

**RSU 37 - A-Copi
FLEET REPORT FY20**



SPC SUMMARY

This fleet service report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet. Because of COVID-19, your volumes dropped by 14%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 59 units under contract with A-Copi, there were 22 service calls on 10 copiers and printers during the fiscal year. Uptime for your fleet was 99.85%, which is very good for the size of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. A-Copi notes their average response time from call to arrival as 4.54 hours, which is above the acceptable average, though there were 9 out of 16 onsite calls that were responded to and completely resolved within 4 hours. The vendor also noted that 75% of the 16 onsite calls were resolved within the first call.

The average model age of your equipment is 5.88 years from date of intro, with 18 units more than 7 years from intro. As models get more than 7 years out from date of introduction parts become harder to locate and repair times may be longer. You may want to consider replacing those machines before too long.

One unit did have 5 service calls during the reporting period. Details of those calls are on the next page.

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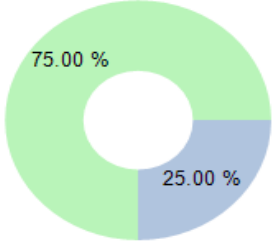
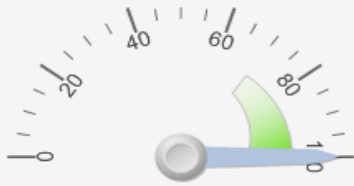
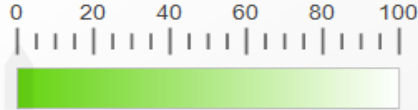
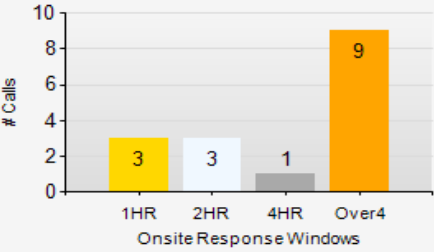
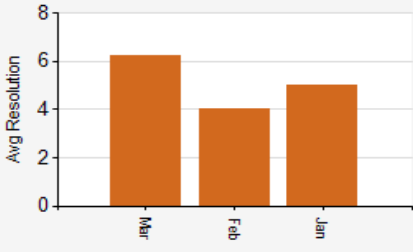
Equipment with 5 or more calls for the reporting period July 1, 2019 to June 30, 2020

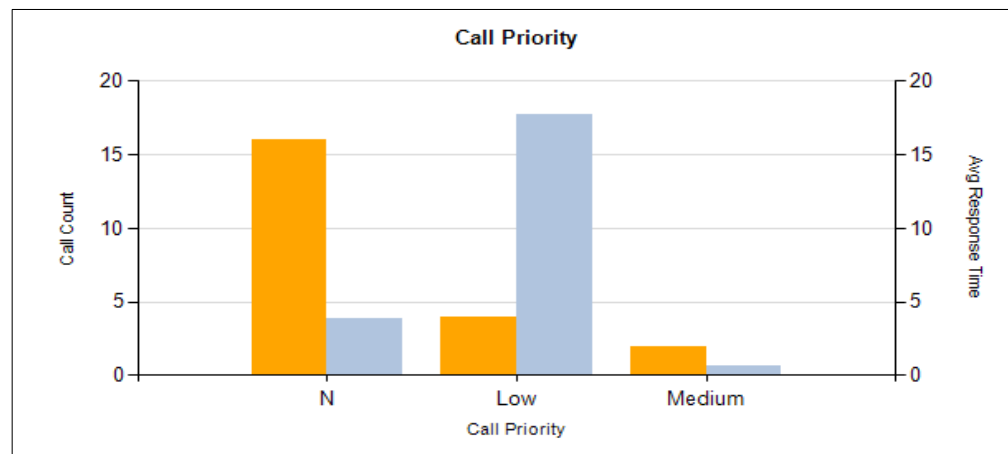
Current Equipment	Location	Serial Number	# Service Calls	Current Total Meter	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Avg Monthly Volume Total	Model Type	Model Age (years)	Reasons for service calls
API-7211[Toshiba/TOSHES5506ACT]	Main Office	CHEG18392	5	582,973	N/A	N/A	N/a	13,013	Color Photocopier	4.25	3 calls were for the stapler not working, with 1 of those calls installing parts; 2 additional calls were for jamming, 1 in the finisher, the other unknown.

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Make/Model	Location	Serial Number	# Service Calls	Avg Response Time (hrs)	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Narraguagus Jr/Sr High School												
API-7131[Lexmark/X746de]	Suite 24 Special Education	75263094G2GX3	0			154	354	152	72	4/1/2012	8.50	Color Laser MFP
API-7176[Kyocera/P6130cdn]	Food Services	V5Q6Y04719	0			78	195	89	146	6/1/2015	5.33	Color Network Printer
API-7178[Kyocera/P6130cdn]	Library	V5Q6Y04757	0			7	4	9	44	6/1/2015	5.33	Color Network Printer
API-7179[Kyocera/P6130cdn]	Guidance Office	V5Q7504854	0			495	253	367	211	6/1/2015	5.33	Color Network Printer
API-7180[Kyocera/P6130cdn]	Outside Room 5	V5Q6Y04755	0			21	27	53	52	6/1/2015	5.33	Color Network Printer
API-7181[Kyocera/P6130cdn]	Room 12	V5Q6Y04747	0			354	442	255	252	6/1/2015	5.33	Color Network Printer
API-7182[Kyocera/P6130cdn]	Room 9	V5Q6Y04744	0			72	70	331	184	6/1/2015	5.33	Color Network Printer
API-7183[Kyocera/P6130cdn]	Room 17	V5Q6Y04753	0			46	75	12	47	6/1/2015	5.33	Color Network Printer
API-7184[Kyocera/P6130cdn]	Room 11 Nurse's room	V5Q6Y04749	0			26	49	173	80	6/1/2015	5.33	Color Network Printer
API-7185[Kyocera/P6130cdn]	Suite 24 Special Education	V5Q7504852	0			197	197	92	68	6/1/2015	5.33	Color Network Printer
API-7204[Toshiba/TOSHES7508A]	Teacher's Room	CIAG16128	1			15,001	0	11,113	0	7/1/2016	4.25	Black Photocopier
API-7208[Toshiba/TOSHES5506ACT]	Main Office	CHBG15980	0			6,460	5,339	4,030	5,043	7/1/2016	4.25	Color Photocopier
API-7215[Toshiba/E-Studio 5508A]	Guidance Office	CIEG19080	0			6,043	0	5,244	0	8/1/2016	4.17	Black Photocopier
API-7218[Toshiba/TOSHES3505AC]	Room 5 Art Room	CFEG63806	0			81	1,099	72	1,033	7/1/2016	4.25	Color Photocopier
API-7219[Toshiba/E-Studio 5508A]	Library	CIEG19112	0			13,393	0	15,518	0	8/1/2016	4.17	Black Photocopier
API-7394[HP/HP M401dn]	Outside Room 25	PHGFB08012	0			1,305	0	1,349	0	6/1/2012	8.33	Black Network Printer
API-7395[HP/HP M401dn]	Outside Room 21	VNG4J04318	0			2,326	0	1,438	0	6/1/2012	8.33	Black Network Printer
API-7396[HP/HP M401dn]	Outside Room 24	PHGFC17703	0			688	0	310	0	6/1/2012	8.33	Black Network Printer
API-7397[HP/HP M401dn]	Outside Room 6	PHGFC19066	0			195	0	224	0	6/1/2012	8.33	Black Network Printer
API-7398[HP/HP M401dn]	Room 14	PHGFF09332	0			2	0	0	0	6/1/2012	8.33	Black Network Printer
API-7399[HP/HP M401dn]	Room 16	VNG4823612	0			437	0	251	0	6/1/2012	8.33	Black Network Printer
API-7400[HP/HP M401dn]	Room 17	PHGFD03438	0			0	0	0	0	6/1/2012	8.33	Black Network Printer
API-7401[HP/HP M401dn]	Room 18	PHGFB06227	0			290	0	176	0	6/1/2012	8.33	Black Network Printer
API-7404[HP/M401n]	Room 1	VNB3S13913	0			188	0	149	0	1/1/2013	7.75	Black Network Printer
TOTALS & AVERAGES			22	4.54	99.85%						5.88	

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75.00%	First Call Effectiveness (OnSite)	99.85%	Machine Availability		NetPromoter Score
75% of 16 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 56760.00. The total # hours (call received until call completed) was 83.46		No survey responses for the period	
4.54 hrs	Average OnSite Reponse Time	5.2 hrs	First Call Fix Avg Resolution Time (On-Site)		Rescheduled Calls Avg TTR Time (first call received until final call closed)
44% of 16 corrective maintenance calls were responded to and completely resolved in under 4 hours		5.2 hrs was the average hours for first call fix from when call opened to problem resolution on 16 calls		All calls completed in first visit!	All Calls completed first call!



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Caller	Call Count
-- --	3
KYP3045DN	
Kyocera P3045dn Laser Printer EQ# API-7166	1
JAMMING	1
P6130cdn	
Kyocera P6130cdn 32PPM Color Printer EQ# API-7172	1
JAMMING	1
Kyocera P6130cdn 32PPM Color Printer EQ# API-7174	1
COPY QUALITY POOR	1
Debbie	2
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7213	2
NETWORKING	2
Don 207-483-2746	1
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ#	1
JAMMING	1
Ed Latham	5
P6130cdn	
Kyocera P6130cdn 32PPM Color Printer EQ# API-7172	2
JAMMING	2
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7212	1
Stapler	1
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ#	2
Finisher Problem	2
Nancy	2
P6130cdn	
Kyocera P6130cdn 32PPM Color Printer EQ# API-7174	2
COPY QUALITY POOR	2

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Caller	Call Count
On Cloud Connect -- --	6
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7211	2
JAMMING	2
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7213	1
Email Issue	1
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDf 75ppm A3 EQ#	1
Stapler	1
Toshiba E-Studio 7508A B/W Digital Copier w/DSDf 75ppm A3 EQ#	1
False Add Paper Message	1
Toshiba E-Studio 7508A B/W Digital Copier w/DSDf 75ppm A3 EQ#	1
ERROR CODE	1
Roxanne	3
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7211	3
Stapler	3
Total	22

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									Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
MSAD # 37			% Calls in SLA	Total Calls	In SLA				10.75	4.54	0.6	3.8	4	0
Daniel W. Merritt Elementary School :			#DIV/0!	0	0									
HP M401dn [HP]														
API-7407 sn:														
HP M401dne [HP]														
API-7406 sn:														
KYP3045DN [Kyocera]														
API-7166 sn:														
P6130cdn [Kyocera]														
API-7164 sn:														
API-7167 sn:														
TOSHES506ACT [Toshiba]														
API-7214 sn:														
TOSHES7508A [Toshiba]														
API-7203 sn:														
X746de [Lexmark]														
API-7130 sn:														
Daniel W. Merritt Elementary School : -			100.00%	2	2									
KYP3045DN [Kyocera]									1.75	1.75	0.7	2.4	0	0
API-7166 sn:VM37402977									1.75	1.75	0.7	2.4	0	0
SC221646														
Call SC221646 JAMMING [CM]						Call In SLA: Yes	SLA Response Hours:	6.00				2.42	0	0
						Received: 2020/03/13 10:25	Response Hours:	1.75						
						Dispatched: 2020/03/13 10:40	CM Response Hours:	1.75						
						Arrived: 2020/03/13 12:10	Travel Hours:	1.5						
						Completed 2020/03/13 12:50	Repair Hours:	0.67						
							Resolution Hours:	2.42						
TOSHES7508A [Toshiba]									4.77	4.77	1.0	5.8	0	0
API-7203 sn:CIAG16126									4.77	4.77	1.0	5.8	0	0
SC217774														
Call SC217774 ERROR CODE [CM]						Call In SLA: Yes	SLA Response Hours:	6.00				5.77	0	0
						Received: 2020/02/13 13:44	Response Hours:	4.77						

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								Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back		
	Caller: On Cloud Connect -- --		Dispatched: 2020/02/14 08:00		CM Response Hours:		4.77	Bill Code: ACOPI Prepaid Toner							
	Call Desc: Call for service CC30 code.		Arrived: 2020/02/14 10:00		Travel Hours:		2								
			Completed 2020/02/14 11:00		Repair Hours:		1								
					Resolution Hours:		5.77								
Harrington Elementary School : 1227			#DIV/0!	0	0										
HP M401dn [HP]															
API-7408 sn:															
API-7409 sn:															
P6130cdn [Kyocera]															
API-7168 sn:															
API-7169 sn:															
API-7170 sn:															
API-7171 sn:															
TOSHES5506ACT [Toshiba]															
API-7211 sn:															
TOSHES7508A [Toshiba]															
API-7202 sn:															
Harrington Elementary School :-			83.333%	6	5										
TOSHES5506ACT [Toshiba]															
API-7211 sn:CHEG18392															
SC211506															
Call	SC211506	Stapler [CM]	Call In SLA: Yes		SLA Response Hours:		6.00	Contract#: SPC3361-API-03					5.22	0	0
	Assigned Tech: Kevin Carroll		Received: 2020/01/02 10:42		Response Hours:		4.88	Call Priority: N							
	Caller: Roxanne		Dispatched: 2020/01/02 13:40		CM Response Hours:		4.88	Bill Code: ACOPI Prepaid Toner							
	Call Desc: Stapler not working		Arrived: 2020/01/02 15:35		Travel Hours:		1.92								
			Completed 2020/01/02 15:55		Repair Hours:		0.33								
					Resolution Hours:		5.22								
SC212115															
Call	SC212115	Stapler [CM]	Call In SLA: Yes		SLA Response Hours:		6.00	Contract#: SPC3361-API-03					4.82	0	0
	Assigned Tech: Kevin Carroll		Received: 2020/01/07 10:41		Response Hours:		4.4	Call Priority: N							
	Caller: Roxanne		Dispatched: 2020/01/07 14:00		CM Response Hours:		4.40	Bill Code: ACOPI Prepaid Toner							

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									Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
	Call Desc: Stapler not working customer requested during school hours			Arrived: 2020/01/07 15:05	Travel Hours:	1.08								
				Completed 2020/01/07 15:30	Repair Hours:	0.42	Incompleted Need Parts - Operational							
					Resolution Hours:	4.82								
Call SC212246	Parts Shipped to Bangor Shop [O]			Call In SLA: Yes	SLA Response Hours:		Contract#: SPC3361-API-03					0	1	0
	Assigned Tech: Kevin Carroll Caller: Roxanne			Received: 2020/01/07 15:56 Dispatched: 2020/01/10 10:00	Response Hours: CM Response Hours:	19.82	Call Priority: Low Bill Code: ACOPI Prepaid Toner							
	Call Desc: Stapler not working customer requested during school hours			Arrived: 2020/01/10 10:15 Departure 2020/01/10 10:35	Travel Hours: Repair Hours: Resolution Hours:	0.25 0.33 0								
SC221994														
Call SC221994	JAMMING [CM]			Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3361-API-03					5.17	0	0
	Assigned Tech: Kevin Carroll Caller: On Cloud Connect -- --			Received: 2020/03/18 08:35 Dispatched: 2020/03/18 12:00	Response Hours: CM Response Hours:	4.92 4.92	Call Priority: N Bill Code: ACOPI Prepaid Toner							
	Call Desc: Jamming			Arrived: 2020/03/18 13:30 Completed 2020/03/18 13:45	Travel Hours: Repair Hours: Resolution Hours:	1.5 0.25 5.17								
SC222601														
Call SC222601	Finisher Problem [CM]			Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3361-API-03					19	0	0
	Assigned Tech: Scott Choiniere Caller: On Cloud Connect -- --			Received: 2020/03/30 09:55 Dispatched: 2020/04/01 10:15	Response Hours: CM Response Hours:	17.67 17.67	Call Priority: High Bill Code: ACOPI Prepaid Toner							
	Call Desc: Wednesday 10-Noon - Cannot reconnect finisher / jamming			Arrived: 2020/04/01 10:35 Completed 2020/04/01 11:55	Travel Hours: Repair Hours: Resolution Hours:	0.33 1.33 19								
TOSHES7508A [Toshiba]								1.75	1.75	0.2	1.9	0	0	
API-7202 sn:CIAG16132								1.75	1.75	0.2	1.9	0	0	
SC222104														
Call SC222104	False Add Paper Message [CM]			Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3361-API-03					1.92	0	0
	Assigned Tech: Kevin Carroll Caller: On Cloud Connect -- --			Received: 2020/03/18 12:00 Dispatched: 2020/03/18 13:45	Response Hours: CM Response Hours:	1.75 1.75	Call Priority: N Bill Code: ACOPI Prepaid Toner							
	Call Desc: False add paper			Arrived: 2020/03/18 13:45 Completed 2020/03/18 13:55	Travel Hours: Repair Hours: Resolution Hours:	0 0.17 1.92								
Milbridge Elementary : 39 Washington			#DIV/0!	0	0									
HP M401dne [HP]														
API-7410 sn:														
API-7411 sn:														
P6130cdn [Kyocera]														
API-7172 sn:														

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										Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
API-7173 sn:															
API-7174 sn:															
TOSHES5506ACT [Toshiba]															
API-7212 sn:															
TOSHES7508A [Toshiba]															
API-7194 sn:															
Milbridge Elementary : - P6130cdn [Kyocera]			90.00%	10	9				20.22	4.05	0.5	3.0		2	0
API-7172 sn:V5Q6Y04751									28.97	5.27	0.6	3.9		1	0
SC219492															
Call SC219492	JAMMING [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#:	SPC3361-API-03							7.55	0	0
	Assigned Tech: Kevin Carroll	Received: 2020/02/27 10:17	Response Hours:	7.3	Call Priority:	N									
	Caller: -- --	Dispatched: 2020/02/28 08:00	CM Response Hours:	7.30	Bill Code:	ACOPI Prepaid Toner									
	Call Desc: False jammed	Arrived: 2020/02/28 09:05	Travel Hours:	1.08											
		Completed 2020/02/28 09:20	Repair Hours:	0.25											
			Resolution Hours:	7.55											
SC221294															
Call SC221294	JAMMING [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC3361-API-03							4.15	0	0
	Assigned Tech: Kevin Carroll	Received: 2020/03/11 09:51	Response Hours:	3.23	Call Priority:	N									
	Caller: Ed Latham	Dispatched: 2020/03/11 11:35	CM Response Hours:	3.23	Bill Code:	ACOPI Prepaid Toner									
	Call Desc: Jamming and back door broken	Arrived: 2020/03/11 13:05	Travel Hours:	1.5											
		Completed 2020/03/11 14:00	Repair Hours:	0.92	Incompleted Need Parts - Operational										
			Resolution Hours:	4.15											
Call SC221431	Tech has parts to install [O]	Call In SLA: Yes	SLA Response Hours:		Contract#:	SPC3361-API-03							0	1	0
	Assigned Tech: Kevin Carroll	Received: 2020/03/11 17:08	Response Hours:	76.37	Call Priority:	High									
	Caller: Ed Latham	Dispatched: 2020/06/09 10:10	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner									
	Call Desc: *Called 4/14 NA* Down please order: 1ea 3/12/2020 4:23 PM Rear cradle	Arrived: 2020/06/09 10:55	Travel Hours:	0.75											
		Departure 2020/06/09 11:25	Repair Hours:	0.5											
			Resolution Hours:	0											
API-7174 sn:V5Q6Y04754									11.46	2.83	0.5	2.1		1	0
SC219644															
Call SC219644	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#:	SPC3361-API-03							1.58	0	0
	Assigned Tech: Kevin Carroll	Received: 2020/02/28 07:47	Response Hours:	1.33	Call Priority:	N									
	Caller: -- --	Dispatched: 2020/02/28 09:20	CM Response Hours:	1.33	Bill Code:	ACOPI Prepaid Toner									
	Call Desc: dark copies	Arrived: 2020/02/28 09:20	Travel Hours:	0											

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									Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
				Completed 2020/02/28 09:35		Repair Hours:	0.25							
						Resolution Hours:	1.58							
SC219880														
Call	SC219880	COPY QUALITY POOR [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3361-API-03			4.83	0	0
		Assigned Tech: Kevin Carroll		Received: 2020/03/02 09:40		Response Hours:	4.33		Call Priority: N					
		Caller: Nancy		Dispatched: 2020/03/02 13:15		CM Response Hours:	4.33		Bill Code: ACOPI Prepaid Toner					
		Call Desc: Red marks on prints		Arrived: 2020/03/02 14:00		Travel Hours:	0.75							
				Completed 2020/03/02 14:30		Repair Hours:	0.5		Incompleted Need Parts - Operational					
						Resolution Hours:	4.83							
Call	SC219998	Needs Part [O]		Call In SLA: Yes		SLA Response Hours:			Contract#: SPC3361-API-03			0	1	0
		Assigned Tech: Kevin Carroll		Received: 2020/03/02 14:42		Response Hours:	28.73		Call Priority: N					
		Caller: Nancy		Dispatched: 2020/03/11 14:00		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
		Call Desc: Working but please order: 1ea 302NR93041		Arrived: 2020/03/11 14:00		Travel Hours:	0							
				Departure 2020/03/11 14:40		Repair Hours:	0.67							
						Resolution Hours:	0							
TOSHES506ACT [Toshiba]									0.27	0.27	0.6	0.7	0	0
API-7212 sn:CHEG18395									0.27	0.27	0.6	0.7	0	0
SC215479														
Call	SC215479	Stapler [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3361-API-03			0.67	0	0
		Assigned Tech: James Boober		Received: 2020/01/29 10:25		Response Hours:	0.27		Call Priority: N					
		Caller: Ed Latham		Dispatched: 2020/01/29 10:15		CM Response Hours:	0.27		Bill Code: ACOPI Prepaid Toner					
		Call Desc: Stapler issue		Arrived: 2020/01/29 10:30		Travel Hours:	0.25							
				Completed 2020/01/29 11:05		Repair Hours:	0.58							
						Resolution Hours:	0.67							
TOSHES7508A [Toshiba]									12.13	0.64	0.5	0.8	1	0
API-7194 sn:CIAG16133									12.13	0.64	0.5	0.8	1	0
SC215480														
Call	SC215480	Stapler [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3361-API-03			1.32	0	0
		Assigned Tech: James Boober		Received: 2020/01/29 10:26		Response Hours:	0.65		Call Priority: N					
		Caller: On Cloud Connect -- --		Dispatched: 2020/01/29 11:05		CM Response Hours:	0.65		Bill Code: ACOPI Prepaid Toner					
		Call Desc: Stapler issue		Arrived: 2020/01/29 11:05		Travel Hours:	0							
				Completed 2020/01/29 11:45		Repair Hours:	0.67							
						Resolution Hours:	1.32							
SC216549														
Call	SC216549	Finisher Problem [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3361-API-03			1.13	0	0
		Assigned Tech: Kevin Carroll		Received: 2020/02/05 10:17		Response Hours:	0.63		Call Priority: Medium					
		Caller: Ed Latham		Dispatched: 2020/02/05 10:45		CM Response Hours:	0.63		Bill Code: ACOPI Prepaid Toner					
		Call Desc: Finisher aligning bracket broke		Arrived: 2020/02/05 10:55		Travel Hours:	0.17							
				Completed 2020/02/05 11:25		Repair Hours:	0.5		Incompleted Need Parts - Not Operational					
						Resolution Hours:	1.13							

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										Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
Call	SC216578	Parts Shipped to Bangor Shop [O]	Call In SLA: Yes	SLA Response Hours:		Contract#:	SPC3361-API-03						0	1	0
		Assigned Tech: Kevin Carroll	Received: 2020/02/05 11:29	Response Hours:	35.1	Call Priority:	Low								
		Caller: Ed Latham	Dispatched: 2020/02/11 10:35	CM Response Hours:		Bill Code:	ACOPI Prepaid Toner								
		Call Desc: finisher bracket 1x 6lk58202000	Arrived: 2020/02/11 12:35	Travel Hours:	2										
			Departure 2020/02/11 12:55	Repair Hours:	0.33										
				Resolution Hours:	0										
MSAD # 37 : 1020 Sacarap Road			#DIV/0!	0	0										
E-Studio 4508A [Toshiba]															
API-7126 sn:															
HP M401dn [HP]															
API-7402 sn:															
HP M605dn [HP]															
API-7330 sn:															
API-7331 sn:															
KYP3045DN [Kyocera]															
API-7165 sn:															
P6130cdn [Kyocera]															
API-7175 sn:															
API-7177 sn:															
TOSHES5506ACT [Toshiba]															
API-7213 sn:															
MSAD # 37 : -MissingAddress			0.00%	1	0										
TOSHES5506ACT [Toshiba]								3.99	8.08	0.6	3.1	0	0		
API-7213 sn:CHEG18396								3.99	8.08	0.6	3.1	0	0		
SC215241															
Call	SC215241	Email Issue [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#:	SPC3361-API-03						9.33	0	0
		Assigned Tech: James Boober	Received: 2020/01/28 09:25	Response Hours:	8.08	Call Priority:	N								
		Caller: On Cloud Connect -- --	Dispatched: 2020/01/29 07:45	CM Response Hours:	8.08	Bill Code:	ACOPI Prepaid Toner								
		Call Desc: scanning/ email to vendor Debby until 12	Arrived: 2020/01/29 09:00	Travel Hours:	1.25										
			Completed 2020/01/29 10:15	Repair Hours:	1.25										
				Resolution Hours:	9.33										
SC222283															

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FLEET REPORT FY20[illegible]

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									Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
P6130cdn [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:														
API-7185 sn:														
TOSHES3505AC [Toshiba]														
API-7218 sn:														
TOSHES5506ACT [Toshiba]														
API-7208 sn:														
TOSHES7508A [Toshiba]														
API-7204 sn:														
X746de [Lexmark]														
API-7131 sn:														
Narraguagus Jr/Sr High School : -			0.00%	1	0									
TOSHES7508A [Toshiba]									6.67	6.67	1.9	8.6	0	0
API-7204 sn:CIAG16128									6.67	6.67	1.9	8.6	0	0
SC212557														
Call SC212557	JAMMING [CM]					Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3361-API-03			8.58	0	0
	Assigned Tech: James Boober					Received: 2020/01/09 10:50	Response Hours:	6.67	Call Priority: N					

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									Response Hours	CMResponse Hours	Repair Hours	Resolutio n Time	Reschedul ed	Call Back
	Caller: Don 207-483-2746			Dispatched: 2020/01/10 07:45		CM Response Hours: 6.67		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Jamming everywhere.			Arrived: 2020/01/10 09:00		Travel Hours: 1.25								
				Completed 2020/01/10 10:55		Repair Hours: 1.92								
						Resolution Hours: 8.58								
Total									10.75	4.54	13.42	83.46	4	0