

SU 22 Franklin West Supervisory Union





SPC SUMMARY

For your fleet of 53 printers and copiers, there were 16 machines with 41 calls. Two copiers had more than 5 service calls in the one-year fiscal period. One had frequent issues with the stapler, with parts being replaced several times, and the other had issues with frequent jamming, again with parts being replaced.

The average response time was 3.42 hours, well within the 4 hour required average response time outlined in your contract. Sixty-five percent of those calls were responded to and resolved under four hours and almost 77% were resolved in the first service call. Your uptime was 99.56%, which is average for a fleet of your size.

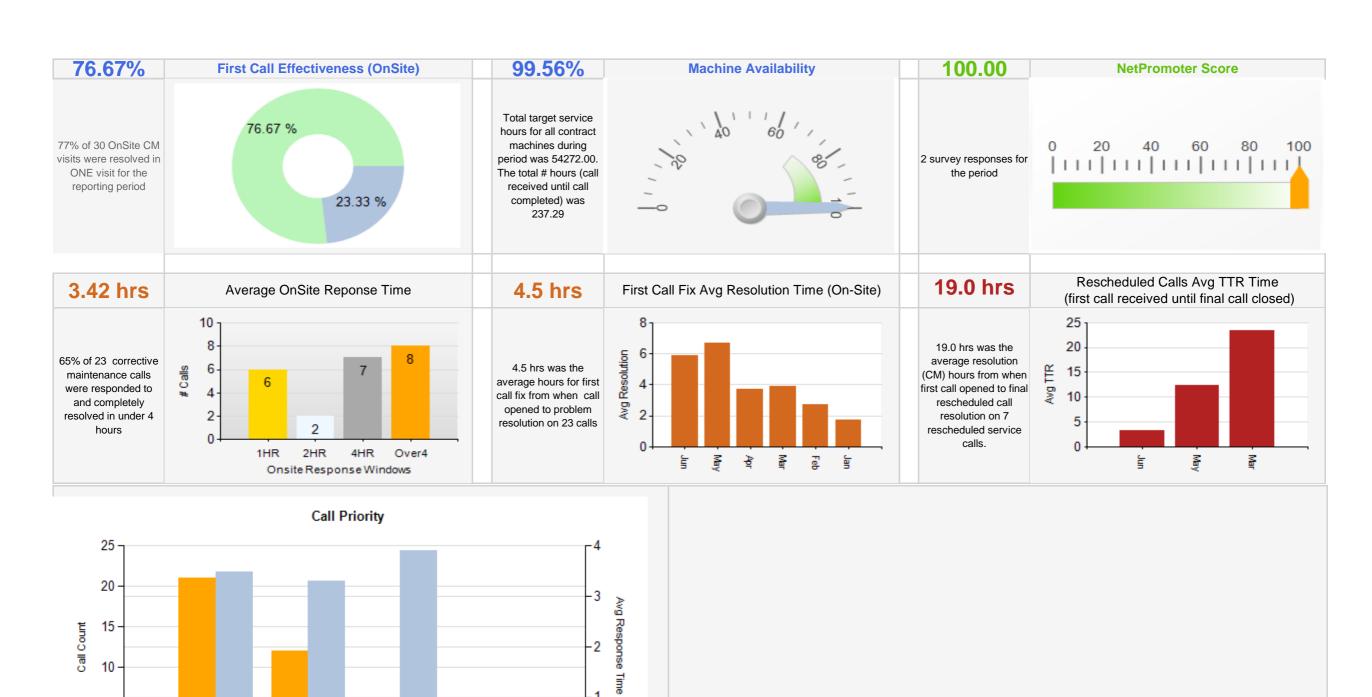
Report run on: 8/19/2019 4:42:15 PM

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

		E	quipment with exc	essive calls > 5 cal	lls for the reporting p	eriod 7/1/18 to 6	6/30/19						
Building	Room		Serial Number	Annual Volume	Annual Volume FY	Meter Black	Meter Color	Expected Life	Total Calls	Response Time	Repair Hours		
				FY17-18	18-19	6/30/19	6/30/19					OSV Recommendations	SPC Recommendations
BFA High School	Guidance Office	E-Studio 6560c eq#:OSV-03869	CSCF25467	155285	180875	276423	170228	3,000,000	6	5.8475	4.69		Normal wear & tear
BFA Elementary School	Main Office	Estudio 857 eq#:OSV-03958	SAAF90306	448270	426355	1299177	0	5,000,000	7	3.9900	7.71		Normal wear & tear
						_						_	

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipmen
					Projected Monthly Volume Color	•	(based on model intro date)
Bellows Free Academy aka BFA Fairfax : 75 Hunt Street							
OSV-03268[KYOCERA/P-2135DN Printer]	Elementary School - VHS Room	LVK4512499	3/19/2015	0	56	46	5.
OSV-03351[KYOCERA/P-2135DN Printer]	Girl's Phys Ed Office	LVK3Z01815	8/5/2014	0	238	49	5.
OSV-03364[KYOCERA/P-2135DN Printer]	Health Room 217	LVK4512489	9/10/2014	0	26	39	5.
OSV-03365[KYOCERA/P-2135DN Printer]	High School - English Room 215	LVK4512505	9/10/2014	0	396	463	5.
OSV-03513[KYOCERA/P-2135DN Printer]	Middle School - Library	LVK4512493	6/8/2015	0	557	319	5.
OSV-03867[KYOCERA/P6130cdn]	Room 205, H.S.	V5Q6403130	7/7/2016	0	630	988	
					799	688	
OSV-03869[Toshiba/E-Studio 6560c]	Guidance Office, Elem	CSCF25467	7/7/2016	6	8,012	9,167	
					4,928	5,906	
OSV-03895[KYOCERA/P6130cdn]	Room 365, M.S.	V5Q6403066	7/7/2016	2	. 89	529	
					489	900	
OSV-03914[KYOCERA/P6130cdn]	Main Office, Elem	V5Q6403096	7/7/2016	0	291	437	
					874	1,246	
OSV-03958[Toshiba/Estudio 857]	Main Office	SAAF90306	7/7/2016	7	37,356	35,530	,
OSV-03959[Toshiba/Estudio 857]	Room 114 Teachers Room, Elem	SAAF90291	7/7/2016	1	21,926	24,960	,
OSV-03977[Toshiba/Estudio 857]	Room 205B-Main Office Copy Room, H.S.	SAAF90301	7/7/2016	1	30,422	32,821	
OSV-03978[Toshiba/Estudio 857]	Room 261A, H.S.	SAAF90328	7/7/2016	1	23,692	25,937	
OSV-03979[Toshiba/Estudio 857]	Room 365, M.S.	SAAF90326	7/7/2016	3	31,749	30,173	
OSV-04071[KYOCERA/P-2135DN Printer]	Room 101, Elem	LVK6543149	7/7/2016	0	390	382	5.
OSV-04072[KYOCERA/P-2135DN Printer]	2nd Floor Printing Alcove, Elem	LVK6542897	7/7/2016	0	1,709	1,648	5.
OSV-04073[KYOCERA/P-2135DN Printer]	Room 109, Elem	LVK6543159	7/7/2016	0	783	672	5.
OSV-04074[KYOCERA/P-2135DN Printer]	Room 204, Elem	LVK6543019	7/7/2016	3	1,039	473	5.
OSV-04075[KYOCERA/P-2135DN Printer]	Room 261, Elem	LVK6543037	7/7/2016	0	55	49	5.
OSV-04076[KYOCERA/P-2135DN Printer]	Room 258, H.S.	LVK6543021	7/7/2016	0	485	510	5.
OSV-04077[KYOCERA/P-2135DN Printer]	HS Nurse 1st FL, RM 303	LVK6543031		0	52	190	5.
OSV-04078[KYOCERA/P-2135DN Printer]	Room 301 Planning Room, H.S.	LVK6543027	7/7/2016	0	444	329	5.
OSV-04079[KYOCERA/P-2135DN Printer]	Room 302 Library, H.S.	LVK6543025	7/7/2016	0	499	238	5.
OSV-04080[KYOCERA/P-2135DN Printer]	Elem 1st Floor, RM 106	LVK6543024	7/7/2016	0	83	90	5.
OSV-04081[KYOCERA/P-2135DN Printer]	Room 403, H.S.	LVK6543028	7/7/2016	0	41	33	5.
OSV-04082[KYOCERA/P-2135DN Printer]	Room 404, H.S.	LVK6543022	7/7/2016	0	93	129	5.
OSV-04083[KYOCERA/P-2135DN Printer]	Room 405, H.S.	LVK6543026	7/7/2016	0	1,153	1,070	5.
OSV-04084[KYOCERA/P-2135DN Printer]	Room 408, H.S.	LVK6543023	7/7/2016	0	300	458	5.
OSV-04085[KYOCERA/P-2135DN Printer]	HS 2nd Floor, RM 263c	LVK6543034	7/7/2016	0	346	96	
OSV-04086[KYOCERA/P-2135DN Printer]	Room 351, M.S.	LVK6543040	7/7/2016	0	123	94	5.
OSV-04087[KYOCERA/P-2135DN Printer]	Room 356, M.S.	LVK6543033	7/7/2016	0	278	269	5.
OSV-04119[Hewlett Packard/M604dn]	Guidance Office	CMDCK3905M	7/7/2016	0	556	545	
OSV-04120[Hewlett Packard/M604dn]	Room 205C	CNBCJ2R07F	7/7/2016	0	949	1,087	
OSV-04818[KYOCERA/P6130cdn]	Room 402 HS	V5Q6X04317	8/17/2017	0	41	64	
					191	261	
Fletcher Elementary School : 340 School Road							
OSV-03367[KYOCERA/P-2135DN Printer]	Library	LVK4512488	9/18/2014	0	1,184	1,128	5.
OSV-03370[KYOCERA/P-6026cdn]	Library	LW74701930	9/18/2014	0			

Elem Room, Elem Principal Office, Elem	V5Q6403046 SAAF90297 LVZ5722955	7/7/2016 7/7/2016 7/7/2016		Projected Monthly Volume Color 887 276 138	Volume Color 743	intro date)
Room, Elem	SAAF90297	7/7/2016	0	276		4
Room, Elem	SAAF90297	7/7/2016	0		359	
·			1	138		
·			1		48	
Principal Office, Elem	LVZ5722955	7/7/2016		22,178	20,971	4
		1/1/2010	1	1,662	1,807	5.2
	LVK5835070	7/7/2016	0	75	0	5.5
n	CSCF25482	7/7/2016	2	7,394	9,236	
				1,971	2,249	
Payable	CMCCF2S1JC		0	1,746	1,149	7.5
	PHGFB05427		0	650	614	6.5
ck Printer	CMDCJ3905T	7/7/2016	0	218	170	5
, Elem & M.S.	CSCF25486	8/1/2016	3	7,808	6,442	
				6,011	5,193	
0	V5Q6403071	8/1/2016	0	113	133	4
				719	683	
9 Elem,M.S.	SAAF90295	8/1/2016	1	15,621	15,354	4
2 Elem & M.S.	SAAF90303	8/1/2016	5	20,092	20,591	4
m & M.S	LVK6543029	8/1/2016	0	335	206	5.
0	SAAF90331	8/1/2016	3	33,800	36,507	4
ing	CEBF56874	8/1/2016	1	5,933	4,597	Ę
	V5Q5901827	9/20/2016	0	174	97	4
				659	858	
9, Elem	V5Q5901824	8/1/2016	0	49	87	
				794	807	
i	9 Elem,M.S. 2 Elem & M.S. m & M.S 0 ing	9 Elem,M.S. SAAF90295 2 Elem & M.S. SAAF90303 LVK6543029 0 SAAF90331 ing CEBF56874 V5Q5901827	9 Elem,M.S. SAAF90295 8/1/2016 2 Elem & M.S. SAAF90303 8/1/2016 m & M.S LVK6543029 8/1/2016 0 SAAF90331 8/1/2016 ing CEBF56874 8/1/2016 V5Q5901827 9/20/2016	9 Elem,M.S. SAAF90295 8/1/2016 1 2 Elem & M.S. SAAF90303 8/1/2016 5 cm & M.S LVK6543029 8/1/2016 0 0 SAAF90331 8/1/2016 3 ing CEBF56874 8/1/2016 1 V5Q5901827 9/20/2016 0	V5Q6403071 8/1/2016 0 113 P9 Elem,M.S. SAAF90295 8/1/2016 1 15,621 2 Elem & M.S. SAAF90303 8/1/2016 5 20,092 2 m & M.S LVK6543029 8/1/2016 0 335 0 SAAF90331 8/1/2016 3 33,800 ing CEBF56874 8/1/2016 1 5,933 V5Q5901827 9/20/2016 0 174	V5Q6403071 8/1/2016 0 113 133 9 Elem,M.S. SAAF90295 8/1/2016 1 15,621 15,354 2 Elem & M.S. SAAF90303 8/1/2016 5 20,092 20,591 9 m & M.S LVK6543029 8/1/2016 0 335 206 0 SAAF90331 8/1/2016 3 33,800 36,507 1 ing CEBF56874 8/1/2016 1 5,933 4,597 0 V5Q5901827 9/20/2016 0 174 97 1 659 858 9, Elem V5Q5901824 8/1/2016 0 49 87



5-

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Medium

High

Call Priority

Low

Caller	Call Count
	1
Aleta Burns	13
Jason Smith	2
Jeffrey Smith	5
Rhonda Masse	6
Sally Billado	3
Sharon Tinker	2
Tammy Lutz	1
Valerie French	8
Total	41

Top 5 Machines BW Volume	BW Clicks	Avg Monthly BW
ID# OSV-04091 [Toshiba/Estudio 857] 4416 Ethan Allen Highway, ST ALBANS	437698	72949
ID# OSV-03958 [Toshiba/Estudio 857] 75 Hunt Street, FAIRFAX	431299	71883
ID# OSV-03977 [Toshiba/Estudio 857] 75 Hunt Street, FAIRFAX	397858	66309
ID# OSV-03979 [Toshiba/Estudio 857] 75 Hunt Street, FAIRFAX	369989	61664
ID# OSV-03959 [Toshiba/Estudio 857] 75 Hunt Street, FAIRFAX	332605	55434

Top 5 Machines Color Volume	Color Clicks	Avg Monthly Color
ID# OSV-03869 [Toshiba/E-Studio 6560c] 75 Hunt Street, FAIRFAX	76888	12814
ID# OSV-03874 [Toshiba/E-Studio 6560c] 4416 Ethan Allen Highway, ST ALBANS	64122	10687
ID# OSV-03871 [Toshiba/E-Studio 6560c] 4497 Highbridge Road, FAIRFAX	26759	4459
ID# OSV-03914 [KYOCERA/P6130cdn] 75 Hunt Street, FAIRFAX	16263	2710
ID# OSV-03895 [KYOCERA/P6130cdn] 75 Hunt Street, FAIRFAX	11286	1881

									-			Time	Rescheduled	Call Bac
etcher Elementary School			% Calls in SLA	Total Calls		4			5.59	3.42	1.0	5.8	3	8
iflows Free Academy aka BFA			50.00%	14	-	7			2.22			7.0		
E-Studio 6560c [Toshiba]									6.07					2
OSV-03869 sn:CSCF254	167								6.07	5.85	0.8	7.2	2	2
SC173236														
		Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			3.32	2	0
	Assigned Tech:	David Prior		Received:	2019/03/07 12:44	Response Hours:	2.72	Call Priority:	Medium					
	Caller	Rhonda Masse		Dispatched:	2019/03/07 14:53	CM Response Hours:	2.72	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	can not clear a missfeed		Arrived:	2019/03/07 15:27	Travel Hours:	0.57							
				Completed	2019/03/07 16:03	Repair Hours:	0.6							
						Resolution Hours:	3.32							
	Problem Codes	JAMMING												
	Problem Code:	JAWWING												
	Resolution Code:		Remove Paper Jam											
	Resolution Code:		Cleaned and Tested											
SC182077														
		Stapler [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			5.07		0
	Assigned Tech:	Brian Sheehan		Received:	2019/05/09 11:26	Response Hours:	4.82	Call Priority:	N					
	Caller	Rhonda Masse		Dispatched:	2019/05/09 16:15	CM Response Hours:	4.82	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	stapler is broken and serv	vice machine	Arrived: 2019/05/0		Travel Hours:	0							
		araduation is commina			2019/05/09 16:47	Repair Hours:	0.25	Incompleted	6-RAN OUT OF TIME					
						Resolution Hours:	5.07							
	ProblemCodes													
	Problem Code:	STAPLER PROBLEM												
	Resolution Code:		RESCH LACK TIME	Call la Cl A	NI/A	CLA Deserves Herre	4.00	Combinantille	CT04000 CCV 00			40.40		4
Call	SC182191	Stapler [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			12.43	3	1
	Assigned Tech:	Brian Sheehan		Received:	2019/05/09 16:47	Response Hours:	12.03	Call Priority:	N					
	Caller	Rhonda Masse		Dispatched:	2019/05/13 11:32	CM Response Hours:		Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	stapler is broken and serv	vice machine	Arrived:	2019/05/13 11:32	Travel Hours:	0							
		araduation is commina		Departure	2019/05/13 11:56	Repair Hours:	0.4							
						Resolution Hours:	12.43							
SC182191														
	ProblemCodes													
	Problem Code:	STAPLER PROBLEM												
	Resolution Code:		Repaired											
SC182594			Nepalleu											
		Stapler [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			13.02	2	0
-														
	Assigned Tech:				2019/05/14 10:41	Response Hours:	11.4	Call Priority:		Destruction T 17				
	Caller	Rhonda Masse		Dispatched:	2019/05/15 12:06	CM Response Hours:	11.40	Bill Code:	OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Desc:	Still not happy the stapler	is still not working	Arrived:	2019/05/15 13:35	Travel Hours:	1.48							
					2019/05/15 15:12		1.62							

								Response Hours	CMResponse Hours	Repair Hours		Rescheduled	Call Bacl
											Time		
					Resolution Hours:	13.02							
	ProblemCodes												
	Problem Code:	STAPLER PROBLEM											
	Resolution Code:	REPL FEED RLLRS											
	Resolution Code:	Repaired											
SC185558													
Call	SC185558	Stapler [CM]	Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	: CT01230-OSV-03			5.9)	0
	Assigned Tech:	Brian Sheehan		2019/06/06 09:16	Response Hours:	4.45	Call Priority:						
	Caller	Rhonda Masse	Dispatched:	2019/06/06 12:31	CM Response Hours:	4.45	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	check staple cartridge every 5 copies seems like	Arrived:	2019/06/06 13:43	Travel Hours:	1.2							
	Call Desc.	ite not catting in place this issue has been going			Repair Hours:		la complete d	7 Lload Dorto					
			Completed	2019/06/06 15:10	·	1.45	incompleted	d 7-Used Parts					
					Resolution Hours:	5.9							
	ProblemCodes												
	Problem Code:	STAPLER PROBLEM											
	Resolution Code:	Miscellaneous											
Call	SC185679	Stapler [CM]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	: CT01230-OSV-03			3.33	3	1
		Brian Sheehan		2019/06/06 15:17	Response Hours:	1	Call Priority:						
	Caller	Rhonda Masse	Dispatched:	2019/06/07 08:48	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	Needs a stapler cartridge housing. I will pick up a	Arrived:	2019/06/07 09:45	Travel Hours:	0.95							
	Oan Desc.	used one in the office tomorrow - check stanle		2019/06/07 10:07	Repair Hours:	0.37							
			Departure	2019/06/07 10.07									
					Resolution Hours:	3.33							
SC185679													
	ProblemCodes												
	Problem Code:	MISC. CALL											
	Resolution Code:	Miscellaneous											
Estudio 857 [Toshiba]								6.7	2 4.3	7 1.2	7.4	1	2
OSV-03958 sn:SAAF9030	06							9.5	4 3.9	9 1.1	10.2	2	2
SC174500													
	SC174500	Door wont close [O]	Call In SLA:	N/Δ	SLA Response Hours:	4.00	Contract#	: CT01230-OSV-03			(0
Call	30174300	Door work close [O]	Call III SLA.	IN/A	SLA Response nouis.	4.00	Contract#.	. 0101230-037-03			,	,	U
	Assigned Tech:	Brian Sheehan	Received:	2019/03/18 09:32	Response Hours:	1.57	Call Priority:	: Low					
	Caller	Valerie French	Dispatched:	2019/03/18 10:05	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	front door is not closed but she went through the		2019/03/18 11:06	Travel Hours:	1.02							
			Completed	2019/03/18 11:57	Repair Hours:	0.85							
					Resolution Hours:	0							
	ProblemCodes												
		Message											
		-											
	Resolution Code:	REPAIRED											
		INLI AINED											
SC175547	SC175547	Jamming [CM]	Call In SLA:	Voc	SLA Response Hours:	4.00	0	: CT01230-OSV-03			4.58		0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call
	Assigned Tech:	: Brian Sheehan		Received:	2019/03/25 10:19	Response Hours:	3.67	Call Priority:	Medium					
	Caller:	: Valerie French		Dispatched:	2019/03/25 12:49	CM Response Hours:	3.67	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	amming		Arrived:	2019/03/25 13:59	Travel Hours:	1.17							
	- Can Docc.	,			2019/03/25 14:54	Repair Hours:	0.92	Incompleted	1-Need Parts					
				Completed	2010/00/2011.01	Resolution Hours:	4.58	moomploted	1110001 0110					
						resolution riouis.	4.00							
	ProblemCodes													
	Problem Code:	JAMMING												
	Flobletti Code.	JAWWING												
	Resolution Code:		Needs parts											
Co	III SC175671	Jamming [CM]	Needs parts	Call In SLA:	NI/A	CLA Dognongo Hours	4.00	Contract#	CT01230-OSV-03			14.02	2	1
Cal	III 5C175671	Janining [Civi]		Call III SLA:	IN/A	SLA Response Hours:	4.00	Contract#.	C101230-O5V-03			14.02	2	1
	Assigned Tech:	: Brian Sheehan		Received:	2019/03/25 13:55	Response Hours:	12.88	Call Priority:	Medium					
	Caller:	: Valerie French		Dispatched:	2019/03/27 09:18	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
		Need EDICE	laras is i		0040/00/0									
	Call Desc:	Needs FR KIT asap pl	ease jamming		2019/03/27 09:48	Travel Hours:	0.5							
				Departure	2019/03/27 10:56	Repair Hours:	1.13							
						Resolution Hours:	14.02							
SC17567	1													
	ProblemCodes	,												
	Problem Code:	PARTS IN												
	Resolution Code:		Replaced Misc. Parts											
SC176434	4									·				
Ca	II SC176434	Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			3.25	5	0
	Assigned Tech:	: Brian Sheehan		Pagaiyad:	2019/03/29 11:51	Response Hours:	2.33	Call Priority:	Modium					
		: Valerie French			2019/03/29 13:40		2.33			Parts Labor Travel Toner				
	Caller.	valetie French		Dispatched.	2019/03/29 13.40	CM Response Hours:	2.33	Bill Code.	OSV Copiei Maint inci	r Parts Labor Traver Torier				
	Call Desc:	jam that they can not g	get and its been on going	Arrived:	2019/03/29 14:11	Travel Hours:	0.52							
		neh lle		Completed	2019/03/29 15:06	Repair Hours:	0.92	Incompleted	1-Need Parts					
						Resolution Hours:	3.25							
	ProblemCodes	;												
	Problem Code:	JAMMING												
	Resolution Code:		Needs parts											
	II SC176497	Jamming [CM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			36.38	3	1
Ca														
Ca														
Ca	Assigned Tech:	: Brian Sheehan			2019/03/29 14:07	Response Hours:	36.38	Call Priority:						
Ca	Assigned Tech:	: Brian Sheehan : Valerie French			2019/03/29 14:07 2019/04/05 07:33	Response Hours: CM Response Hours:	36.38			Parts Labor Travel Toner				
Ca	Assigned Tech:	: Valerie French	e - iam that they can not	Dispatched:	2019/04/05 07:33	CM Response Hours:				Parts Labor Travel Toner				
Ca	Assigned Tech:	: Valerie French	se - jam that they can not ning all day	Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours:	0.02			Parts Labor Travel Toner				
Ca	Assigned Tech:	: Valerie French : Need fr kit asap please		Dispatched: Arrived:	2019/04/05 07:33	CM Response Hours: Travel Hours: Repair Hours:	0.02 0.43			Parts Labor Travel Toner				
Са	Assigned Tech:	: Valerie French : Need fr kit asap please		Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours:	0.02			Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc:	: Valerie French : Need fr kit asap please		Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours: Travel Hours: Repair Hours:	0.02 0.43			Parts Labor Travel Toner				
SC176497	Assigned Tech: Caller: Call Desc:	: Valerie French : Need fr kit asap please		Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours: Travel Hours: Repair Hours:	0.02 0.43			Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc:	: Valerie French : Need fr kit asap please		Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours: Travel Hours: Repair Hours:	0.02 0.43			Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: 7	: Valerie French : Need fr kit asap pleass		Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours: Travel Hours: Repair Hours:	0.02 0.43			Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc:	: Valerie French : Need fr kit asap please		Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours: Travel Hours: Repair Hours:	0.02 0.43			Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: 7 ProblemCodes Problem Code:	: Valerie French : Need fr kit asap pleass	ning all day	Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours: Travel Hours: Repair Hours:	0.02 0.43			Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code:	: Valerie French : Need fr kit asap pleass	Replaced Misc. Parts	Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours: Travel Hours: Repair Hours:	0.02 0.43			Parts Labor Travel Toner				
	Assigned Tech: Caller: Call Desc: ProblemCodes Problem Code: Resolution Code: Resolution Code:	: Valerie French : Need fr kit asap pleass	ning all day	Dispatched: Arrived:	2019/04/05 07:33 2019/04/05 07:34	CM Response Hours: Travel Hours: Repair Hours:	0.02 0.43			Parts Labor Travel Toner				

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call
	Assigned Tech:	: Keith Llewellvn		Received: 2	2019/04/10 11:40	Response Hours:	1.93	Call Priority: I	Medium			Time		
	_	: Valerie French			2019/04/10 13:03	CM Response Hours:	1.93			Parts Labor Travel Toner				
	Callel.	. Valene French		Dispatched. 2	.019/04/10 13.03	Civi Response Flours.	1.93	Bill Code.	OSV Copier Maint Inci F	ans Labor Haver Folier				
	Call Desc:	jamming and they can d	only do one copy	Arrived: 2	2019/04/10 13:36	Travel Hours:	0.55							
				Completed 2	2019/04/10 15:23	Repair Hours:	1.78							
						Resolution Hours:	3.72							
	Double or Or de													_
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		REPL FEED RLLRS											
	Resolution Code:		Cleaned and Tested											
SC182236														
Call	SC182236	Jamming [CM]		Call In SLA: N	No	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			9.72		0
						· ·								
		Brian Sheehan			2019/05/10 10:07	Response Hours:	8.03	Call Priority: I						
	Caller:	Valerie French		Dispatched: 2	2019/05/13 08:53	CM Response Hours:	8.03	Bill Code: (OSV Copier Maint Incl F	Parts Labor Travel Toner				
	Call Day	iamming		Arminado	0040/05/42 00:20	Troughtherese	0.77							
	Call Desc:	, janning			2019/05/13 09:39	Travel Hours:	0.77							
				Completed 2	2019/05/13 11:20	Repair Hours:	1.68							
						Resolution Hours:	9.72							
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:		Cleaned and Tested											
OSV-03959 sn:SAAF9029									4.22	4.22	2 1.7	5.9		0
000 00000 011.07 11 11 0020	· ·								· · · · · · · · · · · · · · · · · · ·					
201222														
SC182050														
Call	SC182050	Multiple Problems [CM]		Call In SLA: N	No	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			5.87		0
	Assigned Tech:	Brian Sheehan		Received: 2	2019/05/09 10:21	Response Hours:	4.22	Call Priority: I	Medium					
	_	: Valerie French			2019/05/09 13:48	CM Response Hours:	4.22			Parts Labor Travel Toner				
	Canci.	. Valenci i tenen		Dispatorica. 2	.013/03/03 13.40	OW Response Flours.	4.22	Dill Code.	OOV OOPICI WAIIT IIICI I	and Labor Travel Torier				
	Call Desc:	Red wrench code CB80	call for service	Arrived: 2	2019/05/09 14:34	Travel Hours:	0.77							
				Completed 2	2019/05/09 16:13	Repair Hours:	1.65							
						Resolution Hours:	5.87							
	Deski O													
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Calibrated											
	Resolution Code:		Cleaned and Tested											
OSV-03977 sn:SAAF9030	01								1.48		1.4	0.0		0
SC186477														
	SC186477	INSPECTION [O]		Call In SLA: N	I/A	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			(0
Jan	23.00777	[0]		Juli III OLA. I		OE TROSPONOCTIONIS.	4.00	Contractif.	5.01200 OOV-00					
	Assigned Tech:	Brian Sheehan		Received: 2	2019/06/13 10:26	Response Hours:	1.48	Call Priority: I	N					
	Caller:	Jeffrey Smith		Dispatched: 2	2019/06/13 10:40	CM Response Hours:				Parts Labor Travel Toner				
	Call Desc:	inspect and clean		Arrived: 2	2019/06/13 11:55	Travel Hours:	1.25							
				Completed 2	2019/06/13 13:20	Repair Hours:	1.42							
				Completed 2	2019/06/13 13:20	Repair Hours:	1.42							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call B
	ProblemCodes	3												
	Problem Code:	CLEANING												
	Resolution Code:		Cleaned and Tested											
OSV-03978 sn:SAAF9032	328								0.0	7	1.	0.0	0	0
SC186267	•													4
	SC186267	INSPECTION [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CT01230-OSV-03			()	0
ou												·		
	_	: Brian Sheehan			2019/06/12 08:14	Response Hours:	0.07	Call Priority:						
	Caller	:		Dispatched:	2019/06/12 08:18	CM Response Hours:		Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: Inspect and clean		Arrived:	2019/06/12 08:18	Travel Hours:	0							
				Completed	2019/06/12 09:21	Repair Hours:	1.05							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Cleaned and Tested											
OSV-03979 sn:SAAF9032	326								4.9	3 4.93	1.5	6.4	4	0
SC170846	X.													
	SC170846	ERROR CODE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CT01230-OSV-03			4.15	5	0
Juli Juli														
		: Brian Sheehan			2019/02/20 08:47	Response Hours:	2.83	Call Priority:						
	Caller	: Sally Billado		Dispatched:	2019/02/20 10:35	CM Response Hours:	2.83	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	red rench C467		Arrived:	2019/02/20 11:37	Travel Hours:	1.03							
				Completed	2019/02/20 12:56	Repair Hours:	1.32							
						Resolution Hours:	4.15							
	ProblemCodes													
	Problem Code:	Error Code												
	Problem Code:	Machine Down												
	Resolution Code:		Miscellaneous											
SC172924	SC172924	Multiple Issues [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	: CT01230-OSV-03			7.93		0
Call	30172924	widitiple issues [Civi]		Call III SLA.	INO	SLA Response Hours.	4.00	Contract#.	. 0101230-037-03			7.3	•	U
	Assigned Tech	: David Prior		Received:	2019/03/06 10:22	Response Hours:	6.23	Call Priority:	: N					
	Caller	: Sally Billado		Dispatched:	2019/03/07 08:06	CM Response Hours:	6.23	Bill Code:	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	: jamming state time to	clean fuser web	Arrived:	2019/03/07 08:06	Travel Hours:	0							
					2019/03/07 09:48	Repair Hours:	1.7							
						Resolution Hours:	7.93							
	ProblemCodes	S												
	Problem Code:	JAMMING												
	Resolution Code:		ADJUSTED											
	Resolution Code:		ADJUSTED Cleaned and Tested											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Bac
Call	SC175494	Multiple Issues [CM]		Call In SLA	: No	SLA Response Hours:	4.00	Contract#:	: CT01230-OSV-03			7.08	3	0
	Assigned Tech	: Brian Sheehan		Received	: 2019/03/25 08:12	Response Hours:	5.73	Call Priority:	· N					
	_	r: Sally Billado			: 2019/03/25 13:56	CM Response Hours:	5.73			Parts Labor Travel Toner				
	Call Desc	time for main grey lines	s on copies		: 2019/03/25 13:56	Travel Hours:	0							
				Completed	d 2019/03/25 15:17	Repair Hours: Resolution Hours:	1.35 7.08							
						resolution riours.	7.00							
	ProblemCode	s												
	Problem Code:	LINES												
	Resolution Code:		Replaced Misc. Parts											
1604dn [Hewlett Packard]														
OSV-04119 sn:														
OSV-04120 sn:														
2-2135DN Printer [KYOCERA]									7.22	0.77	1.2	3.0	3	1
OSV-03268 sn:														
OSV-03351 sn:														
007 00007 0														
OSV-03364 sn:														
OSV-03365 sn:														
OSV-03513 sn:														
OSV-04071 sn:														
001/ 04070														
OSV-04072 sn:														
OSV-04073 sn:														
OSV-04074 sn:LVK65430	19								7.22	0.77	1.2	3.0	3	1
SC166338														
	SC166338	Customer requests clea	aning [CC]	Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	: CT01230-OSV-03			()	0
		: Brian Sheehan r: Jason Smith			: 2019/01/18 11:26 : 2019/01/18 14:06	Response Hours: CM Response Hours:	3.25	Call Priority:		Parts Labor Travel Toner				
								DIII Code:	. Oov Copier iviaint incl i	ans Labor Haver Foner				
	Call Desc	: Needs full cleaning ser	rvice		: 2019/01/18 14:41	Travel Hours:	0.58							
				Completed	2019/01/18 16:34	Repair Hours: Resolution Hours:	1.82 0		6-RAN OUT OF TIME					

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Bac
										Omitespense riours	Tropan riouis	Time		ouii Buo
Call	SC166438	Customer requests cle	eaning [CC]	Call In SLA: I	N/A	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			(0	1
	Assigned Tech			Received: 2	2019/01/18 16:41	Response Hours:	17.63	Call Priority:						
	Caller	: Jason Smith		Dispatched: 2	2019/01/23 08:37	CM Response Hours:		Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Desc	: Needs full cleaning se	ervice	Arrived: 2	2019/01/23 08:38	Travel Hours:	0.02							
				Departure 2	2019/01/23 08:56	Repair Hours:	0.3							
						Resolution Hours:	0							
SC166438														
SC 100438														
	ProblemCodes	3												
		CLEANING												
	Resolution Code:		Cleaned and Tested											
SC175248		Multiple Dephases (OM	n	0 111 01 4 1	.,	014.5	4.00	0	0704000 001400			0.0		
Call	SC175248	Multiple Problems [CM	ıj	Call In SLA: \	Yes	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			2.3	b	0
		: Brian Sheehan			2019/03/21 13:41	Response Hours:	0.77	Call Priority:						
	Caller	: Jeffrey Smith		Dispatched: 2	2019/03/21 13:45	CM Response Hours:	0.77	Bill Code:	OSV Copier Maint Inc	cl Parts Labor Travel Toner				
	Call Desc	: Jamming and getting s	smudges on the papers	Arrived: 2	2019/03/21 14:27	Travel Hours:	0.7							
				Completed 2	2019/03/21 16:02	Repair Hours:	1.58							
						Resolution Hours:	2.35							
	ProblemCodes	,												
		Smudged Copies												
		omangen copies												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Instructed											
OSV-04075 sn:														
OSV-04076 sn:														
00V 04070 Sil.														
OSV-04077 sn:														
OSV-04078 sn:														
OSV-04079 sn:														
OSV-04080 sn:														
OSV-04081 sn:														
037-04001 511.														
OSV-04082 sn:														
OSV-04083 sn:														

									Dagmanaa Hayra	CMDoonenee Heure	Densir Haura	Decelution	Rescheduled	Call Back
									Response Hours	CMResponse Hours	Repair Hours	Time	Rescheduled	Call Back
OSV-04085 sn:														
00 V 04000 Un.														
OSV-04086 sn:														
OSV-04087 sn:														
P6130cdn [KYOCERA]									0.96	0.65	0.7	0.9	5	0
OSV-03867 sn:														
OSV-03895 sn:V5Q6403	8066								0.96	0.65	0.7	0.9	5	0
SC176138														
		CASSETTE PROBLEM	[CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CT01230-OSV-03			0.9	7	0
	Assigned Tech:	Jeffrey Smith			2019/03/27 16:32 2019/03/27 16:55	Response Hours: CM Response Hours:	0.65 0.65	Call Priority Bill Code		Parts Labor Travel Toner				
								Diii Gode	. Oov Oopier Maint mort	and Edbor Traver Torier				
	Call Desc:	Cassett will not go in			2019/03/27 17:11 2019/03/27 17:40	Travel Hours: Repair Hours:	0.27 0.32							
				Completed	2019/03/27 17:40	Resolution Hours:	0.32							
	ProblemCodes													
	Problem Code:	MECHANICAL												
	Resolution Code:		Miscellaneous											
SC186402														
Call	SC186402	Lines on copy [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CT01230-OSV-03			()	0
	Assigned Tech:	Brian Sheehan		Received:	2019/06/12 15:14	Response Hours:	1.27	Call Priority	: High					
	Caller	Jeffrey Smith		Dispatched:	2019/06/13 07:26	CM Response Hours:		Bill Code	: OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc	lines on prints thinks its	the fusier really needs this	Arrived:	2019/06/13 07:58	Travel Hours:	0.53							
		done sean		Completed	2019/06/13 08:59	Repair Hours:	0.98							
						Resolution Hours:	0							
	ProblemCodes													
		LINES												
	Resolution Code:		Cleaned and Tested											
OSV-03914 sn:														
OSV-04818 sn:														
letcher Elementary School : 340 chool Road			100.00%	1		1								
Estudio 857 [Toshiba]									0.83					0
OSV-03980 sn:SAAF902	.97								0.83	0.83	1.1	1.9)	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
0040007	7											Time		
SC18097	7 III SC180977	Finisher Problem [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			1.93		0
												1.00	·	
		n: Brian Sheehan			2019/05/01 14:34	Response Hours:	0.83	Call Priority:						
	Calle	r: Sharon Tinker		Dispatched:	2019/05/01 14:47	CM Response Hours:	0.83	Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Des	c: connect the finisher	needs	Arrived:	2019/05/01 15:24	Travel Hours:	0.62							
		CITOTE ACAIT TIBACE		Completed	2019/05/01 16:36	Repair Hours:	1.1							
						Resolution Hours:	1.93							
	ProblemCode	15												
	Problem Code:	PART BROKE OFF												
	Resolution Code:		REPL FEED RLLRS											
	Resolution Code:		Repaired											
M2535DN [KYOCERA]									11.20		0.6			0
OSV-04088 sn:LVZ5722	2955								11.20)	0.6	0.0	(0
SC17810	6													
	II SC178106	Customer requests clear	ning [CC]	Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			0		0
												·		
	Assigned Tec				2019/04/10 13:13	Response Hours:	11.2	Call Priority:		D				
	Calle	r: Sharon Tinker		Dispatched:	2019/04/11 14:49	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Des	c: very faint printing FM Au	dit states they are at	Arrived:	2019/04/11 15:55	Travel Hours:	1.1							
		ATTA CT THE WILLY		Completed	2019/04/11 16:30	Repair Hours:	0.58							
						Resolution Hours:	0							
	ProblemCode													
	Problem Code:	COPY QUALITY												
	Troblem Gode.	OOI I GOALII I												
	Resolution Code:	Replace P	rinter Toner Cartridge											
	Resolution Code:		Cleaned and Tested											
P-2135DN Printer [KYOCERA]														
OSV-03367 sn:														
P-6026cdn [KYOCERA] OSV-03370 sn:														
03v-03370 SH:														
P6130cdn [KYOCERA]														
OSV-03894 sn:														
18.14/														
anklin West Supervisory Union #22 : 97 Highbridge Road	:		100.00%	1		1								
E-Studio 6560c [Toshiba]									0.79	1.2				0
OSV-03871 sn:CSCF25	5482								0.79	1.2	3 0.9	1.0		0
0046	0													
SC16525	8 III SC165258	Call Service Flashing [Cf	MI	Call In SLA:	Vas	SLA Response Hours:	4.00	Contract#	CT01230-OSV-03			2.08		0
Ca												2.00		
	Assistanced Too	n: David Prior		Received:	2019/01/14 08:07	Response Hours:	1.23	Call Priority:	N					

									Response Hours	CMResponse Hours	Repair Hours	Resolution	Rescheduled	Call Back
								5,000			Tropan Trouto	Time	rioconodalod	Juli Buok
	Caller	Tammy Lutz		Dispatched:	2019/01/14 08:33	CM Response Hours:	1.23	Bill Code	: OSV Copier Maint Inc	el Parts Labor Travel Toner				
	Call Desc	MESSAGE STSTES TO	CALL FOR SERVICE	Arrived:	2019/01/14 09:21	Travel Hours:	0.8							
				Completed	2019/01/14 10:12	Repair Hours:	0.85							
						Resolution Hours:	2.08							
	ProblemCodes													
		Error Code												
	. resiem e see	20. 0000												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Replaced Parts											
SC185396	3									'				
Cal	I SC185396	MAINT LITE [PM]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract#	: CT01230-OSV-03			()	0
	Assigned Tech:	Brian Sheehan		Received:	2019/06/05 10:04	Response Hours:	0.35	Call Priority	: N					
	Caller	Jeffrey Smith		Dispatched:	2019/06/05 10:07	CM Response Hours:		Bill Code	: OSV Copier Maint Inc	el Parts Labor Travel Toner				
	Call Desc	Maintiance		Arrived	2019/06/05 10:25	Travel Hours:	0.3							
	- Can Desc.				2019/06/05 11:26	Repair Hours:	1.02							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:		Firmware update											
	Resolution Code:		Clone Cleaned and Tested											
HP M401dn [HP]	resolution code.		Cleaned and Tested											
OSV-03997 sn:														
M602n [HP]														
OSV-03996 sn:														
MOOA de l'Herrieu De el end														
M604dn [Hewlett Packard] OSV-04121 sn:														
000-04121 311.														
P-2135DN Printer [KYOCERA]														
OSV-03866 sn:														
Georgia Elementary & Middle School : 4416 Ethan Allen Highway			85.714%	7		6								
E-Studio 6560c [Toshiba]									7.6					1
OSV-03874 sn:CSCF25	486								7.6	3.0	2 0.8	15.		1
SC173235	5													
	I SC173235	Paper Tray Issue [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#	: CT01230-OSV-03			5.1	3	0
	Assissand Teach	David Dries		Danaisada	2040/02/07 40:42	Deer sees Herre	2.0	Call Drianis	I Cal					
	Assigned Tech:	David Prior Aleta Burns			2019/03/07 12:43 2019/03/08 08:05	Response Hours: CM Response Hours:	3.9 3.90	Call Priority		el Parts Labor Travel Toner				
								Bill Code	. Oov Copier Maint Inc	ara Labur Haver Fuller				
	Call Desc	ey can not use the legal	l drawer		2019/03/08 08:07	Travel Hours:	0.03							
				Completed	2019/03/08 09:24	Repair Hours:	1.28							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
						Resolution Hours:	5.18					Time		
	ProblemCodes													
		Multiple Issues												
	Froblem Code.	wuttiple issues												
	Resolution Code:		COLOR CALIBRATION											
	Resolution Code:													
			Cleaned and Tested											-
	Resolution Code:		Instructed											
SC175551														
Call	SC175551	COPY QUALITY POO	PR [CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			2.45	5	0
	Assigned Tech:	Brian Sheehan		Received:	2019/03/25 10:20	Response Hours:	2.13	Call Priority:	N					
	_	Aleta Burns			2019/03/25 12:28	CM Response Hours:	2.13			Parts Labor Travel Toner				
	Guiloi.	7 Hota Barrio		Diopatoriou.	2010/00/20 12:20	Om Response freure.	2.10	Din Codo.	COV Copioi Maint inoi	Tano Labor Travor Torior				
	Call Desc:	the black is faded and	color is not real vibrant	Arrived:	2019/03/25 12:28	Travel Hours:	0							
				Completed	2019/03/25 12:47	Repair Hours:	0.32	Incompleted	1-Need Parts					
						Resolution Hours:	2.45							
	ProblemCodes													
		LITE COPY												
	Resolution Code:		Needs parts											
		COPY QUALITY POO		Call In SLA:	NI/A	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			37.38		1
Gail	30173021	COLLEGALITITOO	or [Ow]	Call III SLA.	N/A	SLA Response nours.	4.00	Contract#.	C101230-03V-03			37.30)	1
	Assigned Tech:	Brian Sheehan		Received:	2019/03/25 11:48	Response Hours:	17.03	Call Priority:	N					
	Caller:	Aleta Burns		Dispatched:	2019/03/29 14:08	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
		Needs EPU KITS the	e black is faded and color		2019/03/29 14:26	Travel Hours:	0.3							
				Departure	2019/03/29 15:11	Repair Hours:	0.75							
						Resolution Hours:	37.38							
SC175621														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:		COLOR CALIBRATION											
	Resolution Code:		Replaced Misc. Parts											
rudio 857 [Toshiba]									4.9	1 2.1	6 0.9	5.0		2
OSV-03981 sn:SAAF9029	95								1.4		0.7			0
-00 V 00001 SH.OAAF 9028									1.4	T	0.1	0.0		
SC175548														
		Needs Part [O]		Call In SLA:	NI/Δ	SLA Response Hours:	4.00	Contract	CT01230-OSV-03			(0
Call	00173340			Call III SLA:	IV/A	OLA Nesponse Hours.	4.00	Contract#:	0101230-037-03					3
	Assigned Tech:	Brian Sheehan		Received:	2019/03/25 10:19	Response Hours:	1.42	Call Priority:	N					
	Caller:	Aleta Burns		Dispatched:	2019/03/25 11:16	CM Response Hours:		Bill Code:	OSV Copier Maint Incl	Parts Labor Travel Toner				
	Call Desc:	went to clear a jam and	nd parts tell off		2019/03/25 11:44	Travel Hours:	0.47							
				Completed	2019/03/25 12:27	Repair Hours:	0.72							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	PART BROKE OFF	= '											
	Resolution Code:		REPL FEED RLLRS											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
SC164054														
Call	SC164054	Finisher Problem [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			1.32		0
		Brian Sheehan			2019/01/04 11:54	Response Hours:	0.87	Call Priority:						
	Caller	Aleta Burns		Dispatched:	2019/01/04 12:00	CM Response Hours:	0.87	Bill Code:	OSV Copier Maint I	ncl Parts Labor Travel Toner				
	Call Desc:	Stated that the finisher is	is falling off and is worried		2019/01/04 12:46	Travel Hours:	0.77							
				Completed	2019/01/04 13:13	Repair Hours: Resolution Hours:	0.45 1.32							
						resolution riodis.	1.02							
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		REPAIRED											
SC168476														
Call	SC168476	ERROR CODE [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			1.28		0
	Assigned Tech:	Brian Sheehan		Received:	2019/02/01 10:10	Response Hours:	0.63	Call Priority:	N					
	Caller	Aleta Burns		Dispatched:	2019/02/01 10:14	CM Response Hours:	0.63	Bill Code:	OSV Copier Maint I	ncl Parts Labor Travel Toner				
	Call Desc:	red wrench Code C741		Arrived:	2019/02/01 10:48	Travel Hours:	0.57							
				Completed	2019/02/01 11:27	Repair Hours:	0.65							
						Resolution Hours:	1.28							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Cleaned and Tested											
	Resolution Code:		Reset code											
SC175359														
Call	SC175359	Call Service Flashing [C	CM]	Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			1.87	•	0
		Brian Sheehan			2019/03/22 09:45	Response Hours:	0.87	Call Priority:						
	Caller	Aleta Burns		Dispatched:	2019/03/22 09:54	CM Response Hours:	0.87	Bill Code:	OSV Copier Maint I	ncl Parts Labor Travel Toner				
	Call Desc:	red wrence call service	C471		2019/03/22 10:37	Travel Hours:	0.72							
				Completed	2019/03/22 11:37	Repair Hours: Resolution Hours:	1 27	Incompleted	1-Need Parts					
						Resolution Hours.	1.87							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:		Needs parts											
Call	SC175419	Call Service Flashing [C	CM]	Call In SLA:	: N/A	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			16.35		1
	Assigned Tech:	Brian Sheehan		Received:	: 2019/03/22 11:40	Response Hours:	15.65	Call Priority:	High					
	Caller	Aleta Burns		Dispatched:	2019/03/26 09:21	CM Response Hours:		Bill Code:	OSV Copier Maint I	ncl Parts Labor Travel Toner				
	Call Desc:		mal fuse red wrence call	Arrived:	2019/03/26 10:19	Travel Hours:	0.97							
		canica CA71		Departure	2019/03/26 11:01	Repair Hours:	0.7	Incompleted	1-Need Parts					
						Resolution Hours:	16.35							
		0.110 : 51 1: 50	24.41	0 111 014	- NI/A	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			40.00		1
الد	SC175832	Call Service Flashing It.	/IVI	Call in St 4.	IV/A	OLA RESOURSE FIGURE	2 1111		(, () / .) () = () . > (/ = () . >			1444		
Call	SC175832	Call Service Flashing [C Brian Sheehan	SIM]	Call In SLA:	2019/03/26 11:03	Response Hours:	12.57	Call Priority:				13.33		

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Ba
	Call Desc:	Needs drum and mo k		Arrived:	2019/03/27 15:07	Travel Hours:	0.8							
		tharmal filea - rad wra	ince call service (*171	Departure	2019/03/27 15:53	Repair Hours:	0.77							
						Resolution Hours:	13.33							
SC175419														
	ProblemCodes													
		PARTS IN												
		-												
	Resolution Code:		Replaced Misc. Parts											
	Resolution Code:		Needs parts											
SC175832			reccus parts											
30173032														
	ProblemCodes													
	Problem Code:	PARTS IN												
	D 1 " 2 :													
	Resolution Code:		Replaced Misc. Parts											
OSV-04091 sn:SAAF9033	31								4.07	4.23	1.1	3.7		0
SC182202														
Call	SC182202	Jamming [CM]		Call In SLA:	No	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			7.65		0
	Assigned Tech:	Brian Sheehan		Pacaivad:	2019/05/10 08:32	Response Hours:	6.25	Call Priority:	Medium					_
	_	Aleta Burns			2019/05/10 13:30	CM Response Hours:	6.25			Parts Labor Travel Toner				-
	Caller.	Aleta Dullis		Dispatched.	2019/05/10 15.50	Civi Response nours.	6.25	bill Code.	OSV Copier Maint Inci i	Faits Labor Traver Forier				
	Call Desc:		jam out completly now	Arrived:	2019/05/10 14:47	Travel Hours:	1.28							
		etating to rehoot		Completed	2019/05/10 16:11	Repair Hours:	1.4							
						Resolution Hours:	7.65							
	ProblemCodes													
		JAMMING												
	i Toblem Code.	JAMMINIO												
	Resolution Code:		Danlaged Miss. Darts											
			Replaced Misc. Parts											
	Resolution Code:		Cleaned and Tested											
SC184071								_						
Call	SC184071	Jamming [CM]		Call In SLA:	Yes	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03			3.38		0
	Assigned Tech:	Brian Sheehan		Received:	2019/05/24 09:12	Response Hours:	2.2	Call Priority:	Medium					
	_	Aleta Burns			2019/05/24 11:01	CM Response Hours:	2.20			Parts Labor Travel Toner				
				Diopatoriou.	_5.0,00,2111.01	CSoponos Hours.		Ziii Oodo.	20. Copioi mantino					
	Call Desc:	Not duplexing and its j	amming when they set it to	Arrived:	2019/05/24 11:24	Travel Hours:	0.38							
				Completed	2019/05/24 12:35	Repair Hours:	1.18							
						Resolution Hours:	3.38							
	ProblemCodes													
		JAMMING												
	Resolution Code:		Replaced Misc. Parts											
	Resolution Code:		Cleaned and Tested											
SC185204			Cicarioa ana i colcu											
	SC185204	Needs Part [O]		Call In SLA:	N/A	SLA Response Hours:	4.00	Contract	CT01230-OSV-03			C		0
Call	00100204	Neeus Fait [U]		Call III SLA:	13/71	SEA RESPUBSE HOURS:	4.00	Contract#:	0101230-037-03			C		J
	Assigned Tech:	Brian Sheehan		Received:	2019/06/04 09:19	Response Hours:	3.75	Call Priority:	N					
	_	Aleta Burns		Dispatched:	2019/06/04 12:53	CM Response Hours:				Parts Labor Travel Toner				
				•					•					
	Call Desc:	someone forced some	ething and now a part is		2019/06/04 13:04	Travel Hours:	0.18							
					2019/06/04 13:53	Repair Hours:	0.82							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	0							
	ProblemCodes	S												
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Repaired											
P-2135DN Printer [KYOCERA]														
OSV-04089 sn:														
P6130cdn [KYOCERA]														
OSV-03892 sn:														
OSV-04251 sn:														
OSV-04252 sn:														
TOSHES457 [Toshiba]									3.0	82	0.0	3 0	.0	0
OSV-04092 sn:CEBF5687	74								3.0	82	0.0		.0	0
SC185973														
Call	SC185973	Needs Part [O]		Call In SLA	: N/A	SLA Response Hours:	4.00	Contract#:	CT01230-OSV-03				0	0
		: Brian Sheehan			: 2019/06/10 12:35	Response Hours:	0.82	Call Priority: I						
	Caller	: Aleta Burns		Dispatched	: 2019/06/10 13:07	CM Response Hours:		Bill Code: (OSV Copier Maint Inc	el Parts Labor Travel Toner				
	Call Desc	: a piece fell off and it wo	nt operate	Arrived	: 2019/06/10 13:24	Travel Hours:	0.28							
					2019/06/10 14:10	Repair Hours:	0.77							
				,		Resolution Hours:	0							
	ProblemCodes	s												
		PART BROKE OFF												
		1 2												
	Resolution Code:		Replaced Misc. Parts											
	1 tooolulloi1 Oodo.		Nopidodd Milot. i arto							59 3.	42 40.2	5 237.2		8

Survey Responses Office Systems of Vermont Service Call Feedback

CallNumber	SC165258	Customer:	Franklin West Su	pervisory Union #22
Completed Date:	1/15/2019 2:00 PM	Customer Number:	OSV-FW00	
Customer Rep:		Customer Address:	FAIRFAX, VT 05	454
Survey Sent To:	Name: Tammy Lutz			
	Email: tlutz@fwsu.org			
	Ph: 802-370-3113 x 100			
Equipment:	OSV-03871	Call Opened:	1/14/2019 8:07 A	M
Model:	Toshiba E-Studio 6560c	Call Closed:	1/14/2019 10:12	AM
Technician:	David Prior	Dispatched:	1/14/2019 8:33 A	M
Tech Mgr:	Harold Santamore	Arrival Date:	1/14/2019 9:21 A	M
Dispatcher:	Monica Hobbs	Departed Date:	1/14/2019 10:12	AM
Call Description:	MESSAGE STSTES TO CALL FOR S	ERVICE RED WRENCH		
Question			Target	Score
Target: 6			Scale 0-10	
Communication to keep me	informed (if needed).		Not Applicable	
Target: 6			Scale 0-10	
The technician left the equip	ment repaired to your satisfaction.		10 of 10	
Target: 0			Scale 0-10	
The technician explained the	e problem, resolution, and provided training if need	ed.	10 of 10	
Target: 0			Scale 0-10	

Rate our technician overall	10 of 10
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?	*
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?	No
r lease have a manager contact me:	
Target: Yes	Yes/No
	Yes/No No
Target: Yes	
Target: Yes Please have a sales person contact me.	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)?	No
Target: Yes	Yes/No

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