

RSU 37 - A-Copi Fleet Service Report FY21



SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. It is noteworthy to share that your black volumes increased by 23% from last year and your color volume increased by 17%, despite COVID restrictions affecting a full school year for FY21.

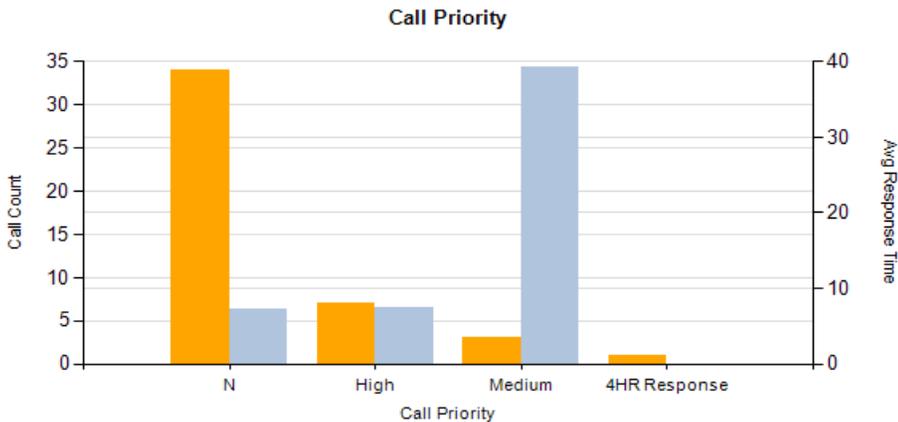
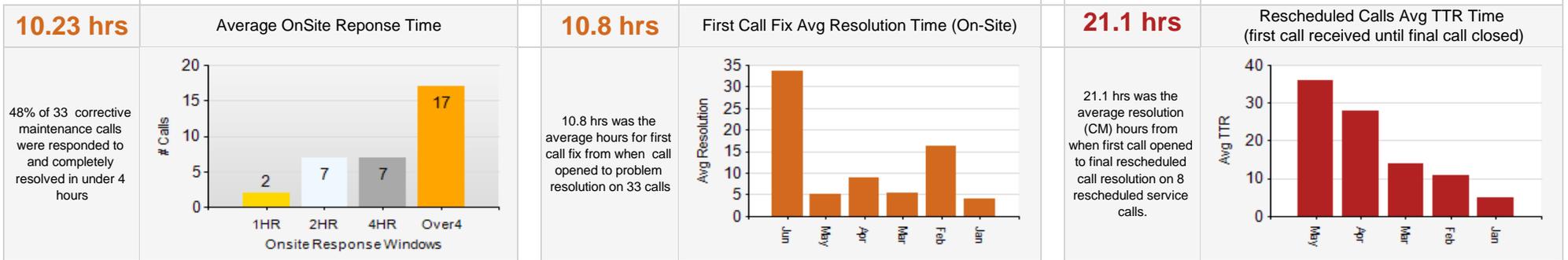
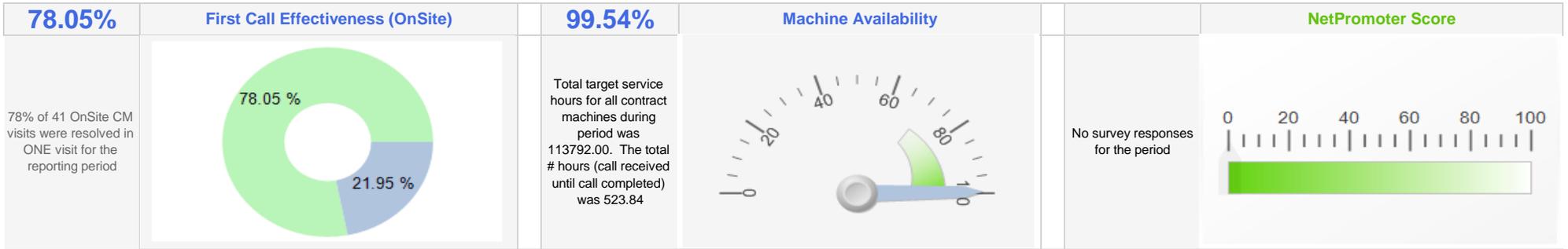
Out of 56 units under contract with A-Copi, there were 45 service calls on 18 copiers and printers. There were two machines with five or more service calls in the reporting period. Details of those calls can be found at the bottom of the equipment details page.

SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. A-Copi notes their response time from call to arrival as 10.23 hours, which is very poor. However, they do note that 48% of the calls were responded to and completely resolved in less than four hours. Average up time was about 99.54%, which is fair for the size of your fleet. Certainly the average response time can be improved upon.

Your last upgrade was 8/2/2017. All machines are under a five+ year warranty and service contract that expires on 6/30/23. However, the average model in your fleet was introduced 6.62 years ago. Eighteen units are more than 8 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.

Overall your fleet seems to be performing fairly well.

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Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# API-7202 [Toshiba/TOSHES7508A] 1227 Route 1A, HARRINGTON	253073	42645
ID# API-7194 [Toshiba/TOSHES7508A] 39 Washington Street, MILBRIDGE	224873	37893
ID# API-7211 [Toshiba/TOSHES5506ACT] 1227 Route 1A, HARRINGTON	195887	33008
ID# API-7203 [Toshiba/TOSHES7508A] 518 Indian River Road, ADDISON	193370	32584
ID# API-7212 [Toshiba/TOSHES5506ACT] 39 Washington Street, MILBRIDGE	164666	27747

Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# API-7212 [Toshiba/TOSHES5506ACT] 39 Washington Street, MILBRIDGE	60145	10134
ID# API-7208 [Toshiba/TOSHES5506ACT] 1611 Main Street, HARRINGTON	40337	6797
ID# API-7213 [Toshiba/TOSHES5506ACT] 1020 Sacarap Road, HARRINGTON	13076	2203
ID# API-7173 [Kyocera/KYP6130CDN] 39 Washington Street, MILBRIDGE	10805	1820
ID# API-7167 [Kyocera/KYP6130CDN] 518 Indian River Road, ADDISON	10152	1710

Contract Toner Usage						
Contract Number	Black Fill	Black Toner Shipped	Black Total Copies	Color Fill	Color Toner Shipped	Color Total Copies
SPC3361-API	2.06%	138	12,066,278	12.80%	68	1,167,990

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Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type	
Coastal Washington County Institute of												
API-9706[Toshiba/TOSHES4515AC]	Office	CNCK68999	9/9/2020	2		21	10	1,106	779	1/1/2018	3.67	Color Photocopier
Daniel W. Merritt Elementary School												
API-7406[HP/HP M401dne]	Art Room	JPGFH01847	4/19/2018	0		252	0	611	0	1/1/2013	8.67	Black Network Printer
API-7164[Kyocera/KYP6130CDN]	Bishop's Room	V5Q7504855	7/19/2017	0		341	197	398	70	6/1/2015	6.25	Color Network Printer
API-7167[Kyocera/KYP6130CDN]	Grant's Room	V5Q7504851	7/19/2017	0		283	487	503	846	6/1/2015	6.25	Color Network Printer
API-7214[Toshiba/TOSHES5506ACT]	Main Office	CHEG18406	7/19/2017	1		9,319	737	3,842	525	7/1/2016	5.17	Color Photocopier
API-7203[Toshiba/TOSHES7508A]	Primary Hallway	CIAG16126	7/19/2017	3		8,587	0	16,114	0	7/1/2016	5.17	Black Photocopier
API-7407[HP/HP M401dn]	Primary Hallway	PHGFD02602	4/19/2018	0		503	0	494	0	1/1/2013	8.67	Black Network Printer
API-7130[Lexmark/X746de]	Principal's Office	75263694G2M1C	7/19/2017	1		410	373	185	192	4/1/2012	9.42	Color Laser MFP
API-7166[Kyocera/KYP3045DN]	Rameri's Room	VM37402977	7/19/2017	0		595	0	633	0	4/1/2017	4.42	Black Network Printer
Harrington Elementary School												
API-7168[Kyocera/KYP6130CDN]	2nd Floor Area	V5Q7504848	7/19/2017	0		31	74	13	50	6/1/2015	6.25	Color Network Printer
API-7202[Toshiba/TOSHES7508A]	2nd Floor Hall Area	CIAG16132	7/19/2017	3		10,574	0	21,089	0	7/1/2016	5.17	Black Photocopier
API-7169[Kyocera/KYP6130CDN]	Library	V5Q7504849	7/19/2017	0		248	162	292	92	6/1/2015	6.25	Color Network Printer
API-7408[HP/HP M401dn]	Library	PHGFB06358	4/19/2018	0		611	0	470	0	1/1/2013	8.67	Black Network Printer
API-7211[Toshiba/TOSHES5506ACT]	Main Office	CHEG18392	7/19/2017	4		15,035	1,353	16,324	692	7/1/2016	5.17	Color Photocopier
API-7170[Kyocera/KYP6130CDN]	Princpal's Office	V5Q7504857	7/19/2017	1		72	117	267	102	6/1/2015	6.25	Color Network Printer
API-7171[Kyocera/KYP6130CDN]	Resource Room	V5Q7504853	7/19/2017	0		116	23	282	26	6/1/2015	6.25	Color Network Printer
API-7409[HP/HP M401dn]	Resource Room	JPGFH02540	4/19/2018	0		133	0	349	0	1/1/2013	8.67	Black Network Printer
Milbridge Elementary												
API-7172[Kyocera/KYP6130CDN]	Hallway to the left	V5Q6Y04751	7/19/2017	6		839	400	616	455	6/1/2015	6.25	Color Network Printer
API-7194[Toshiba/TOSHES7508A]	Hallway to the right	CIAG16133	7/19/2017	0		13,890	0	18,739	0	7/1/2016	5.17	Black Photocopier
API-7411[HP/HP M401dne]	Kindergarten	PHGFD06074	4/19/2018	0		150	0	283	0	1/1/2013	8.67	Black Network Printer
API-7410[HP/HP M401dne]	Library	PHGFD01787	4/19/2018	0		0	0	0	0	1/1/2013	8.67	Black Network Printer
API-7173[Kyocera/KYP6130CDN]	Resource Room	V5Q6Y04748	7/19/2017	1		116	48	909	900	6/1/2015	6.25	Color Network Printer
API-7174[Kyocera/KYP6130CDN]	Secretary's Office	V5Q6Y04754	7/19/2017	0		314	402	582	411	6/1/2015	6.25	Color Network Printer
API-7212[Toshiba/TOSHES5506ACT]	Teacher's Room Right	CHEG18395	7/19/2017	3		9,341	2,333	13,722	5,012	7/1/2016	5.17	Color Photocopier
MSAD # 37												
API-7330[HP/HP M605dn]	Dawn Fickett's Office	CNDCK3V11L	7/19/2017	0		1,656	0	1,698	0	4/1/2017	4.42	Black Network Printer
API-7177[Kyocera/KYP6130CDN]	Denise Vose's Office	V5Q6Y04752	7/19/2017	0		324	20	329	39	6/1/2015	6.25	Color Network Printer
API-7213[Toshiba/TOSHES5506ACT]	File Room	CHEG18396	7/19/2017	2		5,416	895	4,452	1,090	7/1/2016	5.17	Color Photocopier
API-7165[Kyocera/KYP3045DN]	Front Reception	VM37402984	7/19/2017	0		279	0	183	0	4/1/2017	4.42	Black Network Printer
API-7331[HP/HP M605dn]	Sara Ippolito's Office	CNDCK3V11D	7/19/2017	0		1,240	0	1,322	0	4/1/2017	4.42	Black Network Printer
API-7126[Toshiba/TOSHES4508A]	Special Ed	CGKF46345	7/19/2017	0		2,695	0	4,039	0	7/1/2016	5.17	Black Photocopier
API-7175[Kyocera/KYP6130CDN]	Special Ed Tammy's Office	V5Q6Y04745	7/19/2017	0		909	17	0	0	6/1/2015	6.25	Color Network Printer
API-7402[HP/HP M401dn]	Superintendent	PHGFF01460	4/19/2018	0		154	0	127	0	1/1/2013	8.67	Black Network Printer
Narraguagus Jr/Sr High School												
API-7396[HP/HP M401dn]	Across from Teachers' Room	PHGFC17703	4/19/2018	2		688	0	247	0	1/1/2013	8.67	Black Network Printer
API-7176[Kyocera/KYP6130CDN]	Food Services	V5Q6Y04719	7/19/2017	0		78	195	66	172	6/1/2015	6.25	Color Network Printer

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Current Equipment Details	Location	Serial Number	Install Date	# Service Calls	Proj Monthly Vol Black	Proj Monthly Vol Color	Actual Monthly Vol Black	Actual Monthly Vol Color	Model Intro Date	Model Age (years)	Model Type
API-7179[Kyocera/KYP6130CDN]	Guidance Office	V5Q7504854	7/19/2017	0	495	253	438	196	6/1/2015	6.25	Color Network Printer
API-7215[Toshiba/E-Studio 5508A]	Guidance Office	CIEG19080	7/19/2017	1	6,043	0	2,152	0	8/1/2016	5.08	Black Photocopier
API-7178[Kyocera/KYP6130CDN]	Library	V5Q6Y04757	7/19/2017	0	7	4	15	55	6/1/2015	6.25	Color Network Printer
API-7219[Toshiba/E-Studio 5508A]	Library	CIEG19112	7/19/2017	2	13,393	0	4,820	0	8/1/2016	5.08	Black Photocopier
API-7208[Toshiba/TOSHES5506ACT]	Main Office	CHBG15980	7/19/2017	7	6,460	5,339	4,958	3,361	7/1/2016	5.17	Color Photocopier
API-7395[HP/HP M401dn]	Outside Room 21	VNG4J04318	4/19/2018	0	2,326	0	4,400	0	1/1/2013	8.67	Black Network Printer
API-7394[HP/HP M401dn]	Outside Room 25	PHGFB08012	4/19/2018	2	1,305	0	1,108	0	1/1/2013	8.67	Black Network Printer
API-7180[Kyocera/KYP6130CDN]	Outside Room 5	V5Q6Y04755	7/19/2017	0	21	27	50	72	6/1/2015	6.25	Color Network Printer
API-7397[HP/HP M401dn]	Outside Room 6	PHGFC19066	4/19/2018	0	195	0	226	0	1/1/2013	8.67	Black Network Printer
API-7404[HP/M401n]	Room 1	VNB3S13913	4/19/2018	0	188	0	0	0	1/1/2013	8.67	Black Network Printer
API-7184[Kyocera/KYP6130CDN]	Room 11 Nurse's Room	V5Q6Y04749	7/19/2017	0	26	49	0	0	6/1/2015	6.25	Color Network Printer
API-7181[Kyocera/KYP6130CDN]	Room 12	V5Q6Y04747	7/19/2017	0	354	442	318	323	6/1/2015	6.25	Color Network Printer
API-7398[HP/HP M401dn]	Room 14	PHGFF09332	4/19/2018	0	2	0	2	0	1/1/2013	8.67	Black Network Printer
API-7399[HP/HP M401dn]	Room 16	VNG4823612	4/19/2018	0	437	0	548	0	1/1/2013	8.67	Black Network Printer
API-7183[Kyocera/KYP6130CDN]	Room 17	V5Q6Y04753	7/19/2017	0	46	75	168	307	6/1/2015	6.25	Color Network Printer
API-7400[HP/HP M401dn]	Room 17	PHGFD03438	4/19/2018	0	0	0	0	0	1/1/2013	8.67	Black Network Printer
API-7401[HP/HP M401dn]	Room 18	PHGFB06227	4/19/2018	0	290	0	299	0	1/1/2013	8.67	Black Network Printer
API-7218[Toshiba/TOSHES3505AC]	Room 5 Art Room	CFEG63806	7/19/2017	0	81	1,099	11	698	7/1/2016	5.17	Color Photocopier
API-7182[Kyocera/KYP6130CDN]	Room 9	V5Q6Y04744	7/19/2017	0	72	70	614	596	6/1/2015	6.25	Color Network Printer
API-7185[Kyocera/KYP6130CDN]	Suite 24 Special Education	V5Q7504852	7/19/2017	0	197	197	606	229	6/1/2015	6.25	Color Network Printer
API-7131[Lexmark/X746de]	Suite 24 Special Education	75263094G2GX3	7/19/2017	1	154	354	64	16	4/1/2012	9.42	Color Laser MFP
API-7204[Toshiba/TOSHES7508A]	Teacher's Room	CIAG16128	7/19/2017	3	15,001	0	8,808	0	7/1/2016	5.17	Black Photocopier
TOTALS & AVERAGES				45	2,450	543	2,743	641		6.62	

Excessive Service Calls in Reporting Period 7/1/2020 to 6/30/2021

Current Equipment Details	Location	Serial Number	# Service Calls	Current Total Meter	Average Total Monthly Usage	Model Age (years)	Model Type	Description of Service Calls
API-7172[Kyocera/KYP6130CDN]	Millbridge Hallway to the left	V5Q6Y04751	6	56,988	1,071	6.25	Color Network P	1 call error code; 4 calls jamming - concern users too rough with machine; 1 call noisy
API-7208[Toshiba/TOSHES5506A]	Narraguagus Main Office	CHBG15980	7	493,553	8,319	5.17	Color Photocopi	4 calls poor quality - need fuser PM; 1 call incorrect scanning; 2 calls jamming - replaced DSDF tray sensor board

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Caller	Call Count
-- --	19
HP M401dn	
HP LaserJet M401dn Printer EQ# API-7394	2
JAMMING	2
HP LaserJet M401dn Printer EQ# API-7396	2
False Add Paper Message	2
KYP6130CDN	
Kyocera P6130cdn 32PPM Color Printer EQ# API-7170	1
ERROR CODE	1
Kyocera P6130cdn 32PPM Color Printer EQ# API-7172	4
JAMMING	4
Kyocera P6130cdn 32PPM Color Printer EQ# API-7173	1
JAMMING	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7208	5
COPY QUALITY POOR	5
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7204	3
Needs Part	3
X746de	
Lexmark X746de Color Laser MFP EQ# API-7131	1
JAMMING	1
Amy 546-2210	1
KYP6130CDN	
Kyocera P6130cdn 32PPM Color Printer EQ# API-7172	1
JAMMING	1
Andy 598-8522	2
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7208	2
COPY QUALITY POOR	2
Brett 483-2734	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7213	1
False Close Door Message	1
Chris 478-4295	1

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Caller	Call Count
X746de	
Lexmark X746de Color Laser MFP EQ# API-7130	1
Fax problem	1
Ed Latham	1
KYP6130CDN	
Kyocera P6130cdn 32PPM Color Printer EQ# API-7172	1
ERROR CODE	1
Kevin	2
E-Studio 5508A	
Toshiba E-Studio 5508A Digital Copier w/DSDf EQ# API-7215	1
Call entered via Remote Tech	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7214	1
Call entered via Remote Tech	1
Lisa Hinkle	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7211	1
Fax problem	1
Lucile 598-6464	1
TOSHES4515AC	
Toshiba EStudio 4515AC Digital A3 Color Copier 45ppm EQ# API-9706	1
Print / Scan	1
Nancy 598-7468	1
TOSHES4515AC	
Toshiba EStudio 4515AC Digital A3 Color Copier 45ppm EQ# API-9706	1
Print / Scan	1
On Cloud Connect -- --	15
E-Studio 5508A	
Toshiba E-Studio 5508A Digital Copier w/DSDf EQ# API-7219	2
JAMMING	2
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7211	3
COPY QUALITY POOR	3
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7212	3
COPY QUALITY POOR	3

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Caller	Call Count
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7213	1
False Add Paper Message	1
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7202	3
ADF Jamming	3
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7203	3
JAMMING	3
Total	45

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						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Coastal Washington County Institute			% Calls in SLA	Total Calls	In SLA	10.42	10.23	0.5	11.6	8	0
Coastal Washington County Institute			50.00%	2	1						
TOSHES4515AC [Toshiba]						54.62	54.62	0.1	54.7	0	0
API-9706 sn:CNCK68999						54.62	54.62	0.1	54.7	0	0
SC254982											
Call	SC254982	Print / Scan [CM]		Call In SLA: Yes	SLA Response Hours: 4.00	Contract#: SPC3361-API-04			0.28	0	0
		Assigned Tech: Adam Overlock		Received: 2021/04/12 13:13	Response Hours: 0.12	Call Priority: Medium					
		Caller: Nancy 598-7468		Dispatched: 2021/04/12 13:20	CM Response Hours: 0.12	Bill Code: ACOPI Prepaid Toner					
		Call Desc: set up scan to email. cwcit@msad37.org		Arrived: 2021/04/12 13:20	Travel Hours: 0						
				Completed 2021/04/12 13:30	Repair Hours: 0.17						
					Resolution Hours: 0.28						
SC262243											
Call	SC262243	Print / Scan [CM]		Call In SLA: No	SLA Response Hours: 4.00	Contract#: SPC3361-API-04			109.12	0	0
		Assigned Tech: Adam Overlock		Received: 2021/06/28 10:15	Response Hours: 109.12	Call Priority: Medium					
		Caller: Lucile 598-6464		Dispatched: 2021/07/16 08:52	CM Response Hours: 109.12	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Unable to print		Arrived: 2021/07/16 08:52	Travel Hours: 0						
				Completed 2021/07/16 08:52	Repair Hours: 0						
					Resolution Hours: 109.12						
Daniel W. Merritt Elementary School :											
			50.00%	4	2						
HP M401dn [HP]											
API-7407 sn:											
HP M401dne [HP]											
API-7406 sn:											
KYP3045DN [Kyocera]											
API-7166 sn:											
KYP6130CDN [Kyocera]											
API-7164 sn:											
API-7167 sn:											
TOSHES5506ACT [Toshiba]						0.00		0.4	0.0	0	0
API-7214 sn:CHEG18406						0.00		0.4	0.0	0	0
SC249824											
Call	SC249824	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3361-API-04			0	0	0
		Assigned Tech: Kevin Carroll		Received: 2021/02/22 13:37	Response Hours: 0	Call Priority: High					
		Caller: Kevin		Dispatched: 2021/02/22 13:37	CM Response Hours:	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Poor copy quality		Arrived: 2021/02/22 13:37	Travel Hours: 0						
				Completed 2021/02/22 14:00	Repair Hours: 0.38						
					Resolution Hours: 0						

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						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
TOSHES7508A [Toshiba]						4.48	4.48	0.5	5.0	0	0
API-7203 sn:CIAG16126						4.48	4.48	0.5	5.0	0	0
SC254534	Call	SC254534	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3361-API-04			3.18	0	0
			Assigned Tech: Kevin Carroll	Received: 2021/04/07 10:51	Response Hours: 2.82	Call Priority: N					
			Caller: On Cloud Connect -- --	Dispatched: 2021/04/07 12:28	CM Response Hours: 2.82	Bill Code: ACOPI Prepaid Toner					
			Call Desc: Jamming everytime	Arrived: 2021/04/07 13:40	Travel Hours: 1.2						
				Completed 2021/04/07 14:02	Repair Hours: 0.37						
					Resolution Hours: 3.18						
SC255083	Call	SC255083	False Close Door Message [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3361-API-04			4.25	0	0
			Assigned Tech: Kevin Carroll	Received: 2021/04/13 11:13	Response Hours: 3.48	Call Priority: High					
			Caller: On Cloud Connect -- --	Dispatched: 2021/04/13 13:20	CM Response Hours: 3.48	Bill Code: ACOPI Prepaid Toner					
			Call Desc: False close door	Arrived: 2021/04/13 14:42	Travel Hours: 1.37						
				Completed 2021/04/13 15:28	Repair Hours: 0.77						
					Resolution Hours: 4.25						
SC259722	Call	SC259722	JAMMING [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3361-API-04			7.63	0	0
			Assigned Tech: Kevin Carroll	Received: 2021/06/02 11:04	Response Hours: 7.13	Call Priority: N					
			Caller: On Cloud Connect -- --	Dispatched: 2021/06/03 07:29	CM Response Hours: 7.13	Bill Code: ACOPI Prepaid Toner					
			Call Desc: Jamming	Arrived: 2021/06/03 09:42	Travel Hours: 2.22						
				Completed 2021/06/03 10:12	Repair Hours: 0.5						
					Resolution Hours: 7.63						
X746de [Lexmark]						52.45	52.45	0.5	53.0	0	0
API-7130 sn:75263694G2M1C						52.45	52.45	0.5	53.0	0	0
SC249068	Call	SC249068	Fax problem [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3361-API-04			52.98	0	0
			Assigned Tech: Kevin Carroll	Received: 2021/02/12 11:43	Response Hours: 52.45	Call Priority: N					
			Caller: Chris 478-4295	Dispatched: 2021/02/22 12:00	CM Response Hours: 52.45	Bill Code: ACOPI Prepaid Toner					
			Call Desc: Fax not working call chris when you are there. Call me 508 7540	Arrived: 2021/02/22 13:10	Travel Hours: 1.17						
				Completed 2021/02/22 13:42	Repair Hours: 0.53						
					Resolution Hours: 52.98						
Harrington Elementary School : 1227			66.667%	6	4						
HP M401dn [HP]											
API-7408 sn:											
API-7409 sn:											
KYP6130CDN [Kyocera]						7.52	7.52	0.6	8.1	0	0
API-7168 sn:											

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							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7169 sn:												
API-7170 sn:V5Q7504857							7.52	7.52	0.6	8.1	0	0
SC251308	Call	SC251308	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3361-API-04			8.13	0	0
		Assigned Tech: Kevin Carroll		Received: 2021/03/08 10:45	Response Hours:	7.52	Call Priority: N					
		Caller: -- --		Dispatched: 2021/03/09 09:03	CM Response Hours:	7.52	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Error 6610 ; 0011562 fuser pressure release		Arrived: 2021/03/09 09:46	Travel Hours:	0.72						
				Completed 2021/03/09 10:23	Repair Hours:	0.62						
					Resolution Hours:	8.13						
API-7171 sn:												
TOSHES5506ACT [Toshiba]							6.71	6.71	0.6	7.3	0	0
API-7211 sn:CHEG18392							6.71	6.71	0.6	7.3	0	0
SC246360	Call	SC246360	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3361-API-04			3.3	0	0
		Assigned Tech: Kevin Carroll		Received: 2021/01/19 09:30	Response Hours:	1.9	Call Priority: N					
		Caller: On Cloud Connect -- --		Dispatched: 2021/01/19 09:36	CM Response Hours:	1.90	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Light in the middle of page		Arrived: 2021/01/19 11:24	Travel Hours:	1.8						
				Completed 2021/01/19 12:48	Repair Hours:	1.4						
					Resolution Hours:	3.3						
SC247791	Call	SC247791	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3361-API-04			17.73	0	0
		Assigned Tech: Kevin Carroll		Received: 2021/02/01 13:01	Response Hours:	17.32	Call Priority: N					
		Caller: On Cloud Connect -- --		Dispatched: 2021/02/03 11:14	CM Response Hours:	17.32	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Streaks		Arrived: 2021/02/03 13:20	Travel Hours:	2.1						
				Completed 2021/02/03 13:45	Repair Hours:	0.42						
					Resolution Hours:	17.73						
SC250463	Call	SC250463	Fax problem [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3361-API-04			5.08	0	0
		Assigned Tech: Kevin Carroll		Received: 2021/02/26 13:13	Response Hours:	4.7	Call Priority: N					
		Caller: Lisa Hinkle		Dispatched: 2021/03/01 07:39	CM Response Hours:	4.70	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Fax not working		Arrived: 2021/03/01 09:25	Travel Hours:	1.77						
				Completed 2021/03/01 09:48	Repair Hours:	0.38						
					Resolution Hours:	5.08						
SC256813	Call	SC256813	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3361-API-04			3.27	0	0
		Assigned Tech: Kevin Carroll		Received: 2021/05/03 09:44	Response Hours:	2.9	Call Priority: N					
		Caller: On Cloud Connect -- --		Dispatched: 2021/05/03 11:02	CM Response Hours:	2.90	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Line copies		Arrived: 2021/05/03 12:38	Travel Hours:	1.6						

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						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Completed 2021/05/03 13:00						Repair Hours: 0.37					
						Resolution Hours: 3.27					
TOSHES7508A [Toshiba]						4.43	1.62	0.2	3.7	1	0
API-7202 sn:CIAG16132						4.43	1.62	0.2	3.7	1	0
SC245849											
Call	SC245849	waste toner bottle [CC]	Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3361-API-04				0	0	0
	Assigned Tech: Kevin Carroll		Received: 2021/01/13 09:50	Response Hours: 2.6	Call Priority: 4HR Response						
	Caller: On Cloud Connect -- --		Dispatched: 2021/01/13 12:13	CM Response Hours:	Bill Code: ACOPI Prepaid Toner						
	Call Desc: False empty wtb		Arrived: 2021/01/13 12:26	Travel Hours: 0.22							
			Completed 2021/01/13 12:45	Repair Hours: 0.32							
				Resolution Hours: 0							
SC248047											
Call	SC248047	ADF Jamming [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3361-API-04				1.62	0	0
	Assigned Tech: Kevin Carroll		Received: 2021/02/03 12:44	Response Hours: 1.62	Call Priority: High						
	Caller: On Cloud Connect -- --		Dispatched: 2021/02/03 13:45	CM Response Hours: 1.62	Bill Code: ACOPI Prepaid Toner						
	Call Desc: The stapler needs replacing.		Arrived: 2021/02/03 14:21	Travel Hours: 0.6							
			Completed 2021/02/03 14:21	Repair Hours: 0	Incompleted Need Parts - Operational						
				Resolution Hours: 1.62							
SC248073											
Call	SC248073	ADF Jamming [CM]	Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3361-API-04				9.37	1	0
	Assigned Tech: Kevin Carroll		Received: 2021/02/03 14:23	Response Hours: 9.07	Call Priority: High						
	Caller: On Cloud Connect -- --		Dispatched: 2021/02/04 13:33	CM Response Hours:	Bill Code: ACOPI Prepaid Toner						
	Call Desc: The stapler needs replacing.		Arrived: 2021/02/04 15:57	Travel Hours: 1.4							
			Departure 2021/02/04 15:15	Repair Hours: 0.3							
				Resolution Hours: 9.37							
Milbridge Elementary : 39 Washington											
HP M401dne [HP]											
API-7410 sn:											
API-7411 sn:											
KYP6130CDN [Kyocera]											
API-7172 sn:V5Q6Y04751						9.55	7.13	0.5	16.4	1	0
						10.42	7.68	0.5	18.3	1	0
SC245829											
Call	SC245829	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3361-API-04				3.67	0	0
	Assigned Tech: Kevin Carroll		Received: 2021/01/13 08:32	Response Hours: 2.83	Call Priority: N						
	Caller: Amy 546-2210		Dispatched: 2021/01/13 08:57	CM Response Hours: 2.83	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Paper tray jammed		Arrived: 2021/01/13 11:22	Travel Hours: 2.42							
			Completed 2021/01/13 12:12	Repair Hours: 0.83							
				Resolution Hours: 3.67							
SC251440											

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC251440	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							5.72	0	0
		Assigned Tech: Kevin Carroll	Received: 2021/03/09 09:42	Response Hours: 4.8	Call Priority: N									
		Caller: -- --	Dispatched: 2021/03/09 14:30	CM Response Hours: 4.80	Bill Code: ACOPI Prepaid Toner									
		Call Desc: False jammed	Arrived: 2021/03/09 14:30	Travel Hours: 0										
			Completed 2021/03/09 15:25	Repair Hours: 0.92										
				Resolution Hours: 5.72										
SC253793														
Call	SC253793	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							7.55	0	0
		Assigned Tech: Kevin Carroll	Received: 2021/03/30 12:49	Response Hours: 7.27	Call Priority: N									
		Caller: Ed Latham	Dispatched: 2021/03/31 10:59	CM Response Hours: 7.27	Bill Code: ACOPI Prepaid Toner									
		Call Desc: Check Cassett message	Arrived: 2021/03/31 11:35	Travel Hours: 0.6										
			Completed 2021/03/31 11:52	Repair Hours: 0.28										
				Resolution Hours: 7.55										
SC256199														
Call	SC256199	Noisy Operation [CM]	Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							22.83	0	0
		Assigned Tech: Kevin Carroll	Received: 2021/04/26 13:35	Response Hours: 22.55	Call Priority: High									
		Caller: -- --	Dispatched: 2021/04/29 10:29	CM Response Hours: 22.55	Bill Code: ACOPI Prepaid Toner									
		Call Desc: clicking / false add paper	Arrived: 2021/04/29 10:38	Travel Hours: 0.15										
			Completed 2021/04/29 10:55	Repair Hours: 0.28										
				Resolution Hours: 22.83										
SC257546														
Call	SC257546	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							1.23	0	0
		Assigned Tech: Kevin Carroll	Received: 2021/05/10 12:07	Response Hours: 0.93	Call Priority: N									
		Caller: -- --	Dispatched: 2021/05/10 12:20	CM Response Hours: 0.93	Bill Code: ACOPI Prepaid Toner									
		Call Desc: Jamming / spoke with Ed about users being stuck on machine	Arrived: 2021/05/10 13:03	Travel Hours: 0.72										
			Completed 2021/05/10 13:21	Repair Hours: 0.3	Incompleted Need Parts - Operational									
				Resolution Hours: 1.23										
Call	SC257564	JAMMING [CM]	Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							68.93	1	0
		Assigned Tech: Kevin Carroll	Received: 2021/05/10 13:22	Response Hours: 24.12	Call Priority: N									
		Caller: -- --	Dispatched: 2021/05/20 13:37	CM Response Hours:	Bill Code: ACOPI Prepaid Toner									
		Call Desc: Needs fuser unit - Jamming / spoke with Ed about users being stuck on machine	Arrived: 2021/05/20 13:58	Travel Hours: 0.35										
			Departure 2021/05/20 14:18	Repair Hours: 0.33										
				Resolution Hours: 68.93										
API-7173 sn:\V5Q6Y04748									4.38	4.38	0.4	4.8	0	0
SC252867														
Call	SC252867	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							4.75	0	0
		Assigned Tech: Kevin Carroll	Received: 2021/03/22 10:24	Response Hours: 4.38	Call Priority: N									
		Caller: -- --	Dispatched: 2021/03/22 13:35	CM Response Hours: 4.38	Bill Code: ACOPI Prepaid Toner									
		Call Desc: not lifting paper	Arrived: 2021/03/22 14:47	Travel Hours: 1.2										
			Completed 2021/03/22 15:09	Repair Hours: 0.37										
				Resolution Hours: 4.75										

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						Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
API-7174 sn:												
TOSHES5506ACT [Toshiba]						7.97	5.18	0.8	8.8		1	0
API-7212 sn:CHEG18395						7.97	5.18	0.8	8.8		1	0
SC251441												
Call	SC251441	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04		4.78		0	0
	Assigned Tech:	Kevin Carroll	Received:	2021/03/09 09:43	Response Hours:	4.37	Call Priority:	N				
	Caller:	On Cloud Connect -- --	Dispatched:	2021/03/09 12:48	CM Response Hours:	4.37	Bill Code:	ACOPI Prepaid Toner				
	Call Desc:	Needs DF slit glass	Arrived:	2021/03/09 14:05	Travel Hours:	1.28						
			Completed:	2021/03/09 14:30	Repair Hours:	0.42		Incompleted End of Day, More Time Needed				
					Resolution Hours:	4.78						
Call	SC251537	COPY QUALITY POOR [CM]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04		13.93		1	0
	Assigned Tech:	Kevin Carroll	Received:	2021/03/09 15:21	Response Hours:	13.55	Call Priority:	N				
	Caller:	On Cloud Connect -- --	Dispatched:	2021/03/11 08:47	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner				
	Call Desc:	Needs DF slit glass	Arrived:	2021/03/11 11:54	Travel Hours:	3.12						
			Departure:	2021/03/11 12:17	Repair Hours:	0.38						
					Resolution Hours:	13.93						
SC254320												
Call	SC254320	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04		7.65		0	0
	Assigned Tech:	Kevin Carroll	Received:	2021/04/05 14:11	Response Hours:	5.98	Call Priority:	N				
	Caller:	On Cloud Connect -- --	Dispatched:	2021/04/06 08:35	CM Response Hours:	5.98	Bill Code:	ACOPI Prepaid Toner				
	Call Desc:	Jamming	Arrived:	2021/04/06 11:40	Travel Hours:	3.08						
			Completed:	2021/04/06 13:20	Repair Hours:	1.67						
					Resolution Hours:	7.65						
TOSHES7508A [Toshiba]												
API-7194 sn:												
MSAD # 37 : 1020 Sacarap Road												
			50.00%	2	1							
HP M401dn [HP]												
API-7402 sn:												
HP M605dn [HP]												
API-7330 sn:												
API-7331 sn:												
KYP3045DN [Kyocera]												
API-7165 sn:												
KYP6130CDN [Kyocera]												
API-7175 sn:												

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										Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7177 sn:															
TOSHES4508A [Toshiba]															
API-7126 sn:															
TOSHES5506ACT [Toshiba]															
API-7213 sn:CHEG18396															
										7.79	7.79	0.3	8.1	0	0
										7.79	7.79	0.3	8.1	0	0
	SC256887														
	Call	SC256887	False Close Door Message [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04					2.22	0	0
			Assigned Tech: Kevin Carroll	Received: 2021/05/03 13:42	Response Hours:	1.72		Call Priority: High							
			Caller: Brett 483-2734	Dispatched: 2021/05/03 14:45	CM Response Hours:	1.72		Bill Code: ACOPI Prepaid Toner							
			Call Desc: False close door please call Brett if you cannot make it today.	Arrived: 2021/05/03 15:25	Travel Hours:	0.67									
				Completed 2021/05/03 15:55	Repair Hours:	0.5									
					Resolution Hours:	2.22									
	SC257668														
	Call	SC257668	False Add Paper Message [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04					13.97	0	0
			Assigned Tech: Kevin Carroll	Received: 2021/05/11 10:44	Response Hours:	13.85		Call Priority: N							
			Caller: On Cloud Connect -- --	Dispatched: 2021/05/12 15:35	CM Response Hours:	13.85		Bill Code: ACOPI Prepaid Toner							
			Call Desc: LCF false add paper	Arrived: 2021/05/12 16:05	Travel Hours:	0.5									
				Completed 2021/05/12 16:12	Repair Hours:	0.12									
					Resolution Hours:	13.97									
Narraguagus Jr/Sr High School : 1611															
				72.727%	11	8									
E-Studio 5508A [Toshiba]															
API-7215 sn:CIEG19080															
										16.18	4.30	0.5	16.6	1	0
										0.00		0.5	0.0	0	0
	SC259890														
	Call	SC259890	Call entered via Remote Tech [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04					0	0	0
			Assigned Tech: Kevin Carroll	Received: 2021/06/03 11:18	Response Hours:	0		Call Priority: High							
			Caller: Kevin	Dispatched: 2021/06/03 10:55	CM Response Hours:			Bill Code: ACOPI Prepaid Toner							
			Call Desc: Lines scanning	Arrived: 2021/06/03 10:55	Travel Hours:	0									
				Completed 2021/06/03 11:24	Repair Hours:	0.48									
					Resolution Hours:	0									
API-7219 sn:CIEG19112															
										24.28	4.30	0.6	24.8	1	0
	SC253960														
	Call	SC253960	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04					5.03	0	0
			Assigned Tech: James Boober	Received: 2021/03/31 13:58	Response Hours:	4.3		Call Priority: N							
			Caller: On Cloud Connect -- --	Dispatched: 2021/04/01 08:11	CM Response Hours:	4.30		Bill Code: ACOPI Prepaid Toner							
			Call Desc: Reschedule for 1st drawer feed rollers.	Arrived: 2021/04/01 09:46	Travel Hours:	1.58									
				Completed 2021/04/01 10:30	Repair Hours:	0.73		Incompleted Need Parts - Operational							

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
							Resolution Hours:	5.03						
		ProblemCodes												
		Problem Code:	Jamming/Jammed											
		Resolution Code:	Roller Clean or Replacement											
Call	SC254048	JAMMING [CM]		Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3361-API-04			44.63	1	0
		Assigned Tech: James Boober		Received: 2021/04/01 10:33		Response Hours:	44.25		Call Priority: N					
		Caller: On Cloud Connect -- --		Dispatched: 2021/04/08 10:42		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
		Call Desc: Reschedule for 1st drawer feed rollers.		Arrived: 2021/04/08 12:18		Travel Hours:	1.6							
				Departure 2021/04/08 12:41		Repair Hours:	0.38							
						Resolution Hours:	44.63							
	SC254048													
		ProblemCodes												
		Problem Code:	Jamming/Jammed											
		Resolution Code:	Roller Clean or Replacement											
	HP M401dn [HP]								2.99	2.54	0.8	3.8	2	0
	API-7394 sn:PHGFB08012								3.54	3.88	0.2	3.7	1	0
	SC257103													
Call	SC257103	JAMMING [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3361-API-04			4.23	0	0
		Assigned Tech: Kevin Carroll		Received: 2021/05/05 09:41		Response Hours:	3.88		Call Priority: N					
		Caller: -- --		Dispatched: 2021/05/05 12:10		CM Response Hours:	3.88		Bill Code: ACOPI Prepaid Toner					
		Call Desc: Jamming		Arrived: 2021/05/05 13:34		Travel Hours:	1.4							
				Completed 2021/05/05 13:55		Repair Hours:	0.35		Incompleted Needs Parts Urgent, Operational					
						Resolution Hours:	4.23							
Call	SC257174	JAMMING [CM]		Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3361-API-04			3.2	1	0
		Assigned Tech: Kevin Carroll		Received: 2021/05/05 13:56		Response Hours:	3.2		Call Priority: N					
		Caller: -- --		Dispatched: 2021/05/06 08:38		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
		Call Desc: Needs a new print cartridge - Jamming		Arrived: 2021/05/06 08:38		Travel Hours:	0							
				Departure 2021/05/06 08:38		Repair Hours:	0							
						Resolution Hours:	3.2							
	API-7395 sn:													
	API-7396 sn:PHGFC17703								2.44	1.20	1.4	3.8	1	0
	SC245887													
Call	SC245887	False Add Paper Message [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3361-API-04			2.63	0	0
		Assigned Tech: Kevin Carroll		Received: 2021/01/13 11:40		Response Hours:	1.2		Call Priority: N					
		Caller: -- --		Dispatched: 2021/01/13 12:46		CM Response Hours:	1.20		Bill Code: ACOPI Prepaid Toner					
		Call Desc: False add paper		Arrived: 2021/01/13 12:52		Travel Hours:	0.1							
				Completed 2021/01/13 14:18		Repair Hours:	1.43		Incompleted Needs Assistance					

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
									Resolution Hours: 2.63					
Call:	SC245930	False Add Paper Message [CM]		Call In SLA: N/A		SLA Response Hours: 6.00		Contract#: SPC3361-API-04				4.95	1	0
		Assigned Tech: James Boober Caller: -- --		Received: 2021/01/13 14:19 Dispatched: 2021/01/14 07:49		Response Hours: 3.68 CM Response Hours:		Call Priority: N Bill Code: ACOPI Prepaid Toner						
		Call Desc: The printer needs more troubleshooting for a problem of asking to load paper after printing		Arrived: 2021/01/14 09:30 Departure: 2021/01/14 10:46		Travel Hours: 1.68 Repair Hours: 1.27 Resolution Hours: 4.95								
	SC245930													
		ProblemCodes												
		Problem Code: PRINTING ISSUE												
		Resolution Code: Guide/Baffle Repair or Replacement												
API-7397	sn:													
API-7398	sn:													
API-7399	sn:													
API-7400	sn:													
API-7401	sn:													
KYP6130CDN [Kyocera]														
API-7176	sn:													
API-7178	sn:													
API-7179	sn:													
API-7180	sn:													
API-7181	sn:													
API-7182	sn:													
API-7183	sn:													
API-7184	sn:													

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							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7185 sn:												
M401n [HP]												
API-7404 sn:												
TOSHES3505AC [Toshiba]												
API-7218 sn:												
TOSHES5506ACT [Toshiba]							9.16	8.51	0.6	9.8	2	0
API-7208 sn:CHBG15980							9.16	8.51	0.6	9.8	2	0
SC246574												
Call	SC246574	Print / Scan [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04			8.9	0	0
	Assigned Tech:	Kevin Carroll	Received:	2021/01/20 10:44	Response Hours:	8.53	Call Priority:	Medium				
	Caller:	-- --	Dispatched:	2021/01/21 09:40	CM Response Hours:	8.53	Bill Code:	ACOPI Prepaid Toner				
	Call Desc:	not scanning correctly	Arrived:	2021/01/21 10:46	Travel Hours:	1.1						
			Completed:	2021/01/21 11:08	Repair Hours:	0.37						
					Resolution Hours:	8.9						
SC247186												
Call	SC247186	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04			2.45	0	0
	Assigned Tech:	Kevin Carroll	Received:	2021/01/26 12:49	Response Hours:	1.72	Call Priority:	N				
	Caller:	-- --	Dispatched:	2021/01/26 13:17	CM Response Hours:	1.72	Bill Code:	ACOPI Prepaid Toner				
	Call Desc:	streaks	Arrived:	2021/01/26 14:32	Travel Hours:	1.25						
			Completed:	2021/01/26 15:16	Repair Hours:	0.73						
					Resolution Hours:	2.45						
SC250098												
Call	SC250098	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04			4.07	0	0
	Assigned Tech:	Kevin Carroll	Received:	2021/02/24 10:37	Response Hours:	3.8	Call Priority:	N				
	Caller:	-- --	Dispatched:	2021/02/24 13:35	CM Response Hours:	3.80	Bill Code:	ACOPI Prepaid Toner				
	Call Desc:	Needs DSDF tray sensor board	Arrived:	2021/02/24 14:25	Travel Hours:	0.83						
			Completed:	2021/02/24 14:41	Repair Hours:	0.27	Incompleted	Need Parts - Operational				
					Resolution Hours:	4.07						
SC250172												
Call	SC250172	JAMMING [CM]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04			12.22	1	0
	Assigned Tech:	Kevin Carroll	Received:	2021/02/24 14:43	Response Hours:	11.6	Call Priority:	N				
	Caller:	-- --	Dispatched:	2021/02/26 07:39	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner				
	Call Desc:	Needs DSDF tray sensor board	Arrived:	2021/02/26 09:19	Travel Hours:	1.67						
			Departure:	2021/02/26 09:56	Repair Hours:	0.62						
					Resolution Hours:	12.22						
SC255514												
Call	SC255514	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04			14.53	0	0
	Assigned Tech:	Kevin Carroll	Received:	2021/04/16 12:39	Response Hours:	13.9	Call Priority:	N				
	Caller:	Andy 598-8522	Dispatched:	2021/04/20 07:38	CM Response Hours:	13.90	Bill Code:	ACOPI Prepaid Toner				

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call Desc: backgrounding not Monday call andy ahead		Arrived: 2021/04/20 09:33	Travel Hours: 1.92										
			Completed 2021/04/20 10:11	Repair Hours: 0.63	Incompleted Need Parts - Operational									
				Resolution Hours: 14.53										
Call	SC255700 COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							11.32	1	0
	Assigned Tech: Kevin Carroll		Received: 2021/04/20 10:13	Response Hours: 10	Call Priority: N									
	Caller: Andy 598-8522		Dispatched: 2021/04/21 10:28	CM Response Hours:	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Needs fuser p.m. - backgrounding not Monday		Arrived: 2021/04/21 11:43	Travel Hours: 1.25										
			Departure 2021/04/21 13:02	Repair Hours: 1.32										
				Resolution Hours: 11.32										
SC259605														
Call	SC259605 COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							14.87	0	0
	Assigned Tech: Kevin Carroll		Received: 2021/06/01 13:03	Response Hours: 14.58	Call Priority: N									
	Caller: -- --		Dispatched: 2021/06/03 10:14	CM Response Hours: 14.58	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Lines on scans		Arrived: 2021/06/03 10:38	Travel Hours: 0.4										
			Completed 2021/06/03 10:55	Repair Hours: 0.28										
				Resolution Hours: 14.87										
TOSHES7508A [Toshiba]									4.43	2.05	0.5	1.7	0	0
API-7204 sn:CIAG16128									4.43	2.05	0.5	1.7	0	0
SC251418														
Call	SC251418 ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							2.52	0	0
	Assigned Tech: Kevin Carroll		Received: 2021/03/09 08:18	Response Hours: 2.22	Call Priority: N									
	Caller: -- --		Dispatched: 2021/03/09 10:24	CM Response Hours: 2.22	Bill Code: ACOPI Prepaid Toner									
	Call Desc: C471 error needs used fuser.		Arrived: 2021/03/09 10:31	Travel Hours: 0.12										
			Completed 2021/03/09 10:49	Repair Hours: 0.3										
				Resolution Hours: 2.52										
SC251462														
Call	SC251462 Needs Part [O]		Call In SLA: N/A	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							0	0	0
	Assigned Tech: James Boober		Received: 2021/03/09 10:54	Response Hours: 9.18	Call Priority: N									
	Caller: -- --		Dispatched: 2021/03/10 09:51	CM Response Hours:	Bill Code: ACOPI Prepaid Toner									
	Call Desc: Fuser Kevin has on at the shop for this		Arrived: 2021/03/10 11:35	Travel Hours: 1.73										
			Completed 2021/03/10 12:04	Repair Hours: 0.48										
				Resolution Hours: 0										
Problem Codes														
Problem Code: Machine Fault/Error Code/Fault Code														
Resolution Code: Fuser Repair or Replacement														
SC260341														
Call	SC260341 COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours: 6.00	Contract#: SPC3361-API-04							2.55	0	0
	Assigned Tech: Kevin Carroll		Received: 2021/06/08 12:47	Response Hours: 1.88	Call Priority: N									
	Caller: -- --		Dispatched: 2021/06/08 13:11	CM Response Hours: 1.88	Bill Code: ACOPI Prepaid Toner									
	Call Desc: streaks		Arrived: 2021/06/08 14:40	Travel Hours: 1.48										
			Completed 2021/06/08 15:20	Repair Hours: 0.67										

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									Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
							Resolution Hours:	2.55						
X746de [Lexmark]									1.67	1.67	0.9	2.6	0	0
API-7131 sn:75263094G2GX3									1.67	1.67	0.9	2.6	0	0
SC245246														
Call	SC245246	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC3361-API-04					2.57	0	0
		Assigned Tech: Kevin Carroll	Received: 2021/01/07 10:47	Response Hours:	1.67	Call Priority:	N							
		Caller: -- --	Dispatched: 2021/01/07 10:59	CM Response Hours:	1.67	Bill Code:	ACOP1 Prepaid Toner							
		Call Desc: scanner issue and false jamming	Arrived: 2021/01/07 12:27	Travel Hours:	1.47									
			Completed 2021/01/07 13:21	Repair Hours:	0.9	Incompleted Needs Parts Urgent, Operational								
				Resolution Hours:	2.57									
Total									10.42	10.23	24.14	523.84	8	0