours:	0.9						
			Resolution Hours:	27.28						
Palermo Consolidated School : 501 Route 3		25.00%	4	1						
HPLJM404dn [HP]										
API-8932 sn:										
TOSHES4518A [Toshiba]					8.98	8.98	0.3	9.3	0	0
API-9039 sn:CZDJ50789					8.98	8.98	0.3	9.3	0	0
SC182483										
Call SC182483	Onsite service call [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			9.32	0	0
	Assigned Tech: Kevin Carroll	Received: 2022/02/28 08:56	Response Hours:	8.98	Call Priority: Medium					
	Caller: Ann Helm	Dispatched: 2022/03/01 08:27	CM Response Hours:	8.98	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
	Call Desc: jamming	Arrived: 2022/03/01 08:55	Travel Hours:	0.47						
		Completed: 2022/03/01 09:15	Repair Hours:	0.33						
			Resolution Hours:	9.32						
TOSHES478S [Toshiba]										
API-9026 sn:										
TOSHES5516ACT [Toshiba]					2.08	2.08	0.5	18.1	0	0
API-8962 sn:C1JH10634					2.08	2.08	0.5	18.1	0	0
SC189177										
Call SC189177	Onsite service call [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			18.07	0	0
	Assigned Tech: Brian Love	Received: 2022/04/06 10:28	Response Hours:	2.08	Call Priority: Medium					
	Caller: Ann Helm	Dispatched: 2022/04/08 09:28	CM Response Hours:	2.08	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
	Call Desc: Terrible Noise Coming From LCT When	Arrived: 2022/04/08 10:05	Travel Hours:	0.62						
		Completed: 2022/04/08 10:32	Repair Hours:	0.45						
			Resolution Hours:	18.07						
TOSHES6518A [Toshiba]					4.53	4.53	0.4	12.1	0	1
API-9031 sn:C2DJ15488					4.53	4.53	0.4	12.1	0	1
SC189156										
Call SC189156	Onsite service call [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC4940-API-03			19.02	0	0
	Assigned Tech: Brian Love	Received: 2022/04/06 09:56	Response Hours:	4.33	Call Priority: Medium					
	Caller: Ann Helm	Dispatched: 2022/04/08 10:32	CM Response Hours:	4.33	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
	Call Desc: jamming	Arrived: 2022/04/08 10:32	Travel Hours:	0						
		Completed: 2022/04/08 10:57	Repair Hours:	0.42						
			Resolution Hours:	19.02						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC192997														
Call	SC192997	Onsite service call [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#: SPC4940-API-03				5.08	0	1
		Assigned Tech: Scott Choiniere		Received: 2022/04/29 16:55		Response Hours:	4.73	Call Priority: Medium						
		Caller: Ann Helm		Dispatched: 2022/05/02 11:45		CM Response Hours:	4.73	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
		Call Desc: code F510		Arrived: 2022/05/02 12:39		Travel Hours:	0.9							
				Completed 2022/05/02 13:00		Repair Hours:	0.35							
						Resolution Hours:	5.08							
RSU # 12 : 665 Patricktown Road			#DIV/0!	0	0									
HPM402dne [HP]														
API-8925 sn:														
API-8926 sn:														
TOSHES3515AC [Toshiba]														
API-9041 sn:														
TOSHES4518A [Toshiba]														
API-9034 sn:														
TOSHES5516ACT [Toshiba]														
API-8889 sn:														
TOSHES6518A [Toshiba]														
API-9055 sn:														
Somerville Elementary : 665 Patricktown			100.00%	2	2									
TOSHES6518A [Toshiba]									2.71	2.71	0.4	3.1	0	1
API-9056 sn:C2EJ16112									2.71	2.71	0.4	3.1	0	1
SC183678														
Call	SC183678	Onsite service call [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-03				2.37	0	0
		Assigned Tech: Gerry Blevins		Received: 2022/03/04 13:39		Response Hours:	2.35	Call Priority: Medium						
		Caller: Ami Winter		Dispatched: 2022/03/04 15:59		CM Response Hours:	2.35	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
		Call Desc: ADF Issues **PHONE FIX I had Customer Clean		Arrived: 2022/03/04 16:00		Travel Hours:	0.02							
				Completed 2022/03/04 16:01		Repair Hours:	0.02							
						Resolution Hours:	2.37							
	ProblemCodes													
	Problem Code:	Doc feed												
SC187583														
Call	SC187583	Onsite service call [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: SPC4940-API-03				3.78	0	1
		Assigned Tech: Kevin Carroll		Received: 2022/03/28 16:03		Response Hours:	3.07	Call Priority: Medium						
		Caller: Ami Winter		Dispatched: 2022/03/29 08:02		CM Response Hours:	3.07	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
		Call Desc: Not Reconizing Proper Paper Size in ADF		Arrived: 2022/03/29 10:07		Travel Hours:	2.08							
				Completed 2022/03/29 10:50		Repair Hours:	0.72							
						Resolution Hours:	3.78							

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Whitefield Elementary School : 164 Grand			75.00%		4		3						
HPLJM404dn [HP]													
API-8934 sn:													
TOSHES478S [Toshiba]								3.09	3.09	0.9	22.0	0	1
API-9025 sn:70189193054K4								3.09	3.09	0.9	22.0	0	1
ABT-SC283592													
Call ABT-SC283592	Standard Service [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#: SPC4940-API-03			5.78	0	0
	Assigned Tech: Brian Love			Received: 2022/02/02 15:27	Response Hours:	5.37		Call Priority: Standard					
	Caller: Clarissa Howard			Dispatched: 2022/02/03 11:17	CM Response Hours:	5.37		Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
	Call Desc: Jamming Constantly			Arrived: 2022/02/03 11:49	Travel Hours:	0.53							
				Completed 2022/02/03 12:44	Repair Hours:	0.92		Incompleted Needs Parts Urgent, Device Down					
					Resolution Hours:	5.78							
ABT-SC283712													
Call ABT-SC283712	Standard Service [CM]			Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: SPC4940-API-03			38.2	0	1
	Assigned Tech: Brian Love			Received: 2022/02/03 11:45	Response Hours:	0.8		Call Priority: Standard					
	Caller: Clarissa Howard			Dispatched: 2022/02/09 12:38	CM Response Hours:	0.80		Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
	Call Desc: Needs fuser - Jamming Constantly			Arrived: 2022/02/09 13:08	Travel Hours:	0.5							
				Completed 2022/02/09 13:57	Repair Hours:	0.82							
					Resolution Hours:	38.2							
API-9029 sn:													
TOSHES5516ACT [Toshiba]													
API-8888 sn:													
TOSHES6518A [Toshiba]								8.24	3.16	0.6	92.5	2	0
API-9033 sn:C2EJ16395								8.10	2.67	0.7	167.0	1	0
SC199050													
Call SC199050	Onsite service call [CM]			Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: SPC4940-API-03			3.67	0	0
	Assigned Tech: Brian Love			Received: 2022/06/08 11:51	Response Hours:	2.67		Call Priority: Medium					
	Caller: Clarissa Howard			Dispatched: 2022/06/08 14:15	CM Response Hours:	2.67		Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
	Call Desc: Looks like treads on the pages			Arrived: 2022/06/08 14:31	Travel Hours:	0.27							
				Completed 2022/06/08 15:31	Repair Hours:	1		Incompleted End of Day, More Time Needed					
					Resolution Hours:	3.67							
Call SC199165	Onsite service call [CM]			Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: SPC4940-API-03			330.3	1	0
	Assigned Tech: Brian Love			Received: 2022/06/08 15:31	Response Hours:	13.52		Call Priority: Medium					
	Caller: Clarissa Howard			Dispatched: 2022/08/01 12:03	CM Response Hours:			Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
	Call Desc: Needs a fuser pm and a drum - Looks like treads			Arrived: 2022/08/01 12:31	Travel Hours:	0.47							
				Departure 2022/08/01 12:49	Repair Hours:	0.3							
					Resolution Hours:	330.3							

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-9037 sn:C2EJ16392									8.39	3.65	0.6	17.9	1	0
SC199052														
Call SC199052	Onsite service call [CM]			Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: SPC4940-API-03			3.95	0	0
Assigned Tech: Brian Love				Received: 2022/06/08 11:53		Response Hours:	3.65		Call Priority: Medium					
Caller: Clarissa Howard				Dispatched: 2022/06/08 15:32		CM Response Hours:	3.65		Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: Streaks - has cleaned glass stripes in the middle				Arrived: 2022/06/08 15:32		Travel Hours:	0							
				Completed 2022/06/08 15:50		Repair Hours:	0.3		Incompleted End of Day, More Time Needed					
						Resolution Hours:	3.95							
Call SC199173	Onsite service call [CM]			Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: SPC4940-API-03			31.93	1	0
Assigned Tech: Brian Love				Received: 2022/06/08 15:50		Response Hours:	13.12		Call Priority: Medium					
Caller: Clarissa Howard				Dispatched: 2022/06/14 10:20		CM Response Hours:			Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: Needs a fuser pm - Streaks - has cleaned glass				Arrived: 2022/06/14 10:51		Travel Hours:	0.52							
				Departure 2022/06/14 11:46		Repair Hours:	0.92							
						Resolution Hours:	31.93							
Windsor Elementary School : 366 Ridge			25.00%	8	2									
HPLJM404dn [HP]														
API-8935 sn:														
API-9201 sn:														
API-9202 sn:														
TOSHES478S [Toshiba]														
API-9028 sn:														
API-9054 sn:														
TOSHES5516ACT [Toshiba]									20.67	16.69	0.9	39.1	2	2
API-8960 sn:C1JH10645									20.67	16.69	0.9	39.1	2	2
ABT-SC282848														
Call ABT-SC282848	Standard Service [CM]			Call In SLA: No		SLA Response Hours:	4.00		Contract#: SPC4940-API-03			34.32	0	0
Assigned Tech: Kevin Carroll				Received: 2022/01/27 13:02		Response Hours:	35.8		Call Priority: Standard					
Caller: becky 207-445-2356				Dispatched: 2022/02/02 12:41		CM Response Hours:	35.80		Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: dots of colors on copies				Arrived: 2022/02/02 12:50		Travel Hours:	0.15							
				Completed 2022/02/02 13:21		Repair Hours:	0.52		Incompleted Need Parts - Operational					
						Resolution Hours:	34.32							
ABT-SC283548														
Call ABT-SC283548	Standard Service [CM]			Call In SLA: No		SLA Response Hours:	4.00		Contract#: SPC4940-API-03			42.63	0	1
Assigned Tech: Kevin Carroll				Received: 2022/02/02 13:23		Response Hours:	27.33		Call Priority: Standard					
Caller: becky 207-445-2356				Dispatched: 2022/02/09 08:49		CM Response Hours:	27.33		Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS					
Call Desc: Needs four drums and EPU kits. - dots of colors				Arrived: 2022/02/09 09:37		Travel Hours:	0.8							
				Completed 2022/02/09 11:01		Repair Hours:	1.4							
						Resolution Hours:	42.63							

					Response Hours	CM Response Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC183836										
Call SC183836	Onsite service call [CM]	Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: SPC4940-API-03				2.9	0	
	Assigned Tech: Kevin Carroll	Received: 2022/03/07 10:19	Response Hours: 2.88	Call Priority: Medium						
	Caller: Becky Wilson	Dispatched: 2022/03/07 13:12	CM Response Hours: 2.88	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
	Call Desc: Error Code C022	Arrived: 2022/03/07 13:12	Travel Hours: 0							
		Completed 2022/03/07 13:13	Repair Hours: 0.02	Incompleted End of Day, More Time Needed						
			Resolution Hours: 2.9							
	Call SC183907	Onsite service call [CM]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: SPC4940-API-03				14.4	1	0
	Assigned Tech: Kevin Carroll	Received: 2022/03/07 13:13	Response Hours: 9.35	Call Priority: Medium						
	Caller: Becky Wilson	Dispatched: 2022/03/09 07:31	CM Response Hours:	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
	Call Desc: Needs used black and magenta developer units	Arrived: 2022/03/09 08:28	Travel Hours: 0.95							
		Departure 2022/03/09 09:37	Repair Hours: 1.15							
			Resolution Hours: 14.4							
SC185896										
Call SC185896	Onsite service call [CM]	Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: SPC4940-API-03				6.63	0	1
	Assigned Tech: Kevin Carroll	Received: 2022/03/18 08:16	Response Hours: 0.73	Call Priority: Medium						
	Caller: Becky Wilson	Dispatched: 2022/03/18 13:29	CM Response Hours: 0.73	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
	Call Desc: PCQ	Arrived: 2022/03/18 14:05	Travel Hours: 0.6							
		Completed 2022/03/18 14:54	Repair Hours: 0.82	Incompleted Needs Parts Urgent, Operational						
			Resolution Hours: 6.63							
	Call SC186027	Onsite service call [CM]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: SPC4940-API-03				133.57	1	0
	Assigned Tech: Kevin Carroll	Received: 2022/03/18 14:57	Response Hours: 47.93	Call Priority: Medium						
	Caller: Becky Wilson	Dispatched: 2022/04/08 10:40	CM Response Hours:	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
	Call Desc: Needs magenta and yellow developer material	Arrived: 2022/04/08 12:08	Travel Hours: 1.47							
		Departure 2022/04/08 13:31	Repair Hours: 1.38							
			Resolution Hours: 133.57							
TOSHES6518A [Toshiba]					36.87	46.07	0.5	43.3	2	1
API-9067 sn:C2DJ15456					55.16	82.12	0.2	67.1	1	0
ABT-SC283558										
Call ABT-SC283558	Standard Service [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: SPC4940-API-03				155.67	0	0
	Assigned Tech: Ryan Murphy	Received: 2022/02/02 13:50	Response Hours: 155.67	Call Priority: Low						
	Caller: Becky Wilson	Dispatched: 2022/02/25 16:30	CM Response Hours: 155.67	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
	Call Desc: FMA is not reading	Arrived: 2022/02/25 16:30	Travel Hours: 0							
		Completed 2022/02/25 16:30	Repair Hours: 0							
			Resolution Hours: 155.67							
SC186186										
Call SC186186	Onsite service call [CM]	Call In SLA: No	SLA Response Hours: 4.00	Contract#: SPC4940-API-03				8.97	0	0
	Assigned Tech: James Boober	Received: 2022/03/21 11:49	Response Hours: 8.57	Call Priority: Medium						
	Caller: becky 207-445-2356	Dispatched: 2022/03/22 11:34	CM Response Hours: 8.57	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
	Call Desc: jamming	Arrived: 2022/03/22 11:34	Travel Hours: 0							
		Completed 2022/03/22 11:47	Repair Hours: 0.22	Incompleted Need Parts - Operational						
			Resolution Hours: 8.97							
	Call SC186451	Onsite service call [CM]	Call In SLA: N/A	SLA Response Hours: 4.00	Contract#: SPC4940-API-03				36.7	1	0
	Assigned Tech: James Boober	Received: 2022/03/22 11:48	Response Hours: 1.23	Call Priority: Medium						
	Caller: becky 207-445-2356	Dispatched: 2022/03/28 12:02	CM Response Hours:	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS						
	Call Desc: Needs drum and epu kit	Arrived: 2022/03/28 12:02	Travel Hours: 0							
		Departure 2022/03/28 12:30	Repair Hours: 0.47							
			Resolution Hours: 36.7							
API-9069 sn:C2EJ16393					18.59	10.02	0.7	19.4	1	1

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						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC183544											
Call SC183544	Onsite service call [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC4940-API-03				12.95	0	0
Assigned Tech: Kevin Carroll	Received: 2022/03/04 08:53	Response Hours:	11.87	Call Priority: Medium							
Caller: Becky Wilson	Dispatched: 2022/03/07 09:27	CM Response Hours:	11.87	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS							
Call Desc: ADF Tray is Broken Causing Skewed Copies &	Arrived: 2022/03/07 11:45	Travel Hours:	2.3								
	Completed 2022/03/07 12:50	Repair Hours:	1.08								
		Resolution Hours:	12.95								
SC186185											
Call SC186185	Onsite service call [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#: SPC4940-API-03				8.75	0	1
Assigned Tech: James Boober	Received: 2022/03/21 11:48	Response Hours:	8.17	Call Priority: Medium							
Caller: becky 207-445-2356	Dispatched: 2022/03/22 10:44	CM Response Hours:	8.17	Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS							
Call Desc: Reschedule for tech to replace original tray****.	Arrived: 2022/03/22 11:09	Travel Hours:	0.42								
	Completed 2022/03/22 11:33	Repair Hours:	0.4	Incompleted Needs Assistance							
		Resolution Hours:	8.75								
Call SC186442	Onsite service call [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: SPC4940-API-03				36.47	1	0
Assigned Tech: James Boober	Received: 2022/03/22 11:34	Response Hours:	35.73	Call Priority: Medium							
Caller: becky 207-445-2356	Dispatched: 2022/03/28 10:11	CM Response Hours:		Bill Code: No Chr Lbr & Tvl, Prts & Drms, All Tnr,WT,Dev,OS							
Call Desc: Needs original tray.	Arrived: 2022/03/28 11:18	Travel Hours:	1.12								
	Departure 2022/03/28 12:02	Repair Hours:	0.73								
		Resolution Hours:	36.47								
API-9070 sn:											
Total						**15.81**	**13.88**	**22.17**	**1131.65**	**7**	**8**