



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.

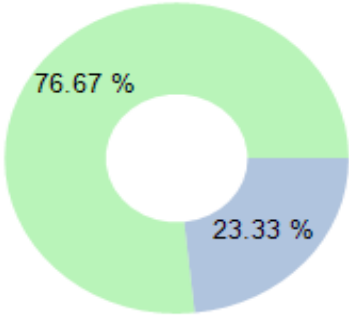
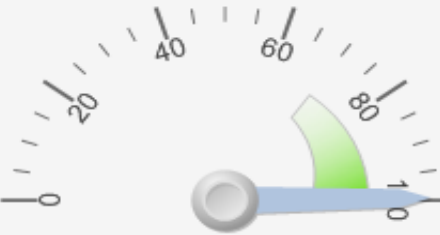
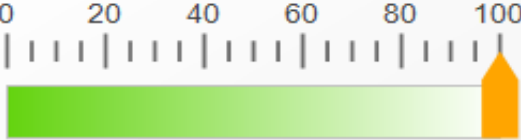
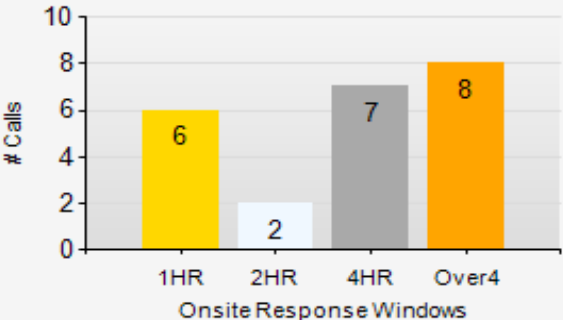
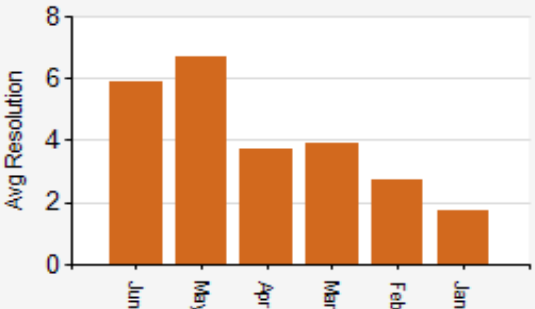
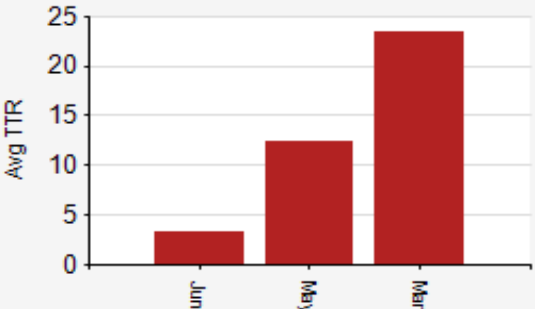
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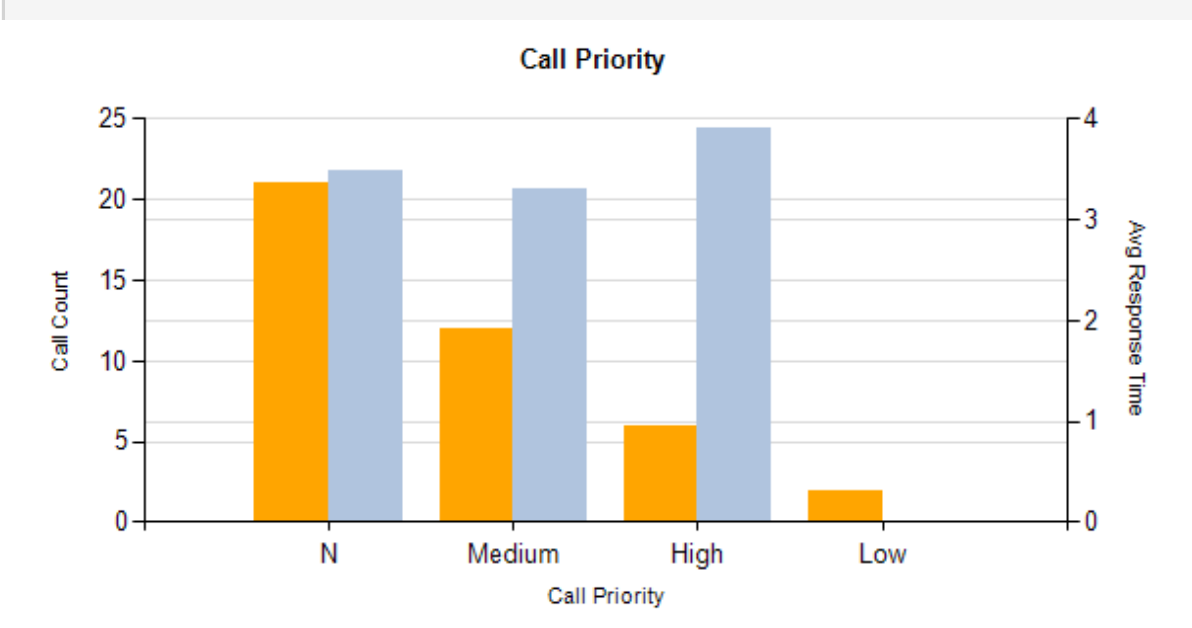
Report run from 7/1/2018 to 6/30/2019

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Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual 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	5.5
OSV-03351[KYOCERA/P-2135DN Printer]	Girl's Phys Ed Office	LVK3Z01815	8/5/2014	0	238	49	5.5
OSV-03364[KYOCERA/P-2135DN Printer]	Health Room 217	LVK4512489	9/10/2014	0	26	39	5.5
OSV-03365[KYOCERA/P-2135DN Printer]	High School - English Room 215	LVK4512505	9/10/2014	0	396	463	5.5
OSV-03513[KYOCERA/P-2135DN Printer]	Middle School - Library	LVK4512493	6/8/2015	0	557	319	5.5
OSV-03867[KYOCERA/P6130cdn]	Room 205, H.S.	V5Q6403130	7/7/2016	0	630	988	4
					799	688	
OSV-03869[Toshiba/E-Studio 6560c]	Guidance Office, Elem	CSCF25467	7/7/2016	6	8,012	9,167	4
					4,928	5,906	
OSV-03895[KYOCERA/P6130cdn]	Room 365, M.S.	V5Q6403066	7/7/2016	2	89	529	4
					489	900	
OSV-03914[KYOCERA/P6130cdn]	Main Office, Elem	V5Q6403096	7/7/2016	0	291	437	4
					874	1,246	
OSV-03958[Toshiba/Estudio 857]	Main Office	SAAF90306	7/7/2016	7	37,356	35,530	4
OSV-03959[Toshiba/Estudio 857]	Room 114 Teachers Room, Elem	SAAF90291	7/7/2016	1	21,926	24,960	4
OSV-03977[Toshiba/Estudio 857]	Room 205B-Main Office Copy Room, H.S.	SAAF90301	7/7/2016	1	30,422	32,821	4
OSV-03978[Toshiba/Estudio 857]	Room 261A, H.S.	SAAF90328	7/7/2016	1	23,692	25,937	4
OSV-03979[Toshiba/Estudio 857]	Room 365, M.S.	SAAF90326	7/7/2016	3	31,749	30,173	4
OSV-04071[KYOCERA/P-2135DN Printer]	Room 101, Elem	LVK6543149	7/7/2016	0	390	382	5.5
OSV-04072[KYOCERA/P-2135DN Printer]	2nd Floor Printing Alcove, Elem	LVK6542897	7/7/2016	0	1,709	1,648	5.5
OSV-04073[KYOCERA/P-2135DN Printer]	Room 109, Elem	LVK6543159	7/7/2016	0	783	672	5.5
OSV-04074[KYOCERA/P-2135DN Printer]	Room 204, Elem	LVK6543019	7/7/2016	3	1,039	473	5.5
OSV-04075[KYOCERA/P-2135DN Printer]	Room 261, Elem	LVK6543037	7/7/2016	0	55	49	5.5
OSV-04076[KYOCERA/P-2135DN Printer]	Room 258, H.S.	LVK6543021	7/7/2016	0	485	510	5.5
OSV-04077[KYOCERA/P-2135DN Printer]	HS Nurse 1st FL, RM 303	LVK6543031		0	52	190	5.5
OSV-04078[KYOCERA/P-2135DN Printer]	Room 301 Planning Room, H.S.	LVK6543027	7/7/2016	0	444	329	5.5
OSV-04079[KYOCERA/P-2135DN Printer]	Room 302 Library, H.S.	LVK6543025	7/7/2016	0	499	238	5.5
OSV-04080[KYOCERA/P-2135DN Printer]	Elem 1st Floor, RM 106	LVK6543024	7/7/2016	0	83	90	5.5
OSV-04081[KYOCERA/P-2135DN Printer]	Room 403, H.S.	LVK6543028	7/7/2016	0	41	33	5.5
OSV-04082[KYOCERA/P-2135DN Printer]	Room 404, H.S.	LVK6543022	7/7/2016	0	93	129	5.5
OSV-04083[KYOCERA/P-2135DN Printer]	Room 405, H.S.	LVK6543026	7/7/2016	0	1,153	1,070	5.5
OSV-04084[KYOCERA/P-2135DN Printer]	Room 408, H.S.	LVK6543023	7/7/2016	0	300	458	5.5
OSV-04085[KYOCERA/P-2135DN Printer]	HS 2nd Floor, RM 263c	LVK6543034	7/7/2016	0	346	96	5.5
OSV-04086[KYOCERA/P-2135DN Printer]	Room 351, M.S.	LVK6543040	7/7/2016	0	123	94	5.5
OSV-04087[KYOCERA/P-2135DN Printer]	Room 356, M.S.	LVK6543033	7/7/2016	0	278	269	5.5
OSV-04119[Hewlett Packard/M604dn]	Guidance Office	CMDCK3905M	7/7/2016	0	556	545	5
OSV-04120[Hewlett Packard/M604dn]	Room 205C	CNBCJ2R07F	7/7/2016	0	949	1,087	5
OSV-04818[KYOCERA/P6130cdn]	Room 402 HS	V5Q6X04317	8/17/2017	0	41	64	4
					191	261	
Fletcher Elementary School : 340 School Road							
OSV-03367[KYOCERA/P-2135DN Printer]	Library	LVK4512488	9/18/2014	0	1,184	1,128	5.5
OSV-03370[KYOCERA/P-6026cdn]	Library	LW74701930	9/18/2014	0	77	62	5.5

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	Projected Monthly Volume Black	Actual Monthly Volume Black	Actual Equipment Age
					Projected Monthly Volume Color	Actual Monthly Volume Color	(based on model intro date)
					887	743	
OSV-03894[KYOCERA/P6130cdn]	Room 115, Elem	V5Q6403046	7/7/2016	0	276	359	4
					138	48	
OSV-03980[Toshiba/Estudio 857]	Teachers Room, Elem	SAAF90297	7/7/2016	1	22,178	20,971	4
OSV-04088[KYOCERA/M2535DN]	Room 102, Principal Office, Elem	LVZ5722955	7/7/2016	1	1,662	1,807	5.25
Franklin West Supervisory Union #22 : 4497 Highbridge Road							
OSV-03866[KYOCERA/P-2135DN Printer]	2nd Floor	LVK5835070	7/7/2016	0	75	0	5.5
OSV-03871[Toshiba/E-Studio 6560c]	Copy Room	CSCF25482	7/7/2016	2	7,394	9,236	5
					1,971	2,249	
OSV-03996[HP/M602n]	Accounts Payable	CMCCF2S1JC		0	1,746	1,149	7.5
OSV-03997[HP/HP M401dn]	Payroll	PHGFB05427		0	650	614	6.5
OSV-04121[Hewlett Packard/M604dn]	Office Check Printer	CMDCJ3905T	7/7/2016	0	218	170	5
Georgia Elementary & Middle School : 4416 Ethan Allen Highway							
OSV-03874[Toshiba/E-Studio 6560c]	Main Office, Elem & M.S.	CSCF25486	8/1/2016	3	7,808	6,442	5
					6,011	5,193	
OSV-03892[KYOCERA/P6130cdn]	Room C120	V5Q6403071	8/1/2016	0	113	133	4
					719	683	
OSV-03981[Toshiba/Estudio 857]	Room-A109 Elem,M.S.	SAAF90295	8/1/2016	1	15,621	15,354	4
OSV-03982[Toshiba/Estudio 857]	Room-B242 Elem & M.S.	SAAF90303	8/1/2016	5	20,092	20,591	4
OSV-04089[KYOCERA/P-2135DN Printer]	Library, Elem & M.S	LVK6543029	8/1/2016	0	335	206	5.5
OSV-04091[Toshiba/Estudio 857]	Room C120	SAAF90331	8/1/2016	3	33,800	36,507	4
OSV-04092[Toshiba/TOSHES457]	Lower B-Wing	CEBF56874	8/1/2016	1	5,933	4,597	5
OSV-04251[KYOCERA/P6130cdn]	unknown	V5Q5901827	9/20/2016	0	174	97	4
					659	858	
OSV-04252[KYOCERA/P6130cdn]	Room A109, Elem	V5Q5901824	8/1/2016	0	49	87	4
					794	807	

76.67%	First Call Effectiveness (OnSite)	99.56%	Machine Availability	100.00	NetPromoter Score
77% of 30 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 54272.00. The total # hours (call received until call completed) was 237.29		2 survey responses for the period	
3.42 hrs	Average OnSite Reponse Time	4.5 hrs	First Call Fix Avg Resolution Time (On-Site)	19.0 hrs	Rescheduled Calls Avg TTR Time (first call received until final call closed)
65% of 23 corrective maintenance calls were responded to and completely resolved in under 4 hours		4.5 hrs was the average hours for first call fix from when call opened to problem resolution on 23 calls		19.0 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 7 rescheduled service calls.	



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

ID# OSV-04091 [Toshiba/Estudio 857] 4416 Ethan Allen Highway, ST ALBANS
ID# OSV-03958 [Toshiba/Estudio 857] 75 Hunt Street, FAIRFAX
ID# OSV-03977 [Toshiba/Estudio 857] 75 Hunt Street, FAIRFAX
ID# OSV-03979 [Toshiba/Estudio 857] 75 Hunt Street, FAIRFAX
ID# OSV-03959 [Toshiba/Estudio 857] 75 Hunt Street, FAIRFAX

BW Clicks

437698
431299
397858
369989
332605

Avg Monthly BW

72949
71883
66309
61664
55434

Top 5 Machines Color Volume

ID# OSV-03869 [Toshiba/E-Studio 6560c] 75 Hunt Street, FAIRFAX
ID# OSV-03874 [Toshiba/E-Studio 6560c] 4416 Ethan Allen Highway, ST ALBANS
ID# OSV-03871 [Toshiba/E-Studio 6560c] 4497 Highbridge Road, FAIRFAX
ID# OSV-03914 [KYOCERA/P6130cdn] 75 Hunt Street, FAIRFAX
ID# OSV-03895 [KYOCERA/P6130cdn] 75 Hunt Street, FAIRFAX

Color Clicks

76888
64122
26759
16263
11286

Avg Monthly Color

12814
10687
4459
2710
1881

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Fletcher Elementary School			% Calls in SLA	Total Calls	In SLA				5.59	3.42	1.0	5.8	8	0
Bellows Free Academy aka BFA Fairfax : 75 Hunt Street			50.00%	14	7									
E-Studio 6560c [Toshiba]									6.07	5.85	0.8	7.2	2	0
OSV-03869 sn:CSCF25467									6.07	5.85	0.8	7.2	2	0
SC173236														
Call SC173236	Jamming [CM]			Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03		3.32		0	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 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								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Remove Paper Jam												
	Resolution Code:	Cleaned and Tested												
SC182077														
Call SC182077	Stapler [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03		5.07		0	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 Parts Labor Travel Toner					
	Call Desc: stapler is broken and service machine graduation is comming			Arrived: 2019/05/09 16:15	Travel Hours:	0								
				Completed 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 SC182191	Stapler [CM]			Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03		12.43		1	0
	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 Parts Labor Travel Toner					
	Call Desc: stapler is broken and service machine graduation is comming			Arrived: 2019/05/13 11:32	Travel Hours:	0								
				Departure 2019/05/13 11:56	Repair Hours:	0.4								
					Resolution Hours:	12.43								
SC182191														
	ProblemCodes													
	Problem Code:	STAPLER PROBLEM												
	Resolution Code:	Repaired												
SC182594														
Call SC182594	Stapler [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03		13.02		0	0
	Assigned Tech: Brian Sheehan			Received: 2019/05/14 10:41	Response Hours:	11.4		Call Priority:	N					
	Caller: Rhonda Masse			Dispatched: 2019/05/15 12:06	CM Response Hours:	11.40		Bill Code:	OSV Copier Maint Incl 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								
				Completed 2019/05/15 15:12	Repair Hours:	1.62								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						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	0
		Assigned Tech: Brian Sheehan		Received: 2019/06/06 09:16	Response Hours:	4.45		Call Priority:	N					
		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 its not setting in place this issue has been going		Arrived: 2019/06/06 13:43	Travel Hours:	1.2								
				Completed 2019/06/06 15:10	Repair Hours:	1.45	Incompleted 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	1	0
		Assigned Tech: Brian Sheehan		Received: 2019/06/06 15:17	Response Hours:	1		Call Priority:	N					
		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 used one in the office tomorrow - check staple		Arrived: 2019/06/07 09:45	Travel Hours:	0.95								
				Departure 2019/06/07 10:07	Repair Hours:	0.37								
					Resolution Hours:	3.33								
SC185679														
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Miscellaneous												
Estudio 857 [Toshiba]									6.72	4.37	1.2	7.4	2	0
OSV-03958 sn:SAAF90306									9.54	3.99	1.1	10.2	2	0
SC174500														
Call	SC174500	Door wont close [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			0	0	0
		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 whole thing and its not connecting		Arrived: 2019/03/18 11:06	Travel Hours:	1.02								
				Completed 2019/03/18 11:57	Repair Hours:	0.85								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Message												
	Resolution Code:	REPAIRED												
SC175547														
Call	SC175547	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			4.58	0	0

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
	Assigned Tech: Keith Llewellyn Caller: Valerie French Call Desc: jamming and they can only do one copy...			Received: 2019/04/10 11:40	Response Hours:	1.93		Call Priority: Medium							
				Dispatched: 2019/04/10 13:03	CM Response Hours:	1.93		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/04/10 13:36	Travel Hours:	0.55									
				Completed 2019/04/10 15:23	Repair Hours:	1.78									
					Resolution Hours:	3.72									
	ProblemCodes														
	Problem Code:	JAMMING													
	Resolution Code:		REPL FEED RLLRS												
	Resolution Code:		Cleaned and Tested												
SC182236															
Call	SC182236	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01230-OSV-03				9.72	0	0	
	Assigned Tech: Brian Sheehan Caller: Valerie French Call Desc: jamming			Received: 2019/05/10 10:07	Response Hours:	8.03		Call Priority: Medium							
				Dispatched: 2019/05/13 08:53	CM Response Hours:	8.03		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/05/13 09:39	Travel Hours:	0.77									
				Completed 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:SAAF90291									4.22	4.22	1.7	5.9	0	0	
SC182050															
Call	SC182050	Multiple Problems [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01230-OSV-03				5.87	0	0	
	Assigned Tech: Brian Sheehan Caller: Valerie French Call Desc: Red wrench code CB80 call for service			Received: 2019/05/09 10:21	Response Hours:	4.22		Call Priority: Medium							
				Dispatched: 2019/05/09 13:48	CM Response Hours:	4.22		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/05/09 14:34	Travel Hours:	0.77									
				Completed 2019/05/09 16:13	Repair Hours:	1.65									
					Resolution Hours:	5.87									
	ProblemCodes														
	Problem Code:	Error Code													
	Resolution Code:		Calibrated												
	Resolution Code:		Cleaned and Tested												
OSV-03977 sn:SAAF90301									1.48		1.4	0.0	0	0	
SC186477															
Call	SC186477	INSPECTION [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01230-OSV-03				0	0	0	
	Assigned Tech: Brian Sheehan Caller: Jeffrey Smith Call Desc: inspect and clean			Received: 2019/06/13 10:26	Response Hours:	1.48		Call Priority: N							
				Dispatched: 2019/06/13 10:40	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/06/13 11:55	Travel Hours:	1.25									
				Completed 2019/06/13 13:20	Repair Hours:	1.42									
					Resolution Hours:	0									

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back	
	Call SC175494	Multiple Issues [CM]			Call In SLA: No		SLA Response Hours:		4.00	Contract#: CT01230-OSV-03			7.08	0	0
		Assigned Tech: Brian Sheehan			Received: 2019/03/25 08:12		Response Hours:		5.73	Call Priority: N					
		Caller: Sally Billado			Dispatched: 2019/03/25 13:56		CM Response Hours:		5.73	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: time for main grey lines on copies			Arrived: 2019/03/25 13:56		Travel Hours:		0						
					Completed 2019/03/25 15:17		Repair Hours:		1.35						
							Resolution Hours:		7.08						

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									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC180977														
Call	SC180977	Finisher Problem [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			1.93	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/01 14:34	Response Hours:	0.83		Call Priority:	N					
		Caller: Sharon Tinker		Dispatched: 2019/05/01 14:47	CM Response Hours:	0.83		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: connect the finisher	needs	Arrived: 2019/05/01 15:24	Travel Hours:	0.62								
		service again please		Completed 2019/05/01 16:36	Repair Hours:	1.1								
					Resolution Hours:	1.93								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	REPL FEED RLLRS												
	Resolution Code:	Repaired												
M2535DN [KYOCERA]									11.20		0.6	0.0	0	0
OSV-04088 sn:LVZ5722955									11.20		0.6	0.0	0	0
SC178106														
Call	SC178106	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			0	0	0
		Assigned Tech: David Prior		Received: 2019/04/10 13:13	Response Hours:	11.2		Call Priority:	High					
		Caller: Sharon Tinker		Dispatched: 2019/04/11 14:49	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: very faint printing FM Audit states they are at		Arrived: 2019/04/11 15:55	Travel Hours:	1.1								
		50% so they may need a cleaning also double		Completed 2019/04/11 16:30	Repair Hours:	0.58								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replace Printer Toner Cartridge												
	Resolution Code:	Cleaned and Tested												
P-2135DN Printer [KYOCERA]														
OSV-03367 sn:														
P-6026cdn [KYOCERA]														
OSV-03370 sn:														
P6130cdn [KYOCERA]														
OSV-03894 sn:														
Franklin West Supervisory Union #22 : 4497 Highbridge Road			100.00%	1	1									
E-Studio 6560c [Toshiba]									0.79	1.23	0.9	1.0	0	0
OSV-03871 sn:CSCF25482									0.79	1.23	0.9	1.0	0	0
SC165258														
Call	SC165258	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			2.08	0	0
		Assigned Tech: David Prior		Received: 2019/01/14 08:07	Response Hours:	1.23		Call Priority:	N					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Tammy Lutz			Dispatched: 2019/01/14 08:33	CM Response Hours:	1.23		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: MESSAGE STSTES TO CALL FOR SERVICE			Arrived: 2019/01/14 09:21	Travel Hours:	0.8								
	PER W/ BENCH			Completed 2019/01/14 10:12	Repair Hours:	0.85								
					Resolution Hours:	2.08								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC185396														
Call	SC185396	MAINT LITE [PM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01230-OSV-03					0	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 Incl Parts Labor Travel Toner						
	Call Desc: Maintiance			Arrived: 2019/06/05 10:25	Travel Hours:	0.3								
				Completed 2019/06/05 11:26	Repair Hours:	1.02								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	CLEANING												
	Resolution Code:	Firmware update												
	Resolution Code:	Clone												
	Resolution Code:	Cleaned and Testedd												
HP M401dn [HP]														
OSV-03997 sn:														
M602n [HP]														
OSV-03996 sn:														
M604dn [Hewlett Packard]														
OSV-04121 sn:														
P-2135DN Printer [KYOCERA]														
OSV-03866 sn:														
Georgia Elementary & Middle School : 4416 Ethan Allen Highway			85.714%	7	6									
E-Studio 6560c [Toshiba]									7.69	3.02	0.8	15.0	1	0
OSV-03874 sn:CSCF25486									7.69	3.02	0.8	15.0	1	0
SC173235														
Call	SC173235	Paper Tray Issue [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#: CT01230-OSV-03				5.18	0	0
	Assigned Tech: David Prior			Received: 2019/03/07 12:43	Response Hours:	3.9		Call Priority: High						
	Caller: Aleta Burns			Dispatched: 2019/03/08 08:05	CM Response Hours:	3.90		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: ey can not use the legal drawer			Arrived: 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 Back
						Resolution Hours:	5.18							
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	COLOR CALIBRATION												
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Instructed												
SC175551														
Call	SC175551	COPY QUALITY POOR [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			2.45	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/03/25 10:20	Response Hours:	2.13		Call Priority: N						
	Caller: Aleta Burns			Dispatched: 2019/03/25 12:28	CM Response Hours:	2.13		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	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													
	Problem Code:	LITE COPY												
	Resolution Code:	Needs parts												
Call	SC175621	COPY QUALITY POOR [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			37.38	1	0
	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						
	Call Desc: Needs EPU KITS. - the black is faded and color is not real vibrant			Arrived: 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												
Estudio 857 [Toshiba]									4.91	2.16	0.9	5.0	2	0
OSV-03981 sn:SAAF90295									1.42		0.7	0.0	0	0
SC175548														
Call	SC175548	Needs Part [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			0	0	0
	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 parts fell off			Arrived: 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												
OSV-03982 sn:SAAF90303									6.12	0.79	0.7	6.8	2	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC164054														
Call	SC164054	Finisher Problem [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			1.32	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/01/04 11:54	Response Hours:	0.87		Call Priority:	Medium					
		Caller: Aleta Burns		Dispatched: 2019/01/04 12:00	CM Response Hours:	0.87		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Stated that the finisher is falling off and is worried that this will affect printing		Arrived: 2019/01/04 12:46	Travel Hours:	0.77								
				Completed 2019/01/04 13:13	Repair Hours:	0.45								
					Resolution Hours:	1.32								
	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	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 Incl 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 Testedd												
	Resolution Code:	Reset code												
SC175359														
Call	SC175359	Call Service Flashing [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			1.87	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/22 09:45	Response Hours:	0.87		Call Priority:	N					
		Caller: Aleta Burns		Dispatched: 2019/03/22 09:54	CM Response Hours:	0.87		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: red wrence call service C471		Arrived: 2019/03/22 10:37	Travel Hours:	0.72								
				Completed 2019/03/22 11:37	Repair Hours:	1	Incompleted 1-Need Parts							
					Resolution Hours:	1.87								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC175419	Call Service Flashing [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			16.35	1	0
		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 Incl Parts Labor Travel Toner					
		Call Desc: Needs sensor and thermal fuse. - red wrence call service C471		Arrived: 2019/03/26 10:19	Travel Hours:	0.97								
				Departure 2019/03/26 11:01	Repair Hours:	0.7	Incompleted 1-Need Parts							
					Resolution Hours:	16.35								
Call	SC175832	Call Service Flashing [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01230-OSV-03			13.33	1	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/26 11:03	Response Hours:	12.57		Call Priority:	High					
		Caller: Aleta Burns		Dispatched: 2019/03/27 14:19	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	SC175419	Call Desc: Needs drum and mo kit. - Needs sensor and thermal fuses - red warning call earpiece C474	Arrived: 2019/03/27 15:07		Travel Hours:		0.8							
			Departure 2019/03/27 15:53		Repair Hours:		0.77							
					Resolution Hours:		13.33							
	ProblemCodes													
	Problem Code: PARTS IN													
	Resolution Code: Replaced Misc. Parts													
	Resolution Code: Needs parts													
	SC175832													
	ProblemCodes													
	Problem Code: PARTS IN													
	Resolution Code: Replaced Misc. Parts													
	OSV-04091 sn:SAAF90331								4.07	4.23	1.1	3.7	0	0
	SC182202													
	Call	SC182202	Jamming [CM]		Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01230-OSV-03		7.65		0	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/10 08:32		Response Hours: 6.25		Call Priority: Medium						
		Caller: Aleta Burns		Dispatched: 2019/05/10 13:30		CM Response Hours: 6.25		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Jamming cant get the jam out completly now stating to reboot		Arrived: 2019/05/10 14:47		Travel Hours: 1.28								
				Completed 2019/05/10 16:11		Repair Hours: 1.4								
						Resolution Hours: 7.65								
	ProblemCodes													
	Problem Code: JAMMING													
	Resolution Code: 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	0
		Assigned Tech: Brian Sheehan		Received: 2019/05/24 09:12		Response Hours: 2.2		Call Priority: Medium						
		Caller: Aleta Burns		Dispatched: 2019/05/24 11:01		CM Response Hours: 2.20		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: Not duplexing and its jamming when they set it to duplex		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													
	Problem Code: JAMMING													
	Resolution Code: Replaced Misc. Parts													
	Resolution Code: Cleaned and Tested													
	SC185204													
	Call	SC185204	Needs Part [O]		Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01230-OSV-03		0		0	0
		Assigned Tech: Brian Sheehan		Received: 2019/06/04 09:19		Response Hours: 3.75		Call Priority: N						
		Caller: Aleta Burns		Dispatched: 2019/06/04 12:53		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: someone forced something and now a part is broken and it wont start		Arrived: 2019/06/04 13:04		Travel Hours: 0.18								
				Completed 2019/06/04 13:53		Repair Hours: 0.82								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	0							
	ProblemCodes													
	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]									0.82		0.8	0.0	0	0
OSV-04092 sn:CEBF56874									0.82		0.8	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	0
	Assigned Tech: Brian Sheehan			Received: 2019/06/10 12:35	Response Hours:	0.82	Call Priority:	N						
	Caller: Aleta Burns			Dispatched: 2019/06/10 13:07	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: a piece fell off and it wont operate			Arrived: 2019/06/10 13:24	Travel Hours:	0.28								
				Completed 2019/06/10 14:10	Repair Hours:	0.77								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:		Replaced Misc. Parts											
Total									5.59	3.42	40.25	237.29	8	0

Survey Responses

Office Systems of Vermont Service Call Feedback

CallNumber	SC165258	Customer:	Franklin West Supervisory Union #22
Completed Date:	1/15/2019 2:00 PM	Customer Number:	OSV-FW00
Customer Rep:		Customer Address:	FAIRFAX, VT 05454
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 AM
Model:	Toshiba E-Studio 6560c	Call Closed:	1/14/2019 10:12 AM
Technician:	David Prior	Dispatched:	1/14/2019 8:33 AM
Tech Mgr:	Harold Santamore	Arrival Date:	1/14/2019 9:21 AM
Dispatcher:	Monica Hobbs	Departed Date:	1/14/2019 10:12 AM
Call Description:	MESSAGE STSTES TO CALL FOR SERVICE RED WRENCH		

Question	Target	Score
Rate our dispatch overall (ease of placing a service call, professionalism, etc.).	10 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
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
Target: Yes	Yes/No
Please have a sales person contact me.	No
Target: Yes	Yes/No
Remove me from further emails like this (if yes, please tell us why).	No
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)?

No

Target: Yes

Yes/No

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