



SD 16 South Burlington



SPC SUMMARY

Of your fleet of 105 machines, only 1 copier had more than 5 service calls in the year, primarily for jamming. We will work with the vendor to determine if this has been resolved. Overall, 32 copiers had a total of 77 service calls, with 53 of those being onsite service calls; 75% of those calls were resolved on the first visit. Uptime was 99.34%, which is average for a fleet of this size. Average response time was 4.43 hours, but 68% of corrective maintenance calls were responded to and resolved in under 4 hours.

Report run on: 8/19/2019 4:42:15 PM

Report run from 7/1/2018 to 6/30/2019

Equipment with greater than 5 calls for the reporting period July 1, 2018 to June 30, 2019

Building	Location	Equipment	Serial Number	Annual Volume FY 17-18	Annual Volume FY 18-19	Black Meter 6/30/19	Color Meter 6/30/19	Expected Life	Total Calls	Average Response Time	OSV Recommendations	SPC Recommendations
South Burlington High	Room 112 A/V Lab	E-Studio 1057 eq# OSV-04882	CBAF40178	133,820	119,588	320,464	N/A	5,000,000	9	17.075		Bid this differently next time around.

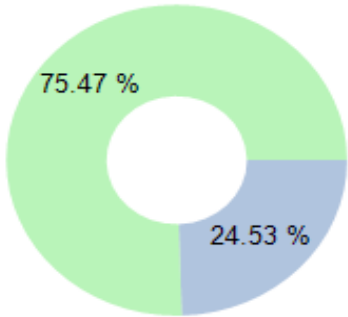
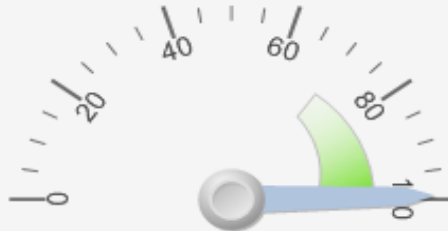
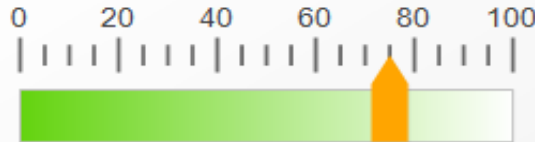
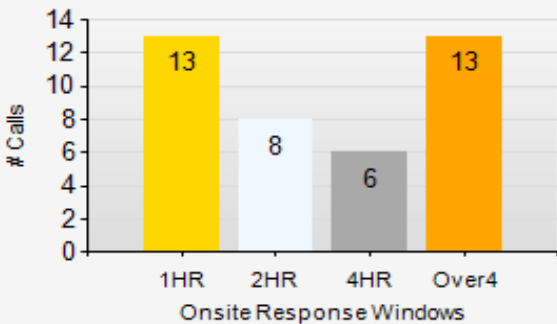
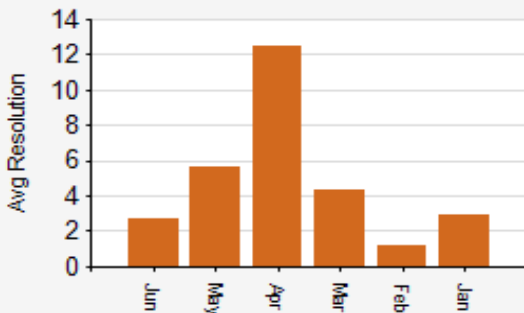
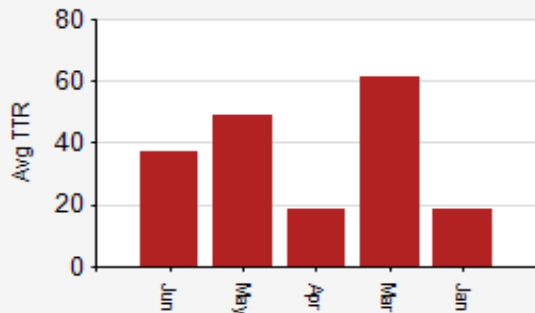
		Equipment with excessive calls > 5 calls for the reporting period							
Equipment Number	Call Type Desc	Call Description	Address	Call Number	Open Date	Arrival Date	Total Calls	CMResponse Hours	Repair Hours
E-Studio 1057 eq#:OSV-04882	Customer requests cleaning	Cherck and clean	550 Dorset Street	SC171591	2019/02/26 09:50	2019/02/26 10:58	1		1.07
		Cherck and clean	550 Dorset Street	SC171591	2019/02/26 09:50	2019/02/26 10:58	1		1.07
	Jamming	jamming	550 Dorset Street	SC177422	2019/04/05 09:22	2019/04/12 11:13	1	44.350000000	1.45
		repeated paper jams--about 6 spots where paper needs to be removed each time. Teacher tried to run jobs--keeps jamming	550 Dorset Street	SC180443	2019/04/29 09:40	2019/04/29 12:31	1	2.850000000	1.98
		Needs feed and Sep rollers. - repeated paper jams--about 6 spots where paper needs to be removed each time. Teacher tried to run jobs--keeps jamming	550 Dorset Street	SC180550	2019/04/29 14:33	2019/05/01 07:58	1		0.93
		copier jams/crumples paper as it enters F1/F2 in the finisher unit. Each time 4 papers in transit from the paper tray need to be located and removed. This now happens on even 1 or 2 copies/prints from file.	550 Dorset Street	SC183055	2019/05/16 15:08	2019/05/16 15:47	1	0.650000000	0.72
		copier jams/crumples paper as it enters F1/F2 in the finisher unit. Each time 4 papers in transit from the paper tray need to be located and removed. This now happens on even 1 or 2 copies/prints from file.	550 Dorset Street	SC183080	2019/05/16 18:33	2019/05/17 08:02	1		0.82
		repeated paper jams--about 6 spots where paper needs to be removed each time. Teacher tried to run jobs--keeps jamming	550 Dorset Street	SC180443	2019/04/29 09:40	2019/04/29 12:31	5	15.950000000	5.9
	Multiple Issues	copier has blue "please wait" popup screen covering 80% of display. There is also a motor running non-stop inside the copier (similar to start up but usually stops once the machine fully starts). The display is non-responsive. Power cycled by disconnectin	550 Dorset Street	SC181137	2019/05/02 12:34	2019/05/06 16:01	1	20.450000000	0.48
		copier has blue "please wait" popup screen covering 80% of display. There is also a motor running non-stop inside the copier (similar to start up but usually stops once the machine fully starts). The display is non-responsive. Power cycled by disconnectin	550 Dorset Street	SC181566	2019/05/06 16:57	2019/05/07 07:53	1		1.48
		Needs new SD Card ASAP please They are down. OVER NIGHT ORDER PLEASE. - copier has blue "please wait" popup screen covering 80% of display. There is also a motor running non-stop inside the copier (similar to start up but usually stops once the machine fu	550 Dorset Street	SC181618	2019/05/07 09:31	2019/05/08 13:31	1		0.63
		Needs new SD Card ASAP please They are down. OVER NIGHT ORDER PLEASE. - copier has blue "please wait" popup screen covering 80% of display. There is also a motor running non-stop inside the copier (similar to start up but usually stops once the machine fu	550 Dorset Street	SC181618	2019/05/07 09:31	2019/05/08 13:31	3	20.450000000	2.59
							9	17.075000000	9.56

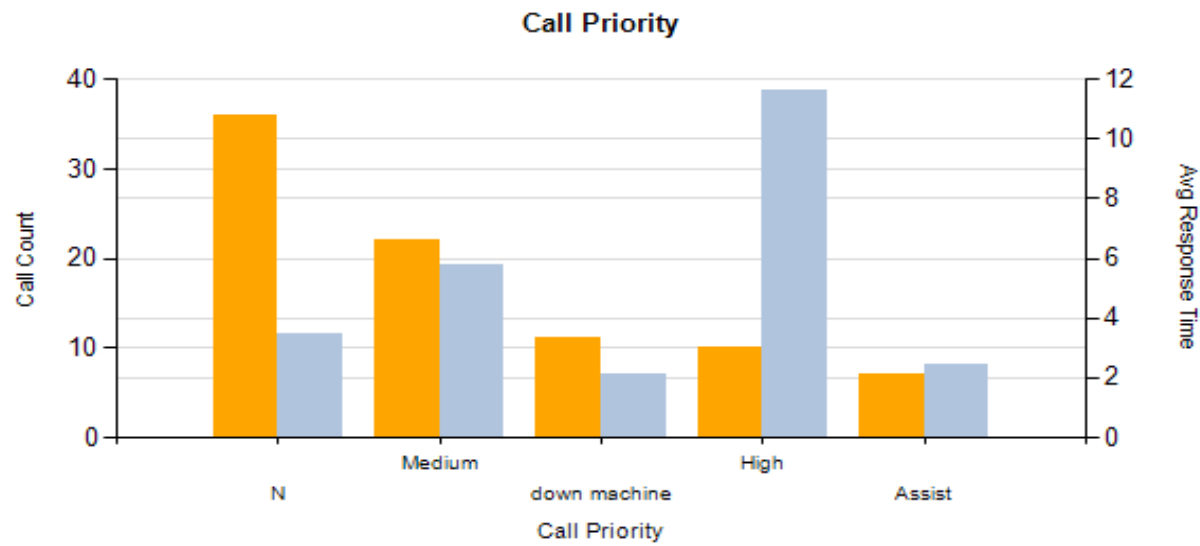
Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Last BW Meter	Projected BW Monthly Volume	Actual BW Monthly Volume
					Last Color Meter	Projected Color Monthly Volume	Actual Color Monthly Volume
Chamberlin School : 262 White Street							
OSV-04412[Toshiba/E-Studio 8508A]	Staff Room	CIJF13411	12/20/2016	3	431,705	14,680	13,830
OSV-04439[KYOCERA/P-2135DN Printer]	Project Room 18	LVK6X53734	12/20/2016	0	14,320	443	439
OSV-04442[KYOCERA/P-2135DN Printer]	Room 5 Comp Lab	LVK6X53724	12/20/2016	0	14,579	459	448
OSV-04448[Toshiba/E-Studio 4505AC]	Main Office	CFJF64269	12/20/2016	3	117,084	3,724	3,795
					158,730	4,763	6,001
OSV-04451[Toshiba/E-Studio 6508A]	Special Services-RM 17	CIJF13281	12/20/2016	1	365,051	12,445	11,208
OSV-04474[KYOCERA/FS-2100DN]	Media Center	LQA6940677	12/20/2016	0	25,679	1,067	543
OSV-04493[KYOCERA/P-2135DN Printer]	EEE Office	LVK6X53736	12/20/2016	0	7,037	208	281
OSV-04497[KYOCERA/P-2135DN Printer]	Main Office	LVK6X53729	12/20/2016	1	7,995	239	344
OSV-04498[KYOCERA/P-2135DN Printer]	Project Room 13	LVK6X53735	12/20/2016	0	35,548	1,006	1,052
OSV-04506[Toshiba/TOSHES7508A]	Staff Room	CIJF13170	12/20/2016	3	511,179	15,131	19,354
OSV-04518[KYOCERA/P6130cdn]	Media Center	V5Q5901825	12/20/2016	1	5,451	194	180
					18,515	652	697
OSV-2497[Hewlett Packard/HPM127FN]	Nurse's Office	CNB9FDFDR6		0	4,560	36	31
Frederick H. Tuttle School-Middle School : 500 Dorset Street							
OSV-02475[KYOCERA/P-2135DN Printer]	Room 244	LVK6X55221	8/28/2017	0	5,024	128	291
OSV-03288[Hewlett Packard/HPM451NW]	Special Ed/2nd floor	CNDG200803		0	8,983	133	73
					6,792	114	70
OSV-04449[Toshiba/E-Studio 4505AC]	Main Office	CFJF64257	12/20/2016	2	60,280	1,807	2,452
					116,739	2,949	5,389
OSV-04453[Toshiba/E-Studio 8508A]	Library Hall	CIHF11752	12/20/2016	0	576,044	19,229	18,036
OSV-04467[Toshiba/E-Studio 8508A]	Room E 265	CIJF13292	12/20/2016	2	1,173,501	39,258	37,895
OSV-04469[Toshiba/E-Studio 8508A]	Main Office	CIJF13414	12/20/2016	3	554,297	20,197	18,907
OSV-04473[KYOCERA/FS-2100DN]	Library	LQA6940676	12/20/2016	0	121,593	3,851	3,980
OSV-04494[KYOCERA/P-2135DN Printer]	Room E-267 Journey	LVK6X53723	12/20/2016	0	6,328	105	277
OSV-04495[KYOCERA/P-2135DN Printer]	Room E-168	LVK6X53733	12/20/2016	0	2,708	109	73
OSV-04496[KYOCERA/P-2135DN Printer]	Room C209 SPED	LVK6X53728	12/20/2016	0	11,347	320	305
OSV-04508[KYOCERA/FS-2100DN]	Room C-260	LQA6940683	12/20/2016	0	14,219	435	278
OSV-04509[KYOCERA/FS-2100DN]	Room W-223 Nova	LQA6940684	12/20/2016	1	45,066	1,560	1,251
OSV-04515[KYOCERA/FS-C8650DN]	Room E 274	NXW6901121	12/20/2016	0	9,141	237	370
					35,377	917	1,530
OSV-04516[KYOCERA/M2535DN]	Food Service	LVZ6633792	12/20/2016	0	9,720	300	289
OSV-04548[HP/HP M401dn]	Library	VNG4617274		0	57,130	726	579
OSV-04772[Toshiba/E-Studio 8508A]	Main Office	CIHF11736	1/30/2017	1	386,493	12,949	13,690
OSV-04945[KYOCERA/P2040dw]	Fusion Team	VD27306828	2/28/2018	0	12,004	587	745
OSV-05002[KYOCERA/P-2135DN Printer]	Room W-224 Lab	LVK6X55193	12/20/2016	0	7,234	247	278
OSV-05003[KYOCERA/P-2135DN Printer]	Room W-100	LVK6X55187	12/20/2016	0	8,366	288	219
OSV-05336[KYOCERA/P2040dw]	Room 22	VD26Z03728	10/12/2017	0	19,064	718	871
Orchard School : 2 Baldwin Avenue							
OSV-03893[KYOCERA/P6130cdn]	Room A109, Elem	V5Q6403028	12/20/2016	3	12,970	514	481
					38,933	1,286	1,594

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Last BW Meter	Projected BW Monthly Volume	Actual BW Monthly Volume
					Last Color Meter	Projected Color Monthly Volume	Actual Color Monthly Volume
OSV-04356[KYOCERA/FS-2100DN]	Guidance- RM 16	LQA6739778	1/31/2017	0	6,562	262	233
OSV-04450[Toshiba/E-Studio 4505AC]	Main Office	CFJF64286	12/20/2016	0	65,605	2,058	2,458
					95,574	3,003	3,197
OSV-04456[Toshiba/E-Studio 8508A]	Room 16 Copy Room	CIIF11814	12/20/2016	4	650,974	25,389	17,941
OSV-04468[Toshiba/E-Studio 8508A]	Main Office	CIJF13291	12/20/2016	3	967,463	33,644	34,350
OSV-04500[KYOCERA/P6130cdn]	Project Room 4/5	V5Q66503178	12/21/2016	0	11,991	243	453
					13,233	255	596
OSV-05001[KYOCERA/P-2135DN Printer]	Room 27 SPED	LVK6X55194	12/20/2016	0	13,699	390	576
Rick Marcotte Central School : 10 Market Street						0	0
OSV-04428[Toshiba/E-Studio 4505AC]	Library	CFHF47819	12/20/2016	3	51,384	1,477	2,131
					183,632	5,510	7,409
OSV-04441[KYOCERA/P-2135DN Printer]	GR 5 Project Room	LVK6X55180	12/20/2016	0	37,775	1,352	1,306
OSV-04443[Toshiba/E-Studio 8508A]	Primary Wing Custodian	CIJF13293	12/20/2016	4	619,620	22,956	16,560
OSV-04459[Toshiba/E-Studio 8508A]	Room 1-Staff	CIJF13294	12/20/2016	2	586,338	19,326	18,959
OSV-04463[Toshiba/E-Studio 8508A]	Room 1	CIIF11806	12/20/2016	4	468,741	13,618	15,624
OSV-04501[KYOCERA/P-2135DN Printer]	Music Room	LVK6X55170	12/20/2016	0	7,213	239	249
OSV-04502[KYOCERA/P-2135DN Printer]	Staff Lab	LVK6X55185	12/20/2016	0	4,689	181	180
OSV-04503[KYOCERA/P-2135DN Printer]	Primary Wing Custodian	LVK6951963	12/20/2016	1	19,220	785	514
OSV-04510[KYOCERA/FS-2100DN]	4th Wing	LQA6940685	12/20/2016	0	553	45	0
OSV-04511[KYOCERA/FS-2100DN]	Computer Lab	LQA6940668	12/20/2016	0	24,600	604	609
OSV-04512[KYOCERA/FS-2100DN]	Main Office	LQA6940555	12/20/2016	1	49,209	1,676	1,717
OSV-04513[KYOCERA/FS-2100DN]	Music Office SPED	LQA6940669	12/20/2016	1	14,104	467	356
OSV-04514[KYOCERA/FS-2100DN]	SPED Office	LQA6940675	12/20/2016	0	51,133	1,699	1,865
OSV-04517[KYOCERA/M2535DN]	Main Office	LVZ6633776	12/20/2016	1	23,358	707	790
SD #16 Maintenance Building : 400 Dorset Street							
OSV-04499[COPYSTAR/CS 306ci]	Maintenance Building Office	V9W6601966	12/20/2016	0	1,638	44	54
					3,771	128	129
OSV-04519[KYOCERA/M2535DN]	Maintenance Building Office	LVZ6633784	12/20/2016	0	4,786	170	120
SD#16 Bus Garage : 23 Landfill Road							
OSV-04489[KYOCERA/FS-2100DN]	Bus Garage Main Office	LQA6940678	12/20/2016	0	17,095	639	572
OSV-04544[Hewlett Packard/HPM127FN]	Bus Garage - Manager's Office	CNB9G242VQ		0	70,371	3,024	659
South Burlington High School : 550 Dorset Street							
OSV-04390[KYOCERA/FS-2100DN]	Attendance Office	LQA6940674	12/20/2016	0	43,416	1,489	1,256
OSV-04391[KYOCERA/FS-2100DN]	Guidance Office	LQA6940682	12/20/2016	0	21,673	763	650
OSV-04392[KYOCERA/FS-2100DN]	CDC	LQA6940671	12/20/2016	0	6,872	333	84
OSV-04393[KYOCERA/FS-2100DN]	Main Library	LQA6940679	12/20/2016	0	176,132	5,175	6,026
OSV-04394[KYOCERA/FS-2100DN]	Math/Science Copy Room-2nd floor	LQA6940670	12/20/2016	1	123,693	4,755	1,985
OSV-04395[KYOCERA/FS-2100DN]	Room 206	LQA6940667	12/20/2016	0	92,645	2,690	3,347
OSV-04413[Toshiba/TOSHES5506ACT]	Guidance Office	CHHF10945	12/20/2016	0	111,124	3,359	4,065
					38,506	1,088	1,634
OSV-04440[COPYSTAR/CS 306ci]	IT Help Desk	V9W6601972	12/20/2016	1	1,641	76	61
					3,576	154	144

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Last BW Meter	Projected BW Monthly Volume	Actual BW Monthly Volume
					Last Color Meter	Projected Color Monthly Volume	Actual Color Monthly Volume
OSV-04452[Toshiba/TOSHES5506ACT]	AV LAB Room 112	CHHF11233	12/20/2016	4	280,180	9,817	9,728
					558,946	16,286	22,943
OSV-04464[Toshiba/E-Studio 8508A]	Business Hallway Copy Room (HS)	CIJF13290	12/20/2016	2	290,341	11,133	5,933
OSV-04465[Toshiba/E-Studio 8508A]	Main Office	CIJF13315	12/20/2016	6	853,326	28,634	27,146
OSV-04466[Toshiba/E-Studio 8508A]	Science Copier (locked room)	CIJF13412	12/20/2016	6	1,103,184	39,479	38,903
OSV-04470[Toshiba/E-Studio 8508A]	Library Entrance	CIJF13413	12/20/2016	0	879,008	29,648	17,735
OSV-04471[KYOCERA/FS-2100DN]	Science Dept Office	LQA6940680	12/20/2016	0	66,597	2,000	2,246
OSV-04472[KYOCERA/FS-2100DN]	Room 110	LQA6940673	12/20/2016	0	30,489	1,010	815
OSV-04475[KYOCERA/P-2135DN Printer]	AV Room-138	LVK6X53722	12/20/2016	0	7,383	195	347
OSV-04476[KYOCERA/P-2135DN Printer]	Music Office	LVK6X53727	12/20/2016	0	6,808	247	270
OSV-04477[KYOCERA/P-2135DN Printer]	Room 101	LVK6X53721	12/20/2016	0	6,944	253	210
OSV-04478[KYOCERA/P-2135DN Printer]	Room 111	LVK6X53720	12/20/2016	0	20,315	736	540
OSV-04479[KYOCERA/P-2135DN Printer]	Room 114 Language	LVK6X53731	12/20/2016	0	23,421	727	822
OSV-04480[KYOCERA/P-2135DN Printer]	Room 124 Big Pic	LVK6X53730	12/20/2016	2	14,017	481	436
OSV-04481[KYOCERA/P-2135DN Printer]	Room 210	LVK6X53737	12/20/2016	0	9,738	297	368
OSV-04482[KYOCERA/P-2135DN Printer]	Room 232	LVK6X53732	12/20/2016	0	6,395	203	170
OSV-04483[KYOCERA/P6130cdn]	Tech Ed Office - Room 141	V5Q5901836	12/20/2016	0	2,219	62	84
					4,567	106	188
OSV-04484[KYOCERA/P-2135DN Printer]	Room 241-Art	LVK6X53719	12/20/2016	0	8,827	307	171
OSV-04485[KYOCERA/P-2135DN Printer]	Math Office	LVK6X53718	12/20/2016	0	20,612	651	709
OSV-04486[KYOCERA/P-2135DN Printer]	Room 139	LVK6X53726	12/20/2016	0	2,410	68	57
OSV-04487[KYOCERA/M2535DN]	Room 220	LVZ6633777	12/20/2016	0	10,049	350	252
OSV-04490[KYOCERA/FS-2100DN]	Room 138	LQA6940686	12/27/2016	0	3,756	174	98
OSV-04492[KYOCERA/P-2135DN Printer]	Data Team (HS)	LVK6X53725	12/20/2016	0	10,896	504	234
OSV-04504[Toshiba/E-Studio 4508A]	Business Office (HS)	CGIF39710	12/20/2016	4	99,117	3,530	3,291
OSV-04505[Toshiba/E-Studio 3008A]	Business Office Copy room (HS)	CGDF14374	12/20/2016	0	70,749	2,659	2,395
OSV-04538[HP/HP M401dn]	Health	PHGDB06656		0	18,899	242	250
OSV-04542[Hewlett Packard/HPM451NW]	Room 240-Art	CNB0203990		0	6,761	65	65
					18,597	205	248
OSV-04543[Hewlett Packard/HPM451DN]	District Network Services (HS)	CNDF353985		0	3660	78	0
					10,940	278	0
OSV-04745[COPYSTAR/CS 306ci]	Main Office	V7E7Y04248	1/29/2018	1	9,155	381	548
					11,366	630	701
OSV-04754[Hewlett Packard/M604dn]	Business Office Copy Room (HS)	CNDCJCG124	12/27/2016	0	49,437	1,645	1,587
OSV-04882[Toshiba/E-Studio 1057]	AV Lab Room 112	CBAF40178	12/20/2016	0	320,464	11,152	9,966
OSV-04946[KYOCERA/P2040dw]	Room 104	VD27306821	2/28/2018	0	20,873	1,500	1,246
OSV-04947[KYOCERA/P2040dw]	LEAP Room 205	VD27305552	2/28/2018	0	20,283	1,032	1,224
OSV-04948[KYOCERA/M2635dw]	Athletics Office Room 228	VCA6X00717	2/28/2018	0	11,663	702	793
OSV-05327[KYOCERA/P2040dw]	Kitchen	VD27409231	10/31/2017	0	1,303	41	68
OSV-05337[KYOCERA/P2040dw]	Custodial Office	VD276Z03744	10/12/2017	0	3,452	61	226
OSV-05667[Canon/CANIPTX3000]	Room 140		9/11/2018	0		0	0
South Burlington School District #16 : 500 Dorset Street							

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Last BW Meter	Projected BW Monthly Volume	Actual BW Monthly Volume
					Last Color Meter	Projected Color Monthly Volume	Actual Color Monthly Volume
OSV-04427[Toshiba/E-Studio 4505AC]	Main Office	CFHF47995	12/20/2016	2	100,298	3,502	2,683
					114,350	4,789	3,032
OSV-04488[KYOCERA/FS-2100DN]	ROOM W103	LQA6940681	12/20/2016	0	63,582	2,439	1,836
OSV-04491[KYOCERA/M2535DN]	Human Resources (MS)	LVZ6633782	12/20/2016	0	8,165	239	307
OSV-05637 [KYOCERA/P2040dw]	Central Office	VD28116803			4,511	0	376
OSV-UNKNOWN [KYOCERA/P6130cdn]	Business Office (HS)	V5Q7X06022	12/20/2016	0	935	0	78
					3,992	0	333

75.47%	First Call Effectiveness (OnSite)	99.34%	Machine Availability	75.00	NetPromoter Score
75% of 53 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 106496.00. The total # hours (call received until call completed) was 698.55		12 survey responses for the period	
4.43 hrs	Average OnSite Reponse Time	5.4 hrs	First Call Fix Avg Resolution Time (On-Site)	37.2 hrs	Rescheduled Calls Avg TTR Time (first call received until final call closed)
68% of 40 corrective maintenance calls were responded to and completely resolved in under 4 hours		5.4 hrs was the average hours for first call fix from when call opened to problem resolution on 40 calls		37.2 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 13 rescheduled service calls.	



Caller	Call Count
-- --	3
Amelia	1
Barb Gilmore	2
Brenda	4
Brenda Nerber	10
Christa Chambers	3
Delina Gilroy	2
Gwen Schuppe	1
Kevin Downy	1
Linda Mickel	1
Margaret Pasqual	7
Phil Surks	6
Rose Dattilio	12
Sue O'Brien	9
Susan Dattilio	13
Tom Burke	11
Total	86

Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# OSV-04466 [Toshiba/E-Studio 8508A] 550 Dorset Street, SOUTH BURLINGTON	467061	77843
ID# OSV-04467 [Toshiba/E-Studio 8508A] 500 Dorset Street, SOUTH BURLINGTON	455673	75945
ID# OSV-04468 [Toshiba/E-Studio 8508A] 2 Baldwin Avenue, SOUTH BURLINGTON	418589	69764
ID# OSV-04465 [Toshiba/E-Studio 8508A] 550 Dorset Street, SOUTH BURLINGTON	326927	54487
ID# OSV-04506 [Toshiba/TOSHES7508A] 262 White Street, SOUTH BURLINGTON	235281	39213

Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# OSV-04452 [Toshiba/TOSHES5506ACT] 550 Dorset Street, SOUTH BURLINGTON	277066	46177
ID# OSV-04428 [Toshiba/E-Studio 4505AC] 10 Market Street, SOUTH BURLINGTON	90232	15038
ID# OSV-04448 [Toshiba/E-Studio 4505AC] 262 White Street, SOUTH BURLINGTON	73828	12304
ID# OSV-04449 [Toshiba/E-Studio 4505AC] 500 Dorset Street, SOUTH BURLINGTON	69300	11550
ID# OSV-04450 [Toshiba/E-Studio 4505AC] 2 Baldwin Avenue, SOUTH BURLINGTON	39722	6620

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Orchard School			% Calls in SLA	Total Calls	In SLA				4.07	4.43	1.0	8.1	18	0
Chamberlin School : 262 White Street			75.00%	4	3									
E-Studio 4505AC [Toshiba]									1.61	0.40	1.3	0.6	0	0
OSV-04448 sn:CFJF64269									1.61	0.40	1.3	0.6	0	0
	SC180685													
Call	SC180685	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01		0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/04/30 10:55		Response Hours:	1.47		Call Priority:	down machine				
		Caller: Rose Dattilio		Dispatched: 2019/04/30 12:23		CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: cleaning		Arrived: 2019/04/30 12:23		Travel Hours:	0							
				Completed 2019/04/30 13:24		Repair Hours:	1.02							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Firmware update												
	Resolution Code:	Clone												
	Resolution Code:	Cleaned and Testedd												
	SC183886													
Call	SC183886	Jamming [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01		1.67	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/23 09:09		Response Hours:	0.4		Call Priority:	Medium				
		Caller: Rose Dattilio		Dispatched: 2019/05/23 09:28		CM Response Hours:	0.40		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: not feeding the papers and is jamming		Arrived: 2019/05/23 09:33		Travel Hours:	0.08							
				Completed 2019/05/23 10:49		Repair Hours:	1.27							
						Resolution Hours:	1.67							
	ProblemCodes													
	Problem Code:	JAMMING												
	SC185568													
Call	SC185568	Touchscreen not working [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01		0	0	0
		Assigned Tech: David Prior		Received: 2019/06/06 09:37		Response Hours:	2.95		Call Priority:	High				
		Caller: Rose Dattilio		Dispatched: 2019/06/06 11:01		CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: noisy operation touch screen is not working		Arrived: 2019/06/06 12:34		Travel Hours:	1.55							
				Completed 2019/06/06 14:04		Repair Hours:	1.5							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Trouble Shoot												
	Resolution Code:	Firmware update												
E-Studio 6508A [Toshiba]									0.03		1.4	0.0	0	0
OSV-04451 sn:CJUF13281									0.03		1.4	0.0	0	0
	SC180684													
Call	SC180684	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01		0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/04/30 10:54		Response Hours:	0.03		Call Priority:	N				
		Caller: Rose Dattilio		Dispatched: 2019/04/30 10:56		CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: cleaning		Arrived: 2019/04/30 10:56		Travel Hours:	0							
				Completed 2019/04/30 12:22		Repair Hours:	1.43							
						Resolution Hours:	0							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Firmware update												
	Resolution Code:	Clone												
E-Studio 8508A [Toshiba]									1.14	0.05	1.1	0.4	0	0
OSV-04412 sn:CIJF13411									1.14	0.05	1.1	0.4	0	0
SC170599														
Call	SC170599	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/02/18 11:28	Response Hours:	2		Call Priority:	N					
	Caller:	Rose Dattilio		Dispatched: 2019/02/18 12:03	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	making lines on photo copies		Arrived: 2019/02/18 13:28	Travel Hours:	1.42								
				Completed 2019/02/18 14:24	Repair Hours:	0.93								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	LINES												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Misc. Parts												
SC180609														
Call	SC180609	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/04/30 08:06	Response Hours:	1.37		Call Priority:	down machine					
	Caller:	Rose Dattilio		Dispatched: 2019/04/30 09:28	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Cleaning		Arrived: 2019/04/30 09:28	Travel Hours:	0								
				Completed 2019/04/30 10:49	Repair Hours:	1.35								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Firmware update												
	Resolution Code:	Clone												
	Resolution Code:	Cleaned and Testedd												
SC184708														
Call	SC184708	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			1.18	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/30 13:09	Response Hours:	0.05		Call Priority:	N					
	Caller:	Rose Dattilio		Dispatched: 2019/05/30 13:12	CM Response Hours:	0.05		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	ERROR CODE		Arrived: 2019/05/30 13:12	Travel Hours:	0								
				Completed 2019/05/30 14:20	Repair Hours:	1.13								
					Resolution Hours:	1.18								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Misc. Parts												
FS-2100DN [KYOCERA]														
OSV-04474 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
HPM127FN [Hewlett Packard]														
OSV-2497 sn:														
P-2135DN Printer [KYOCERA]									6.68	6.68	0.5	7.2	0	0
OSV-04439 sn:														
OSV-04442 sn:														
OSV-04493 sn:														
OSV-04497 sn:LVK6X53729									6.68	6.68	0.5	7.2	0	0
SC175583														
Call	SC175583	ERROR CODE [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CON3345-OSV-01				7.18	0	0
	Assigned Tech: Brian Sheehan		Received: 2019/03/25 10:39		Response Hours: 6.68		Call Priority: N							
	Caller: Rose Dattilio		Dispatched: 2019/03/26 08:43		CM Response Hours: 6.68		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: error power off f24B		Arrived: 2019/03/26 08:50		Travel Hours: 0.12									
			Completed 2019/03/26 09:20		Repair Hours: 0.5									
					Resolution Hours: 7.18									
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Instructed												
	Resolution Code:	Reset												
OSV-04498 sn:														
P6130cdn [KYOCERA]									1.68	1.68	0.5	2.2	0	0
OSV-04518 sn:V5Q5901825									1.68	1.68	0.5	2.2	0	0
SC173909														
Call	SC173909	TONER ISSUE [CM]		Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CON3345-OSV-01				2.17	0	0
	Assigned Tech: Brian Sheehan		Received: 2019/03/12 14:49		Response Hours: 1.68		Call Priority: down machine							
	Caller: Rose Dattilio		Dispatched: 2019/03/13 08:00		CM Response Hours: 1.68		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: staeing that its not reconizing the yellow toner and she just replaced it last week		Arrived: 2019/03/13 08:00		Travel Hours: 0									
			Completed 2019/03/13 08:29		Repair Hours: 0.48									
					Resolution Hours: 2.17									
	ProblemCodes													
	Problem Code:	needs toner												
	Resolution Code:	Miscellaneous												
TOSHES7508A [Toshiba]									0.42		1.6	0.0	0	0
OSV-04506 sn:CIJF13170									0.42		1.6	0.0	0	0
SC170628														
Call	SC170628	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CON3345-OSV-01				0	0	0
	Assigned Tech: Brian Sheehan		Received: 2019/02/18 14:25		Response Hours: 0.03		Call Priority: N							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Rose Dattilio			Dispatched: 2019/02/18 14:27		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: cleaning			Arrived: 2019/02/18 14:27		Travel Hours:	0							
				Completed 2019/02/18 16:28		Repair Hours:	2.02							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Cleaned and Testedd												
SC180608														
Call	SC180608	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CON3345-OSV-01				0	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/04/30 08:06		Response Hours:	0.07	Call Priority: N						
	Caller: Rose Dattilio			Dispatched: 2019/04/30 08:10		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Cleaning			Arrived: 2019/04/30 08:10		Travel Hours:	0							
				Completed 2019/04/30 09:27		Repair Hours:	1.28							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Clone												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Firmware update												
SC184709														
Call	SC184709	Lines on copy [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CON3345-OSV-01				0	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/05/30 13:10		Response Hours:	1.17	Call Priority: Medium						
	Caller: Rose Dattilio			Dispatched: 2019/05/30 14:20		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: LINES			Arrived: 2019/05/30 14:20		Travel Hours:	0							
				Completed 2019/05/30 15:44		Repair Hours:	1.4							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	LINES												
Frederick H. Tuttle School-Middle School : 500 Dorset Street			100.00%	7	7									
E-Studio 4505AC [Toshiba]									0.51	0.51	0.7	1.2	0	0
OSV-04449 sn:CFJF64257									0.51	0.51	0.7	1.2	0	0
SC182876														
Call	SC182876	Multiple Issues [CM]		Call In SLA: Yes		SLA Response Hours:	4.00	Contract#: CON3345-OSV-01				1.33	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/05/15 15:10		Response Hours:	0.77	Call Priority: N						
	Caller: Margaret Pasqual			Dispatched: 2019/05/15 15:56		CM Response Hours:	0.77	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Noise and cleaning			Arrived: 2019/05/15 15:56		Travel Hours:	0							
				Completed 2019/05/15 16:57		Repair Hours:	0.57							
						Resolution Hours:	1.33							
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Firmware update												
	Resolution Code:	Clone												
SC187102														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call	SC187102	Follow Up [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			1.13	0	0
		Assigned Tech: Brian Sheehan			Received: 2019/06/18 14:59	Response Hours:	0.25	Call Priority: Low						
		Caller: Margaret Pasqual			Dispatched: 2019/06/18 15:14	CM Response Hours:	0.25	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: follow up			Arrived: 2019/06/18 15:14	Travel Hours:	0							
					Completed 2019/06/18 16:07	Repair Hours:	0.88							
						Resolution Hours:	1.13							
		ProblemCodes												
		Problem Code:	Message											
		Resolution Code:	Miscellaneous											
E-Studio 8508A [Toshiba]									1.78	1.62	1.2	3.2	1	0
OSV-04453 sn:														
OSV-04467 sn:CIJF13292									3.24	2.35	1.5	2.4	0	0
	SC168015													
	Call	SC168015	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			0	0	0
		Assigned Tech: Brian Sheehan			Received: 2019/01/30 10:12	Response Hours:	4.12	Call Priority: High						
		Caller: Margaret Pasqual			Dispatched: 2019/01/30 13:22	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: The touch pad is not working parts are black			Arrived: 2019/01/30 14:19	Travel Hours:	0.95							
					Completed 2019/01/30 14:49	Repair Hours:	0.5							
						Resolution Hours:	0							
		ProblemCodes												
		Problem Code:	MISC. CALL											
		Resolution Code:	Cleaned and Testedd											
	SC174552													
	Call	SC174552	Multiple Problems [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			4.87	0	0
		Assigned Tech: Brian Sheehan			Received: 2019/03/18 11:22	Response Hours:	2.35	Call Priority: Medium						
		Caller: Margaret Pasqual			Dispatched: 2019/03/18 11:58	CM Response Hours:	2.35	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming and copies are coming out print issues			Arrived: 2019/03/18 13:43	Travel Hours:	1.75							
					Completed 2019/03/18 16:14	Repair Hours:	2.52							
						Resolution Hours:	4.87							
		ProblemCodes												
		Problem Code:	Multiple Issues											
		Resolution Code:	Cleaned and Testedd											
		Resolution Code:	Replaced Misc. Parts											
OSV-04469 sn:CIJF13414									1.28	1.89	0.5	3.8	1	0
	SC168160													
	Call	SC168160	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01			2.22	0	0
		Assigned Tech: Brian Sheehan			Received: 2019/01/31 08:23	Response Hours:	1.63	Call Priority: down machine						
		Caller: Margaret Pasqual			Dispatched: 2019/01/31 10:01	CM Response Hours:	1.63	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: telling them to unplug the machine but she didnt want to so now it save to call for service with			Arrived: 2019/01/31 10:01	Travel Hours:	0							
					Completed 2019/01/31 10:36	Repair Hours:	0.58	Incompleted 1-Need Parts						
						Resolution Hours:	2.22							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Machine Down												
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC168234	Call Service Flashing [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			6.42	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/01/31 10:39	Response Hours:	0.05		Call Priority:	N					
	Caller:	Margaret Pasqual		Dispatched: 2019/02/01 08:09	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Needs fuse and holders asap please. Machine is down - telling them to unplug the machine but		Arrived: 2019/02/01 08:11	Travel Hours:	0.03								
				Departure 2019/02/01 08:34	Repair Hours:	0.38								
					Resolution Hours:	6.42								
SC168234														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
SC172909														
Call	SC172909	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			2.73	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/03/06 09:50	Response Hours:	2.15		Call Priority:	N					
	Caller:	Margaret Pasqual		Dispatched: 2019/03/06 10:01	CM Response Hours:	2.15		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	call for service red wrench C471		Arrived: 2019/03/06 11:59	Travel Hours:	1.97								
				Completed 2019/03/06 12:34	Repair Hours:	0.58								
					Resolution Hours:	2.73								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Miscellaneous												
OSV-04772 sn:CIHF11736									0.35	0.35	2.6	2.9	0	0
SC182727														
Call	SC182727	Multiple Problems [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			2.92	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/15 08:06	Response Hours:	0.35		Call Priority:	Medium					
	Caller:	Linda Mickel		Dispatched: 2019/05/15 08:27	CM Response Hours:	0.35		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Making packets and after a few pages its not lining up and the stapler makes the pages		Arrived: 2019/05/15 08:27	Travel Hours:	0								
				Completed 2019/05/15 11:01	Repair Hours:	2.57								
					Resolution Hours:	2.92								
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Firmware update												
	Resolution Code:	Clone												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Misc. Parts												
FS-2100DN [KYOCERA]									2.62	2.62	0.4	3.0	0	0
OSV-04473 sn:														
OSV-04508 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-04509 sn:LQA6940684									2.62	2.62	0.4	3.0	0	0
SC164131														
Call SC164131	By Pass Tray [CM]			Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			3.03	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/01/04 14:56	Response Hours:	2.62		Call Priority: Assist						
	Caller: Amelia			Dispatched: 2019/01/07 08:41	CM Response Hours:	2.62		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Some how bypassed the basic tray to the empty tray. I went fix it with settings			Arrived: 2019/01/07 09:03	Travel Hours:	0.37								
				Completed 2019/01/07 09:28	Repair Hours:	0.42								
					Resolution Hours:	3.03								
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	ADJUSTED												
FS-C8650DN [KYOCERA]														
OSV-04515 sn:														
HP M401dn [HP]														
OSV-04548 sn:														
HPM451NW [Hewlett Packard]														
OSV-03288 sn:														
M2535DN [KYOCERA]														
OSV-04516 sn:														
P2040dw [KYOCERA]														
OSV-04945 sn:														
OSV-05336 sn:														
P-2135DN Printer [KYOCERA]														
OSV-02475 sn:														
OSV-04494 sn:														
OSV-04495 sn:														
OSV-04496 sn:														
OSV-05002 sn:														
OSV-05003 sn:														
Orchard School : 2 Baldwin Avenue			33.333%	6	2									
E-Studio 4505AC [Toshiba]														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-04450 sn:														
E-Studio 8508A [Toshiba]									2.22	3.16	0.7	13.2	2	0
OSV-04456 sn:CIIF11814									2.32	3.21	0.7	6.0	1	0
SC164446														
Call	SC164446	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			3.1	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/01/08 09:10	Response Hours:	2.35		Call Priority:	Assist					
		Caller: Sue O'Brien		Dispatched: 2019/01/08 11:30	CM Response Hours:	2.35		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Shows the red wrench call for service		Arrived: 2019/01/08 11:31	Travel Hours:	0.02								
				Completed 2019/01/08 12:16	Repair Hours:	0.75	Incompleted 1-Need Parts							
					Resolution Hours:	3.1								
	ProblemCodes													
	Problem Code:	Machine Down												
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC164537	Call Service Flashing [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			16.28	1	0
		Assigned Tech: Brian Sheehan		Received: 2019/01/08 12:21	Response Hours:	0.78		Call Priority:	N					
		Caller: Sue O'Brien		Dispatched: 2019/01/10 09:51	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Needs fuser drive parts ASAP please. They are down - Shows the red wrench call for service		Arrived: 2019/01/10 10:37	Travel Hours:	0.77								
				Departure 2019/01/10 11:38	Repair Hours:	1.02								
					Resolution Hours:	16.28								
SC164537														
	ProblemCodes													
	Problem Code:	MISC. PARTS												
	Resolution Code:	REPL PARTS USED												
SC177320														
Call	SC177320	Master Mis-Feed [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			4.8	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/04/04 13:42	Response Hours:	4.07		Call Priority:	Assist					
		Caller: Sue O'Brien		Dispatched: 2019/04/05 08:02	CM Response Hours:	4.07		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: mis feeds all over. they fix it an then it starts all over again		Arrived: 2019/04/05 09:16	Travel Hours:	1.23								
				Completed 2019/04/05 10:00	Repair Hours:	0.73								
					Resolution Hours:	4.8								
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	REPL FEED RLLRS												
SC183708														
Call	SC183708	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/22 09:42	Response Hours:	2.08		Call Priority:	High					
		Caller: Brenda		Dispatched: 2019/05/22 10:33	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Touch screen losing sensitivity...not working properly		Arrived: 2019/05/22 11:47	Travel Hours:	1.23								
				Completed 2019/05/22 12:08	Repair Hours:	0.35								
					Resolution Hours:	0								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	Control Panel												
	Resolution Code:	Miscellaneous												
OSV-04468 sn:CIJF13291									2.09	3.10	0.6	22.8	1	0
SC164445														
Call	SC164445	BLACK COPIES [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			2.32	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/01/08 09:10	Response Hours:	1.67		Call Priority:	N					
	Caller:	Sue O'Brien		Dispatched: 2019/01/08 10:40	CM Response Hours:	1.67		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	black copies		Arrived: 2019/01/08 10:50	Travel Hours:	0.17								
				Completed 2019/01/08 11:29	Repair Hours:	0.65								
					Resolution Hours:	2.32								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replaced Misc. Parts												
SC176002														
Call	SC176002	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			4.58	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/03/27 09:40	Response Hours:	4.53		Call Priority:	Medium					
	Caller:	Sue O'Brien		Dispatched: 2019/03/27 10:57	CM Response Hours:	4.53		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	multiple misfeeds and now there is paper stuck she thinks		Arrived: 2019/03/27 14:12	Travel Hours:	3.25								
				Completed 2019/03/27 14:15	Repair Hours:	0.05		Incompleted 1-Need Parts						
					Resolution Hours:	4.58								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Needs parts												
Call	SC176124	Jamming [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			61.57	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/03/27 15:17	Response Hours:	0.07		Call Priority:	Medium					
	Caller:	Sue O'Brien		Dispatched: 2019/04/05 16:04	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Needs fuser rebuild and feed roll kits. - multiple misfeeds and now there is paper stuck she thinks		Arrived: 2019/04/05 16:07	Travel Hours:	0.05								
				Departure 2019/04/05 17:21	Repair Hours:	1.23								
					Resolution Hours:	61.57								
SC176124														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
FS-2100DN [KYOCERA]														
OSV-04356 sn:														
P-2135DN Printer [KYOCERA]														
OSV-05001 sn:														
P6130cdn [KYOCERA]									3.56	4.63	0.8	22.6	1	0
OSV-03893 sn:V5Q6403028									3.56	4.63	0.8	22.6	1	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC182104														
Call	SC182104	ERROR CODE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			4.38	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/09 12:28	Response Hours:	4.03		Call Priority:	down machine					
		Caller: Sue O'Brien		Dispatched: 2019/05/10 07:22	CM Response Hours:	4.03		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Long error code 66100050527 machine is down		Arrived: 2019/05/10 07:35	Travel Hours:	0.22								
				Completed 2019/05/10 08:21	Repair Hours:	0.35		Incompleted 1-Need Parts						
					Resolution Hours:	4.38								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC182200	ERROR CODE [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			57.23	1	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/10 08:23	Response Hours:	1.43		Call Priority:	N					
		Caller: Sue O'Brien		Dispatched: 2019/05/20 12:04	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Needs fuser unit ASAP they are down. MK-5142 - Long error code 66100050527 machine is down		Arrived: 2019/05/20 13:28	Travel Hours:	1.4								
				Departure 2019/05/20 14:37	Repair Hours:	1.15								
					Resolution Hours:	57.23								
SC182200														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
SC185218														
Call	SC185218	Multiple Problems [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			6.08	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/06/04 09:51	Response Hours:	5.23		Call Priority:	Medium					
		Caller: Sue O'Brien		Dispatched: 2019/06/04 13:54	CM Response Hours:	5.23		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Still having issues stated the tech would know		Arrived: 2019/06/04 15:05	Travel Hours:	1.18								
				Completed 2019/06/04 15:56	Repair Hours:	0.85								
					Resolution Hours:	6.08								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Repaired												
OSV-04500 sn:														
Rick Marcotte Central School : 10 Market Street			66.667%	6	4									
E-Studio 4505AC [Toshiba]									5.97		1.1	0.0	0	0
OSV-04428 sn:CFHF47819									5.97		1.1	0.0	0	0
SC177449														
Call	SC177449	Lines on copy [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
		Assigned Tech: David Prior		Received: 2019/04/05 10:26	Response Hours:	9.23		Call Priority:	High					
		Caller: Barb Gilmore		Dispatched: 2019/04/08 10:31	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: lines on copies		Arrived: 2019/04/08 11:10	Travel Hours:	0.65								
				Completed 2019/04/08 12:11	Repair Hours:	1.02								
					Resolution Hours:	0								
	ProblemCodes													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
SC177805														
Call	SC177805	Lines on copy [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01		0	0	0
		Assigned Tech: David Prior		Received: 2019/04/09 09:19		Response Hours:	7.32		Call Priority:	High				
		Caller: Gwen Schuppe		Dispatched: 2019/04/10 08:01		CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: still getting lines on the paper		Arrived: 2019/04/10 08:08		Travel Hours:	0.12							
				Completed 2019/04/10 09:37		Repair Hours:	1.48							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Trouble Shoot												
SC179010														
Call	SC179010	Lines on copy [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01		0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/04/17 14:22		Response Hours:	1.37		Call Priority:	down machine				
		Caller: Barb Gilmore		Dispatched: 2019/04/17 15:04		CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: color lines going through middle of page		Arrived: 2019/04/17 15:44		Travel Hours:	0.67							
				Completed 2019/04/17 16:45		Repair Hours:	0.77							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	SPOTTY COPIES												
	Resolution Code:	COLOR CALIBRATION												
	Resolution Code:	Cleaned and Testedd												
E-Studio 8508A [Toshiba]									4.81	2.50	1.3	27.3	3	0
OSV-04443 sn:CIJF13293									10.20	4.85	1.5	65.6	2	0
SC180479														
Call	SC180479	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01		0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/04/29 11:05		Response Hours:	0.02		Call Priority:	N				
		Caller: Susan Dattilio		Dispatched: 2019/04/29 11:06		CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: cleaning		Arrived: 2019/04/29 11:06		Travel Hours:	0							
				Completed 2019/04/29 12:24		Repair Hours:	1.3							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Clone												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Firmware update												
SC181926														
Call	SC181926	Jamming [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01		7.15	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/08 13:21		Response Hours:	4.85		Call Priority:	Medium				
		Caller: Susan Dattilio		Dispatched: 2019/05/09 09:25		CM Response Hours:	4.85		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner				
		Call Desc: mis feeds might be a sliver a paper still in the machine		Arrived: 2019/05/09 09:42		Travel Hours:	0.28							
				Completed 2019/05/09 12:00		Repair Hours:	2.3		Incompleted 1-Need Parts					
						Resolution Hours:	7.15							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Trouble Shoot											
	Resolution Code:		Needs parts											
Call	SC182092	Jamming [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			218.07	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/09 12:02	Response Hours:	0.13		Call Priority:	Medium					
	Caller:	Susan Dattilio		Dispatched: 2019/06/17 08:13	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Needs quantity of 2 Part # C0-20487000 - mis feeds might be a silver a paper still in the		Arrived: 2019/06/17 08:14	Travel Hours:	0.02								
				Departure 2019/06/17 09:06	Repair Hours:	0.87		Incompleted 3-TECH ASSIST						
					Resolution Hours:	218.07								
Call	SC186781	Jamming [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			37.28	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/06/17 09:08	Response Hours:	35.8		Call Priority:	Medium					
	Caller:	Susan Dattilio		Dispatched: 2019/06/21 10:00	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Needs quantity of 2 Part # C0-20487000 - mis feeds might be a silver a paper still in the		Arrived: 2019/06/21 10:56	Travel Hours:	0.93								
				Departure 2019/06/21 12:25	Repair Hours:	1.48								
					Resolution Hours:	37.28								
SC182092														
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:		Miscellaneous											
SC186781														
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:		Miscellaneous											
OSV-04459 sn:CIJF13294									0.10	0.08	0.9	0.4	0	0
SC178016														
Call	SC178016	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0.7	0	0
	Assigned Tech:	David Prior		Received: 2019/04/10 09:41	Response Hours:	0.08		Call Priority:	Medium					
	Caller:	Susan Dattilio		Dispatched: 2019/04/10 09:46	CM Response Hours:	0.08		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	jamed		Arrived: 2019/04/10 09:46	Travel Hours:	0								
				Completed 2019/04/10 10:23	Repair Hours:	0.62								
					Resolution Hours:	0.7								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Instructed											
	Resolution Code:		Cleaned and Testedd											
SC180404														
Call	SC180404	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/04/29 08:08	Response Hours:	0.12		Call Priority:	N					
	Caller:	Susan Dattilio		Dispatched: 2019/04/29 08:15	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	cleaning		Arrived: 2019/04/29 08:15	Travel Hours:	0								
				Completed 2019/04/29 09:29	Repair Hours:	1.23								
					Resolution Hours:	0								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Firmware update												
	Resolution Code:	Clone												
OSV-04463 sn:CIIF11806									1.78	2.53	1.3	2.4	1	0
SC180405														
Call	SC180405	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CON3345-OSV-01			0	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/04/29 07:45		Response Hours:	1.5		Call Priority: down machine					
	Caller:	Susan Dattilio		Dispatched: 2019/04/29 09:30		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	cleaning		Arrived: 2019/04/29 09:30		Travel Hours:	0							
				Completed 2019/04/29 11:04		Repair Hours:	1.57							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Firmware update												
	Resolution Code:	Clone												
	Resolution Code:	Cleaned and Testedd												
SC182785														
Call	SC182785	Streaks [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CON3345-OSV-01			1.53	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/15 10:33		Response Hours:	0.97		Call Priority: N					
	Caller:	Susan Dattilio		Dispatched: 2019/05/15 11:04		CM Response Hours:	0.97		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	leaving streaks like the other machine did said you would know what she means		Arrived: 2019/05/15 11:31		Travel Hours:	0.45							
				Completed 2019/05/15 12:05		Repair Hours:	0.57							
						Resolution Hours:	1.53							
	ProblemCodes													
	Problem Code:	LINES												
	Resolution Code:	Replaced Misc. Parts												
SC184084														
Call	SC184084	Service Code [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#: CON3345-OSV-01			6.42	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/24 09:31		Response Hours:	4.08		Call Priority: Assist					
	Caller:	Susan Dattilio		Dispatched: 2019/05/24 12:35		CM Response Hours:	4.08		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	call for service red wrench error code C471		Arrived: 2019/05/24 13:36		Travel Hours:	1.02							
				Completed 2019/05/24 15:56		Repair Hours:	2.33	Incompleted 1-Need Parts						
						Resolution Hours:	6.42							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Misc. Parts												
	Resolution Code:	Needs parts												
Call	SC184200	Service Code [CM]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CON3345-OSV-01			1.48	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/24 15:57		Response Hours:	0.58		Call Priority: Medium					
	Caller:	Susan Dattilio		Dispatched: 2019/05/28 08:02		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Needs a thermal fuse. - call for service red wrench error code C471		Arrived: 2019/05/28 08:02		Travel Hours:	0							
				Departure 2019/05/28 08:56		Repair Hours:	0.9							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	1.48							
SC184200														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
FS-2100DN [KYOCERA]								1.35	1.35	1.0	2.3	0	0	
OSV-04510 sn:														
OSV-04511 sn:														
OSV-04512 sn:LQA6940555								1.72	1.72	1.0	2.7	0	0	
SC184257														
Call SC184257	Cleaning Web [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			2.67	0	0	
	Assigned Tech: Brian Sheehan		Received: 2019/05/28 09:52	Response Hours:	1.72		Call Priority: High							
	Caller: Susan Dattilio		Dispatched: 2019/05/28 10:45	CM Response Hours:	1.72		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: cleaning		Arrived: 2019/05/28 11:35	Travel Hours:	0.83									
			Completed 2019/05/28 12:32	Repair Hours:	0.95									
				Resolution Hours:	2.67									
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Cleaned and Testedd												
OSV-04513 sn:LQA6940669								0.98	0.98	1.0	2.0	0	0	
SC187566														
Call SC187566	Power Surge [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			2.02	0	0	
	Assigned Tech: Brian Sheehan		Received: 2019/06/21 11:27	Response Hours:	0.98		Call Priority: down machine							
	Caller: Christa Chambers		Dispatched: 2019/06/21 12:26	CM Response Hours:	0.98		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: pER bRIAN the printer was moved and possibly		Arrived: 2019/06/21 12:26	Travel Hours:	0									
	dropped and is not working		Completed 2019/06/21 13:28	Repair Hours:	1.03									
				Resolution Hours:	2.02									
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Repaired												
OSV-04514 sn:														
M2535DN [KYOCERA]								2.68		0.8	0.0	0	0	
OSV-04517 sn:LVZ6633776								2.68		0.8	0.0	0	0	
SC184256														
Call SC184256	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0	
	Assigned Tech: Brian Sheehan		Received: 2019/05/28 09:52	Response Hours:	2.68		Call Priority: Assist							
	Caller: Susan Dattilio		Dispatched: 2019/05/28 12:33	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
	Call Desc: cleaning	Arrived: 2019/05/28 12:33 Completed 2019/05/28 13:19			Travel Hours:		0								
					Repair Hours:		0.77								
					Resolution Hours:		0								
	ProblemCodes														
	Problem Code:	CLEANING													
	Resolution Code:	Cleaned and Tested													
P-2135DN Printer [KYOCERA]									0.32		1.6	0.0	0	0	0
OSV-04441 sn:															
OSV-04501 sn:															
OSV-04502 sn:															
OSV-04503 sn:LVK6951963									0.32		1.6	0.0	0	0	0
SC180552															
Call SC180552	CLEANING [PM]	Call In SLA: N/A			SLA Response Hours:	4.00	Contract#: CON3345-OSV-01					0	0	0	0
	Assigned Tech: Brian Sheehan	Received: 2019/04/29 14:34			Response Hours:	0.32	Call Priority: N								
	Caller: Susan Dattilio	Dispatched: 2019/04/29 14:41			CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner								
	Call Desc: cleaning	Arrived: 2019/04/29 14:53			Travel Hours:	0.2									
		Completed 2019/04/29 16:33			Repair Hours:	1.62									
					Resolution Hours:	0									
	ProblemCodes														
	Problem Code:	CLEANING													
	Resolution Code:	Cleaned and Tested													
SD #16 Maintenance Building : 400 Dorset Street			#DIV/0!	0	0										
CS 306ci [COPYSTAR]															
OSV-04499 sn:															
M2535DN [KYOCERA]															
OSV-04519 sn:															
SD#16 Bus Garage : 23 Landfill Road			#DIV/0!	0	0										
FS-2100DN [KYOCERA]															
OSV-04489 sn:															
HPM127FN [Hewlett Packard]															
OSV-04544 sn:															
South Burlington High School : 550 Dorset Street			62.50%	16	10										
CANIPTX3000 [Canon]															
OSV-05667 sn:															
CS 306ci [COPYSTAR]									0.10		0.9	0.0	0	0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-04440 sn:V9W6601972									0.07		0.8	0.0	0	0
SC174488														
Call	SC174488	firmware upgrade [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/18 09:12	Response Hours:	0.07		Call Priority:	N					
		Caller: Brenda Nerber		Dispatched: 2019/03/18 09:16	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Firmware update		Arrived: 2019/03/18 09:16	Travel Hours:	0								
				Completed 2019/03/18 10:04	Repair Hours:	0.8								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Firmware update												
OSV-04745 sn:V7E7Y04248									0.12		0.9	0.0	0	0
SC184914														
Call	SC184914	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/31 14:18	Response Hours:	0.12		Call Priority:	N					
		Caller: -- --		Dispatched: 2019/05/31 14:24	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: cleaning		Arrived: 2019/05/31 14:25	Travel Hours:	0.02								
				Completed 2019/05/31 15:19	Repair Hours:	0.9								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Cleaned and Testedd												
E-Studio 1057 [Toshiba]									9.05	17.08	1.1	11.1	4	0
OSV-04882 sn:CBAF40178									9.05	17.08	1.1	11.1	4	0
SC171591														
Call	SC171591	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/02/26 09:50	Response Hours:	1.13		Call Priority:	down machine					
		Caller: Christa Chambers		Dispatched: 2019/02/26 10:58	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Cherck and clean		Arrived: 2019/02/26 10:58	Travel Hours:	0								
				Completed 2019/02/26 12:02	Repair Hours:	1.07								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	CLEANING												
SC177422														
Call	SC177422	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			45.8	0	0
		Assigned Tech: David Prior		Received: 2019/04/05 09:22	Response Hours:	44.35		Call Priority:	Medium					
		Caller: Tom Burke		Dispatched: 2019/04/12 11:12	CM Response Hours:	44.35		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: jamming		Arrived: 2019/04/12 11:13	Travel Hours:	0.02								
				Completed 2019/04/12 12:40	Repair Hours:	1.45								
					Resolution Hours:	45.8								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
SC180443														
Call	SC180443	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			4.83	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/04/29 09:40	Response Hours:	2.85		Call Priority:	Medium					
	Caller:	Tom Burke		Dispatched: 2019/04/29 12:25	CM Response Hours:	2.85		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	repeated paper jams--about 6 spots where paper needs to be removed each time. Teacher tried to		Arrived: 2019/04/29 12:31	Travel Hours:	0.1								
				Completed 2019/04/29 14:30	Repair Hours:	1.98	Incompleted 1-Need Parts							
					Resolution Hours:	4.83								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Needs parts												
	Resolution Code:	Cleaned and Testedd												
Call	SC180550	Jamming [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			11.38	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/04/29 14:33	Response Hours:	10.45		Call Priority:	Medium					
	Caller:	Tom Burke		Dispatched: 2019/05/01 07:38	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Needs feed and Sep rollers. - repeated paper jams--about 6 spots where paper needs to be		Arrived: 2019/05/01 07:58	Travel Hours:	0.33								
				Departure 2019/05/01 08:56	Repair Hours:	0.93								
					Resolution Hours:	11.38								
SC180550														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	REPL FEED RLLRS												
SC181137														
Call	SC181137	Multiple Issues [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			20.93	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/02 12:34	Response Hours:	20.45		Call Priority:	N					
	Caller:	Tom Burke		Dispatched: 2019/05/06 15:31	CM Response Hours:	20.45		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	copier has blue "please wait" popup screen covering 80% of display. There is also a motor		Arrived: 2019/05/06 16:01	Travel Hours:	0.5								
				Completed 2019/05/06 16:56	Repair Hours:	0.48	Incompleted 6-RAN OUT OF TIME							
					Resolution Hours:	20.93								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	RESCH LACK TIME												
Call	SC181566	Multiple Issues [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			1.48	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/06 16:57	Response Hours:	0		Call Priority:	N					
	Caller:	Tom Burke		Dispatched: 2019/05/07 07:53	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	copier has blue "please wait" popup screen covering 80% of display. There is also a motor		Arrived: 2019/05/07 07:53	Travel Hours:	0								
				Departure 2019/05/07 09:29	Repair Hours:	1.48	Incompleted 1-Need Parts							
					Resolution Hours:	1.48								
Call	SC181618	Multiple Issues [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			13.13	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/07 09:31	Response Hours:	1.52		Call Priority:	N					
	Caller:	Tom Burke		Dispatched: 2019/05/08 12:01	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Needs new SD Card ASAP please They are down. OVER NIGHT ORDER PLEASE - copier		Arrived: 2019/05/08 13:31	Travel Hours:	1.5								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Departure 2019/05/08 14:09		Repair Hours:		0.63						
						Resolution Hours:		13.13						
SC181566														
	ProblemCodes													
	Problem Code:	Error Code												
	Problem Code:	Machine Down												
	Resolution Code:	Needs parts												
SC181618														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
SC183055														
Call	SC183055	Jamming [CM]		Call In SLA: Yes		SLA Response Hours:		4.00		Contract#: CON3345-OSV-01		1.37	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/16 15:08		Response Hours:		0.65		Call Priority: Medium				
	Caller:	Tom Burke		Dispatched: 2019/05/16 15:22		CM Response Hours:		0.65		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner				
	Call Desc:	copier jams/crumples paper as it enters F1/F2 in the finisher unit. Each time 4 papers in transit		Arrived: 2019/05/16 15:47		Travel Hours:		0.42						
				Completed 2019/05/16 18:30		Repair Hours:		0.72	Incompleted 6-RAN OUT OF TIME					
						Resolution Hours:		1.37						
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	RESCH LACK TIME												
Call	SC183080	Jamming [CM]		Call In SLA: N/A		SLA Response Hours:		4.00		Contract#: CON3345-OSV-01		0.85	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/16 18:33		Response Hours:		0.03		Call Priority: Medium				
	Caller:	Tom Burke		Dispatched: 2019/05/17 07:26		CM Response Hours:				Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner				
	Call Desc:	copier jams/crumples paper as it enters F1/F2 in the finisher unit. Each time 4 papers in transit		Arrived: 2019/05/17 08:02		Travel Hours:		0.6						
				Departure 2019/05/17 08:51		Repair Hours:		0.82						
						Resolution Hours:		0.85						
E-Studio 3008A [Toshiba]														
OSV-04505 sn:														
E-Studio 4508A [Toshiba]									7.56		0.8	0.0	2	0
OSV-04504 sn:CGIF39710									7.56		0.8	0.0	2	0
SC171752														
Call	SC171752	Customer requests cleaning [CC]		Call In SLA: N/A		SLA Response Hours:		4.00		Contract#: CON3345-OSV-01		0	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/02/27 08:04		Response Hours:		0.12		Call Priority: N				
	Caller:	-- --		Dispatched: 2019/02/27 08:11		CM Response Hours:				Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner				
	Call Desc:	Inspect and clean		Arrived: 2019/02/27 08:11		Travel Hours:		0						
				Completed 2019/02/27 08:55		Repair Hours:		0.73						
						Resolution Hours:		0						
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Cleaned and Testedd												
SC178873														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Call	SC178873	Customer requests cleaning [CC]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01					0	0	0
		Assigned Tech: Brian Sheehan	Received: 2019/04/17 08:07	Response Hours:	3.65	Call Priority:	down machine							
		Caller: Brenda	Dispatched: 2019/04/17 09:30	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: cleaning	Arrived: 2019/04/17 11:46	Travel Hours:	2.27									
			Completed 2019/04/17 12:10	Repair Hours:	0.4	1-Need Parts								
				Resolution Hours:	0									
		ProblemCodes												
		Problem Code:	CLEANING											
		Resolution Code:	Needs parts											
Call	SC178961	Customer requests cleaning [CC]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01					0	1	0
		Assigned Tech: Brian Sheehan	Received: 2019/04/17 12:11	Response Hours:	11.02	Call Priority:	N							
		Caller: Brenda	Dispatched: 2019/04/22 07:36	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Needs FR Kit - cleaning	Arrived: 2019/04/22 07:57	Travel Hours:	0.35									
			Departure 2019/04/22 09:33	Repair Hours:	1.55	1-Need Parts								
				Resolution Hours:	0									
Call	SC179383	Customer requests cleaning [CC]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01					0	1	0
		Assigned Tech: Brian Sheehan	Received: 2019/04/22 09:34	Response Hours:	15.43	Call Priority:	High							
		Caller: Brenda	Dispatched: 2019/04/24 07:33	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Needs FR KIT - Needs FR Kit - cleaning	Arrived: 2019/04/24 07:59	Travel Hours:	0.43									
			Departure 2019/04/24 08:38	Repair Hours:	0.63									
				Resolution Hours:	0									
	SC178961													
		ProblemCodes												
		Problem Code:	LINES											
		Resolution Code:	Needs parts											
	SC179383													
		ProblemCodes												
		Problem Code:	PARTS IN											
		Resolution Code:	Replaced Misc. Parts											
	E-Studio 8508A [Toshiba]							2.88	2.55	0.7	3.4	4	0	
	OSV-04464 sn:CIJF13290							3.15	6.07	1.0	3.3	0	0	
	SC167173													
Call	SC167173	Jamming [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01					6.68	0	0
		Assigned Tech: David Prior	Received: 2019/01/24 13:36	Response Hours:	6.07	Call Priority:	Medium							
		Caller: Brenda Nerber	Dispatched: 2019/01/25 09:53	CM Response Hours:	6.07	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: jamming	Arrived: 2019/01/25 11:10	Travel Hours:	1.28									
			Completed 2019/01/25 11:47	Repair Hours:	0.62									
				Resolution Hours:	6.68									
		ProblemCodes												
		Problem Code:	JAMMING											
		Resolution Code:	Cleaned and Testedd											
		Resolution Code:	Instructed											
		Resolution Code:	Repositioned											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC180845														
Call	SC180845	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/01 08:44	Response Hours:	0.23		Call Priority:	N					
		Caller: -- --		Dispatched: 2019/05/01 08:58	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Cleaning per Brian		Arrived: 2019/05/01 08:58	Travel Hours:	0								
				Completed 2019/05/01 10:25	Repair Hours:	1.45								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Clone												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Firmware update												
OSV-04465 sn:C1JF13315									2.61	2.85	0.7	5.9	2	0
SC178309														
Call	SC178309	COPY QUALITY POOR [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			6.03	0	0
		Assigned Tech: David Prior		Received: 2019/04/11 13:36	Response Hours:	5.73		Call Priority:	N					
		Caller: Brenda Nerber		Dispatched: 2019/04/12 10:19	CM Response Hours:	5.73		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Making terrible quality copies		Arrived: 2019/04/12 10:50	Travel Hours:	0.52								
				Completed 2019/04/12 11:08	Repair Hours:	0.3		Incompleted 1-Need Parts						
					Resolution Hours:	6.03								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
Call	SC178430	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			25.25	1	0
		Assigned Tech: David Prior		Received: 2019/04/12 11:10	Response Hours:	1.77		Call Priority:	N					
		Caller: Brenda Nerber		Dispatched: 2019/04/17 09:11	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: need asap - Making terrible quality copies		Arrived: 2019/04/17 10:08	Travel Hours:	0.95								
				Departure 2019/04/17 10:55	Repair Hours:	0.78								
					Resolution Hours:	25.25								
SC178430														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replaced PCU												
	Resolution Code:	Cleaned and Testedd												
SC183829														
Call	SC183829	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/22 15:32	Response Hours:	0.02		Call Priority:	High					
		Caller: Brenda Nerber		Dispatched: 2019/05/22 15:33	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: touch screen issues		Arrived: 2019/05/22 15:33	Travel Hours:	0								
				Completed 2019/05/22 16:38	Repair Hours:	0.95		1-Need Parts						
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Control Panel												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Needs parts											
Call	SC183852	Touchscreen not working [O]		Call In SLA: N/A		SLA Response Hours:		4.00	Contract#: CON3345-OSV-01			0	1	0
	Assigned Tech: Brian Sheehan		Received: 2019/05/22 16:40		Response Hours:		5.32	Call Priority: High						
	Caller: Brenda Nerber		Dispatched: 2019/05/23 10:50		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Needs control panel - touch screen issues		Arrived: 2019/05/23 13:19		Travel Hours:		2.48							
			Departure 2019/05/23 14:08		Repair Hours:		0.82							
					Resolution Hours:		0							
SC183852														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
SC185732														
Call	SC185732	Multiple Problems [CM]		Call In SLA: Yes		SLA Response Hours:		4.00	Contract#: CON3345-OSV-01			2.7	0	0
	Assigned Tech: Brian Sheehan		Received: 2019/06/07 09:08		Response Hours:		1.7	Call Priority: Medium						
	Caller: Brenda Nerber		Dispatched: 2019/06/07 10:09		CM Response Hours:		1.70	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Wrench with call for service and grinding noise		Arrived: 2019/06/07 10:50		Travel Hours:		0.68							
			Completed 2019/06/07 11:50		Repair Hours:		1							
					Resolution Hours:		2.7							
	ProblemCodes													
	Problem Code:	NOISE												
	Resolution Code:	Replaced Misc. Parts												
SC187103														
Call	SC187103	Follow Up [CM]		Call In SLA: Yes		SLA Response Hours:		4.00	Contract#: CON3345-OSV-01			1.35	0	0
	Assigned Tech: Brian Sheehan		Received: 2019/06/18 15:00		Response Hours:		1.13	Call Priority: Low						
	Caller: Brenda Nerber		Dispatched: 2019/06/18 16:08		CM Response Hours:		1.13	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Follow up		Arrived: 2019/06/18 16:08		Travel Hours:		0							
			Completed 2019/06/18 16:21		Repair Hours:		0.22							
					Resolution Hours:		1.35							
	ProblemCodes													
	Problem Code:	FOLLOW UP												
	Resolution Code:	Miscellaneous												
OSV-04466 sn:CIJF13412									3.06	1.07	0.6	0.9	2	0
SC164180														
Call	SC164180	Multiple Issues [CM]		Call In SLA: Yes		SLA Response Hours:		4.00	Contract#: CON3345-OSV-01			2.18	0	0
	Assigned Tech: Brian Sheehan		Received: 2019/01/07 08:10		Response Hours:		1.32	Call Priority: N						
	Caller: Phil Surks		Dispatched: 2019/01/07 09:29		CM Response Hours:		1.32	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Leaving random black lines and dots the dots seem to be extra toner engraving on the copies		Arrived: 2019/01/07 09:29		Travel Hours:		0							
			Completed 2019/01/07 10:21		Repair Hours:		0.87							
					Resolution Hours:		2.18							
	ProblemCodes													
	Problem Code:	LINES												
	Resolution Code:	Replaced Misc. Parts												
SC164428														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call SC164428	Jamming [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01	1.85	0	0				
		Assigned Tech: Brian Sheehan	Received: 2019/01/08 08:49	Response Hours:	0.97	Call Priority:	Medium							
		Caller: Phil Surks	Dispatched: 2019/01/08 09:25	CM Response Hours:	0.97	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Still jamming in the duplexer	Arrived: 2019/01/08 09:47	Travel Hours:	0.37									
			Completed 2019/01/08 10:40	Repair Hours:	0.88									
				Resolution Hours:	1.85									
		ProblemCodes												
		Problem Code:	JAMMING											
		Resolution Code:	DEGLAZE RLLRS											
		Resolution Code:	Remove Paper Jam											
	SC166036													
	Call SC166036	Call Service Flashing [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01	1.47	0	0				
		Assigned Tech: Brian Sheehan	Received: 2019/01/17 08:44	Response Hours:	0.92	Call Priority:	N							
		Caller: Phil Surks	Dispatched: 2019/01/17 09:17	CM Response Hours:	0.92	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Call for service codes C4E2	Arrived: 2019/01/17 09:39	Travel Hours:	0.37									
			Completed 2019/01/17 10:12	Repair Hours:	0.55									
				Resolution Hours:	1.47									
		ProblemCodes												
		Problem Code:	Error Code											
		Resolution Code:	REPL PARTS USED											
	SC185766													
	Call SC185766	Toner Delivery [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01	0	0	0				
		Assigned Tech: Brian Sheehan	Received: 2019/06/07 10:45	Response Hours:	4.18	Call Priority:	N							
		Caller: Phil Surks	Dispatched: 2019/06/07 14:25	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Over using toner there is spots and line	Arrived: 2019/06/07 14:56	Travel Hours:	0.52									
			Completed 2019/06/07 15:51	Repair Hours:	0.92	On Hold Waiting for Parts								
				Resolution Hours:	0									
		ProblemCodes												
		Problem Code:	LINES											
		Resolution Code:	Needs parts											
	Call SC185850	Toner Delivery [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01	0	1	0				
		Assigned Tech: Brian Sheehan	Received: 2019/06/07 15:52	Response Hours:	10.8	Call Priority:	N							
		Caller: Phil Surks	Dispatched: 2019/06/11 07:39	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Needs a FR-556 kit - Over using toner there is spots and line	Arrived: 2019/06/11 09:40	Travel Hours:	2.02									
			Departure 2019/06/11 09:40	Repair Hours:	0	1-Need Parts								
				Resolution Hours:	0									
	Call SC186104	Toner Delivery [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01	0	1	0				
		Assigned Tech: Brian Sheehan	Received: 2019/06/11 09:41	Response Hours:	0.17	Call Priority:	N							
		Caller: Phil Surks	Dispatched: 2019/06/26 15:52	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Needs FR Kit - Needs a FR-556 kit - Over using toner there is spots and line	Arrived: 2019/06/26 16:00	Travel Hours:	0.13									
			Departure 2019/06/26 17:10	Repair Hours:	0.5									
				Resolution Hours:	0									
	SC185850													
		ProblemCodes												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
SC186104														
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Miscellaneous												
OSV-04470 sn:														
FS-2100DN [KYOCERA]									0.03		0.6	0.0	0	0
OSV-04390 sn:														
OSV-04391 sn:														
OSV-04392 sn:														
OSV-04393 sn:														
OSV-04394 sn:LQA6940670									0.03		0.6	0.0	0	0
SC186105														
Call	SC186105	INSPECTION [O]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CON3345-OSV-01				0	0	0
	Assigned Tech: Brian Sheehan		Received: 2019/06/11 09:42		Response Hours: 0.03		Call Priority: N							
	Caller: Brenda Nerber		Dispatched: 2019/06/11 09:44		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: INSPECT AND CLEAN		Arrived: 2019/06/11 09:44		Travel Hours: 0									
			Completed 2019/06/11 10:19		Repair Hours: 0.58									
					Resolution Hours: 0									
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Cleaned and Testedd												
OSV-04395 sn:														
OSV-04471 sn:														
OSV-04472 sn:														
OSV-04490 sn:														
HP M401dn [HP]														
OSV-04538 sn:														
HPM451DN [Hewlett Packard]														
OSV-04543 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
HPM451NW [Hewlett Packard]														
OSV-04542 sn:														
M2535DN [KYOCERA]														
OSV-04487 sn:														
M2635dw [KYOCERA]														
OSV-04948 sn:														
M604dn [Hewlett Packard]														
OSV-04754 sn:														
P2040dw [KYOCERA]														
OSV-04946 sn:														
OSV-04947 sn:														
OSV-05327 sn:														
OSV-05337 sn:														
P-2135DN Printer [KYOCERA]									6.78	6.78	0.6	7.4	0	0
OSV-04475 sn:														
OSV-04476 sn:														
OSV-04477 sn:														
OSV-04478 sn:														
OSV-04479 sn:														
OSV-04480 sn:LVK6X53730									6.78	6.78	0.6	7.4	0	0
SC178226														
Call SC178226	Jamming [CM]													
	Assigned Tech: David Prior													
	Caller: Kevin Downy													
	Call Desc: jamming													
	ProblemCodes													
	Problem Code:	JAMMING												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Repaired												
SC184871														
Call	SC184871	WRENCH [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			2.48	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/31 11:47	Response Hours:	2.1		Call Priority:	down machine					
	Caller:	Brenda Nerber		Dispatched: 2019/05/31 13:25	CM Response Hours:	2.10		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	wrench and machine stoped		Arrived: 2019/05/31 13:53	Travel Hours:	0.47								
				Completed 2019/05/31 14:16	Repair Hours:	0.38								
					Resolution Hours:	2.48								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Reset code												
	Resolution Code:	Instructed												
OSV-04481 sn:														
OSV-04482 sn:														
OSV-04484 sn:														
OSV-04485 sn:														
OSV-04486 sn:														
OSV-04492 sn:														
P6130cdn [KYOCERA]														
OSV-04483 sn:														
TOSHES5506ACT [Toshiba]									13.15	7.53	1.9	15.0	1	0
OSV-04413 sn:														
OSV-04452 sn:CHHF11233									13.15	7.53	1.9	15.0	1	0
SC167969														
Call	SC167969	Multiple Issues [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			3.3	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/01/30 08:33	Response Hours:	0.95		Call Priority:	N					
	Caller:	Tom Burke		Dispatched: 2019/01/30 09:10	CM Response Hours:	0.95		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	tonner issues stated that GREEN is not printing its more blue with yellow snakes also thinks it		Arrived: 2019/01/30 09:30	Travel Hours:	0.33								
				Completed 2019/01/30 11:51	Repair Hours:	2.35		Incompleted 1-Need Parts						
					Resolution Hours:	3.3								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Replaced Misc. Parts												
Call	SC168061	Multiple Issues [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			32.7	1	0
	Assigned Tech:	Brian Sheehan		Received: 2019/01/30 12:00	Response Hours:	30		Call Priority:	N					
	Caller:	Tom Burke		Dispatched: 2019/02/05 07:51	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Needs drums and EPU kits. - tonner issues stated that GREEN is not printing its more blue		Arrived: 2019/02/05 07:54	Travel Hours:	0.05								
				Departure 2019/02/05 10:42	Repair Hours:	2.7								
					Resolution Hours:	32.7								
SC168061														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
SC171589														
Call	SC171589	MISC Call [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			1.13	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/02/26 09:49	Response Hours:	0.07		Call Priority:	N					
	Caller:	Christa Chambers		Dispatched: 2019/02/26 09:53	CM Response Hours:	0.07		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	eENTERING count codes per Krista		Arrived: 2019/02/26 09:53	Travel Hours:	0								
				Completed 2019/02/26 10:57	Repair Hours:	1.07								
					Resolution Hours:	1.13								
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Miscellaneous												
SC183540														
Call	SC183540	Paper Tray Issue [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			23.05	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/21 10:14	Response Hours:	21.58		Call Priority:	High					
	Caller:	Tom Burke		Dispatched: 2019/05/23 14:49	CM Response Hours:	21.58		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	The large paper cassette is no longer forgiving in how paper is placed. It is showing load error and		Arrived: 2019/05/23 14:49	Travel Hours:	0								
				Completed 2019/05/23 16:17	Repair Hours:	1.47								
					Resolution Hours:	23.05								
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	ADJUSTED												
South Burlington School District #16 : 500 Dorset Street			100.00%	1	1									
E-Studio 4505AC [Toshiba]									0.64	1.25	0.6	0.9	0	0
OSV-04427 sn:CFHF47995									0.64	1.25	0.6	0.9	0	0
SC182877														
Call	SC182877	firmware upgrade [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CON3345-OSV-01			0	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/15 15:11	Response Hours:	0.03		Call Priority:	N					
	Caller:	Delina Gilroy		Dispatched: 2019/05/15 15:13	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	Firmware update and cleaning		Arrived: 2019/05/15 15:13	Travel Hours:	0								
				Completed 2019/05/15 15:55	Repair Hours:	0.7								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	CLEANING												

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Firmware update											
	Resolution Code:		Clone											
SC182935														
Call	SC182935	Multiple Problems [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CON3345-OSV-01				1.75	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/05/16 09:07	Response Hours:	1.25	Call Priority:	Medium						
	Caller:	Delina Gilroy		Dispatched: 2019/05/16 09:08	CM Response Hours:	1.25	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc:	cleaning and firmware		Arrived: 2019/05/16 10:22	Travel Hours:	1.23								
				Completed 2019/05/16 10:52	Repair Hours:	0.5								
					Resolution Hours:	1.75								
	ProblemCodes													
	Problem Code:	FOLLOW UP												
	Resolution Code:		Miscellaneous											
FS-2100DN [KYOCERA]														
OSV-04488 sn:														
M2535DN [KYOCERA]														
OSV-04491 sn:														
Total									4.07	4.43	86.33	698.55	18	0

Survey Responses

Office Systems of Vermont Service Call Feedback

CallNumber	SC182935	Customer:	South Burlington School District #16
Completed Date:	5/17/2019 3:37 PM	Customer Number:	OSV-SB05
Customer Rep:		Customer Address:	SOUTH BURLINGTON, VT 05403
Survey Sent To:	Name: Delina Gilroy Email: dgilroy@sbschools.net Ph: 802-652-7252		
Equipment:	OSV-04427	Call Opened:	5/16/2019 9:07 AM
Model:	Toshiba E-Studio 4505AC	Call Closed:	5/16/2019 10:52 AM
Technician:	Brian Sheehan	Dispatched:	5/16/2019 9:08 AM
Tech Mgr:	Harold Santamore	Arrival Date:	5/16/2019 10:22 AM
Dispatcher:	Monica Hobbs	Departed Date:	5/16/2019 10:52 AM
Call Description:	cleaning and firmware		

Question	Target	Score
Rate our dispatch overall (ease of placing a service call, professionalism, etc.).	8 of 10	
Target: 6	Scale 0-10	
Communication to keep me informed (if needed).	Not Applicable	
Target: 6	Scale 0-10	
The technician left the equipment repaired to your satisfaction.	10 of 10	
Target: 0	Scale 0-10	
The technician explained the problem, resolution, and provided training if needed.	10 of 10	
Target: 0	Scale 0-10	
Rate our technician overall		10 of 10

You are very lucky to have such a talented and friendly service technician.

Target: 6

Scale 0-10

If asked by a friend or colleague, how likely is it that you would recommend Office Systems of Vermont?

10 of 10

Target: 6

Scale 0-10

Any suggestions for improvement?

*

Better followup from office staff on service calls placed.

Target: 0

Comments Field

Would you be interested in receiving this same level of service and supply-inclusive support for your other print output devices?

Not Applicable

Target: Yes

Yes/No

Please have a manager contact me?

Not Applicable

Target: Yes

Yes/No

Please have a sales person contact me.

Not Applicable

Target: Yes

Yes/No

Would you like our new process where we can email you when your service call is entered, email again when the technician is dispatched (so you know which tech is on the way) and email you again when your equipment is fixed (in case you miss them)?

Not Applicable

Target: Yes

Yes/No

Remove me from further emails like this (if yes, please tell us why).

No

Target: Yes

Yes/No

* Red text denotes answer is equal to or below target.