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 41%, which likely has an effect on the number of service calls on your equipment for FY20.

Out of 128 units under contract with A-Copi, there were 51 service calls on 34 copiers and printers during the fiscal year. Uptime for your fleet was 99.93%, which is excellent 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 6.27 hours, which is higher than preferred, but they do note that 50% of 20 corrective calls were responded to and resolved in under four hours. They also noted that 78% of their corrective, onsite calls were resolved on the first call. No units had more than 4 service calls, which is also excellent.

The average model age of your equipment is 3.94 years from date of intro, with 2 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.

Make/Model	Location	# Service Calls	Avg Response Time	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Bonny Eagle High School											
API-7216[Toshiba/TOSHES5506ACT]	Attendance Office	1			6,075	3,477	6,371	2,162	7/1/2016	4.25	Color Photocopier
API-7217[Toshiba/TOSHES5506ACT]	Special Ed Room 121	2			13,648	6,258	9,548	3,311	7/1/2016	4.25	Color Photocopier
API-7220[Toshiba/TOSHES7508A]	2nd Floor New Wing, Teacher's Room	1			26,456	0	15,932	0	7/1/2016	4.25	Black Photocopier
API-7221[Toshiba/TOSHES7508A]	Copy Room	1			5,635	0	2,370	0	7/1/2016	4.25	Black Photocopier
API-7222[Toshiba/TOSHES7508A]	2nd Floor Old Wing, Teacher's Room	1			22,671	0	16,321	0	7/1/2016	4.25	Black Photocopier
API-7224[Toshiba/TOSHES5506ACT]	Principal's Office	2			4,983	2,361	5,508	1,575	7/1/2016	4.25	Color Photocopier
API-7225[Toshiba/E-Studio 5508A]	2nd Floor Learning Center	0			20,125	0	10,754	0	8/1/2016	4.17	Black Photocopier
API-7228[Toshiba/TOSHES8508A]	3rd Floor Old Wind, Learning Center	1			27,949	0	13,331	0	7/1/2016	4.25	Black Photocopier
API-7230[Toshiba/TOSHES3505AC]	Automotive	0			721	1,617	304	110	7/1/2016	4.25	Color Photocopier
API-7231[Toshiba/TOSHES3505AC]	Room 103	1			4,284	75	2,828	168	7/1/2016	4.25	Color Photocopier
API-7240[Toshiba/E-Studio 4508A]	2nd Floor Old Wing, Teacher's Room	1			2,598	0	943	0	7/1/2016	4.25	Black Photocopier
API-7288[Kyocera/KYP2040DW]	Lunch Room Office	0			296	0	254	0	4/1/2017	3.50	Black Network Printer
API-7289[Kyocera/KYP2040DW]	Attendance Office	0			223	0	136	0	4/1/2017	3.50	black Network Printer
API-7292[Kyocera/KYP2040DW]	Custodial Office	0			268	0	245	0	4/1/2017	3.50	Black Network Printer
API-7296[Kyocera/KYP2040DW]	Room 101	0			174	0	81	0	4/1/2017	3.50	Black Network Printer
API-7298[Kyocera/KYP2040DW]	Portable Room 10	0			275	0	115	0	4/1/2017	3.50	Black Network Printer
API-7301[Kyocera/KYP2040DW]	Shop Class	0			174	0	1	0	4/1/2017	3.50	Black Network Printer
API-7302[Kyocera/KYP2040DW]	Room 220	0			114	0	0	0	4/1/2017	3.50	Black Network Printer
API-7304[Kyocera/KYP2040DW]	Room 108	0			23	0	11	0	4/1/2017	3.50	Black Network Printer
API-7338[Kyocera/KYP3045DN]	Room 103	0			51	0	0	0	4/1/2017	3.50	Black Network Printer
API-7339[Kyocera/KYP3045DN]	Portable Room 13	0			396	0	293	0	4/1/2017	3.50	Black Network Printer
API-7340[Kyocera/KYP3045DN]	Portable Room 11	0			1,011	0	817	0	4/1/2017	3.50	Black Network Printer
API-7341[Kyocera/KYP3045DN]	Office adjacent to Student Services	0			553	0	503	0	4/1/2017	3.50	Black Network Printer
API-7345[Kyocera/KYP3045DN]	Music Room	0			654	0	271	0	4/1/2017	3.50	Black Network Printer
API-7381[Toshiba/E-Studio 4508A]	Special Ed Room 121	0			3,224	0	3,964	0	7/1/2016	4.25	Black Photocopier
API-7413[Toshiba/E-Studio 4508A]	Room 227	0			5,186	0	3,176	0	7/1/2016	4.25	Black Photocopier
API-7428[Toshiba/E-Studio 4505AC]	Guidance Office	1			561	4,739	684	2,441	7/1/2016	4.25	Color Photocopier
API-7429[Toshiba/TOSHES3505AC]	IT Office	0			45	150	52	106	7/1/2016	4.25	Color Photocopier
Bonny Eagle Middle School											
API-7239[Toshiba/TOSHES7508A]	Library	2			12,082	0	6,901	0	7/1/2016	4.25	Black Photocopier
API-7241[Toshiba/E-Studio 4508A]	Room 202	0			9,337	0	3,089	0	7/1/2016	4.25	Black Photocopier
API-7249[Toshiba/TOSHES5506ACT]	Principal's Office	1			5,496	4,337	7,664	3,357	7/1/2016	4.25	Color Photocopier
API-7300[Kyocera/P5026cdw]	IT Hot Swap	0			0	0	0	0	6/1/2017	3.33	Color Network Printer
API-7305[Kyocera/KYP2040DW]	Cafeteria	0			173	0	152	0	4/1/2017	3.50	Black Network Printer
API-7306[Kyocera/KYP2040DW]	Custodian's Office near Room 41	0			45	0	77	0	4/1/2017	3.50	Black Network Printer
API-7308[Kyocera/KYP2040DW]	IT Hot Swap	0			105	0	64	0	4/1/2017	3.50	Black Network Printer
API-7309[Kyocera/KYP2040DW]	IT Hot Swap	2			74	0	128	0	4/1/2017	3.50	Black Network Printer

Make/Model	Location	# Service Calls	Avg Response Time	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
API-7310[Kyocera/KYP2040DW]	IT Hot Swap	0			110	0	24	0	4/1/2017	3.50	Black Network Printer
API-7311[Kyocera/KYP2040DW]	IT Hot Swap	0			36	0	24	0	4/1/2017	3.50	Black Network Printer
API-7312[Kyocera/KYP2040DW]	Room 162	0			212	0	102	0	4/1/2017	3.50	Black Network Printer
API-7313[Kyocera/KYP2040DW]	Physical Education Office	0			224	0	65	0	4/1/2017	3.50	Black Network Printer
API-7314[Kyocera/KYP2040DW]	Room 63	0			590	0	254	0	4/1/2017	3.50	Black Network Printer
API-7373[Toshiba/TOSHES7508A]	Room 216	1			20,811	0	13,198	0	7/1/2016	4.25	Black Photocopier
API-7374[Toshiba/E-Studio 5508A]	Copy Room 2	1			14,831	0	9,705	0	8/1/2016	4.17	Black Photocopier
API-7383[Toshiba/E-Studio 4508A]	Room 34	0			8,360	0	4,264	0	7/1/2016	4.25	Black Photocopier
API-7384[Toshiba/E-Studio 4508A]	Reception	0			2,400	0	2,354	0	7/1/2016	4.25	Black Photocopier
API-7385[Toshiba/E-Studio 4508A]	Guidance	1			9,903	0	4,148	0	7/1/2016	4.25	Black Photocopier
API-7389[Toshiba/TOSHES7508A]	Copy Room 1	1			19,582	0	14,519	0	7/1/2016	4.25	Black Photocopier
Buxton Center Elementary School											
API-7037[Kyocera/KYP3045DN]	Kitchen, Food Services	0			440	0	530	0	4/1/2017	3.50	Black Network Printer
API-7223[Toshiba/TOSHES7508A]	Pine Tree Hall, Team Room C122	1			27,519	0	11,995	0	7/1/2016	4.25	Black Photocopier
API-7227[Toshiba/TOSHES5506ACT]	Work Room A122	3			10,764	5,552	9,844	3,585	7/1/2016	4.25	Color Photocopier
API-7229[Toshiba/TOSHES7508A]	Oak Tree, Team Room B231	0			20,256	0	7,578	0	7/1/2016	4.25	Black Photocopier
API-7232[Toshiba/E-Studio 5508A]	Team Room B117	0			15,242	0	7,725	0	8/1/2016	4.17	Black Photocopier
API-7242[Toshiba/E-Studio 4508A]	Maple Tree, Staff Room D117	0			6,678	0	3,921	0	7/1/2016	4.25	Black Photocopier
API-7315[Kyocera/KYP2040DW]	2nd Floor, Pine Tree Lab, Room C202	0			13	0	0	0	4/1/2017	3.50	Black Network Printer
API-7326[HP/HP M605dn]	Principal's Secretary	0			670	0	574	0	4/1/2017	3.50	Black Network Printer
API-7334[HP/HP M605dn]	Main Office	0			1,031	0	555	0	4/1/2017	3.50	Black Network Printer
API-7346[Kyocera/KYP3045DN]	Band Room	0			254	0	62	0	4/1/2017	3.50	Black Network Printer
API-7347[Kyocera/KYP3045DN]	Library	0			753	0	270	0	4/1/2017	3.50	Black Network Printer
API-7376[Toshiba/E-Studio 5508A]	Pine Tree Hall, Team Room C214	0			11,043	0	4,497	0	8/1/2016	4.17	Black Photocopier
API-7412[Toshiba/E-Studio 4508A]	Maple Tree, Team Room D215	1			9,245	0	5,809	0	7/1/2016	4.25	Black Photocopier
API-7438[Toshiba/E-Studio 1057]	Maple Tree Staff Room D132	4			35,825	0	19,111	0	1/1/2015	5.75	High Prod.Black Photocopier
Edna Libby School											
API-7235[Toshiba/TOSHES7508A]	Upstairs Hall	1			24,862	0	10,618	0	7/1/2016	4.25	Black Photocopier
API-7238[Toshiba/TOSHES7508A]	Lower Common Area	1			22,957	0	6,940	0	7/1/2016	4.25	Black Photocopier
API-7248[Toshiba/TOSHES5506ACT]	Principal's Office	3			6,664	3,954	4,666	1,563	7/1/2016	4.25	Color Photocopier
API-7350[Kyocera/KYP2040DW]	Kitchen, Food Services	0			210	0	160	0	4/1/2017	3.50	Black Network Printer
API-7351[Kyocera/KYP2040DW]	1st Floor Admin	0			300	0	321	0	4/1/2017	3.50	Black Network Printer
George E Jack School		0									
API-3609[Toshiba/TOSHES456]	moved to the Tech office	0			832	0	350	0	2/1/2012	8.67	Black Photocopier
API-7247[Toshiba/TOSHES5506ACT]	Main Office	2			2,143	1,370	6,952	2,059	7/1/2016	4.25	Color Photocopier
API-7352[Kyocera/KYP2040DW]	Food Services - Kitchen	2			220	0	182	0	4/1/2017	3.50	Black Network Printer

Make/Model	Location	# Service Calls	Avg Response Time	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
API-7358[Kyocera/KYP2040DW]	Library	0			89	0	10	0	4/1/2017	3.50	Black Network Printer
API-7377[Toshiba/E-Studio 5508A]	Computer Lab, Downstairs	2			17,050	0	8,376	0	8/1/2016	4.17	Black Photocopier
API-7390[Toshiba/TOSHES7508A]	Downstairs Near Custodial Office.	2			24,254	0	6,113	0	7/1/2016	4.25	Black Photocopier
H.B. Emery Jr. School											
API-7226[Toshiba/TOSHES5506ACT]	Main Office, Copy Room	1			7,310	5,668	8,587	2,934	7/1/2016	4.25	Color Photocopier
API-7354[Kyocera/KYP2040DW]	Food Services - Kitchen	0			647	0	479	0	4/1/2017	3.50	Black Network Printer
API-7360[Kyocera/KYP2040DW]	Admin Area, Room 16	0			175	0	143	0	4/1/2017	3.50	Black Network Printer
API-7368[Kyocera/KYP2040DW]	Principal's Office	0			0	0	0	0	4/1/2017	3.50	Black Network Printer
API-7375[Toshiba/E-Studio 5508A]	Hall / Computer Lab	0			11,912	0	3,893	0	8/1/2016	4.17	Black Photocopier
API-7391[Toshiba/E-Studio 5508A]	Hall outside Kitchen, K Classes	0			10,698	0	3,666	0	8/1/2016	4.17	Black Photocopier
API-7286[Kyocera/KYP2040DW]	Unknown	0			0	0	0	0	4/1/2017	3.50	Black Network Printer
Hollis Elementary School											
API-7244[Toshiba/TOSHES7508A]	Teacher's Room	0			12,748	0	5,338	0	7/1/2016	4.25	Black Photocopier
API-7245[Toshiba/TOSHES5506ACT]	Main Office	0			3,506	5,268	4,704	4,041	7/1/2016	4.25	Color Photocopier
API-7349[Kyocera/KYP2040DW]	Portable 2	0			253	0	156	0	4/1/2017	3.50	Black Network Printer
API-7359[Kyocera/KYP2040DW]	Kitchen, Food Services	0			339	0	218	0	4/1/2017	3.50	Black Network Printer
API-7378[Toshiba/E-Studio 5508A]	Old Wing, Room 27	0			14,132	0	6,310	0	8/1/2016	4.17	Black Photocopier
API-7379[Toshiba/E-Studio 5508A]	New Wing Hall, Room 16	0			11,450	0	4,429	0	8/1/2016	4.17	Black Photocopier
API-7380[Toshiba/E-Studio 4508A]	Cafeteria Hallway	0			3,807	0	2,178	0	7/1/2016	4.25	Black Photocopier
API-7388[Toshiba/E-Studio 5508A]	Library	0			848	0	622	0	8/1/2016	4.17	Black Photocopier
API-7357[Kyocera/KYP2040DW]	Computer Lab				357	0	92	0	4/1/2017	3.50	Black Network Printer
MSAD 6 Adult Education											
API-7250[Toshiba/TOSHES5506ACT]	Adult Ed Office	1			2,198	1,051	1,646	857	7/1/2016	4.25	Color Photocopier
API-7362[Kyocera/KYP2040DW]	Adult Ed Testing Room 2	0			7	0	0	0	4/1/2017	3.50	Black Network Printer
API-7363[Kyocera/KYP2040DW]	Adult Ed Testing Room	0			134	0	122	0	4/1/2017	3.50	Black Network Printer
MSAD 6 Alternative Education											
API-7243[Toshiba/E-Studio 4508A]	Alt Ed Library	0			5,838	0	3,173	0	7/1/2016	4.25	Black Photocopier
API-7365[Kyocera/KYP2040DW]	Alt Ed Room 2	0			176	0	14	0	4/1/2017	3.50	Black Network Printer
API-7382[Toshiba/E-Studio 4508A]	Alt Ed	0			1,111	0	298	0	7/1/2016	4.25	Black Photocopier
MSAD 6 District Office											
API-3147[Toshiba/EStudio 256]	Accounts Payable	1			678	0	524	0	2/1/2012	8.67	Black Photocopier
API-7004[Toshiba/E-Studio 6508A]	Business Office Hall	0			10,266	0	8,404	0	8/1/2016	4.17	Black Photocopier
API-7106[Toshiba/E-Studio 6508A]	Superintendent's Hall	0			3,717	0	4,239	0	8/1/2016	4.17	Black Photocopier
API-7233[Toshiba/TOSHES5506ACT]	Business Office	0			3,982	4,328	3,893	2,334	7/1/2016	4.25	Color Photocopier
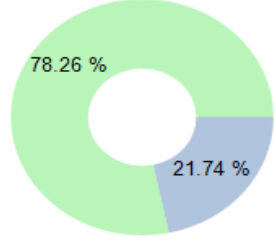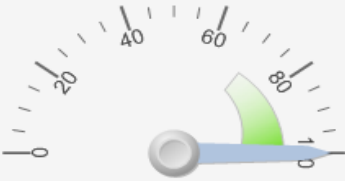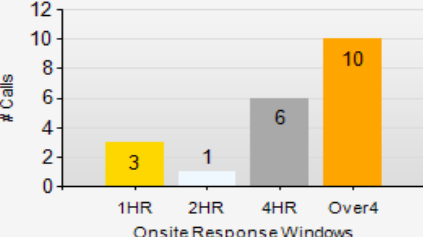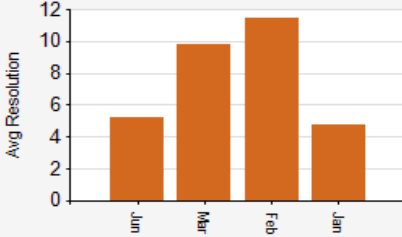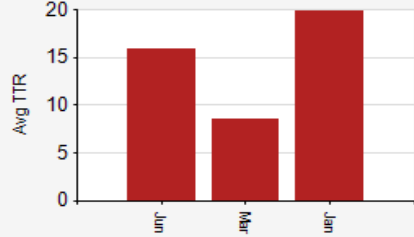
Make/Model	Location	# Service Calls	Avg Response Time	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
API-7236[Toshiba/TOSHES5506ACT]	Superintendent's Hall	1			1,241	3,006	1,514	1,827	7/1/2016	4.25	Color Photocopier
API-7332[HP/HP M605dn]	Business Office	0			1,849	0	1,627	0	4/1/2017	3.50	Black Network Printer
API-7333[HP/HP M605dn]	Superintendent's Secretary	0			490	0	662	0	4/1/2017	3.50	Black Network Printer
API-7342[Kyocera/KYP3045DN]	Curriculum	0			615	0	728	0	4/1/2017	3.50	Black Network Printer
API-7343[Kyocera/KYP3045DN]	Food Service	0			137	0	0	0	4/1/2017	3.50	Black Network Printer
API-7344[Kyocera/KYP3045DN]	Special Education	0			120	0	0	0	4/1/2017	3.50	Black Network Printer
API-7348[HP/HP M605dn]	Payroll	0			3,734	0	3,892	0	4/1/2017	3.50	Black Network Printer
API-7361[Kyocera/KYP2040DW]	Central Office	0			5	0	12	0	4/1/2017	3.50	Black Network Printer
API-7364[Kyocera/KYP2040DW]	Business Manager's Office	0			71	0	2	0	4/1/2017	3.50	Black Network Printer
API-7366[Kyocera/KYP2040DW]	HR Office	0			936	0	989	0	4/1/2017	3.50	Black Network Printer
API-7369[Kyocera/KYP2040DW]	HR Meeting Space	0			118	0	714	0	4/1/2017	3.50	Black Network Printer
API-7371[Toshiba/TOSHES3505AC]	Special Education	0			3,127	1,100	2,494	1,323	7/1/2016	4.25	Color Photocopier
API-8354[HP/M607dn]		0			1,743	0	1,250	0	5/1/2017	3.42	Black Network Printer
MSAD 6 Maintenance											
API-7372[Toshiba/TOSHES3505AC]	Maintenance Office	0			1,541	751	1,345	304	7/1/2016	4.25	Color Photocopier
API-7427[Toshiba/E-Studio 4505AC]	Office	0			857	648	257	389	7/1/2016	4.25	Color Photocopier
MSAD 6 Technology											
API-7287[Kyocera/KYP2040DW]	Storage	0			0	0	0	0	4/1/2017	3.50	Black Network Printer
API-7291[Kyocera/KYP2040DW]	AV Room	0			4	0	20	0	4/1/2017	3.50	Black Network Printer
API-7295[Kyocera/KYP2040DW]	Storage	0			0	0	0	0	4/1/2017	3.50	Black Network Printer
API-7297[Kyocera/KYP2040DW]	Storage	0			0	0	0	0	4/1/2017	3.50	Black Network Printer
API-7299[Kyocera/P5026cdw]	Storage	0			0	0	0	0	6/1/2017	3.33	Color Network Printer
API-7303[Kyocera/KYP2040DW]	Storage	0			0	0	0	0	4/1/2017	3.50	Black Network Printer
API-7307[Kyocera/KYP2040DW]	Storage	0			0	0	0	0	4/1/2017	3.50	Black Network Printer
API-7367[Kyocera/KYP2040DW]	Storage	0			0	0	0	0	4/1/2017	3.50	Black Network Printer
API-7425[Toshiba/TOSHES3505AC]	Tech Director	0			77	610	51	605	7/1/2016	4.25	Color Photocopier
API-7426[Toshiba/TOSHES3505AC]	1st Floor Hall	0			83	232	71	194	7/1/2016	4.25	Color Photocopier
MSAD 6 Transportation											
API-7234[Toshiba/TOSHES5506ACT]	Main Office	2			3,362	2,341	4,421	2,052	7/1/2016	4.25	Color Photocopier
Steep Falls School											
API-7237[Toshiba/E-Studio 5508A]	Teacher's Room	0			3,380	0	1,297	0	8/1/2016	4.17	Black Photocopier
API-7337[Kyocera/KYP3045DN]	Main Office	0			475	0	249	0	4/1/2017	3.50	Black Network Printer
API-7356[Kyocera/KYP2040DW]	Kitchen, Food Services	0			208	0	133	0	4/1/2017	3.50	Black Network Printer
API-7431[Toshiba/TOSHES5506ACT]	Hall	2			6,216	6,421	4,422	1,561	7/1/2016	4.25	Color Photocopier

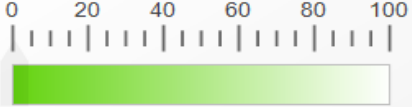| Make/Model	Location	# Service Calls	Avg Response Time	Uptime%	Projected Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Black	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
TOTALS & AVERAGES		51	6.27	99.93%	5,328	2,840	3,286	1,689		3.94	

RSU 6 - A-COPI
FLEET REPORT FY20

78.26%	**First Call Effectiveness (OnSite)**	**99.93%**	**Machine Availability**		**NetPromoter Score**

78% of 23 OnSite CM visits were resolved in ONE visit for the reporting period

78.26 %
21.74 %

Total target service hours for all contract machines during period was 264888.00. The total # hours (call received until call completed) was 187.27

No survey responses for the period

6.27 hrs	Average OnSite Reponse Time	**7.2 hrs**	First Call Fix Avg Resolution Time (On-Site)	**14.7 hrs**	Rescheduled Calls Avg TTR Time (first call received until final call closed)

50% of 20 corrective maintenance calls were responded to and completely resolved in under 4 hours

Onsite Response Windows
1HR: 3
2HR: 1
4HR: 6
Over4: 10

7.2 hrs was the average hours for first call fix from when call opened to problem resolution on 20 calls

Avg Resolution (Jun, Mar, Feb, Jan)

14.7 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 3 rescheduled service calls.

Avg TTR (Jun, Mar, Jan)

Call Priority

Call Count / Avg Response Time — High, N, Low, Medium
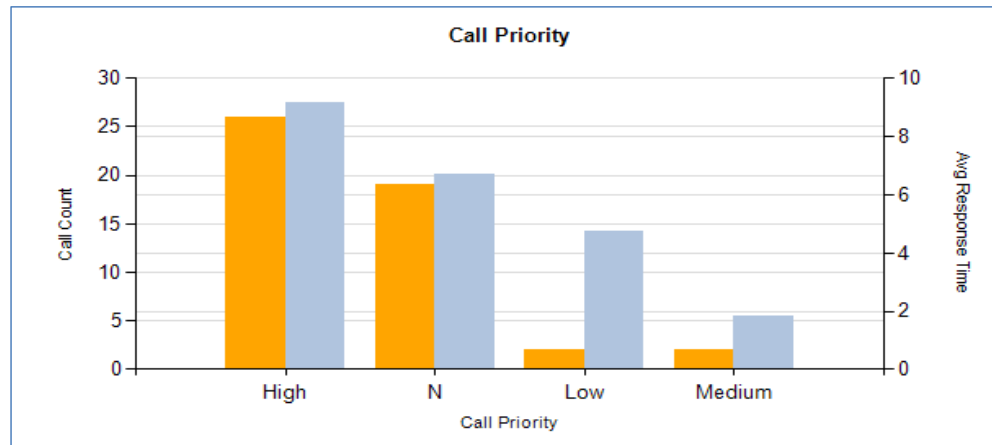
RSU 6 - A-COPI
FLEET REPORT FY20

Caller	Call Count
-- --	20
E-Studio 1057	
Toshiba E-Studio 1057 Digital Copier EQ# API-7438	3
Needs Part	3
E-Studio 4508A	
Toshiba E-Studio 4508A MFP EQ# API-7385	1
ADF Issues	1
E-Studio 5508A	
Toshiba E-Studio 5508A Digital Copier w/DSDF EQ# API-7377	1
False Close Door Message	1
TOSHES3505AC	
Toshiba E-Studio 3505AC Digital Color MFP 35ppm EQ# API-7231	1
Empty Waste Container	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7224	1
LCF Problems	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7226	1
COPY QUALITY POOR	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7227	3
COPY QUALITY POOR	3
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7234	2
COPY QUALITY POOR	2
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7236	1
Finisher Problem	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7248	1
COPY QUALITY POOR	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7431	2
ERROR CODE	2
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7238	1

Caller	Call Count
TONER ISSUE	1
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7239	2
Parts Complete on Shelf	2
Diane Perry	2
E-Studio 4508A	
Toshiba E-Studio 4508A MFP EQ# API-7412	1
COPY QUALITY POOR	1
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7223	1
JAMMING	1
Jason Morrell	6
E-Studio 5508A	
Toshiba E-Studio 5508A Digital Copier w/DSDF EQ# API-7377	1
Call entered via Remote Tech	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7247	1
Call entered via Remote Tech	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7248	1
Call entered via Remote Tech	1
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7235	1
Call entered via Remote Tech	1
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7390	2
Call entered via Remote Tech	2
Lori Spencer	2
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7217	2
LCF Problems	2
Marshal	1
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7220	1
Call entered via Remote Tech	1

RSU 6 - A-COPI
FLEET REPORT FY20

Caller	Call Count
Marshall	14
E-Studio 1057	
Toshiba E-Studio 1057 Digital Copier EQ# API-7438	1
Call entered via Remote Tech	1
E-Studio 4505AC	
Toshiba E-Studio Color Copier EQ# API-7428	1
Call entered via Remote Tech	1
E-Studio 4508A	
Toshiba E-Studio 4508A MFP EQ# API-7240	1
Call entered via Remote Tech	1
E-Studio 5508A	
Toshiba E-Studio 5508A Digital Copier w/DSDF EQ# API-7374	1
Call entered via Remote Tech	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7216	1
Call entered via Remote Tech	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7224	1
Call entered via Remote Tech	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7248	1
Call entered via Remote Tech	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7249	1
Call entered via Remote Tech	1
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7250	1
Call entered via Remote Tech	1
TOSHES7508A	
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7221	1
Call entered via Remote Tech	1
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7222	1
Call entered via Remote Tech	1
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7373	1
Call entered via Remote Tech	1
Toshiba E-Studio 7508A B/W Digital Copier w/DSDF 75ppm A3 EQ# API-7389	1

RSU 6 - A-COPI
FLEET REPORT FY20

Caller	Call Count
Call entered via Remote Tech	1
TOSHES8508A	
Toshiba E-Studio 8508A Digital Copier w/DSDF EQ# API-7228	1
Call entered via Remote Tech	1
On Cloud Connect -- 929-2323 --	1
EStudio 256	
Toshiba Estudio 256 copier EQ# API-3147	1
Touchscreen not working	1
Paul Emery	2
KYP2040DW	
Kyocera P2040dw Desktop Printer EQ# API-7309	2
ERROR CODE	2
Sharon Norman	1
TOSHES5506ACT	
Toshiba Estudio 5506AC Coloer MFP Coier 55ppm EQ# API-7247	1
print issue	1
Total	**49**

			% Calls in SLA	Total Calls	In SLA			Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Edna Libby School								4.61	6.27	0.9	3.8	7	0
Bonny Eagle High School : 700 Saco			#DIV/0!	0	0								
E-Studio 4505AC [Toshiba]													
API-7428 sn:													
E-Studio 4508A [Toshiba]													
API-7240 sn:													
API-7381 sn:													
API-7413 sn:													
E-Studio 5508A [Toshiba]													
API-7225 sn:													
KYP2040DW [Kyocera]													
API-7286 sn:													
API-7287 sn:													
API-7288 sn:													
API-7289 sn:													
API-7291 sn:													
API-7292 sn:													
API-7295 sn:													
API-7296 sn:													
API-7297 sn:													
API-7298 sn:													
API-7301 sn:													
API-7302 sn:													

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7303 sn:													
API-7304 sn:													
KYP3045DN [Kyocera]													
API-7338 sn:													
API-7339 sn:													
API-7340 sn:													
API-7341 sn:													
API-7345 sn:													
P5026cdw [Kyocera]													
API-7299 sn:													
TOSHES3505AC [Toshiba]													
API-7230 sn:													
API-7231 sn:													
API-7429 sn:													
TOSHES5506ACT [Toshiba]													
API-7216 sn:													
API-7217 sn:													
API-7224 sn:													
TOSHES7508A [Toshiba]													
API-7220 sn:													
API-7221 sn:													

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7222 sn:													
TOSHES8508A [Toshiba]													
API-7228 sn:													
Bonny Eagle High School : -			33.333%	3	1								
E-Studio 4505AC [Toshiba]								0.22		1.1	0.0	0	0
API-7428 sn:CFCG51584								0.22		1.1	0.0	0	0
SC213575													
Call SC213575	Call entered via Remote Tech [O]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-03			0	0	0
	Assigned Tech: Marshall Rader			Received: 2020/01/16 11:57		Response Hours:	0.22	Call Priority: High					
	Caller: Marshall			Dispatched: 2020/01/16 12:09		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Courtesy Call			Arrived: 2020/01/16 12:10		Travel Hours:	0.02						
				Completed 2020/01/16 13:16		Repair Hours:	1.1						
						Resolution Hours:	0						
E-Studio 4508A [Toshiba]								0.02		0.7	0.0	0	0
API-7240 sn:CGKF46206								0.02		0.7	0.0	0	0
SC213632													
Call SC213632	Call entered via Remote Tech [O]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-03			0	0	0
	Assigned Tech: Marshall Rader			Received: 2020/01/16 14:39		Response Hours:	0.02	Call Priority: High					
	Caller: Marshall			Dispatched: 2020/01/16 14:40		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Courtesy Call			Arrived: 2020/01/16 14:40		Travel Hours:	0						
				Completed 2020/01/16 15:19		Repair Hours:	0.65						
						Resolution Hours:	0						
TOSHES3505AC [Toshiba]								7.15	7.15	0.2	7.4	0	0
API-7231 sn:CFEG63822								7.15	7.15	0.2	7.4	0	0
SC214293													
Call SC214293	Empty Waste Container [CM]			Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-03			7.37	0	0
	Assigned Tech: Marshall Rader			Received: 2020/01/22 09:08		Response Hours:	7.15	Call Priority: N					
	Caller: -- --			Dispatched: 2020/01/22 15:55		CM Response Hours:	7.15	Bill Code: ACOPI Prepaid Toner					
	Call Desc: empty wtb			Arrived: 2020/01/22 16:17		Travel Hours:	0.37						
				Completed 2020/01/22 16:47		Repair Hours:	0.22						
						Resolution Hours:	7.37						
TOSHES5506ACT [Toshiba]								3.96	4.74	0.7	2.2	0	0
API-7216 sn:CHEG18240								0.33		0.9	0.0	0	0
SC213509													
Call SC213509	Call entered via Remote Tech [O]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-03			0	0	0
	Assigned Tech: Marshall Rader			Received: 2020/01/16 10:09		Response Hours:	0.33	Call Priority: High					
	Caller: Marshall			Dispatched: 2020/01/16 10:29		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Courtesy Call			Arrived: 2020/01/16 10:29		Travel Hours:	0						
				Completed 2020/01/16 11:20		Repair Hours:	0.85						
						Resolution Hours:	0						
API-7217 sn:CHEG18388								6.29	2.65	0.7	1.9	0	0
SC213074													

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC213074	LCF Problems [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				3.75	0	0
	Assigned Tech: Marshall Rader		Received: 2020/01/14 08:03	Response Hours:	2.65	Call Priority: Low						
	Caller: Lori Spencer		Dispatched: 2020/01/14 10:29	CM Response Hours:	2.65	Bill Code: ACOPI Prepaid Toner						
	Call Desc: LCF broken piece		Arrived: 2020/01/14 10:42	Travel Hours:	0.22							
			Completed 2020/01/14 11:48	Repair Hours:	1.1							
				Resolution Hours:	3.75							
SC226595												
Call SC226595	waste toner bottle [CC]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Kenneth Murphy		Received: 2020/06/16 11:40	Response Hours:	9.92	Call Priority: High						
	Caller: Lori Spencer		Dispatched: 2020/06/17 11:42	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: False empty WTB		Arrived: 2020/06/17 13:05	Travel Hours:	1.38							
			Completed 2020/06/17 13:18	Repair Hours:	0.22							
				Resolution Hours:	0							
	ProblemCodes											
	Problem Code:	Waste Toner Collection Bottle Full										
	Resolution Code:	Clean/Adjust										
	Resolution Code:	Key Operator Training										
API-7224 sn:CHEG18385							3.45	6.83	0.6	3.6	0	0
SC213486												
Call SC213486	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Marshall Rader		Received: 2020/01/16 09:30	Response Hours:	0.07	Call Priority: High						
	Caller: Marshall		Dispatched: 2020/01/16 09:34	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Courtesy Call		Arrived: 2020/01/16 09:34	Travel Hours:	0							
			Completed 2020/01/16 10:29	Repair Hours:	0.92							
				Resolution Hours:	0							
SC226480												
Call SC226480	LCF Problems [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				7.1	0	0
	Assigned Tech: Kenneth Murphy		Received: 2020/06/15 09:51	Response Hours:	6.83	Call Priority: Low						
	Caller: -- --		Dispatched: 2020/06/16 07:27	CM Response Hours:	6.83	Bill Code: ACOPI Prepaid Toner						
	Call Desc: LCF wont close.		Arrived: 2020/06/16 08:11	Travel Hours:	0.73							
			Completed 2020/06/16 08:27	Repair Hours:	0.27							
				Resolution Hours:	7.1							
	ProblemCodes											
	Problem Code:	Broken Part										
	Resolution Code:	Misc Adjustment										
TOSHES7508A [Toshiba]							0.38		0.7	0.0	0	0
API-7220 sn:CIEG18883							1.10		0.7	0.0	0	0
SC213577												
Call SC213577	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Marshall Rader		Received: 2020/01/16 12:10	Response Hours:	1.1	Call Priority: High						
	Caller: Marshal		Dispatched: 2020/01/16 13:16	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Courtesy Call		Arrived: 2020/01/16 13:16	Travel Hours:	0							

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed 2020/01/16 13:56		Repair Hours:	0.67						
						Resolution Hours:	0						
API-7221 sn:CICG17318								0.02		0.5	0.0	0	0
SC213637													
Call SC213637	Call entered via Remote Tech [O]			Call In SLA: N/A	SLA Response Hours:	6.00		Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Marshall Rader			Received: 2020/01/16 15:20	Response Hours:	0.02		Call Priority: High					
	Caller: Marshall			Dispatched: 2020/01/16 15:21	CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Courtesy Call			Arrived: 2020/01/16 15:21	Travel Hours:	0							
				Completed 2020/01/16 15:53	Repair Hours:	0.53							
					Resolution Hours:	0							
API-7222 sn:CICG17326								0.03		0.8	0.0	0	0
SC213560													
Call SC213560	Call entered via Remote Tech [O]			Call In SLA: N/A	SLA Response Hours:	6.00		Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Marshall Rader			Received: 2020/01/16 11:18	Response Hours:	0.03		Call Priority: High					
	Caller: Marshall			Dispatched: 2020/01/16 11:20	CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Courtesy Call			Arrived: 2020/01/16 11:20	Travel Hours:	0							
				Completed 2020/01/16 12:09	Repair Hours:	0.82							
					Resolution Hours:	0							
TOSHES8508A [Toshiba]								0.00		0.7	0.0	0	0
API-7228 sn:CIAG16065								0.00		0.7	0.0	0	0
SC213611													
Call SC213611	Call entered via Remote Tech [O]			Call In SLA: N/A	SLA Response Hours:	6.00		Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Marshall Rader			Received: 2020/01/16 13:57	Response Hours:	0		Call Priority: High					
	Caller: Marshall			Dispatched: 2020/01/16 13:57	CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: Courtesy Call			Arrived: 2020/01/16 13:57	Travel Hours:	0							
				Completed 2020/01/16 14:38	Repair Hours:	0.68							
					Resolution Hours:	0							
Bonny Eagle Middle School : 92			#DIV/0!	0	0								
E-Studio 4508A [Toshiba]													
API-7241 sn:													
API-7383 sn:													
API-7384 sn:													
API-7385 sn:													
E-Studio 5508A [Toshiba]													
API-7374 sn:													
KYP2040DW [Kyocera]													
API-7305 sn:													

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7306 sn:													
API-7307 sn:													
API-7308 sn:													
API-7309 sn:													
API-7310 sn:													
API-7311 sn:													
API-7312 sn:													
API-7313 sn:													
API-7314 sn:													
P5026cdw [Kyocera]													
API-7300 sn:													
TOSHES5506ACT [Toshiba]													
API-7249 sn:													
TOSHES7508A [Toshiba]													
API-7239 sn:													
API-7373 sn:													
API-7389 sn:													
Bonny Eagle Middle School : -			100.00%	3	3								
E-Studio 4508A [Toshiba]								1.37	1.37	1.0	2.3	0	0
API-7385 sn:CGKF46201								1.37	1.37	1.0	2.3	0	0
SC215019													
Call SC215019	ADF Issues [CM]			Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3384-API-03			2.33	0	0
Assigned Tech: Marshall Rader				Received: 2020/01/27 09:25		Response Hours:	1.37	Call Priority: Medium					
Caller: -- --				Dispatched: 2020/01/27 10:27		CM Response Hours:	1.37	Bill Code: ACOPI Prepaid Toner					
Call Desc: ADF jamming				Arrived: 2020/01/27 10:47		Travel Hours:	0.33						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed	2020/01/27 11:45	Repair Hours:	0.97						
						Resolution Hours:	2.33						
E-Studio 5508A [Toshiba]								0.38		0.8	0.0	0	0
API-7374 sn:CIEG19060								0.38		0.8	0.0	0	0
SC215445													
Call SC215445	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03					0	0	0
	Assigned Tech: Marshall Rader		Received: 2020/01/29 08:34	Response Hours:	0.38	Call Priority: High							
	Caller: Marshall		Dispatched: 2020/01/29 08:56	CM Response Hours:		Bill Code: ACOPI Prepaid Toner							
	Call Desc: Courtesy Call		Arrived: 2020/01/29 08:57	Travel Hours:	0.02								
			Completed 2020/01/29 09:42	Repair Hours:	0.75								
				Resolution Hours:	0								
KYP2040DW [Kyocera]								6.00	3.05	0.4	9.6	1	0
API-7309 sn:VD26Z02861								6.00	3.05	0.4	9.6	1	0
SC226073													
Call SC226073	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-03					3.33	0	0
	Assigned Tech: Kenneth Murphy		Received: 2020/06/09 10:26	Response Hours:	3.05	Call Priority: N							
	Caller: Paul Emery		Dispatched: 2020/06/09 12:49	CM Response Hours:	3.05	Bill Code: ACOPI Prepaid Toner							
	Call Desc: Central Office Error 6000		Arrived: 2020/06/09 13:29	Travel Hours:	0.67								
			Completed 2020/06/09 13:46	Repair Hours:	0.28	Incompleted Need Parts - Not Operational							
				Resolution Hours:	3.33								
	ProblemCodes												
	Problem Code: Machine Fault/Error Code/Fault Code												
	Resolution Code: Fuser Repair or Replacement												
Call SC226119	ERROR CODE [CM]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03					15.87	1	0
	Assigned Tech: Kenneth Murphy		Received: 2020/06/09 13:49	Response Hours:	8.95	Call Priority: N							
	Caller: Paul Emery		Dispatched: 2020/06/11 11:23	CM Response Hours:		Bill Code: ACOPI Prepaid Toner							
	Call Desc: Machine is down needs fusing unit ASAP - Central Office Error 6000		Arrived: 2020/06/11 12:11	Travel Hours:	0.8								
			Departure 2020/06/11 12:41	Repair Hours:	0.5								
				Resolution Hours:	15.87								
SC226119													
	ProblemCodes												
	Problem Code: Machine Fault/Error Code/Fault Code												
	Resolution Code: Fuser Repair or Replacement												
TOSHES5506ACT [Toshiba]								0.02		0.5	0.0	0	0
API-7249 sn:CHEG18410								0.02		0.5	0.0	0	0
SC215379													
Call SC215379	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03					0	0	0
	Assigned Tech: Marshall Rader		Received: 2020/01/28 15:06	Response Hours:	0.02	Call Priority: High							
	Caller: Marshall		Dispatched: 2020/01/28 15:07	CM Response Hours:		Bill Code: ACOPI Prepaid Toner							
	Call Desc: Courtesy Call		Arrived: 2020/01/28 15:07	Travel Hours:	0								
			Completed 2020/01/28 15:39	Repair Hours:	0.53								
				Resolution Hours:	0								

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
TOSHES7508A [Toshiba]							3.11	2.07	1.1	0.9	1	0
API-7239 sn:CICG17319							5.67	2.07	1.5	1.7	1	0
SC213360												
Call SC213360	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				3.42	0	0
	Assigned Tech: Jason Morrell		Received: 2020/01/15 12:18	Response Hours:	2.07	Call Priority: N						
	Caller: -- --		Dispatched: 2020/01/15 13:12	CM Response Hours:	2.07	Bill Code: ACOPI Prepaid Toner						
	Call Desc: streaks on copies		Arrived: 2020/01/15 14:22	Travel Hours:	1.17							
			Completed 2020/01/15 15:43	Repair Hours:	1.35	Incompleted Need Parts - Operational						
				Resolution Hours:	3.42							
Call SC213422	Parts Complete on Shelf [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0	1	0
	Assigned Tech: Marshall Rader		Received: 2020/01/15 15:44	Response Hours:	9.27	Call Priority: High						
	Caller: -- --		Dispatched: 2020/01/17 07:38	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Not down. - streaks on copies		Arrived: 2020/01/17 07:54	Travel Hours:	0.27							
			Departure 2020/01/17 09:40	Repair Hours:	1.67							
				Resolution Hours:	0							
API-7373 sn:CIKF14837							0.02		0.8	0.0	0	0
SC215431												
Call SC215431	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Marshall Rader		Received: 2020/01/29 08:07	Response Hours:	0.02	Call Priority: High						
	Caller: Marshall		Dispatched: 2020/01/29 08:08	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Courtesy Call		Arrived: 2020/01/29 08:08	Travel Hours:	0							
			Completed 2020/01/29 08:56	Repair Hours:	0.8							
				Resolution Hours:	0							
API-7389 sn:CIEG18910							1.08		0.6	0.0	0	0
SC215447												
Call SC215447	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Marshall Rader		Received: 2020/01/29 08:37	Response Hours:	1.08	Call Priority: High						
	Caller: Marshall		Dispatched: 2020/01/29 09:42	CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Courtesy Call		Arrived: 2020/01/29 09:42	Travel Hours:	0							
			Completed 2020/01/29 10:18	Repair Hours:	0.6							
				Resolution Hours:	0							
Buxton Center Elementary School :		#DIV/0!	0	0								
E-Studio 1057 [Toshiba]												
API-7438 sn:												
E-Studio 4508A [Toshiba]												
API-7242 sn:												
API-7412 sn:												
E-Studio 5508A [Toshiba]												
API-7232 sn:												

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7376 sn:													
HP M605dn [HP]													
API-7326 sn:													
API-7334 sn:													
KYP2040DW [Kyocera]													
API-7315 sn:													
KYP3045DN [Kyocera]													
API-7037 sn:													
API-7346 sn:													
API-7347 sn:													
TOSHES5506ACT [Toshiba]													
API-7227 sn:													
TOSHES7508A [Toshiba]													
API-7223 sn:													
API-7229 sn:													
Buxton Center Elementary School : -		33.333%	6	2									
E-Studio 1057 [Toshiba]								8.51	16.80	1.4	4.4	2	0
API-7438 sn:CBLE40154								8.51	16.80	1.4	4.4	2	0

SC212834

Call SC212834	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-03	0	0	0
Assigned Tech: Marshall Rader			Received: 2020/01/10 15:10		Response Hours:	0.02	Call Priority: High			
Caller: Marshall			Dispatched: 2020/01/10 15:11		CM Response Hours:		Bill Code: ACOPI Prepaid Toner			
Call Desc: Courtesy Call			Arrived: 2020/01/10 15:11		Travel Hours:	0				
			Completed 2020/01/10 15:57		Repair Hours:	0.77				
					Resolution Hours:	0				

SC220049

Call SC220049	Broken Piece [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-03	17.58	0	0
Assigned Tech: Jason Morrell			Received: 2020/03/03 08:12		Response Hours:	16.8	Call Priority: N			
Caller: -- --			Dispatched: 2020/03/05 07:19		CM Response Hours:	16.80	Bill Code: ACOPI Prepaid Toner			
Call Desc: guard broke off Diane has it			Arrived: 2020/03/05 07:36		Travel Hours:	0.28				

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
			Completed 2020/03/05 08:47	Repair Hours:	0.78	Incompleted Needs Assistance					
				Resolution Hours:	17.58						
Call SC220454	Needs Part [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03					0	1	0
Assigned Tech: Marshall Rader	Received: 2020/03/05 08:47	Response Hours:	5.53	Call Priority: N							
Caller: -- --	Dispatched: 2020/03/05 13:41	CM Response Hours:		Bill Code: ACOPI Prepaid Toner							
Call Desc: Needs a small cover for a section of the fuser area	Arrived: 2020/03/05 14:19	Travel Hours:	0.63								
	Departure 2020/03/05 15:30	Repair Hours:	1.18	End of Day, More Time Needed							
		Resolution Hours:	0								
Call SC220620	Needs Part [O]	Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03					0	1	0
Assigned Tech: Kenneth Murphy	Received: 2020/03/05 15:39	Response Hours:	11.7	Call Priority: N							
Caller: -- --	Dispatched: 2020/03/13 10:04	CM Response Hours:		Bill Code: ACOPI Prepaid Toner							
Call Desc: Need fuser web asap. - Needs a small cover for a section of the fuser area	Arrived: 2020/03/13 11:12	Travel Hours:	1.13								
	Departure 2020/03/13 14:02	Repair Hours:	2.83								
		Resolution Hours:	0								
SC220620												
ProblemCodes												
Problem Code:	Follow up											
Problem Code:	P Maintenance											
Resolution Code:	Rebuild											
E-Studio 4508A [Toshiba]							0.95	0.95	0.9	1.9	0	0
API-7412 sn:CGKF46338							0.95	0.95	0.9	1.9	0	0
SC213093												
Call SC213093	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-03					1.88	0	0
Assigned Tech: Marshall Rader	Received: 2020/01/14 08:35	Response Hours:	0.95	Call Priority: N							
Caller: Diane Perry	Dispatched: 2020/01/14 08:39	CM Response Hours:	0.95	Bill Code: ACOPI Prepaid Toner							
Call Desc: Marks on prints	Arrived: 2020/01/14 09:32	Travel Hours:	0.88								
	Completed 2020/01/14 10:28	Repair Hours:	0.93								
		Resolution Hours:	1.88								
TOSHES5506ACT [Toshiba]							8.97	8.97	1.3	10.3	0	0
API-7227 sn:CHEG18393							8.97	8.97	1.3	10.3	0	0
SC213419												
Call SC213419	COPY QUALITY POOR [CM]	Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-03					17.3	0	0
Assigned Tech: Marshall Rader	Received: 2020/01/15 15:30	Response Hours:	15.55	Call Priority: N							
Caller: -- --	Dispatched: 2020/01/17 12:43	CM Response Hours:	15.55	Bill Code: ACOPI Prepaid Toner							
Call Desc: Stripe on copies	Arrived: 2020/01/17 14:03	Travel Hours:	1.33								
	Completed 2020/01/17 15:48	Repair Hours:	1.75								
		Resolution Hours:	17.3								
SC215123												
Call SC215123	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-03					3.37	0	0
Assigned Tech: Marshall Rader	Received: 2020/01/27 13:47	Response Hours:	2.72	Call Priority: N							
Caller: -- --	Dispatched: 2020/01/28 07:36	CM Response Hours:	2.72	Bill Code: ACOPI Prepaid Toner							
Call Desc: Strip on prints	Arrived: 2020/01/28 07:47	Travel Hours:	0.18								

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Completed 2020/01/28 08:39	Repair Hours:	0.65						
					Resolution Hours:	3.37						
	SC216121											
	Call SC216121	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-03			10.1	0	0
		Assigned Tech: Jason Morrell		Received: 2020/02/03 10:03	Response Hours:	8.63	Call Priority: N					
		Caller: -- --		Dispatched: 2020/02/04 09:17	CM Response Hours:	8.63	Bill Code: ACOPI Prepaid Toner					
		Call Desc: Line on print		Arrived: 2020/02/04 10:11	Travel Hours:	0.9						
				Completed 2020/02/04 11:39	Repair Hours:	1.47						
					Resolution Hours:	10.1						
TOSHES7508A [Toshiba]							12.02	12.02	1.2	13.2	0	0
API-7223 sn:CIKF14838							12.02	12.02	1.2	13.2	0	0
	SC216055											
	Call SC216055	JAMMING [CM]		Call In SLA: No	SLA Response Hours:	6.00	Contract#: SPC3384-API-03			13.2	0	0
		Assigned Tech: Jason Morrell		Received: 2020/02/03 08:09	Response Hours:	12.02	Call Priority: N					
		Caller: Diane Perry		Dispatched: 2020/02/04 11:40	CM Response Hours:	12.02	Bill Code: ACOPI Prepaid Toner					
		Call Desc: False jammed and false add pepr		Arrived: 2020/02/04 11:40	Travel Hours:	0						
				Completed 2020/02/04 12:51	Repair Hours:	1.18						
					Resolution Hours:	13.2						
Edna Libby School : 45 Fort Hill Road,			#DIV/0!	0	0							
KYP2040DW [Kyocera]												
API-7350 sn:												
API-7351 sn:												
TOSHES5506ACT [Toshiba]												
API-7248 sn:												
TOSHES7508A [Toshiba]												
API-7235 sn:												
API-7238 sn:												
Edna Libby School : -MissingAddress			50.00%	2	1							
TOSHES5506ACT [Toshiba]							2.13	6.35	1.5	3.0	0	0
API-7248 sn:CHEG18420							2.13	6.35	1.5	3.0	0	0
	SC211756											
	Call SC211756	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03			0	0	0
		Assigned Tech: Jason Morrell		Received: 2020/01/03 14:00	Response Hours:	0.02	Call Priority: High					
		Caller: Jason Morrell		Dispatched: 2020/01/03 14:01	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
		Call Desc: Lines		Arrived: 2020/01/03 14:01	Travel Hours:	0						
				Completed 2020/01/03 14:32	Repair Hours:	0.52						
					Resolution Hours:	0						
	SC217593											

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call SC217593	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Marshall Rader		Received: 2020/02/12 14:44		Response Hours:	0.02	Call Priority: High						
	Caller: Marshall		Dispatched: 2020/02/12 14:45		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Courtesy Call		Arrived: 2020/02/12 14:45		Travel Hours:	0							
			Completed 2020/02/12 16:00		Repair Hours:	1.25							
					Resolution Hours:	0							
SC219316													
Call SC219316	COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-03				9.13	0	0
	Assigned Tech: Marshall Rader		Received: 2020/02/26 10:13		Response Hours:	6.35	Call Priority: N						
	Caller: -- --		Dispatched: 2020/02/27 07:49		CM Response Hours:	6.35	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Lines on prints		Arrived: 2020/02/27 08:04		Travel Hours:	0.25							
			Completed 2020/02/27 10:51		Repair Hours:	2.78							
					Resolution Hours:	9.13							
TOSHES7508A [Toshiba]								0.03	0.03	0.6	0.3	0	0
API-7235 sn:CIEG18881								0.02		0.5	0.0	0	0
SC211765													
Call SC211765	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Jason Morrell		Received: 2020/01/03 14:32		Response Hours:	0.02	Call Priority: High						
	Caller: Jason Morrell		Dispatched: 2020/01/03 14:32		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						
	Call Desc: Courtesy call		Arrived: 2020/01/03 14:33		Travel Hours:	0.02							
			Completed 2020/01/03 15:04		Repair Hours:	0.52							
					Resolution Hours:	0							
API-7238 sn:CICG17310								0.03	0.03	0.7	0.7	0	0
SC211734													
Call SC211734	TONER ISSUE [CM]		Call In SLA: Yes		SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0.68	0	0
	Assigned Tech: Jason Morrell		Received: 2020/01/03 13:20		Response Hours:	0.03	Call Priority: N						
	Caller: -- --		Dispatched: 2020/01/03 13:22		CM Response Hours:	0.03	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Toner issue		Arrived: 2020/01/03 13:22		Travel Hours:	0							
			Completed 2020/01/03 14:01		Repair Hours:	0.65							
					Resolution Hours:	0.68							
George E Jack School : 15 Northeast		#DIV/0!	0	0									
E-Studio 5508A [Toshiba]													
API-7377 sn:													
KYP2040DW [Kyocera]													
API-7352 sn:													
API-7358 sn:													
TOSHES456 [Toshiba]													
API-3609 sn:													
TOSHES5506ACT [Toshiba]													

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7247 sn:													
TOSHES7508A [Toshiba]													
API-7390 sn:													
George E Jack School : -			100.00%	2	2								
E-Studio 5508A [Toshiba]								2.98	5.88	0.7	3.2	0	0
API-7377 sn:CIEG19103								2.98	5.88	0.7	3.2	0	0
SC217467													
Call SC217467	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3384-API-03				0	0	0
Assigned Tech: Jason Morrell		Received: 2020/02/12 08:43		Response Hours:	0.08		Call Priority: High					
Caller: Jason Morrell		Dispatched: 2020/02/12 08:48		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
Call Desc: Courtesy call		Arrived: 2020/02/12 08:48		Travel Hours:	0							
		Completed 2020/02/12 09:43		Repair Hours:	0.92							
				Resolution Hours:	0							
SC220117													
Call SC220117	False Close Door Message [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3384-API-03				6.33	0	0
Assigned Tech: Jason Morrell		Received: 2020/03/03 10:43		Response Hours:	5.88		Call Priority: High					
Caller: -- --		Dispatched: 2020/03/04 07:56		CM Response Hours:	5.88		Bill Code: ACOPI Prepaid Toner					
Call Desc: Right side door wont close		Arrived: 2020/03/04 08:06		Travel Hours:	0.17							
		Completed 2020/03/04 08:33		Repair Hours:	0.45							
				Resolution Hours:	6.33							
TOSHES5506ACT [Toshiba]								1.17	2.33	0.8	1.6	0	0
API-7247 sn:CHEG18432								1.17	2.33	0.8	1.6	0	0
SC211579													
Call SC211579	print issue [CM]		Call In SLA: Yes		SLA Response Hours:	6.00		Contract#: SPC3384-API-03				3.17	0	0
Assigned Tech: Marshall Rader		Received: 2020/01/02 14:10		Response Hours:	2.33		Call Priority: 4HR Response					
Caller: Sharon Norman		Dispatched: 2020/01/03 07:35		CM Response Hours:	2.33		Bill Code: ACOPI Prepaid Toner					
Call Desc: Jobs going to bypass		Arrived: 2020/01/03 07:44		Travel Hours:	0.15							
		Completed 2020/01/03 08:50		Repair Hours:	0.83							
				Resolution Hours:	3.17							
SC217443													
Call SC217443	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3384-API-03				0	0	0
Assigned Tech: Jason Morrell		Received: 2020/02/12 07:24		Response Hours:	0		Call Priority: High					
Caller: Jason Morrell		Dispatched: 2020/02/12 07:44		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
Call Desc: Courtesy call		Arrived: 2020/02/12 07:56		Travel Hours:	0.2							
		Completed 2020/02/12 08:48		Repair Hours:	0.8							
				Resolution Hours:	0							
TOSHES7508A [Toshiba]								1.45		1.0	0.0	1	0
API-7390 sn:CIEG18916								1.45		1.0	0.0	1	0
SC217488													
Call SC217488	Call entered via Remote Tech [O]		Call In SLA: N/A		SLA Response Hours:	6.00		Contract#: SPC3384-API-03				0	0	0
Assigned Tech: Jason Morrell		Received: 2020/02/12 09:43		Response Hours:	0.02		Call Priority: High					
Caller: Jason Morrell		Dispatched: 2020/02/12 09:44		CM Response Hours:			Bill Code: ACOPI Prepaid Toner					

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call Desc: Courtesy call			Arrived: 2020/02/12 09:44	Travel Hours:	0						
				Completed 2020/02/12 10:42	Repair Hours:	0.97	Need Parts - Operational					
					Resolution Hours:	0						
	Call SC217518	Call entered via Remote Tech [O]		Call In SLA: N/A	SLA Response Hours:	6.00	Contract#: SPC3384-API-03				0	1	0
	Assigned Tech: Marshall Rader			Received: 2020/02/12 10:44	Response Hours:	2.88	Call Priority: High					
	Caller: Jason Morrell			Dispatched: 2020/02/12 13:11	CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Needs drum and EPU kit. - Courtesy call			Arrived: 2020/02/12 13:37	Travel Hours:	0.43						
				Departure 2020/02/12 14:38	Repair Hours:	1.02						
					Resolution Hours:	0						
H.B. Emery Jr. School : 908 Cape			#DIV/0!	0	0							
E-Studio 5508A [Toshiba]												
API-7375 sn:												
API-7391 sn:												
KYP2040DW [Kyocera]												
API-7354 sn:												
API-7360 sn:												
API-7368 sn:												
TOSHES5506ACT [Toshiba]												
API-7226 sn:												
H.B. Emery Jr. School : -			100.00%	1	1							
TOSHES5506ACT [Toshiba]							0.97	0.97	0.0	1.0	0	0
API-7226 sn:CHEG18386							0.97	0.97	0.0	1.0	0	0
SC221219												
Call SC221219	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	6.00	Contract#: SPC3384-API-03	0.97			0	0
Assigned Tech: Jason Morrell			Received: 2020/03/10 15:32	Response Hours:	0.97	Call Priority: N					
Caller: -- --			Dispatched: 2020/03/11 06:52	CM Response Hours:	0.97	Bill Code: ACOPI Prepaid Toner					
Call Desc: Black lines on copies			Arrived: 2020/03/11 07:05	Travel Hours:	0.22						
			Completed 2020/03/11 07:48	Repair Hours:	0						
				Resolution Hours:	0.97						
Hollis Elementary School : 554 River			#DIV/0!	0	0							
E-Studio 4508A [Toshiba]												
API-7380 sn:												
E-Studio 5508A [Toshiba]												
API-7378 sn:												

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
API-7379 sn:													
API-7388 sn:													
KYP2040DW [Kyocera]													
API-7349 sn:													
API-7359 sn:													
API-7367 sn:													
TOSHES5506ACT [Toshiba]													
API-7245 sn:													
TOSHES7508A [Toshiba]													
API-7244 sn:													
MSAD # 6 - Transportation Office :			#DIV/0!	0	0								
E-Studio 4505AC [Toshiba]													
API-7427 sn:													
TOSHES3505AC [Toshiba]													
API-7372 sn:													
TOSHES5506ACT [Toshiba]													
API-7234 sn:													
MSAD # 6 - Transportation Office : -			0.00%	1	0								
TOSHES5506ACT [Toshiba]								11.48	14.45	0.0	11.5	1	0
API-7234 sn:CHEG18387								11.48	14.45	0.0	11.5	1	0
SC219908													
Call SC219908	COPY QUALITY POOR [CM]		Call In SLA: No		SLA Response Hours:	6.00	Contract#: SPC3384-API-03		14.45			0	0
	Assigned Tech: Jason Morrell		Received: 2020/03/02 10:33		Response Hours:	14.45	Call Priority: N						
	Caller: -- --		Dispatched: 2020/03/04 06:54		CM Response Hours:	14.45	Bill Code: ACOPI Prepaid Toner						
	Call Desc: Line on prints		Arrived: 2020/03/04 07:05		Travel Hours:	0.18							
			Completed 2020/03/04 07:56		Repair Hours:	0	Incompleted Need Parts - Operational						
					Resolution Hours:	14.45							
	Call SC220230	COPY QUALITY POOR [CM]		Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-03	8.5			1	0
	Assigned Tech: Jason Morrell		Received: 2020/03/04 07:56		Response Hours:	8.5	Call Priority: N						
	Caller: -- --		Dispatched: 2020/03/05 06:55		CM Response Hours:		Bill Code: ACOPI Prepaid Toner						

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
		Call Desc: Line on prints			Arrived: 2020/03/05 07:10		Travel Hours:	0.25					
					Departure 2020/03/05 07:19		Repair Hours:	0					
							Resolution Hours:	8.5					
MSAD # 6 : 94 Main Street			#DIV/0!	0	0								
EStudio 256 [Toshiba]													
API-3147 sn:													
E-Studio 6508A [Toshiba]													
API-7004 sn:													
API-7106 sn:													
HP M605dn [HP]													
API-7332 sn:													
API-7333 sn:													
API-7348 sn:													
KYP2040DW [Kyocera]													
API-7361 sn:													
API-7364 sn:													
API-7366 sn:													
API-7369 sn:													
KYP3045DN [Kyocera]													
API-7342 sn:													
API-7343 sn:													
API-7344 sn:													
M607dn [HP]													
API-8354 sn:													
TOSHES3505AC [Toshiba]													
API-7371 sn:													

							Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
TOSHES5506ACT [Toshiba]												
API-7233 sn:												
API-7236 sn:												
MSAD # 6 : -MissingAddress			0.00%	1	0							
EStudio 256 [Toshiba]							35.43		1.0	0.0	0	0
API-3147 sn:C2C223149							35.43		1.0	0.0	0	0
SC217937												
Call SC217937	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	6.00		Contract#: SPC3384-API-03				0	0	0
	Assigned Tech: Marshall Rader		Received: 2020/02/14 12:59	Response Hours:	35.43		Call Priority: High					
	Caller: On Cloud Connect -- 929-2323 --		Dispatched: 2020/02/20 13:26	CM Response Hours:			Bill Code: ACOPI Prepaid Toner					
	Call Desc: scan buttons on touchscreen not working		Arrived: 2020/02/20 14:25	Travel Hours:	0.98							
			Completed 2020/02/20 15:22	Repair Hours:	0.95							
				Resolution Hours:	0							
TOSHES5506ACT [Toshiba]							12.42	12.42	0.8	13.2	0	0
API-7236 sn:CHEG18383							12.42	12.42	0.8	13.2	0	0
SC219105												
Call SC219105	Finisher Problem [CM]		Call In SLA: No	SLA Response Hours:	6.00		Contract#: SPC3384-API-03			13.2	0	0
	Assigned Tech: Marshall Rader		Received: 2020/02/25 10:30	Response Hours:	12.42		Call Priority: High					
	Caller: -- --		Dispatched: 2020/02/26 13:30	CM Response Hours:	12.42		Bill Code: ACOPI Prepaid Toner					
	Call Desc: finisher wheel is causing finisher to become difficult to slide away from machine		Arrived: 2020/02/26 14:25	Travel Hours:	0.92							
			Completed 2020/02/26 15:12	Repair Hours:	0.78							
				Resolution Hours:	13.2							
Steep Falls School : 781 Boundary Road			#DIV/0!	0	0							
E-Studio 5508A [Toshiba]												
API-7237 sn:												
KYP2040DW [Kyocera]												
API-7356 sn:												
KYP3045DN [Kyocera]												
API-7337 sn:												
TOSHES5506ACT [Toshiba]												
API-7431 sn:												
Steep Falls School : -MissingAddress			100.00%	1	1							
TOSHES5506ACT [Toshiba]							3.99	3.25	1.6	12.1	1	0
API-7431 sn:CHEG18408							3.99	3.25	1.6	12.1	1	0
SC211513												
Call SC211513	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	6.00		Contract#: SPC3384-API-03			4.47	0	0

								Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: Marshall Rader			Received: 2020/01/02 11:07		Response Hours:	3.25	Call Priority: N					
	Caller: -- --			Dispatched: 2020/01/02 13:15		CM Response Hours:	3.25	Bill Code: ACOPI Prepaid Toner					
	Call Desc: C380			Arrived: 2020/01/02 14:22		Travel Hours:	1.12						
				Completed 2020/01/02 15:35		Repair Hours:	1.22	Incompleted Need Parts - Operational					
						Resolution Hours:	4.47						
Call SC211604	ERROR CODE [CM]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-03			19.77	1	0
	Assigned Tech: Marshall Rader			Received: 2020/01/02 15:38		Response Hours:	4.72	Call Priority: N					
	Caller: -- --			Dispatched: 2020/01/07 07:40		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: C380			Arrived: 2020/01/07 07:47		Travel Hours:	0.12						
				Departure 2020/01/07 09:54		Repair Hours:	1.9						
						Resolution Hours:	19.77						
The Learning Center @ Frank Jewett		#DIV/0!	0	0									
E-Studio 4508A [Toshiba]													
API-7243 sn:													
API-7382 sn:													
KYP2040DW [Kyocera]													
API-7365 sn:													
The Learning Center @ Jack Memorial		#DIV/0!	0	0									
KYP2040DW [Kyocera]													
API-7357 sn:													
API-7362 sn:													
API-7363 sn:													
TOSHES3505AC [Toshiba]													
API-7425 sn:													
API-7426 sn:													
TOSHES5506ACT [Toshiba]													
API-7250 sn:													
The Learning Center @ Jack Memorial		#DIV/0!	0	0									
TOSHES5506ACT [Toshiba]								0.02		0.6	0.0	0	0
API-7250 sn:CHEG18403								0.02		0.6	0.0	0	0
SC215476													
Call SC215476	Call entered via Remote Tech [O]			Call In SLA: N/A		SLA Response Hours:	6.00	Contract#: SPC3384-API-03			0	0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: Marshall Rader				Received: 2020/01/29 10:22		Response Hours:	0.02	Call Priority: High					
	Caller: Marshall				Dispatched: 2020/01/29 10:22		CM Response Hours:		Bill Code: ACOPI Prepaid Toner					
	Call Desc: Courtesy Call				Arrived: 2020/01/29 10:23		Travel Hours:	0.02						
					Completed 2020/01/29 11:01		Repair Hours:	0.63						
							Resolution Hours:	0						
Total	0									4.61	6.27	43.21	187.27	7	0