



SPC SUMMARY

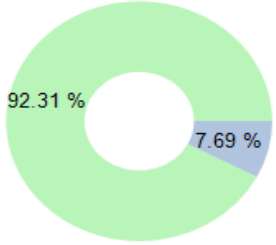
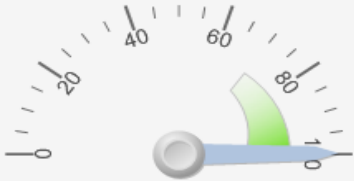
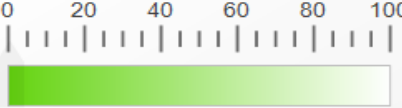
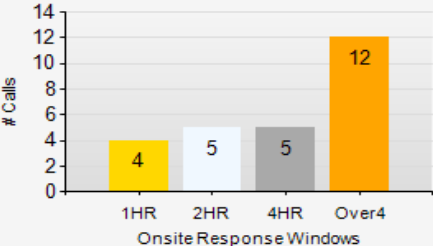
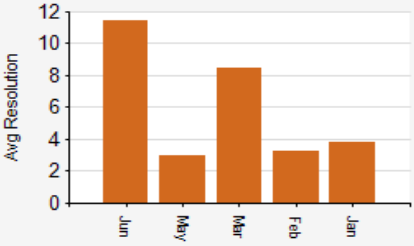
Of the 54 copiers being serviced under contract with A-Copi, there were 45 service calls on 31 machines, with 26 of those calls handled on site. Only one copier had 5 service calls; the others had 1 or 2. Uptime was excellent at 99.74%, and 92% of the onsite service calls were resolved within the first visit. Average response time was 4.96 hours. All vendors count their response time differently, but all but 12 calls were responded to within 1 to 4 hours, well within the four-hour average response time outlined in your bid specs.

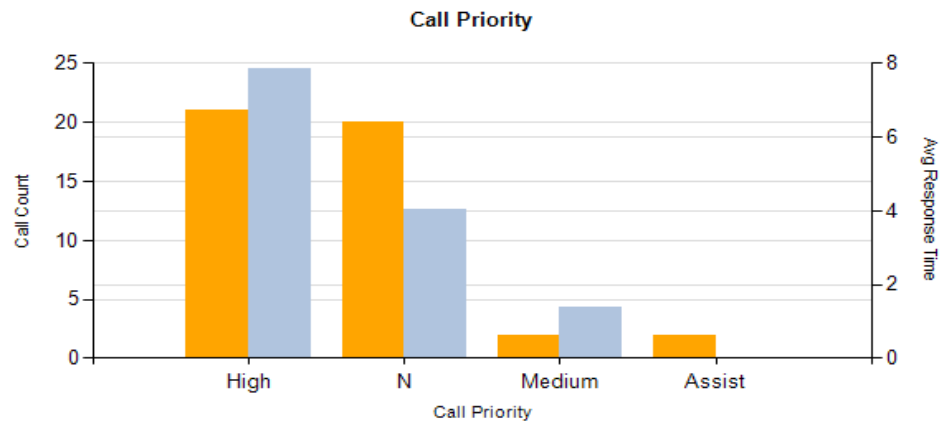
Your equipment is beginning to show age, and though reliability does not seem to be a problem, parts become harder to find as machines reach 7 years from model intro date. You may want to consider having SPC review your fleet and consider upgrading in the near future.

		No equipment had more than 5 calls for the reporting period 7/1/19 to 6/30/20							
Equipment Number	Call Type Desc	Call Description	Address	Call Number	Open Date	Arrival Date	Total Calls	CMResponse Hours	Repair Hours

Current Equipment Details	Location Notes	Serial Number	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)
Jordan-Small Middle School : 423 Webb's Mills Road										
API-3091[Toshiba/TOSHES456]	Room A-103	C2D236055	7/9/2012	0	1,532	0	1,150	0	2/1/2012	8.5
API-5247[Toshiba/ESTudio 757]	Teacher's Room	CAHD13764	10/24/2014	1	3,755	0	4,259	0	6/1/2014	6
API-6576[Toshiba/TOSHES7508A]	Jordan-Small Middle School / C126	CIHF11097	11/21/2016	0	5,561	0	4,137	0	7/1/2016	4
API-6591[Toshiba/E-Studio 6506AC]	Jordan-Small Middle School / Main Office	CHHF11124	11/21/2016	0	5,761	3,668	5,737	2,789	7/1/2016	4
API-3101[Toshiba/E-Studio 4540c]	Main Office	CMD218320	7/9/2012	1	3,241	3,209	1,079	3,532	5/1/2011	9
API-6532[Toshiba/TOSHES8508A]	Manchester School / Copy Room	CIHF11740	11/21/2016	0	30,061	0	18,132	0	7/1/2016	4
API-6537[Toshiba/TOSHES5506ACT]	Manchester School / Main Office Work Room	CHHF11007	11/21/2016	4	2,425	2,684	1,892	2,512	7/1/2016	4
API-6538[Toshiba/TOSHES8508A]	Manchester School / Copy Room	CIIF12145	11/21/2016	0	24,789	0	16,318	0	7/1/2016	4
API-6546[Toshiba/TOSHES8508A]	Manchester School / Copy Room Center	CIHF11765	11/21/2016	2	21,580	0	12,426	0	7/1/2016	4
Raymond Elementary School : 434 Webb's Mills Road										
API-5233[Toshiba/TOSHES457]	Main Office	CEHD28550	10/24/2014	1	2,919	0	1,011	0	6/1/2014	6
API-6531[Toshiba/TOSHES287CSL]	Raymond Elementary / Work Room	TJGF12996	11/21/2016	2	72	2,858	83	2,857	7/1/2014	6
API-6533[Toshiba/TOSHES8508A]	Raymond Elementary / Work Room	CIHF11767	11/21/2016	2	23,222	0	17,332	0	7/1/2016	4
API-6536[Toshiba/TOSHES5506ACT]	Raymond Elementary / Main Office	CHIF11286	11/21/2016	3	5,380	5,784	2,656	4,235	7/1/2016	4
API-6545[Toshiba/TOSHES7508A]	Raymond Elementary / 2nd Floor Copy Room	CIHF11037	11/21/2016	0	6,519	0	6,867	0	7/1/2016	4
RSU # 14 : 228 Windham Center Road										
API-5256[Toshiba/E-Studio 3055c]	2nd Floor	C7IC23506	10/24/2014	2	0	0	851	473	7/1/2013	7
API-6580[Toshiba/TOSHES7508A]	Central Office / Left Copy Room	CIHF11074	11/22/2016	1	10,758	0	7,392	0	7/1/2016	4
API-6590[Toshiba/TOSHES5506ACT]	Central Office / Superintendent Wing Copy Room	CHHF11244	11/22/2016	1	3,007	3,363	2,504	2,976	7/1/2016	4
RSU # 14 - Bus Garage : 185 Windham Center Road										
API-6187[Toshiba/E-Studio 3040c]	Bus Garage 185 Windham Center Road	CNB326928	11/21/2016	0	929	122	893	129	5/1/2011	9
Windham High School : 406 Gray Road										
API-3033[Toshiba/ESTudio 856]	Library	CRD210777	7/9/2012	0	6,125	0	5,684	0	2/1/2012	8.5
API-3114[Toshiba/ESTudio 756]	Windham High School - Faculty Office E	CKE210656	7/30/2012	0	7,139	0	1,744	0	2/1/2012	8.5
API-4718[Toshiba/TOSHES456]	Library	C2LC11196	9/21/2018	0	1,036	0	1,514	0	2/1/2012	8.5
API-5241[Toshiba/E-Studio 3055c]	Katahdin Program Office	C7IC23480	10/24/2014	0	567	517	721	1,564	7/1/2013	7
API-6223[Toshiba/E-Studio 3555c]	Windham High School / Athletic's Office	C7CF58856	11/22/2016	0	2,016	225	1,450	190	7/1/2013	7
API-6449[Toshiba/E-Studio 4505AC]	Adult Education Lobby	CFGF44639	11/22/2016	2	2,873	1,956	1,553	1,923	7/1/2016	4
API-6459[Toshiba/E-Studio 3555c]	Windham High School / Faculty Office	C7CF58845	11/22/2016	1	3,850	4,164	1,512	2,284	7/1/2013	7
API-6460[Toshiba/E-Studio 3555c]	Windham High School / Library	C7CF58791	11/22/2016	1	1,337	2,119	1,101	2,082	7/1/2013	7
API-6463[Toshiba/E-Studio 3555c]	Windham High School / Room 313	C7CF59028	11/22/2016	0	3,457	664	2,822	527	7/1/2013	7
API-6468[Toshiba/E-Studio 3555c]	Windham High School / Student Services	C7CF58699	11/22/2016	0	1,707	3,023	1,418	2,180	7/1/2013	7
API-6574[Toshiba/E-Studio 6508A]	Windham High School - Ed Tech Office E	CIIF11876	11/22/2016	1	2,105	0	3,993	0	8/1/2016	4
API-6586[Toshiba/TOSHES8508A]	Windham High School / Faculty Office M (Math Dept)	CIIF12138	11/22/2016	5	25,327	0	21,658	0	7/1/2016	4
API-6587[Toshiba/TOSHES8508A]	Windham High School / Faculty Office K	CIIF11808	11/22/2016	1	19,018	0	13,949	0	7/1/2016	4

Current Equipment Details	Location Notes	Serial Number	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)
API-6588[Toshiba/TOSHES8508A]	Windham High School / Faculty Office B	CIIF1852	11/22/2016	1	21,219	0	18,197	0	7/1/2016	4
API-6593[Toshiba/E-Studio 5508A]	Windham High School / Student Services	CIIF12379	11/22/2016	1	552	0	402	0	7/1/2016	4
API-6596[Toshiba/TOSHES8508A]	Windham High School / Main Office	CIHF11778	11/22/2016	0	16,640	0	12,754	0	7/1/2016	4
API-6597[Toshiba/E-Studio 4505AC]	Windham High School / Main Office	CFHF47150	11/22/2016	2	4,114	3,509	2,577	2,387	7/1/2016	4
Windham Middle School : 408 Gray Road										
API-3102[Toshiba/TOSHES456]	Teacher's Cafeteria	C2D236072	7/9/2012	0	255	0	68	0	2/1/2012	8.5
API-3106[Toshiba/ESTudio 756]	Windham Middle School / Room 201A Supply Closet	CKE210744	7/30/2012	1	5,535	0	5,304	0	2/1/2012	8.5
API-3108[Toshiba/ESTudio 756]	Windham Middle School / Field Allen Office	CKE210719	7/30/2012	0	3,100	0	993	0	2/1/2012	8.5
API-6442[Toshiba/E-Studio 3555c]	Windham Middle School / Field Allen Office	C7CF59054	11/22/2016	1	1,673	3,182	1,918	2,823	7/1/2013	7
API-6470[Toshiba/E-Studio 3555c]	Windham Middle School / Main Office	C7CF58855	11/22/2016	1	6,840	2,014	4,793	1,550	7/1/2013	7
API-6571[Toshiba/E-Studio 6508A]	Windham Middle School / Guidance Office Conf Room	CIIF11900	11/22/2016	1	7,216	0	5,095	0	8/1/2016	4
API-6572[Toshiba/TOSHES7508A]	Windham Middle School / Room 103A	CIHF11657	11/22/2016	1	19,324	0	11,236	0	7/1/2016	4
API-6573[Toshiba/TOSHES7508A]	Windham Middle School / Main Office	CIHF11139	11/22/2016	0	13,775	0	8,887	0	7/1/2016	4
API-6582[Toshiba/TOSHES7508A]	Windham Middle School / Field Allen Teacher's Work Room	CIHF11140	11/22/2016	0	18,573	0	11,871	0	7/1/2016	4
Windham Primary School : 404 Gray Road										
API-3063[Kyocera/KYFSC5350DN]	Room C44	QVQ1Z05202	7/9/2012	0	330	358	218	218	8/1/2009	11
API-3089[Toshiba/TOSHES456]	Portable Building	C2D235912	7/9/2012	1	2,291	0	1,153	0	2/1/2012	8.5
API-5244[Toshiba/TOSHES457]	Main Office	CEHD30694	10/24/2014	0	3,346	0	3,604	0	6/1/2014	6
API-6577[Toshiba/TOSHES8508A]	Windham Primary / Teacher's Room	CIIF11831	11/22/2016	1	24,395	0	17,521	0	7/1/2016	4
API-6579[Toshiba/TOSHES8508A]	Windham Primary / 2nd Floor Work Room A House	CIIF11798	11/22/2016	0	22,570	0	13,414	0	7/1/2016	4
API-6583[Toshiba/TOSHES8508A]	Windham Primary / 2nd Floor C House Work Room	CIIF11815	11/22/2016	1	14,531	0	7,803	0	7/1/2016	4
API-6584[Toshiba/TOSHES8508A]	Windham Primary / C House 1st Floor Work Room	CIIF12142	11/22/2016	1	22,586	0	15,730	0	7/1/2016	4
API-6585[Toshiba/TOSHES8508A]	Windham Primary / B House 2nd Floor Work Room	CIIF12141	11/22/2016	0	14,015	0	10,886	0	7/1/2016	4
API-6589[Toshiba/E-Studio 6506AC]	Windham Primary / Teacher's Room	CHHF11108	11/22/2016	1	23,362	12,840	15,621	11,852	7/1/2016	4
API-6598[Toshiba/E-Studio 4505AC]	Windham Primary / Martha's Office	CFHF50573	11/22/2016	0	3,926	1,500	1,924	912	7/1/2016	4
TOTALS & AVERAGES				45	8,856	1,070	6,219	926		

<p>92.31%</p> <p>92% of 26 OnSite CM visits were resolved in ONE visit for the reporting period</p>	<p>First Call Effectiveness (OnSite)</p> 	<p>99.74%</p> <p>Total target service hours for all contract machines during period was 56760.00. The total # hours (call received until call completed) was 149.36</p>	<p>Machine Availability</p> 	<p>No survey responses for the period</p>	<p>NetPromoter Score</p> 
<p>4.96 hrs</p> <p>54% of 26 corrective maintenance calls were responded to and completely resolved in under 4 hours</p>	<p>Average OnSite Response Time</p> 	<p>5.7 hrs</p> <p>5.7 hrs was the average hours for first call fix from when call opened to problem resolution on 26 calls</p>	<p>First Call Fix Avg Resolution Time (On-Site)</p> 	<p>All calls completed in first visit!</p>	<p>Rescheduled Calls Avg TTR Time (first call received until final call closed)</p> <p>All Calls completed first call!</p>



RSU 14 - FY20

Caller	Call Count
-- --	11
Amy	1
Andrea	1
Bob Hickey	1
Dan Jackson	1
Dj	1
Jason Morrell	1
Kelly	1
Kerry	1
Marshal	1
Marshall	10
Maureen	2
Mindy McKinney	4
Noelle Fone	1
On Cloud Connect -- --	6
Peter	1
Stacy	1
Total	45

RSU 14 - FY20

										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Manchester School			% Calls in SLA	Total Calls	In SLA					3.74	4.96	0.7	3.3	2	0
Jordan-Small Middle School : 423 Webb's Mills Road			#DIV/0!	0	0										
E-Studio 6506AC [Toshiba]															
API-6591 sn:															
EStudio 757 [Toshiba]															
API-5247 sn:															
TOSHES456 [Toshiba]															
API-3091 sn:															
TOSHES7508A [Toshiba]															
API-6576 sn:															
Jordan-Small Middle School : - MissingAddress			0.00%	1	0										
EStudio 757 [Toshiba]										6.55	6.55	0.3	6.8	0	0
API-5247 sn:CAHD13764										6.55	6.55	0.3	6.8	0	0
SC227152															
Call SC227152	Finisher Problem [CM]			Call In SLA: No	SLA Response Hours: 6.00			Contract#: SPC3197-API-04					6.8	0	0
	Assigned Tech: Jason Morrell			Received: 2020/06/23 14:23	Response Hours: 6.55			Call Priority: High							
	Caller: Kerry			Dispatched: 2020/06/24 12:02	CM Response Hours: 6.55			Bill Code: ACOPI Prepaid Toner							
	Call Desc: Unable to re attach finisher			Arrived: 2020/06/24 12:26	Travel Hours: 0.4										
				Completed 2020/06/24 12:41	Repair Hours: 0.25										
					Resolution Hours: 6.8										
Manchester School : 709 Roosevelt Trail			#DIV/0!	0	0										
E-Studio 4540c [Toshiba]															
API-3101 sn:															
TOSHES5506ACT [Toshiba]															
API-6537 sn:															
TOSHES8508A [Toshiba]															
API-6532 sn:															
API-6538 sn:															
API-6546 sn:															

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Manchester School : -MissingAddress			75.00%	4	3												
E-Studio 4540c [Toshiba]									0.05		0.9	0.0	0	0			
API-3101 sn:CMD218320									0.05		0.9	0.0	0	0			
SC216724																	
Call	SC216724	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00		Contract#:	SPC3197-API-04				0	0	0		
		Assigned Tech: Marshall Rader		Received: 2020/02/06 09:37	Response Hours:	0.05		Call Priority:	High								
		Caller: Marshall		Dispatched: 2020/02/06 09:40	CM Response Hours:			Bill Code:	ACOPi Prepaid Toner								
		Call Desc: Courtesy Call		Arrived: 2020/02/06 09:40	Travel Hours:	0											
				Completed 2020/02/06 10:35	Repair Hours:	0.92											
					Resolution Hours:	0											
TOSHES5506ACT [Toshiba]									3.36	3.36	0.9	4.3	0	0			
API-6537 sn:CHHF11007									3.36	3.36	0.9	4.3	0	0			
SC216196																	
Call	SC216196	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00		Contract#:	SPC3197-API-04				2.7	0	0		
		Assigned Tech: Jason Morrell		Received: 2020/02/03 13:17	Response Hours:	1.58		Call Priority:	N								
		Caller: On Cloud Connect -- --		Dispatched: 2020/02/03 14:16	CM Response Hours:	1.58		Bill Code:	ACOPi Prepaid Toner								
		Call Desc: Faded prints		Arrived: 2020/02/03 14:52	Travel Hours:	0.6											
				Completed 2020/02/03 15:59	Repair Hours:	1.12											
					Resolution Hours:	2.7											
SC216697																	
Call	SC216697	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00		Contract#:	SPC3197-API-04				1.67	0	0		
		Assigned Tech: Marshall Rader		Received: 2020/02/06 07:59	Response Hours:	0.62		Call Priority:	N								
		Caller: On Cloud Connect -- --		Dispatched: 2020/02/06 08:04	CM Response Hours:	0.62		Bill Code:	ACOPi Prepaid Toner								
		Call Desc: Color issue		Arrived: 2020/02/06 08:37	Travel Hours:	0.55											
				Completed 2020/02/06 09:40	Repair Hours:	1.05											
					Resolution Hours:	1.67											
SC217177																	
Call	SC217177	print issue [CM]		Call In SLA: Yes	SLA Response Hours:	6.00		Contract#:	SPC3197-API-04				5.77	0	0		
		Assigned Tech: Adam Overlock		Received: 2020/02/10 13:52	Response Hours:	4.72		Call Priority:	High								
		Caller: Amy		Dispatched: 2020/02/11 09:00	CM Response Hours:	4.72		Bill Code:	ACOPi Prepaid Toner								
		Call Desc: poor quality when printing.		Arrived: 2020/02/11 10:05	Travel Hours:	1.08											
				Completed 2020/02/11 11:08	Repair Hours:	1.05											
					Resolution Hours:	5.77											
SC217392																	
Call	SC217392	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#:	SPC3197-API-04				7.05	0	0		
		Assigned Tech: Kenneth Murphy		Received: 2020/02/11 13:48	Response Hours:	6.52		Call Priority:	N								
		Caller: On Cloud Connect -- --		Dispatched: 2020/02/12 10:22	CM Response Hours:	6.52		Bill Code:	ACOPi Prepaid Toner								
		Call Desc: Color quality issue: has to be recalibrated often. Examples on shelf		Arrived: 2020/02/12 11:49	Travel Hours:	1.45											
				Completed 2020/02/12 12:21	Repair Hours:	0.53											
					Resolution Hours:	7.05											
ProblemCodes																	

RSU 14 - FY20

	Problem Code:	Image Quality												
	Resolution Code:	Misc Adjustment												
TOSHES8508A [Toshiba]								0.02		0.7	0.0	0	0	
API-6546 sn:CIHF11765								0.02		0.7	0.0	0	0	
SC215361														
Call	SC215361	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04					0	0	0
	Assigned Tech:	Jason Morrell	Received: 2020/01/28 13:57	Response Hours:	0.02	Call Priority:	High							
	Caller:	Jason Morrell	Dispatched: 2020/01/28 13:57	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner							
	Call Desc:	Cleaning	Arrived: 2020/01/28 13:58	Travel Hours:	0.02									
			Completed 2020/01/28 14:36	Repair Hours:	0.63									
				Resolution Hours:	0									
SC216754														
Call	SC216754	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04					0	0	0
	Assigned Tech:	Marshall Rader	Received: 2020/02/06 10:42	Response Hours:	0.02	Call Priority:	High							
	Caller:	Marshall	Dispatched: 2020/02/06 10:43	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner							
	Call Desc:	Courtesy Call	Arrived: 2020/02/06 10:43	Travel Hours:	0									
			Completed 2020/02/06 11:26	Repair Hours:	0.72									
				Resolution Hours:	0									
Raymond Elementary School : 434		#DIV/0!	0	0										
FS-3920DN [Kyocera]														
API-3109 sn:														
TOSHES287CSL [Toshiba]														
API-6531 sn:														
TOSHES457 [Toshiba]														
API-5233 sn:														
TOSHES5506ACT [Toshiba]														
API-6536 sn:														
TOSHES7508A [Toshiba]														
API-6545 sn:														
TOSHES8508A [Toshiba]														
API-6533 sn:														
Raymond Elementary School : -		40.00%	5	2										
TOSHES287CSL [Toshiba]								8.43	7.28	0.2	3.7	1	0	
API-6531 sn:TJGF12996								8.43	7.28	0.2	3.7	1	0	
SC211811														

RSU 14 - FY20

Call	SC211811	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	7.47	0	0
		Assigned Tech: Marshall Rader	Received: 2020/01/06 08:05	Response Hours: 7.28	Call Priority: N			
		Caller: Mindy McKinney	Dispatched: 2020/01/06 15:22	CM Response Hours: 7.28	Bill Code: ACOPI Prepaid Toner			
		Call Desc: Red lines on prints	Arrived: 2020/01/06 15:22	Travel Hours: 0				
			Completed 2020/01/06 15:33	Repair Hours: 0.18	Incompleted Need Parts - Operational			
				Resolution Hours: 7.47				
Call	SC212008	Parts Complete on Shelf [O]	Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	0	1	0
		Assigned Tech: Marshall Rader	Received: 2020/01/06 15:35	Response Hours: 9.58	Call Priority: High			
		Caller: Mindy McKinney	Dispatched: 2020/01/08 07:32	CM Response Hours:	Bill Code: ACOPI Prepaid Toner			
		Call Desc: Needs Drum	Arrived: 2020/01/08 08:10	Travel Hours: 0.63				
			Departure 2020/01/08 08:20	Repair Hours: 0.17				
				Resolution Hours: 0				
TOSHES457 [Toshiba]						9.22	9.22	0.5
API-5233 sn:CEHD28550						9.22	9.22	0.5
SC220055								
Call	SC220055	JAMMING [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	9.67	0	0
		Assigned Tech: Jason Morrell	Received: 2020/03/03 08:25	Response Hours: 9.22	Call Priority: N			
		Caller: -- --	Dispatched: 2020/03/04 08:35	CM Response Hours: 9.22	Bill Code: ACOPI Prepaid Toner			
		Call Desc: jamming/ dusting of toner on rollers/ asking for print cleaning	Arrived: 2020/03/04 09:08	Travel Hours: 0.55				
			Completed 2020/03/04 09:35	Repair Hours: 0.45				
				Resolution Hours: 9.67				
TOSHES5506ACT [Toshiba]						5.44	2.45	1.0
API-6536 sn:CHIF11286						5.44	2.45	1.0
SC211630								
Call	SC211630	ERROR CODE [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	3.38	0	0
		Assigned Tech: Jason Morrell	Received: 2020/01/03 08:05	Response Hours: 1.73	Call Priority: N			
		Caller: Mindy McKinney	Dispatched: 2020/01/03 09:13	CM Response Hours: 1.73	Bill Code: ACOPI Prepaid Toner			
		Call Desc: Error code	Arrived: 2020/01/03 09:49	Travel Hours: 0.6				
			Completed 2020/01/03 11:28	Repair Hours: 1.65				
				Resolution Hours: 3.38				
SC214057								
Call	SC214057	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	3.47	0	0
		Assigned Tech: Marshall Rader	Received: 2020/01/21 10:16	Response Hours: 3.17	Call Priority: N			
		Caller: On Cloud Connect -- --	Dispatched: 2020/01/21 12:54	CM Response Hours: 3.17	Bill Code: ACOPI Prepaid Toner			
		Call Desc: Light copies	Arrived: 2020/01/21 13:26	Travel Hours: 0.53				
			Completed 2020/01/21 13:44	Repair Hours: 0.3	Incompleted End of Day, More Time Needed			
				Resolution Hours: 3.47				
Call	SC214155	Parts Complete on Shelf [O]	Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	0	1	0
		Assigned Tech: Marshall Rader	Received: 2020/01/21 13:45	Response Hours: 11.42	Call Priority: High			
		Caller: On Cloud Connect -- --	Dispatched: 2020/01/23 07:32	CM Response Hours:	Bill Code: ACOPI Prepaid Toner			
		Call Desc: Needs EPU 6LK40618000	Arrived: 2020/01/23 08:10	Travel Hours: 0.63				

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			Departure 2020/01/23 09:13		Repair Hours: 1.05														
					Resolution Hours: 0														
TOSHES8508A [Toshiba]										6.43	8.20	0.5	4.3		0			0	
API-6533 sn:CIHF11767										6.43	8.20	0.5	4.3		0			0	
SC211870																			
Call	SC211870	waste toner bottle [CC]		Call In SLA: N/A	SLA Response Hours: 6.00									0		0		0	
		Assigned Tech: Marshall Rader		Received: 2020/01/06 10:06	Response Hours: 4.65														
		Caller: -- --		Dispatched: 2020/01/06 13:32	CM Response Hours:														
		Call Desc: False empty WTB		Arrived: 2020/01/06 14:45	Travel Hours: 1.22														
				Completed 2020/01/06 15:22	Repair Hours: 0.62														
					Resolution Hours: 0														
SC219821																			
Call	SC219821	Stapler [CM]		Call In SLA: No	SLA Response Hours: 6.00									8.6		0		0	
		Assigned Tech: Kenneth Murphy		Received: 2020/03/02 08:31	Response Hours: 8.2														
		Caller: Mindy McKinney		Dispatched: 2020/03/03 07:25	CM Response Hours: 8.20														
		Call Desc: Stapler not working		Arrived: 2020/03/03 08:13	Travel Hours: 0.8														
				Completed 2020/03/03 08:37	Repair Hours: 0.4														
					Resolution Hours: 8.6														
		ProblemCodes																	
		Problem Code:	Finisher																
		Resolution Code:	Stapler Adjust or Repair																
RSU # 14 - Bus Garage : 185			#DIV/0!	0	0														
E-Studio 3040c [Toshiba]																			
API-6187 sn:																			
RSU # 14 : 228 Windham Center Road			#DIV/0!	0	0														
E-Studio 3055c [Toshiba]																			
API-5256 sn:																			
TOSHES5506ACT [Toshiba]																			
API-6590 sn:																			
TOSHES7508A [Toshiba]																			
API-6580 sn:																			
RSU # 14 : -MissingAddress			50.00%	4	2														
E-Studio 3055c [Toshiba]										6.78	6.78	0.1	6.9		0			0	
API-5256 sn:C7IC23506										6.78	6.78	0.1	6.9		0			0	
SC222090																			
Call	SC222090	JAMMING [CM]		Call In SLA: No	SLA Response Hours: 6.00									7.27		0		0	
		Assigned Tech: Kenneth Murphy		Received: 2020/03/18 15:44	Response Hours: 7.08														

RSU 14 - FY20

	Caller: Bob Hickey		Dispatched: 2020/03/19 13:09		CM Response Hours: 7.08		Bill Code: ACOPI Prepaid Toner											
	Call Desc: Jamming everytime		Arrived: 2020/03/19 14:19		Travel Hours: 1.17													
			Completed 2020/03/19 14:30		Repair Hours: 0.18													
					Resolution Hours: 7.27													
	ProblemCodes																	
	Problem Code: Jamming/Jammed																	
	Resolution Code:		Operator Error															
SC225953	Call SC225953		False Close Door Message [CM]		Call In SLA: No		SLA Response Hours: 6.00		Contract#: SPC3197-API-04 6.5						0	0		
	Assigned Tech: Kenneth Murphy		Received: 2020/06/08 09:49		Response Hours: 6.47		Call Priority: High											
	Caller: Kelly		Dispatched: 2020/06/08 16:17		CM Response Hours: 6.47		Bill Code: ACOPI Prepaid Toner											
	Call Desc: False close door		Arrived: 2020/06/08 16:17		Travel Hours: 0													
			Completed 2020/06/08 16:19		Repair Hours: 0.03													
					Resolution Hours: 6.5													
	ProblemCodes																	
	Problem Code: Machine Fault/Error Code/Fault Code																	
	Resolution Code:		Operator Error															
TOSHES5506ACT [Toshiba]									0.22		0.22		0.9		1.2		0	0
API-6590 sn:CHHF11244									0.22		0.22		0.9		1.2		0	0
SC214655	Call SC214655		ADF Jamming [CM]		Call In SLA: Yes		SLA Response Hours: 6.00		Contract#: SPC3197-API-04 1.15						0	0		
	Assigned Tech: Marshall Rader		Received: 2020/01/23 13:37		Response Hours: 0.22		Call Priority: High											
	Caller: -- --		Dispatched: 2020/01/23 13:50		CM Response Hours: 0.22		Bill Code: ACOPI Prepaid Toner											
	Call Desc: ADF folding corners		Arrived: 2020/01/23 13:50		Travel Hours: 0													
			Completed 2020/01/23 14:46		Repair Hours: 0.93													
					Resolution Hours: 1.15													
TOSHES7508A [Toshiba]									2.32		2.32		0.6		3.0		0	0
API-6580 sn:CIHF11074									2.32		2.32		0.6		3.0		0	0
SC225091	Call SC225091		COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours: 6.00		Contract#: SPC3197-API-04 2.95						0	0		
	Assigned Tech: Kenneth Murphy		Received: 2020/05/26 09:57		Response Hours: 2.32		Call Priority: N											
	Caller: Stacy		Dispatched: 2020/05/26 11:05		CM Response Hours: 2.32		Bill Code: ACOPI Prepaid Toner											
	Call Desc: Blank copies		Arrived: 2020/05/26 12:16		Travel Hours: 1.18													
			Completed 2020/05/26 12:54		Repair Hours: 0.63													
					Resolution Hours: 2.95													
	ProblemCodes																	
	Problem Code: Doc feed																	
	Problem Code: Image Quality																	
	Resolution Code:		Optics															

RSU 14 - FY20

Windham High School : 406 Gray			#DIV/0!	0	0									
E-Studio 3055c [Toshiba]														
API-5241 sn:														
E-Studio 3555c [Toshiba]														
API-6223 sn:														
API-6459 sn:														
API-6460 sn:														
API-6463 sn:														
API-6468 sn:														
E-Studio 4505AC [Toshiba]														
API-6449 sn:														
API-6597 sn:														
E-Studio 5508A [Toshiba]														
API-6593 sn:														
E-Studio 6508A [Toshiba]														
API-6574 sn:														
EStudio 756 [Toshiba]														
API-3114 sn:														
EStudio 856 [Toshiba]														
API-3033 sn:														
TOSHES456 [Toshiba]														
API-4718 sn:														
TOSHES8508A [Toshiba]														
API-6586 sn:														
API-6587 sn:														

RSU 14 - FY20[illegible]

RSU 14 - FY20

Call	SC214985	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	0	0	0
		Assigned Tech: Marshall Rader	Received: 2020/01/27 08:24	Response Hours: 0.02	Call Priority: High			
		Caller: Marshall	Dispatched: 2020/01/27 08:25	CM Response Hours:	Bill Code: ACOPI Prepaid Toner			
		Call Desc: Courtesy Call	Arrived: 2020/01/27 08:25	Travel Hours: 0				
			Completed 2020/01/27 09:02	Repair Hours: 0.62				
				Resolution Hours: 0				
SC227148								
Call	SC227148	ADF Jamming [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	20.98	0	0
		Assigned Tech: Jason Morrell	Received: 2020/06/23 14:14	Response Hours: 20.18	Call Priority: High			
		Caller: -- --	Dispatched: 2020/06/26 08:36	CM Response Hours: 20.18	Bill Code: ACOPI Prepaid Toner			
		Call Desc: "First Call" ADF jamming and not faxing after 15min wait	Arrived: 2020/06/26 08:55	Travel Hours: 0.32				
			Completed 2020/06/26 09:43	Repair Hours: 0.8				
				Resolution Hours: 20.98				
E-Studio 5508A [Toshiba]						1.72	1.72	0.0
API-6593 sn:CIIF12379						1.72	1.72	0.0
SC217332								
Call	SC217332	NOISE [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	1.73	0	0
		Assigned Tech: Marshall Rader	Received: 2020/02/11 11:05	Response Hours: 1.72	Call Priority: N			
		Caller: -- --	Dispatched: 2020/02/11 12:28	CM Response Hours: 1.72	Bill Code: ACOPI Prepaid Toner			
		Call Desc: " Screaming "	Arrived: 2020/02/11 12:48	Travel Hours: 0.33				
			Completed 2020/02/11 12:49	Repair Hours: 0.02				
				Resolution Hours: 1.73				
E-Studio 6508A [Toshiba]						1.78	0.4	0.0
API-6574 sn:CIIF11876						1.78	0.4	0.0
SC217331								
Call	SC217331	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	0	0	0
		Assigned Tech: Marshall Rader	Received: 2020/02/11 11:03	Response Hours: 1.78	Call Priority: Medium			
		Caller: -- --	Dispatched: 2020/02/11 12:50	CM Response Hours:	Bill Code: ACOPI Prepaid Toner			
		Call Desc: Dark line through copies (im having her cleaned the old place and she will call me back if it fixes it	Arrived: 2020/02/11 12:50	Travel Hours: 0				
			Completed 2020/02/11 13:12	Repair Hours: 0.37				
				Resolution Hours: 0				
TOSHES8508A [Toshiba]						3.27	3.73	1.0
API-6586 sn:CIIF12138						3.34	3.99	1.1
SC215008								
Call	SC215008	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	0	0	0
		Assigned Tech: Marshall Rader	Received: 2020/01/27 09:04	Response Hours: 0.75	Call Priority: High			
		Caller: Marshall	Dispatched: 2020/01/27 09:49	CM Response Hours:	Bill Code: ACOPI Prepaid Toner			
		Call Desc: Courtesy Call	Arrived: 2020/01/27 09:49	Travel Hours: 0				
			Completed 2020/01/27 10:27	Repair Hours: 0.63				
				Resolution Hours: 0				
SC217287								
Call	SC217287	ERROR CODE [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3197-API-04	2.93	0	0

RSU 14 - FY20[illegible]

RSU 14 - FY20

Windham Middle School : 408 Gray			#DIV/0!	0	0										
E-Studio 3555c [Toshiba]															
API-6442 sn:															
API-6470 sn:															
E-Studio 6508A [Toshiba]															
API-6571 sn:															
EStudio 756 [Toshiba]															
API-3106 sn:															
API-3108 sn:															
TOSHES456 [Toshiba]															
API-3102 sn:															
TOSHES7508A [Toshiba]															
API-6572 sn:															
API-6573 sn:															
API-6582 sn:															
Windham Middle School :-			100.00%	2	2										
E-Studio 3555c [Toshiba]									0.68	0.30	0.7	0.5	0	0	
API-6442 sn:C7CF59054									1.05		0.8	0.0	0	0	
SC217528															
Call SC217528	waste toner bottle [CC]					Call In SLA: N/A	SLA Response Hours:	6.00					0	0	0
	Assigned Tech: Marshall Rader					Received: 2020/02/12 11:22	Response Hours:	1.05							
	Caller: On Cloud Connect -- --					Dispatched: 2020/02/12 11:26	CM Response Hours:								
	Call Desc: Empty WTB					Arrived: 2020/02/12 12:25	Travel Hours:	0.98							
						Completed 2020/02/12 13:11	Repair Hours:	0.77							
							Resolution Hours:	0							
API-6470 sn:C7CF58855									0.30	0.30	0.7	1.0	0	0	
SC214619															
Call SC214619	JAMMING [CM]					Call In SLA: Yes	SLA Response Hours:	6.00					0.98	0	0
	Assigned Tech: Marshall Rader					Received: 2020/01/23 12:15	Response Hours:	0.3							
	Caller: Andrea					Dispatched: 2020/01/23 12:32	CM Response Hours:	0.30							
	Call Desc: Jamming					Arrived: 2020/01/23 12:33	Travel Hours:	0.02							

RSU 14 - FY20[illegible]

TOSHES457 [Toshiba]																			
API-5244 sn:																			
TOSHES8508A [Toshiba]																			
API-6577 sn:																			
API-6579 sn:																			
API-6583 sn:																			
API-6584 sn:																			
API-6585 sn:																			
Windham Primary School : -				50.00%	2	1													
E-Studio 6506AC [Toshiba]												0.02			0.9	0.0	0	0	0
API-6589 sn:CHHF11108												0.02			0.9	0.0	0	0	0
SC218631																			
Call SC218631		Call entered via Remote Tech [O]				Call In SLA: N/A		SLA Response Hours:		6.00	Contract#: SPC3197-API-04				0	0	0	0	
		Assigned Tech: Marshall Rader				Received: 2020/02/21 09:08		Response Hours:		0.02	Call Priority: High								
		Caller: Marshall				Dispatched: 2020/02/21 09:09		CM Response Hours:			Bill Code: ACOPI Prepaid Toner								
		Call Desc: Courtesy Call				Arrived: 2020/02/21 09:09		Travel Hours:		0									
						Completed 2020/02/21 10:05		Repair Hours:		0.93									
								Resolution Hours:		0									
TOSHES456 [Toshiba]												1.52	1.52	1.8	3.3	0	0	0	
API-3089 sn:C2D235912												1.52	1.52	1.8	3.3	0	0	0	
SC221149																			
Call SC221149		ADF Jamming [CM]				Call In SLA: Yes		SLA Response Hours:		6.00	Contract#: SPC3197-API-04				3.32	0	0	0	
		Assigned Tech: Jason Morrell				Received: 2020/03/10 13:28		Response Hours:		1.52	Call Priority: High								
		Caller: -- --				Dispatched: 2020/03/10 14:45		CM Response Hours:		1.52	Bill Code: ACOPI Prepaid Toner								
		Call Desc: ADF jamming				Arrived: 2020/03/10 14:59		Travel Hours:		0.23									
						Completed 2020/03/10 16:47		Repair Hours:		1.8									
								Resolution Hours:		3.32									
TOSHES8508A [Toshiba]												5.11	15.17	0.3	5.1	0	0	0	
API-6577 sn:CIIF11831												0.03		0.4	0.0	0	0	0	
SC218649																			
Call SC218649		Call entered via Remote Tech [O]				Call In SLA: N/A		SLA Response Hours:		6.00	Contract#: SPC3197-API-04				0	0	0	0	
		Assigned Tech: Marshall Rader				Received: 2020/02/21 10:03		Response Hours:		0.03	Call Priority: High								
		Caller: Marshall				Dispatched: 2020/02/21 10:05		CM Response Hours:			Bill Code: ACOPI Prepaid Toner								
		Call Desc: Courtesy Call				Arrived: 2020/02/21 10:05		Travel Hours:		0									
						Completed 2020/02/21 10:30		Repair Hours:		0.42									
								Resolution Hours:		0									

RSU 14 - FY20

API-6583 sn:CIIF11815									15.17	15.17	0.0	15.2	0	0
SC221293														
Call	SC221293	Finisher Problem [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04	15.17					0	0
	Assigned Tech:	Jason Morrell	Received: 2020/03/11 09:50	Response Hours:	15.17	Call Priority:	High							
	Caller:	-- --	Dispatched: 2020/03/13 06:54	CM Response Hours:	15.17	Bill Code:	ACOPi Prepaid Toner							
	Call Desc:	Cannot get finisher reconnected	Arrived: 2020/03/13 07:27	Travel Hours:	0.55									
			Completed 2020/03/13 07:49	Repair Hours:	0									
				Resolution Hours:	15.17									
API-6584 sn:CIIF12142									0.13		0.5	0.0	0	0
SC218662														
Call	SC218662	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC3197-API-04	0					0	0
	Assigned Tech:	Marshall Rader	Received: 2020/02/21 10:23	Response Hours:	0.13	Call Priority:	High							
	Caller:	Marshall	Dispatched: 2020/02/21 10:31	CM Response Hours:		Bill Code:	ACOPi Prepaid Toner							
	Call Desc:	Courtesy Call	Arrived: 2020/02/21 10:31	Travel Hours:	0									
			Completed 2020/02/21 10:58	Repair Hours:	0.45									
				Resolution Hours:	0									
Total									3.74	4.96	33.51	149.36	2	0