



## SU 36 Rutland Northeast Supervisory Union



### SPC SUMMARY

Out of 75 printers and copiers, 25 machines had 80 service calls. Four of those copiers had more than 5 service calls during the reporting period of July 1, 2018 to June 30, 2019 (please see Equipment Excessive Calls tab for details). Overall up time was 98%, which is fair for a fleet of this size and age (around 3-4 years since model introduction). Average response time was 6.84 hours, much higher than the average of 4 hours outlined in the bid specifications. However, out of 40 corrective maintenance calls, 35% were responded to and resolved in under 4 hours. In addition, 66% of 61 onsite service calls were resolved within the first service call.

SPC will continue to monitor the four copiers with high service rates and will work with OSV to determine if there is a need for escalating the resolution of any remaining issues.

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	Meter Black 6/30/19	Meter Color 6/30/19	Expected Life	Total Calls	Average Response Time	OSV Recommendations	SPC Recommendations
Lothrop Elementary	Staff Room	E-Studio 4505AC eq# OSV-04166	CFHF50555	169,676	234,615	301,152	222,322	1,000,000	7	8.17		Overused! Bid a faster machine next time.
Otter Valley High	Middle School Office	E-Studio 6506AC eq# OSV-04192	CHHF10675	197,228	287,989	411,772	221,162	4,000,000	8	6.11		
Neshobe School	Mail Room/Office	E-Studio 6506AC eq# OSV-04172	CHHF10686	156,429	163,278	315,191	88,768	4,000,000	9			
Otter Valley High	Teachers' Room	E-Studio 8508AC eq# OSV-04203	CIHF11282	167,908	116,400	426,117	N/A	5,000,000	11	4.45		

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 4505AC eq#:OSV-04166	FM Audit	requesting trouble shooting becasue apparently we arent getting the report when they are low on toner	3447 US Route 7	SC172451	2019/03/04 08:20	2019/03/06 16:34	1		0
		requesting trouble shooting becasue apparently we arent getting the report when they are low on toner	3447 US Route 7	SC172451	2019/03/04 08:20	2019/03/06 16:34	1		0
	Jamming	jamming	3447 US Route 7	SC165422	2019/01/14 12:15	2019/01/15 13:39	1	9.900000000	1.35
		repeated Jamming	3447 US Route 7	SC167566	2019/01/28 11:58	2019/01/29 12:40	1	9.200000000	1.2
		Copier is not working. Printed papers were wrinkled and the jammed. The copier has parts that fell off on the inside. Not sure where they came from :)	3447 US Route 7	SC184075	2019/05/24 09:17	2019/05/24 14:41	1	5.400000000	1.07
		Down machine - Copier is not working. Printed papers were wrinkled and the jammed. The copier has parts that fell off on the inside. Not sure where they came from :)	3447 US Route 7	SC184197	2019/05/24 15:46	2019/05/31 14:30	1		1.1
		Down - Down machine - Copier is not working. Printed papers were wrinkled and the jammed. The copier has parts that fell off on the inside. Not sure where they came from :). Stopped to put part in school closed and locked?	3447 US Route 7	SC184932	2019/05/31 15:38	2019/06/03 12:31	1		0.48
		No one here closed? - Down - Down machine - Copier is not working. Printed papers were wrinkled and the jammed. The copier has parts that fell off on the inside. Not sure where they came from :). Stopped to put part in school closed and locked?	3447 US Route 7	SC185095	2019/06/03 13:02	2019/06/04 11:27	1		5.05
		jamming	3447 US Route 7	SC165422	2019/01/14 12:15	2019/01/15 13:39	6	8.166666667	10.25
							7	8.166666667	10.25
							1		1.13
E-Studio 6506AC eq#:OSV-04192	Courtesy Call	Ordered Yellow toner thinking it was low and the machine said it was low but the toner feels really full still. PLease do a toner check and see that machine is reading toner correctly	2997 Franklin Street	SC184958	2019/06/03 08:03	2019/06/03 13:16	1		1.13
		Ordered Yellow toner thinking it was low and the machine said it was low but the toner feels really full still. PLease do a toner check and see that machine is reading toner correctly	2997 Franklin Street	SC184958	2019/06/03 08:03	2019/06/03 13:16	1		1.13
	MAINT LITE	"Periodic Maintenance" but otherwise working.	2997 Franklin Street	SC178785	2019/04/16 11:42	2019/04/17 14:13	1		0.18
		"Periodic Maintenance" but otherwise working.	2997 Franklin Street	SC178785	2019/04/16 11:42	2019/04/17 14:13	1		0.18
	Multiple Problems	oise and jamming	2997 Franklin Street	SC174049	2019/03/13 10:45	2019/03/14 10:11	1	7.930000000	0.55
		Error code C4E2 and noise	2997 Franklin Street	SC182353	2019/05/13 08:23	2019/05/13 11:33	1	3.170000000	1.47
		Error code C4E2 and noise	2997 Franklin Street	SC182457	2019/05/13 13:02	2019/05/14 11:10	1		2.37
		oise and jamming	2997 Franklin Street	SC174049	2019/03/13 10:45	2019/03/14 10:11	3	5.550000000	4.39
	Paper Tray Issue	Now the bottom tray on the right will not lift or direct paper	2997 Franklin Street	SC183016	2019/05/16 12:50	2019/05/17 10:17	1	5.950000000	1.02
		Now the bottom tray on the right will not lift or direct paper	2997 Franklin Street	SC183016	2019/05/16 12:50	2019/05/17 10:17	1	5.950000000	1.02
	TONER ISSUE	Full toner and its still reading 0 there is some sort of sensor issue that needs to be addressed	2997 Franklin Street	SC185915	2019/06/10 10:18	2019/06/11 09:12	1	7.400000000	0.97
		Full toner and its still reading 0 there is some sort of sensor issue that needs to be addressed	2997 Franklin Street	SC186125	2019/06/11 10:12	2019/06/12 10:34	1		0.13
		Full toner and its still reading 0 there is some sort of sensor issue that needs to be addressed	2997 Franklin Street	SC185915	2019/06/10 10:18	2019/06/11 09:12	2	7.400000000	1.1
							8	6.112500000	7.82
E-Studio 8508A eq#:OSV-04203	ERROR CODE	c482 message machine is down	2997 Franklin Street	SC163604	2019/01/02 11:51	2019/01/03 07:23	1	4.650000000	0.28
		c482 message machine is down	2997 Franklin Street	SC163604	2019/01/02 11:51	2019/01/03 07:23	1	4.650000000	0.28
	Paper Tray Issue	has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC169551	2019/02/10 14:53	2019/02/11 12:15	1	4.250000000	1.13
		Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC169749	2019/02/11 13:25	2019/02/14 08:00	1		3.58
		Needs a power supply. - Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC170294	2019/02/14 11:36	2019/03/05 14:40	1		1.83
		Needs a power supply. - Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC172837	2019/03/05 16:46	2019/03/14 10:51	1		0.97

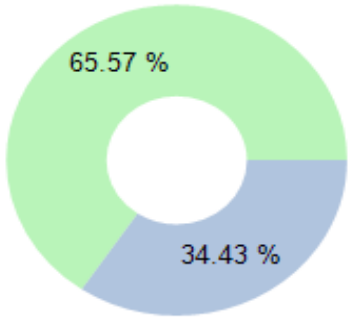
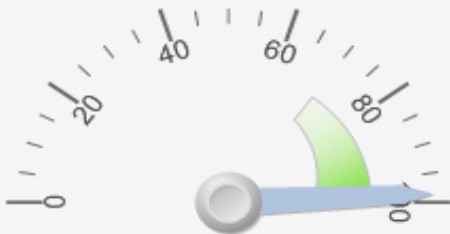
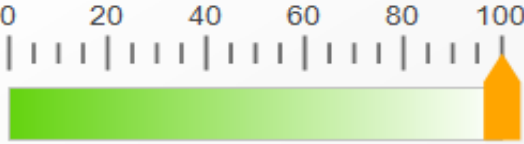
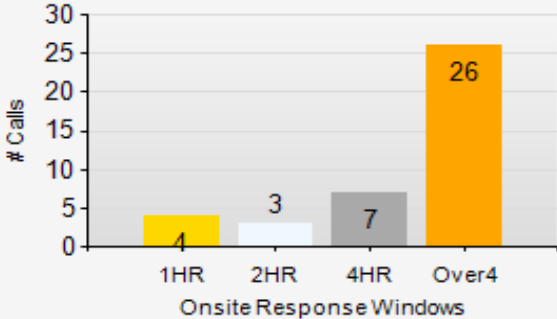
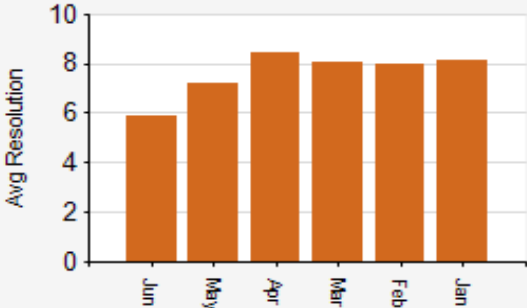
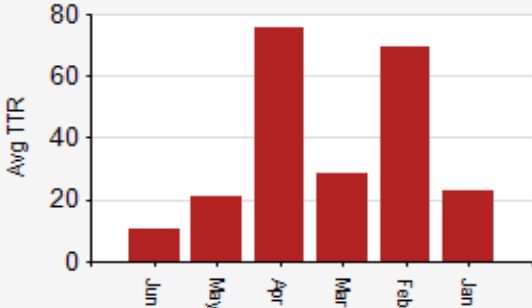
	Needs a power supply. - Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC174248	2019/03/14 11:50	2019/03/20 08:15	1		3.6
	Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply. - Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be wo	2997 Franklin Street	SC175013	2019/03/20 11:53	2019/03/21 08:37	1		0.02
	Needs lift motor - Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply. - Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why.	2997 Franklin Street	SC175126	2019/03/21 08:39	2019/04/01 15:04	1		1.43
	Needs lift motor - Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply. - Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why.	2997 Franklin Street	SC176746	2019/04/01 16:47	2019/04/24 10:21	1		5.95
	Needs lift motor - Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply. - Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why.	2997 Franklin Street	SC179986	2019/04/24 16:19	2019/04/26 12:02	1		1.97
	Needs lift motor - Tech support said it's the PFC pwb. Service ticket # 192823 - Needs a power supply. - Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why.	2997 Franklin Street	SC180334	2019/04/26 14:00	2019/05/17 13:38	1		0
	Needs used cassette drive assembly. They are up and running. - has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems to be working but it's very odd.	2997 Franklin Street	SC169749	2019/02/11 13:25	2019/02/14 08:00	10	4.250000000	20.48
						11	4.450000000	20.76

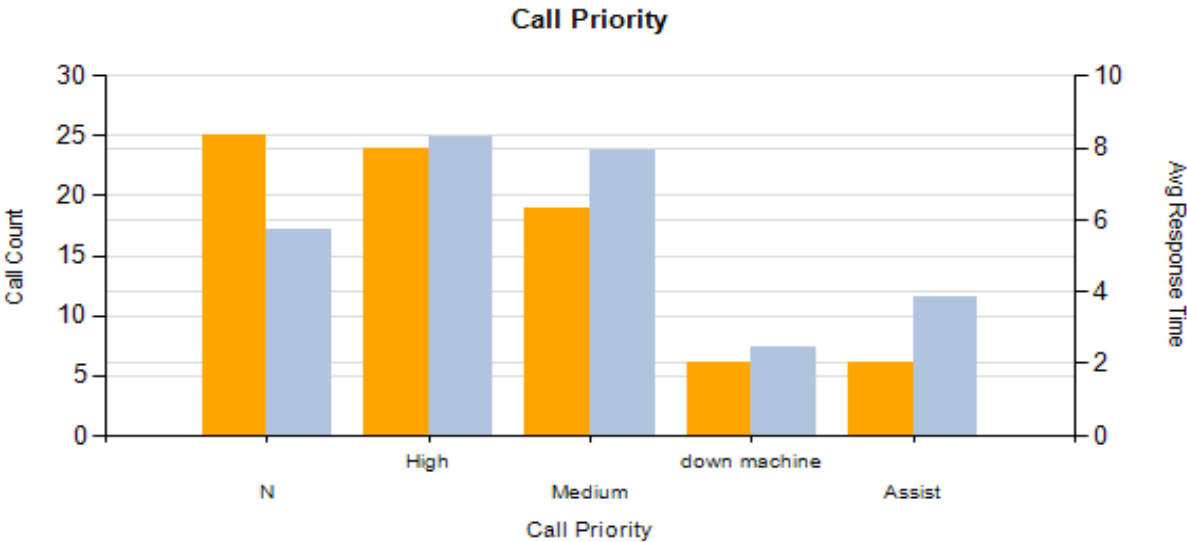
Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BW Meter 6/30/19	Projected BW Monthly Volume	Actual BW Monthly Volume
					Color Meter 6/30/19	Projected Color Monthly Volume	Actual Color Monthly Volume
Barstow Memorial School : 223 Chittenden Road							
OSV-04169[ Toshiba/TOSHES7508A]	Work Room	CIHF11128	10/7/2016	1	716,685	21,669	20,033
OSV-04171[ Toshiba/E-Studio 6506AC]	Main Office	CHHF10678	10/7/2016	3	442,045	11,255	15,300
					51,397	1,651	1,574
OSV-04173[ Hewlett Packard/M604dn]	Office (Micro Toner)	CNBCHC208V	10/7/2016	0	177	7	2
OSV-04174[ KYOCERA/P-2135DN Printer]	Library	LVK6848779	10/7/2016	0	6,636	185	177
OSV-04178[ KYOCERA/FS-2100DN]	First Floor	LQA6739791	10/7/2016	0	85,539	1,644	2,124
OSV-04179[ KYOCERA/FS-2100DN]	Lab	LQA6739515	10/7/2016	0	38,737	1,009	1,243
OSV-04291[ KYOCERA/P6130cdn]	PC Lab	V5Q5600993	10/7/2016	0	13,475	334	238
					22,285	550	540
Caverly Pre-School : 164 Caverly Road							
OSV-04234[ COPYSTAR/CS 306ci]	Main Office	V9W6501653	10/7/2016	0	13,514	337	482
					3,543	122	92
Leicester Central School : 68 Schoolhouse Road							
OSV-04141[ KYOCERA/P-2135DN Printer]	Multi-Purpose Area	LVK6543030	10/7/2016	0	15,798	621	465
OSV-04233[ Hewlett Packard/HPM451DN]	Front Office/Check Printer	CNBH106967		0	359	1	1
					1,250	1	3
OSV-04289[ Toshiba/TOSHES5506ACT]	Lunch Room	CJJF10979	10/7/2016	3	328,828	7,512	11,280
					52,535	920	2,362
Lothrop Elementary School : 3447 US Route 7							
OSV-04166[ Toshiba/E-Studio 4505AC]	Staff Room	CFHF50555	10/7/2016	7	301,162	7,733	10,747
					222,322	6,407	8,804
OSV-04167[ Toshiba/TOSHES7508A]	Main Office	CIHF11162	10/7/2016	1	662,103	21,354	16,983
OSV-04176[ KYOCERA/P-2135DN Printer]	Library	LVK6848789	10/7/2016	0	14,403	441	549
OSV-04180[ KYOCERA/FS-2100DN]	3rd Floor Hall	LQA6739519	10/7/2016	0	99,377	2,954	3,543
OSV-04182[ KYOCERA/FS-2100DN]	Basement	LQA6739797	10/7/2016	0	42,748	396	389
OSV-04183[ KYOCERA/FS-2100DN]	Office Hallway	LQA6739792	10/7/2016	0	20,495	529	665
OSV-04237[ Hewlett Packard/HPM476dn]	Office Secretary	CNB6H3JC5F		2	8,678	195	199
					6,699	167	163
Neshobe School : 17 Neshobe Circle							
OSV-04168[ Toshiba/E-Studio 8508A]	Staff Work Room	CIHF11283	10/7/2016	5	1,096,817	31,914	32,566
OSV-04170[ Toshiba/TOSHES5506ACT]	Brick building	CHHF10981	10/7/2016	3	372,221	10,174	10,625
					147,800	3,503	5,067
OSV-04172[ Toshiba/E-Studio 6506AC]	Mail Room/Office	CHHF10686	10/7/2016	9	315,191	10,010	10,092
					88,768	3,026	3,515
OSV-04175[ KYOCERA/P-2135DN Printer]	Brick Building	LVK6848785	10/7/2016	0	5,292	60	86
OSV-04184[ KYOCERA/FS-2100DN]	Computer Lab	LQA6739796	10/7/2016	0	33,284	520	632
OSV-04235[ HP/HP M452nw]	Main Office	CNF8G6C7H1		0	9,591	6	5
OSV-04292[ KYOCERA/P6130cdn]	Lab	V5Q5901839	10/7/2016	1	9,855	60	370
					25,766	191	916
Otter Valley UHSD#8 : 2997 Franklin Street							
OSV-04185[ KYOCERA/FS-2100DN]	Hallway of A1-A4	LQA6739795	10/7/2016	0	12,782	320	540
OSV-04186[ KYOCERA/FS-2100DN]	Guidance Office (Wessing)	LQA6739738	10/7/2016	0	20,001	442	688
OSV-04187[ KYOCERA/FS-2100DN]	Library	LQA6739439	10/7/2016	0	18,047	427	593
OSV-04188[ Toshiba/E-Studio 4505AC]	Guidance Office	CFHF50559	10/7/2016	0	104,786	3,626	2,100
					88,649	2,547	4,506

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BW Meter 6/30/19	Projected BW Monthly Volume	Actual BW Monthly Volume
					Color Meter 6/30/19	Projected Color Monthly Volume	Actual Color Monthly Volume
OSV-04189[ Toshiba/E-Studio 6506AC]	Library	CHHF10705	10/7/2016	0	263,722	8,319	8,266
					69,596	2,056	2,583
OSV-04190[ Toshiba/E-Studio 8508A]	Hall Office	CIHF11275	10/7/2016	6		24,313	25,217
OSV-04191[ Toshiba/E-Studio 8508A]	Copy Room Up	CIHF11264	10/7/2016	4	910,991	24,195	27,100
OSV-04192[ Toshiba/E-Studio 6506AC]	Middle School Office	CHHF10675	10/7/2016	8	411,772	10,357	14,065
					221,162	6,079	9,934
OSV-04193[ KYOCERA/FS-2100DN]	Middle School Office	LQA6739793	10/7/2016	0	27,488	418	1,485
OSV-04194[ KYOCERA/FS-2100DN]	Room 301B	LQA6739787	10/7/2016	0		308	281
OSV-04195[ KYOCERA/FS-2100DN]	Room 148	LQA6739789	10/7/2016	0	28,929	1,290	336
OSV-04196[ KYOCERA/P-2135DN Printer]	Room 240	LVK6848782	10/7/2016	0	18,170	381	841
OSV-04201[ KYOCERA/FS-2100DN]	Room 340	LQA6739788	10/7/2016	0	11,349	200	383
OSV-04202[ KYOCERA/P6130cdn]	Room 353/357 computer apps office	V5Q5901812	10/7/2016	2	9,030	309	277
					22,413	737	613
OSV-04203[ Toshiba/E-Studio 8508A]	Teachers Room	CIHF11282	10/7/2016	11	426,117	13,992	9,700
OSV-04204[ COPYSTAR/CS 306ci]	Hallway of A1-A4	V9W6501858	10/7/2016	0	47,048	1,586	864
					25,565	746	862
OSV-04205[ COPYSTAR/CS 306ci]	Room 302	V9W6501647	10/7/2016	2	6,896	215	258
					7,786	223	308
OSV-04206[ COPYSTAR/CS 306ci]	North Campus Commons Connection	V9W6501820	10/7/2016	1	40,179	1,419	925
					33,485	399	2,101
OSV-04207[ KYOCERA/P-2135DN Printer]	Basement-CAD	LVK6848778	10/7/2016	0	11,256	323	317
OSV-04208[ KYOCERA/P-2135DN Printer]	Guidance Office (Bishop)	LVK6848784	10/7/2016	0	35,595	962	1,031
OSV-04209[ KYOCERA/P-2135DN Printer]	Room 337	LVK6848774	10/7/2016	1	18,988	561	673
OSV-04210[ KYOCERA/P-2135DN Printer]	Hot Swap	LVK6848773	10/7/2016	0	7,853	196	303
OSV-04211[ KYOCERA/P-2135DN Printer]	Hot Swap	LVK6848790	10/7/2016	0	29,445	750	1,072
OSV-04212[ KYOCERA/P-2135DN Printer]	Main Office	LVK6849372	10/7/2016	0	14,330	465	417
OSV-04213[ KYOCERA/P-2135DN Printer]	Moose	LVK6849359	10/7/2016	0	4,398	103	130
OSV-04214[ KYOCERA/P-2135DN Printer]	North Campus HS	LVK6849376	10/7/2016	0	18,210	896	235
OSV-04215[ KYOCERA/FS-2100DN]	Science WK RM/ RM 159,160,161	LQA6739782	10/7/2016	0	27,557	814	878
OSV-04216[ KYOCERA/P-2135DN Printer]	North Campus HS	LVK6849365	10/7/2016	0	2,144	0	139
OSV-04217[ KYOCERA/P-2135DN Printer]	Room 153	LVK6849371	10/7/2016	1	10,003	231	385
OSV-04218[ KYOCERA/P-2135DN Printer]	Room 203 Brain Cell	LVK6849361	10/7/2016	0	3,765	46	99
OSV-04219[ KYOCERA/P-2135DN Printer]	Room 304B Cart	LVK6849370	10/7/2016	0	267	9	12
OSV-04220[ KYOCERA/P-2135DN Printer]	Room 303	LVK6849375	10/7/2016	3	19,416	565	697
OSV-04221[ KYOCERA/P-2135DN Printer]	Room 311	LVK6849364	10/7/2016	0	21,094	564	657
OSV-04222[ KYOCERA/P-2135DN Printer]	Room 309	LVK6849360	10/7/2016	0	17,031	516	596
OSV-04223[ KYOCERA/P-2135DN Printer]	Room 314	LVK6848777	10/7/2016	1	6,087	208	204
OSV-04224[ KYOCERA/P-2135DN Printer]	Room 320	LVK6848781	10/7/2016	1	25,206	788	724
OSV-04225[ KYOCERA/P-2135DN Printer]	Room 339	LVK6848780	10/7/2016	0	25,053	496	1,287
OSV-04227[ KYOCERA/P-2135DN Printer]	Room 347	LVK6848791	10/7/2016	0	4,538	120	136
OSV-04228[ HP/HP M452nw]	SAP	CNF8H5YG3R		0	7,358	0	344
OSV-04229[ KYOCERA/P-2135DN Printer]	Room 360	LVK6848776	10/7/2016	0	10,020	300	314
OSV-04283[ KYOCERA/P6130cdn]	Copy Room UP	V5Q5901842	10/7/2016	2	13,632	400	489
					33,604	932	1,126
Rutland Northeast Supervisory Union #36 : 49 Court Drive							

Current Equipment Details	Location Notes	Serial Number	Install Date	# Service Calls	BW Meter 6/30/19	Projected BW Monthly Volume	Actual BW Monthly Volume
					Color Meter 6/30/19	Projected Color Monthly Volume	Actual Color Monthly Volume
OSV-03902[ KYOCERA/P-2135DN Printer]	Main Office	LVK6543032	10/7/2016	0	6,194	189	202
OSV-04103[ Toshiba/E-Studio 4508A]	Business Office	CGDF11258	10/7/2016	0	241,158	6,782	6,208
OSV-04164[ Toshiba/E-Studio 4508A]	Evaluation Team	CGGF27909	10/7/2016	0	126,330	2,986	4,755
OSV-04165[ Hewlett Packard/M604dn]	Business Office	CNDCJ9M22Z	10/7/2016	0	31	0	0
OSV-04290[ Toshiba/E-Studio 6506AC]	Front Office	CHHF10690	10/7/2016	1	299,142	8,411	8,902
					139,132	4,187	5,320
<b>Sudbury Country School : 31 Schoolhouse Road</b>							
OSV-04284[ KYOCERA/P-2135DN Printer]	Library	LVK6543035	10/7/2016	0	10,120	392	226
OSV-04285[ Toshiba/E-Studio 4505AC]	Main Office	CFHF50565	10/7/2016	1	124,843	3,799	3,873
					52,994	1,889	1,579
<b>Whiting School : 87 South Main Street</b>							
OSV-04163[ Toshiba/E-Studio 4505AC]	Main Office	CFHF50673	10/7/2016	0	120,403	3,214	2,163
					21,218	866	338
OSV-04286[ KYOCERA/P-2135DN Printer]	Multi - Purpose Area	LVK6543039	10/7/2016	0	778	26	0

These stats EXCLUDE calls for contract type(s) <None Applicable> and calls for equipment/contracts assigned the following BillCodes: <None Applicable>

<b>65.57%</b>	<b>First Call Effectiveness (OnSite)</b>	<b>98.43%</b>	<b>Machine Availability</b>	<b>100.00</b>	<b>NetPromoter Score</b>
66% of 61 OnSite CM visits were resolved in ONE visit for the reporting period		Total target service hours for all contract machines during period was 76800.00. The total # hours (call received until call completed) was 1203.48		2 survey responses for the period	
<b>6.84 hrs</b>	<b>Average OnSite Reponse Time</b>	<b>7.8 hrs</b>	<b>First Call Fix Avg Resolution Time (On-Site)</b>	<b>42.4 hrs</b>	<b>Rescheduled Calls Avg TTR Time (first call received until final call closed)</b>
35% of 40 corrective maintenance calls were responded to and completely resolved in under 4 hours		7.8 hrs was the average hours for first call fix from when call opened to problem resolution on 40 calls		42.4 hrs was the average resolution (CM) hours from when first call opened to final rescheduled call resolution on 21 rescheduled service calls.	



Caller	Call Count
-- --	2
Amy Smith	12
Ann Jones	8
Calli Thomas	1
Dan Smith	2
Diane Randall	3
Judy Kilpeck	1
katie Davis	3
Katie Lufkin	5
Kimberly Raymond	3
Rusty Mason	5
Sara Eddy	8
Whitney Christie	27
Total	80



									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Neshobe School			% Calls in SLA	Total Calls	In SLA				12.82	6.84	1.4	15.0	24	0
Barstow Memorial School : 223			0.00%	2	0									
E-Studio 6506AC [Toshiba]									19.43	15.63	1.5	22.7	1	0
OSV-04171 sn:CHHF10678									19.43	15.63	1.5	22.7	1	0
SC174735														
Call SC174735	Jamming [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			18.93	0	0
	Assigned Tech: Jim Charuhas			Received: 2019/03/19 08:24	Response Hours:	18.1		Call Priority:	Medium					
	Caller: Kimberly Raymond			Dispatched: 2019/03/21 08:07	CM Response Hours:	18.10		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: top feeding is eating the papers causing a jam			Arrived: 2019/03/21 09:30	Travel Hours:	1.38								
				Completed 2019/03/21 10:20	Repair Hours:	0.83								
					Resolution Hours:	18.93								
	ProblemCodes													
	Problem Code:	ADF PROB												
	Resolution Code:	ADJUSTED												
SC182697														
Call SC182697	COPY QUALITY POOR [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			14.42	0	0
	Assigned Tech: David Prior			Received: 2019/05/14 15:23	Response Hours:	13.15		Call Priority:	N					
	Caller: Kimberly Raymond			Dispatched: 2019/05/16 10:51	CM Response Hours:	13.15		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: poor copy quality			Arrived: 2019/05/16 11:32	Travel Hours:	0.68								
				Completed 2019/05/16 12:48	Repair Hours:	1.27		Incompleted 1-Need Parts						
					Resolution Hours:	14.42								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
Call SC183017	COPY QUALITY POOR [CM]			Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			34.88	1	0
	Assigned Tech: David Prior			Received: 2019/05/16 12:52	Response Hours:	27.05		Call Priority:	N					
	Caller: Kimberly Raymond			Dispatched: 2019/05/22 08:54	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: needs fr-kit epus - poor copy quality			Arrived: 2019/05/22 11:17	Travel Hours:	2.38								
				Departure 2019/05/22 13:45	Repair Hours:	2.47								
					Resolution Hours:	34.88								
SC183017														
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Replaced Parts												
FS-2100DN [KYOCERA]														
OSV-04178 sn:														
OSV-04179 sn:														
M604dn [Hewlett Packard]														
OSV-04173 sn:														
P-2135DN Printer [KYOCERA]														
OSV-04174 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
P6130cdn [KYOCERA]														
OSV-04291 sn:														
TOSHES7508A [Toshiba]									0.40		0.6	0.0	0	0
OSV-04169 sn:CIHF11128									0.40		0.6	0.0	0	0
SC183011														
Call SC183011	Customer requests cleaning [CC]			Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			0	0	0
	Assigned Tech: David Prior			Received: 2019/05/16 12:30	Response Hours:	0.4		Call Priority:	N					
	Caller: -- --			Dispatched: 2019/05/16 12:54	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: cleaning			Arrived: 2019/05/16 12:54	Travel Hours:	0								
				Completed 2019/05/16 13:31	Repair Hours:	0.62								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Cleaned and Testedd												
Caverly Pre-School : 164 Caverly		#DIV/0!	0	0										
CS 306ci [COPYSTAR]														
OSV-04234 sn:														
Leicester Central School : 68		33.333%	3	1										
HPM451DN [Hewlett Packard]														
OSV-04233 sn:														
P-2135DN Printer [KYOCERA]														
OSV-04141 sn:														
TOSHES5506ACT [Toshiba]									3.90	3.90	0.8	4.7	0	0
OSV-04289 sn:CHHF10979									3.90	3.90	0.8	4.7	0	0
SC171617														
Call SC171617	Multiple Issues [CM]			Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			2.97	0	0
	Assigned Tech: David Prior			Received: 2019/02/26 10:45	Response Hours:	2		Call Priority:	N					
	Caller: Diane Randall			Dispatched: 2019/02/26 11:21	CM Response Hours:	2.00		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: keeps jamming and pulling the wrong papers			Arrived: 2019/02/26 12:45	Travel Hours:	1.4								
				Completed 2019/02/26 13:43	Repair Hours:	0.97								
					Resolution Hours:	2.97								
	ProblemCodes													
	Problem Code:	Multiple Issues												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Replaced Parts												
SC173247														
Call SC173247	Multiple Issues [CM]			Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			5.83	0	0
	Assigned Tech: Keith Llewellyn			Received: 2019/03/07 13:02	Response Hours:	5.1		Call Priority:	N					

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Diane Randall			Dispatched: 2019/03/08 08:09	CM Response Hours:	5.10		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: Google cloud print issues			Arrived: 2019/03/08 09:38	Travel Hours:	1.48								
				Completed 2019/03/08 10:22	Repair Hours:	0.73								
					Resolution Hours:	5.83								
	ProblemCodes													
	Problem Code:	Update												
	Resolution Code:	Firmware update												
SC181036														
Call	SC181036	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01276-OSV-03				5.18	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/05/02 08:21	Response Hours:	4.6		Call Priority: High						
	Caller: Diane Randall			Dispatched: 2019/05/02 11:22	CM Response Hours:	4.60		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: jamed really good they can not get it undone			Arrived: 2019/05/02 12:57	Travel Hours:	1.58								
				Completed 2019/05/02 13:32	Repair Hours:	0.58								
					Resolution Hours:	5.18								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaned and Testedd												
Lothrop Elementary School : 3447 US		25.00%	4	1										
E-Studio 4505AC [Toshiba]									11.46	8.17	1.5	11.4	3	0
OSV-04166 sn:CFHF50555									11.46	8.17	1.5	11.4	3	0
SC165422														
Call	SC165422	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01276-OSV-03				11.25	0	0
	Assigned Tech: Jim Charuhas			Received: 2019/01/14 12:15	Response Hours:	9.9		Call Priority: Medium						
	Caller: Sara Eddy			Dispatched: 2019/01/15 11:59	CM Response Hours:	9.90		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: jamming			Arrived: 2019/01/15 13:39	Travel Hours:	1.67								
				Completed 2019/01/15 15:00	Repair Hours:	1.35								
					Resolution Hours:	11.25								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaning												
SC167566														
Call	SC167566	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#: CT01276-OSV-03				10.4	0	0
	Assigned Tech: Jim Charuhas			Received: 2019/01/28 11:58	Response Hours:	9.2		Call Priority: Medium						
	Caller: Sara Eddy			Dispatched: 2019/01/29 11:07	CM Response Hours:	9.20		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: repeated Jamming			Arrived: 2019/01/29 12:40	Travel Hours:	1.55								
				Completed 2019/01/29 13:52	Repair Hours:	1.2								
					Resolution Hours:	10.4								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	ADJUSTED												
SC172451														
Call	SC172451	FM Audit [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#: CT01276-OSV-03				0	0	0
	Assigned Tech: Keith Llewellyn			Received: 2019/03/04 08:20	Response Hours:	25.17		Call Priority: Low						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Dan Smith		Dispatched: 2019/03/06 16:34		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: requesting trouble shooting becasue apparently we arent getting the report when they are low on		Arrived: 2019/03/06 16:34		Travel Hours:	0								
			Completed 2019/03/06 16:41		Repair Hours:	0								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	FM Audit												
	Resolution Code:	FM Audit												
SC184075														
Call	SC184075	Jamming [CM]	Call In SLA: No		SLA Response Hours:	4.00	Contract#: CT01276-OSV-03					6.47	0	0
	Assigned Tech: Jim Charuhas		Received: 2019/05/24 09:17		Response Hours:	5.4	Call Priority: Medium							
	Caller: Sara Eddy		Dispatched: 2019/05/24 13:41		CM Response Hours:	5.40	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Copier is not working. Printed papers were wrinkled and the jammed. The copier has parts		Arrived: 2019/05/24 14:41		Travel Hours:	1								
			Completed 2019/05/24 15:45		Repair Hours:	1.07	Incompleted 1-Need Parts							
					Resolution Hours:	6.47								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	NEEDS FR												
Call	SC184197	Jamming [CM]	Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01276-OSV-03					33.83	1	0
	Assigned Tech: Jim Charuhas		Received: 2019/05/24 15:46		Response Hours:	18.22	Call Priority: Medium							
	Caller: Sara Eddy		Dispatched: 2019/05/31 14:08		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Down machine - Copier is not working. Printed papers were wrinkled and the jammed. The		Arrived: 2019/05/31 14:30		Travel Hours:	0.37								
			Departure 2019/05/31 15:36		Repair Hours:	1.1	Incompleted 1-Need Parts							
					Resolution Hours:	33.83								
Call	SC184932	Jamming [CM]	Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01276-OSV-03					5.87	1	0
	Assigned Tech: Jim Charuhas		Received: 2019/05/31 15:38		Response Hours:	5.38	Call Priority: Medium							
	Caller: Sara Eddy		Dispatched: 2019/06/03 09:44		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Down - Down machine - Copier is not working. Printed papers were wrinkled and the jammed		Arrived: 2019/06/03 12:31		Travel Hours:	2.78								
			Departure 2019/06/03 13:00		Repair Hours:	0.48	Incompleted 2-FOLLOW UP							
					Resolution Hours:	5.87								
Call	SC185095	Jamming [CM]	Call In SLA: N/A		SLA Response Hours:	4.00	Contract#: CT01276-OSV-03					11.97	1	0
	Assigned Tech: Jim Charuhas		Received: 2019/06/03 13:02		Response Hours:	6.92	Call Priority: Medium							
	Caller: Sara Eddy		Dispatched: 2019/06/04 10:04		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: No one here closed? - Down - Down machine - Copier is not working. Printed papers were		Arrived: 2019/06/04 11:27		Travel Hours:	1.38								
			Departure 2019/06/04 17:55		Repair Hours:	5.05								
					Resolution Hours:	11.97								
SC184197														
	ProblemCodes													
	Problem Code:	MISC. PARTS												
	Resolution Code:	Replaced Misc. Parts												
SC184932														
	ProblemCodes													
	Problem Code:	ALERTS PROBLEM												
	Resolution Code:	ADJUSTED												
SC185095														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	ERROR												
	Resolution Code:	Replaced Misc. Parts												
FS-2100DN [KYOCERA]														
OSV-04180 sn:														
OSV-04182 sn:														
OSV-04183 sn:														
HPM476dn [Hewlett Packard]									53.00		0.5	0.0	0	0
OSV-04237 sn:CNB6H3JC5F									53.00		0.5	0.0	0	0
SC172453														
Call SC172453	FM Audit [O]			Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			0	0	0
	Assigned Tech: Keith Llewellyn			Received: 2019/03/04 08:23	Response Hours:	93.57		Call Priority:	Low					
	Caller: Dan Smith			Dispatched: 2019/03/19 08:24	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Left MSG with customer.I need to verify I.P. address S/N and OSV Tan #. Stated they want			Arrived: 2019/03/19 08:27	Travel Hours:	0.05								
				Completed 2019/03/19 08:52	Repair Hours:	0.42								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	FM Audit												
	Resolution Code:	FM Audit												
SC177824														
Call SC177824	Lines on copy [O]			Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			0	0	0
	Assigned Tech: Jim Charuhas			Received: 2019/04/09 09:59	Response Hours:	12.43		Call Priority:	High					
	Caller: Sara Eddy			Dispatched: 2019/04/10 12:14	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: blue lines on papers# Called			Arrived: 2019/04/10 13:55	Travel Hours:	1.68								
				Completed 2019/04/10 14:33	Repair Hours:	0.63								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	EVALUATION												
P-2135DN Printer [KYOCERA]														
OSV-04176 sn:														
TOSHES7508A [Toshiba]									1.62	1.62	1.1	2.7	0	0
OSV-04167 sn:CIHF11162									1.62	1.62	1.1	2.7	0	0
SC164892														
Call SC164892	Multiple Problems [CM]			Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			2.7	0	0
	Assigned Tech: David Prior			Received: 2019/01/10 09:59	Response Hours:	1.62		Call Priority:	Medium					
	Caller: Sara Eddy			Dispatched: 2019/01/10 10:18	CM Response Hours:	1.62		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: document feed tray will not lower. Clicking noise in copier			Arrived: 2019/01/10 11:36	Travel Hours:	1.3								

				Completed 2019/01/10 12:41		Repair Hours: 1.08								
						Resolution Hours: 2.7								
	ProblemCodes													
	Problem Code:	ADF PROB												
	Resolution Code:	Cleaned and Testedd												
Neshobe School : 17 Neshobe Circle			55.556%	9	5									
E-Studio 6506AC [Toshiba]								6.81	8.52	1.4	5.4	2	0	
OSV-04172 sn:CHHF10686								6.81	8.52	1.4	5.4	2	0	
SC172062														
Call SC172062	Touchscreen not working [O]			Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01276-OSV-03			0	0	0	
	Assigned Tech: David Prior			Received: 2019/02/28 10:04		Response Hours: 1.02		Call Priority: High						
	Caller: Ann Jones			Dispatched: 2019/02/28 10:18		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: touch screen is having issues			Arrived: 2019/02/28 11:05		Travel Hours: 0.78								
				Completed 2019/02/28 13:41		Repair Hours: 2.6								
						Resolution Hours: 0								
	ProblemCodes													
	Problem Code:	Control Panel												
	Resolution Code:	Firmware update												
SC174005														
Call SC174005	Streaks [CM]			Call In SLA: No		SLA Response Hours: 4.00		Contract#: CT01276-OSV-03			12.9	0	0	
	Assigned Tech: David Prior			Received: 2019/03/13 09:24		Response Hours: 12.1		Call Priority: High						
	Caller: Ann Jones			Dispatched: 2019/03/14 11:53		CM Response Hours: 12.10		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: streaking			Arrived: 2019/03/14 13:00		Travel Hours: 1.12								
				Completed 2019/03/14 13:48		Repair Hours: 0.8								
						Resolution Hours: 12.9								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Cleaned and Testedd												
SC174310														
Call SC174310	WRENCH [CM]			Call In SLA: Yes		SLA Response Hours: 4.00		Contract#: CT01276-OSV-03			3.72	0	0	
	Assigned Tech: David Prior			Received: 2019/03/14 16:02		Response Hours: 2.5		Call Priority: N						
	Caller: Ann Jones			Dispatched: 2019/03/15 08:59		CM Response Hours: 2.50		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: red wrench			Arrived: 2019/03/15 10:02		Travel Hours: 1.05								
				Completed 2019/03/15 11:15		Repair Hours: 1.22	Incompleted 1-Need Parts							
						Resolution Hours: 3.72								
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
	Resolution Code:	Trouble Shoot												
Call SC174386	WRENCH [CM]			Call In SLA: N/A		SLA Response Hours: 4.00		Contract#: CT01276-OSV-03			9.25	1	0	
	Assigned Tech: David Prior			Received: 2019/03/15 11:18		Response Hours: 8.5		Call Priority: N						
	Caller: Ann Jones			Dispatched: 2019/03/18 09:42		CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
	Call Desc: asap - red wrench			Arrived: 2019/03/18 11:18		Travel Hours: 1.6								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
				Departure 2019/03/18 12:03		Repair Hours:	0.75							
						Resolution Hours:	9.25							
SC174386														
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Replaced Parts												
SC174971														
Call	SC174971	TONER ISSUE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			4	0	0
	Assigned Tech:	Brian Sheehan		Received: 2019/03/20 09:48		Response Hours:	3.13		Call Priority: High					
	Caller:	Rusty Mason		Dispatched: 2019/03/20 12:56		CM Response Hours:	3.13		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	cyan issues lines on copies and prints		Arrived: 2019/03/20 12:56		Travel Hours:	0							
				Completed 2019/03/20 13:48		Repair Hours:	0.87							
						Resolution Hours:	4							
	ProblemCodes													
	Problem Code:	LINES												
	Resolution Code:	Cleaned and Testedd												
SC175775														
Call	SC175775	Lines on copy [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			0	0	0
	Assigned Tech:	David Prior		Received: 2019/03/26 09:09		Response Hours:	14.5		Call Priority: High					
	Caller:	Ann Jones		Dispatched: 2019/03/27 15:07		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	wHITE LINES ON COPIES		Arrived: 2019/03/27 15:09		Travel Hours:	0.03							
				Completed 2019/03/27 15:25		Repair Hours:	0.27		1-Need Parts					
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	Needs parts												
Call	SC176139	Lines on copy [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			0	1	0
	Assigned Tech:	David Prior		Received: 2019/03/27 16:33		Response Hours:	1.17		Call Priority: N					
	Caller:	Ann Jones		Dispatched: 2019/04/01 09:05		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	asap - wHITE LINES ON COPIES		Arrived: 2019/04/01 10:12		Travel Hours:	1.12							
				Departure 2019/04/01 12:23		Repair Hours:	2.18							
						Resolution Hours:	0							
SC176139														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	REPL DEV												
SC176976														
Call	SC176976	Lines on copy [O]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			0	0	0
	Assigned Tech:	David Prior		Received: 2019/04/03 08:35		Response Hours:	2.03		Call Priority: down machine					
	Caller:	Rusty Mason		Dispatched: 2019/04/03 09:34		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc:	leaving blue lines on papers stated this is the 4th time this is happening		Arrived: 2019/04/03 10:37		Travel Hours:	1.05							
				Completed 2019/04/03 11:41		Repair Hours:	1.07							
						Resolution Hours:	0							



									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Resolution Code:	Cleaned and Tested												
	Resolution Code:	Replaced Parts												
SC177426														
Call	SC177426	Black Line On Image [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	18.78					0	0
	Assigned Tech:	David Prior	Received: 2019/04/05 09:30	Response Hours:	16.33	Call Priority:	High							
	Caller:	Katie Lufkin	Dispatched: 2019/04/09 08:35	CM Response Hours:	16.33	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	black spots on pages	Arrived: 2019/04/09 08:50	Travel Hours:	0.25									
			Completed 2019/04/09 11:17	Repair Hours:	2.45									
				Resolution Hours:	18.78									
	ProblemCodes													
	Problem Code:	Courtesy call												
	Resolution Code:	Courtesy Call												
E-Studio 8508A [Toshiba]								4.23	5.83	4.2	8.6	1	0	
OSV-04168 sn:CIHF11283								4.23	5.83	4.2	8.6	1	0	
SC164566														
Call	SC164566	Multiple Problems [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	14.1					0	0
	Assigned Tech:	Jim Charuhas	Received: 2019/01/08 13:18	Response Hours:	13.65	Call Priority:	Medium							
	Caller:	Ann Jones	Dispatched: 2019/01/10 07:58	CM Response Hours:	13.65	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	not copying bottom drawer seems to be a little of track	Arrived: 2019/01/10 09:57	Travel Hours:	1.98									
			Completed 2019/01/10 10:24	Repair Hours:	0.45									
				Resolution Hours:	14.1									
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Cleaning												
SC168168														
Call	SC168168	Call Service Flashing [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	5.52					0	0
	Assigned Tech:	David Prior	Received: 2019/01/31 08:37	Response Hours:	3.75	Call Priority:	Assist							
	Caller:	Katie Lufkin	Dispatched: 2019/01/31 11:32	CM Response Hours:	3.75	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	plug in power source call for service	Arrived: 2019/01/31 12:22	Travel Hours:	0.83									
			Completed 2019/01/31 14:08	Repair Hours:	1.77	Incompleted 1-Need Parts								
				Resolution Hours:	5.52									
	ProblemCodes													
	Problem Code:	Error Code												
Call	SC168324	Call Service Flashing [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	22.55					1	0
	Assigned Tech:	David Prior	Received: 2019/01/31 14:19	Response Hours:	0	Call Priority:	down machine							
	Caller:	Katie Lufkin	Dispatched: 2019/02/01 07:53	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc:	needs belt holder asap - plug in power source call for service	Arrived: 2019/02/01 10:37	Travel Hours:	2.97									
			Departure 2019/02/05 11:22	Repair Hours:	17.75									
				Resolution Hours:	22.55									
SC168324														
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
SC172063														



									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call SC172063	Touchscreen not working [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			0	0	0
		Assigned Tech: David Prior		Received: 2019/02/28 10:04	Response Hours:	3.65		Call Priority: High						
		Caller: Ann Jones		Dispatched: 2019/02/28 13:43	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: touch screen issues		Arrived: 2019/02/28 13:43	Travel Hours:	0								
				Completed 2019/02/28 13:59	Repair Hours:	0.27								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	Control Panel												
	Resolution Code:	Firmware update												
SC177074	Call SC177074	Jamming [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			0.88	0	0
		Assigned Tech: David Prior		Received: 2019/04/03 11:52	Response Hours:	0.1		Call Priority: Medium						
		Caller: Katie Lufkin		Dispatched: 2019/04/03 11:58	CM Response Hours:	0.10		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: jamming		Arrived: 2019/04/03 11:58	Travel Hours:	0								
				Completed 2019/04/03 12:45	Repair Hours:	0.78								
					Resolution Hours:	0.88								
	ProblemCodes													
	Problem Code:	Paper Jam												
	Resolution Code:	Remove Paper Jam												
	Resolution Code:	Cleaned and Tested												
FS-2100DN [KYOCERA]														
OSV-04184 sn:														
HP M452nw [HP]														
OSV-04235 sn:														
P-2135DN Printer [KYOCERA]														
OSV-04175 sn:														
P6130cdn [KYOCERA]									9.65	9.65	0.7	10.3	0	0
OSV-04292 sn:V5Q5901839									9.65	9.65	0.7	10.3	0	0
SC172267	Call SC172267	TONER ISSUE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			10.3	0	0
		Assigned Tech: David Prior		Received: 2019/03/01 08:32	Response Hours:	9.65		Call Priority: High						
		Caller: Rusty Mason		Dispatched: 2019/03/04 08:27	CM Response Hours:	9.65		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: toner is stuck in the machine Yellow Said that this was an issue because the machine did not		Arrived: 2019/03/04 09:41	Travel Hours:	1.23								
				Completed 2019/03/04 10:20	Repair Hours:	0.65								
					Resolution Hours:	10.3								
	ProblemCodes													
	Problem Code:	TONER PROBLEM												
	Resolution Code:	Replace Printer Toner Cartridge												
TOSHES5506ACT [Toshiba]									18.12	0.57	1.1	0.4	1	0
OSV-04170 sn:CHHF10981									18.12	0.57	1.1	0.4	1	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC173128														
Call	SC173128	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			0	0	0
		Assigned Tech: Keith Llewellyn		Received: 2019/03/07 09:04	Response Hours:	12.82		Call Priority: High						
		Caller: Rusty Mason		Dispatched: 2019/03/08 13:13	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: feeding paper issues thinks it needs a cleaning as well heresall Cyan toner is on the pages too		Arrived: 2019/03/08 13:23	Travel Hours:	0.17								
				Completed 2019/03/08 14:07	Repair Hours:	0.73		1-Need Parts						
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	JAMMING												
	Problem Code:	COPY QUALITY												
	Resolution Code:	NEEDS DRUM												
Call	SC173485	Customer requests cleaning [CC]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			0	1	0
		Assigned Tech: Keith Llewellyn		Received: 2019/03/08 15:15	Response Hours:	40.97		Call Priority: N						
		Caller: Rusty Mason		Dispatched: 2019/05/23 10:18	CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: feeding paper issues thinks it needs a cleaning as well heresall Cyan toner is on the pages too		Arrived: 2019/05/23 12:10	Travel Hours:	1.87								
				Departure 2019/05/23 13:54	Repair Hours:	1.73								
					Resolution Hours:	0								
SC173485														
	ProblemCodes													
	Problem Code:	JAMMING												
	Problem Code:	COPY QUALITY												
	Resolution Code:	Replaced Parts												
SC177840														
Call	SC177840	?Unknown Problem? [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			1.33	0	0
		Assigned Tech: David Prior		Received: 2019/04/09 10:45	Response Hours:	0.57		Call Priority: N						
		Caller: Katie Lufkin		Dispatched: 2019/04/09 11:19	CM Response Hours:	0.57		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc:		Arrived: 2019/04/09 11:19	Travel Hours:	0								
				Completed 2019/04/09 12:05	Repair Hours:	0.77								
					Resolution Hours:	1.33								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	NO PROB FOUND												
	Resolution Code:	Cleaned and Tested												
Otter Valley UHSD#8 : 2997 Franklin			31.818%	22	7									
CS 306ci [COPYSTAR]									9.13	7.05	1.2	3.2	1	0
OSV-04204 sn:														
OSV-04205 sn:V9W6501647									4.37	7.05	0.4	4.8	1	0
SC174047														
Call	SC174047	?Unknown Problem? [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			7.88	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/13 10:43	Response Hours:	7.05		Call Priority: High						
		Caller: Whitney Christie		Dispatched: 2019/03/14 09:16	CM Response Hours:	7.05		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner						
		Call Desc: cannot reconnect to google cloudprint needs new firmware perhaps?		Arrived: 2019/03/14 09:16	Travel Hours:	0								
				Completed 2019/03/14 10:06	Repair Hours:	0.83		Incompleted 3-TECH ASSIST						

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	7.88							
	ProblemCodes													
	Problem Code:	NOT PRINTING												
	Resolution Code:	Firmware update												
	Call SC174207	?Unknown Problem? [CM]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			1.73	1	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/14 11:10		Response Hours:	1.68	Call Priority:	down machine					
		Caller: Whitney Christie		Dispatched: 2019/03/14 12:51		CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Teachers computer prints fine to the machine.		Arrived: 2019/03/14 12:51		Travel Hours:	0							
		According to the teacher, every since Whitney		Departure 2019/03/14 12:54		Repair Hours:	0.05							
						Resolution Hours:	1.73							
	OSV-04206 sn:V9W6501820								18.67		2.7	0.0	0	0
	SC184468													
	Call SC184468	firmware upgrade [O]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			0	0	0
		Assigned Tech: Jim Charuhas		Received: 2019/05/29 09:46		Response Hours:	18.67	Call Priority:	High					
		Caller: Whitney Christie		Dispatched: 2019/05/31 10:25		CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Fllrmware Update North campus North Office		Arrived: 2019/05/31 11:26		Travel Hours:	1.02							
				Completed 2019/05/31 14:08		Repair Hours:	2.7							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	NETWORK ERROR												
	Resolution Code:	ADJUSTED												
	E-Studio 4505AC [Toshiba]													
	OSV-04188 sn:													
	E-Studio 6506AC [Toshiba]								6.39	6.11	1.0	5.8	2	0
	OSV-04189 sn:													
	OSV-04192 sn:CHHF10675								6.39	6.11	1.0	5.8	2	0
	SC174049													
	Call SC174049	Multiple Problems [CM]		Call In SLA: No		SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			8.48	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/13 10:45		Response Hours:	7.93	Call Priority:	Medium					
		Caller: Whitney Christie		Dispatched: 2019/03/14 10:11		CM Response Hours:	7.93	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: oise and jamming		Arrived: 2019/03/14 10:11		Travel Hours:	0							
				Completed 2019/03/14 10:44		Repair Hours:	0.55							
						Resolution Hours:	8.48							
	ProblemCodes													
	Problem Code:	JAMMING												
	Problem Code:	NOISE												
	Resolution Code:	Replaced Misc. Parts												
	Resolution Code:	Cleaned and Testedd												
	SC178785													
	Call SC178785	MAINT LITE [PM]		Call In SLA: N/A		SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03			0	0	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Assigned Tech: Jim Charuhas Caller: Whitney Christie  Call Desc: "Periodic Maintenance" but otherwise working.			Received: 2019/04/16 11:42	Response Hours:	11.02	Call Priority: N							
				Dispatched: 2019/04/17 14:13	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/04/17 14:13	Travel Hours:	0								
				Completed 2019/04/17 14:24	Repair Hours:	0.18								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	ALERTS PROBLEM												
	Resolution Code:	MAINT CALL												
SC182353														
Call	SC182353	Multiple Problems [CM]		Call In SLA: Yes	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03					4.63	0	0
	Assigned Tech: Harold Santamore Caller: Whitney Christie  Call Desc: Error code C4E2 and noise			Received: 2019/05/13 08:23	Response Hours:	3.17	Call Priority: Medium							
				Dispatched: 2019/05/13 09:47	CM Response Hours:	3.17	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/05/13 11:33	Travel Hours:	1.77								
				Completed 2019/05/13 13:01	Repair Hours:	1.47	Incompleted 1-Need Parts							
					Resolution Hours:	4.63								
	ProblemCodes													
	Problem Code:	ERROR												
	Resolution Code:	Needs parts												
Call	SC182457	Multiple Problems [CM]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03					9	1	0
	Assigned Tech: Harold Santamore Caller: Whitney Christie  Call Desc: Error code C4E2 and noise			Received: 2019/05/13 13:02	Response Hours:	1.57	Call Priority: Medium							
				Dispatched: 2019/05/14 09:37	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/05/14 11:10	Travel Hours:	1.55								
				Departure 2019/05/14 13:32	Repair Hours:	2.37								
					Resolution Hours:	9								
SC182457														
	ProblemCodes													
	Problem Code:	ERROR												
	Resolution Code:	REPL PARTS USED												
SC183016														
Call	SC183016	Paper Tray Issue [CM]		Call In SLA: No	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03					6.97	0	0
	Assigned Tech: Harold Santamore Caller: Whitney Christie  Call Desc: Now the bottom tray on the right will not lift or direct paper			Received: 2019/05/16 12:50	Response Hours:	5.95	Call Priority: High							
				Dispatched: 2019/05/17 08:40	CM Response Hours:	5.95	Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/05/17 10:17	Travel Hours:	1.62								
				Completed 2019/05/17 11:18	Repair Hours:	1.02								
					Resolution Hours:	6.97								
	ProblemCodes													
	Problem Code:	ERROR												
	Resolution Code:	PROBLEM PAPER												
SC184958														
Call	SC184958	Courtesy Call [CC]		Call In SLA: N/A	SLA Response Hours:	4.00	Contract#: CT01276-OSV-03					0	0	0
	Assigned Tech: Jim Charuhas Caller: Whitney Christie  Call Desc: Ordered Yellow toner thinking it was low and the machine said it was low, but the toner feels really			Received: 2019/06/03 08:03	Response Hours:	5.22	Call Priority: N							
				Dispatched: 2019/06/03 13:02	CM Response Hours:		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner							
				Arrived: 2019/06/03 13:16	Travel Hours:	0.23								
				Completed 2019/06/03 14:24	Repair Hours:	1.13								
					Resolution Hours:	0								

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC185915														
Call	SC185915	TONER ISSUE [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			8.37	0	0
		Assigned Tech: Jim Charuhas		Received: 2019/06/10 10:18	Response Hours:	7.4		Call Priority:	High					
		Caller: Whitney Christie		Dispatched: 2019/06/11 08:24	CM Response Hours:	7.40		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Full toner and its still reading 0 there is some sort of sensor issue that needs to be addressed		Arrived: 2019/06/11 09:12	Travel Hours:	0.8								
				Completed 2019/06/11 10:10	Repair Hours:	0.97		Incompleted 2-FOLLOW UP						
					Resolution Hours:	8.37								
	ProblemCodes													
	Problem Code:	ALERTS PROBLEM												
	Resolution Code:	RESCH FOR SUPPL												
Call	SC186125	TONER ISSUE [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			9	1	0
		Assigned Tech: Jim Charuhas		Received: 2019/06/11 10:12	Response Hours:	8.87		Call Priority:	High					
		Caller: Whitney Christie		Dispatched: 2019/06/12 10:33	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Full toner and its still reading 0 there is some sort of sensor issue that needs to be addressed		Arrived: 2019/06/12 10:34	Travel Hours:	0.02								
				Departure 2019/06/12 10:42	Repair Hours:	0.13								
					Resolution Hours:	9								
SC186125														
	ProblemCodes													
	Problem Code:	ALERTS PROBLEM												
	Resolution Code:	EVALUATION												
E-Studio 8508A [Toshiba]									21.26	3.43	1.5	34.8	12	0
OSV-04190 sn:CIHF11275									11.17	3.41	1.1	2.9	1	0
SC175010														
Call	SC175010	Black Line On Image [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			1.18	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/20 11:43	Response Hours:	0.18		Call Priority:	N					
		Caller: Amy Smith		Dispatched: 2019/03/20 11:53	CM Response Hours:	0.18		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: black lines		Arrived: 2019/03/20 11:54	Travel Hours:	0.02								
				Completed 2019/03/20 12:54	Repair Hours:	1								
					Resolution Hours:	1.18								
	ProblemCodes													
	Problem Code:	LINES												
SC178667														
Call	SC178667	ERROR CODE [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			1.1	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/04/15 14:56	Response Hours:	0.22		Call Priority:	down machine					
		Caller: -- --		Dispatched: 2019/04/15 15:09	CM Response Hours:	0.22		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: machine down Error code		Arrived: 2019/04/15 15:09	Travel Hours:	0								
				Completed 2019/04/15 16:02	Repair Hours:	0.88								
					Resolution Hours:	1.1								
	ProblemCodes													
	Problem Code:	Error Code												
	Problem Code:	Machine Down												
	Resolution Code:	Repaired												
SC178784														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call SC178784	ERROR CODE [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	10.95					0	0
		Assigned Tech: Jim Charuhas	Received: 2019/04/16 11:40	Response Hours:	9.87	Call Priority:	N							
		Caller: Whitney Christie	Dispatched: 2019/04/17 11:23	CM Response Hours:	9.87	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: C4E2 call for service	Arrived: 2019/04/17 13:02	Travel Hours:	1.65									
			Completed 2019/04/17 14:07	Repair Hours:	1.08									
				Resolution Hours:	10.95									
		ProblemCodes												
		Problem Code:	Evaluation											
		Resolution Code:	No Problem Found											
	SC182175													
	Call SC182175	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	0					0	0
		Assigned Tech: Jim Charuhas	Received: 2019/05/09 15:28	Response Hours:	7.07	Call Priority:	High							
		Caller: Whitney Christie	Dispatched: 2019/05/10 11:55	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: lines on bottom of copies	Arrived: 2019/05/10 14:02	Travel Hours:	2.12									
			Completed 2019/05/10 15:27	Repair Hours:	1.42	1-Need Parts								
				Resolution Hours:	0									
		ProblemCodes												
		Problem Code:	COPY QUALITY											
		Resolution Code:	RESCH FOR PARTS											
	Call SC182326	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	0					1	0
		Assigned Tech: Brian Sheehan	Received: 2019/05/10 15:28	Response Hours:	46.3	Call Priority:	High							
		Caller: Whitney Christie	Dispatched: 2019/05/20 09:24	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: lines on bottom of copies	Arrived: 2019/05/20 10:46	Travel Hours:	1.37									
			Departure 2019/05/20 11:57	Repair Hours:	1.18									
				Resolution Hours:	0									
	SC182326													
		ProblemCodes												
		Problem Code:	PARTS IN											
		Resolution Code:	Replaced Misc. Parts											
	SC186222													
	Call SC186222	COPY QUALITY POOR [CM]	Call In SLA: Yes	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	4.45					0	0
		Assigned Tech: Jim Charuhas	Received: 2019/06/11 14:35	Response Hours:	3.35	Call Priority:	N							
		Caller: Whitney Christie	Dispatched: 2019/06/12 07:43	CM Response Hours:	3.35	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
		Call Desc: Faded copies in the center	Arrived: 2019/06/12 09:26	Travel Hours:	1.72									
			Completed 2019/06/12 10:32	Repair Hours:	1.1									
				Resolution Hours:	4.45									
		ProblemCodes												
		Problem Code:	COPY QUALITY											
		Resolution Code:	CLN&ADJ CQ											
	OSV-04191 sn:CIHF11264							7.82	1.48	1.0	29.0		2	0
	SC175039													
	Call SC175039	Lines on copy [O]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03	0					0	0
		Assigned Tech: Brian Sheehan	Received: 2019/03/20 12:55	Response Hours:	0.92	Call Priority:	down machine							

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Caller: Amy Smith			Dispatched: 2019/03/20 13:50		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: lines			Arrived: 2019/03/20 13:50		Travel Hours:	0							
				Completed 2019/03/20 14:19		Repair Hours:	0.48							
						Resolution Hours:	0							
	ProblemCodes													
	Problem Code:	LINES												
	Resolution Code:	Cleaned and Testedd												
SC176539														
Call	SC176539	ERROR CODE [CM]		Call In SLA: Yes		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			2.77	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/04/01 08:08		Response Hours:	1.48		Call Priority: N					
	Caller: katie Davis			Dispatched: 2019/04/01 09:36		CM Response Hours:	1.48		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Down with Error code			Arrived: 2019/04/01 09:37		Travel Hours:	0.02							
				Completed 2019/04/01 10:54		Repair Hours:	1.28	Incompleted 1-Need Parts						
						Resolution Hours:	2.77							
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Needs parts												
Call	SC176619	ERROR CODE [CM]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			88.82	1	0
	Assigned Tech: Brian Sheehan			Received: 2019/04/01 10:59		Response Hours:	6.02		Call Priority: N					
	Caller: katie Davis			Dispatched: 2019/04/15 13:41		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Needs wiring harness and mylars asap please.			Arrived: 2019/04/15 14:01		Travel Hours:	0.33							
	Wiring harness # 61 R4296R8000 Mylars #			Departure 2019/04/15 14:48		Repair Hours:	0.78	Incompleted 1-Need Parts						
						Resolution Hours:	88.82							
Call	SC178665	ERROR CODE [CM]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			24.52	1	0
	Assigned Tech: Brian Sheehan			Received: 2019/04/15 14:50		Response Hours:	22.87		Call Priority: N					
	Caller: katie Davis			Dispatched: 2019/04/18 10:17		CM Response Hours:			Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: Still waiting for wiring harness. - Needs wiring			Arrived: 2019/04/18 12:12		Travel Hours:	1.92							
	harness and mylars asap please. Wiring harness			Departure 2019/04/18 13:51		Repair Hours:	1.65							
						Resolution Hours:	24.52							
SC176619														
	ProblemCodes													
	Problem Code:	MISC. PARTS												
	Resolution Code:	Replaced Misc. Parts												
	Resolution Code:	Needs parts												
SC178665														
	ProblemCodes													
	Problem Code:	MISC. CALL												
	Resolution Code:	Repaired												
OSV-04203 sn:CIHF11282									31.65	4.45	1.9	54.3	9	0
SC163604														
Call	SC163604	ERROR CODE [CM]		Call In SLA: No		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			4.93	0	0
	Assigned Tech: Brian Sheehan			Received: 2019/01/02 11:51		Response Hours:	4.65		Call Priority: down machine					
	Caller: Whitney Christie			Dispatched: 2019/01/03 05:53		CM Response Hours:	4.65		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					



									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	Call Desc: c482 message machine is down		Arrived: 2019/01/03 07:23	Travel Hours:	1.5									
			Completed 2019/01/03 08:17	Repair Hours:	0.28									
				Resolution Hours:	4.93									
	ProblemCodes													
	Problem Code:	Error Code												
	Resolution Code:	Replaced Misc. Parts												
SC169551														
Call	SC169551	Paper Tray Issue [CM]	Call In SLA: No	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03					5.38	0	0
	Assigned Tech: Brian Sheehan		Received: 2019/02/10 14:53	Response Hours:	4.25	Call Priority:	Assist							
	Caller: Amy Smith		Dispatched: 2019/02/11 10:05	CM Response Hours:	4.25	Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: has paper in trays 1 and 2 but it shows as not having any at all. We're not sure why. It seems		Arrived: 2019/02/11 12:15	Travel Hours:	2.17									
			Completed 2019/02/11 13:23	Repair Hours:	1.13	Incompleted 7-Used Parts								
				Resolution Hours:	5.38									
	ProblemCodes													
	Problem Code:	MECHANICAL												
	Resolution Code:	Needs parts												
Call	SC169749	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03					23.67	1	0
	Assigned Tech: Brian Sheehan		Received: 2019/02/11 13:25	Response Hours:	0	Call Priority:	N							
	Caller: Amy Smith		Dispatched: 2019/02/14 07:00	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Needs used cassette drive assembly. They are up and running - has paper in trays 1 and 2 but it		Arrived: 2019/02/14 08:00	Travel Hours:	1									
			Departure 2019/02/14 11:35	Repair Hours:	3.58	Incompleted 1-Need Parts								
				Resolution Hours:	23.67									
Call	SC170294	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03					115.4	1	0
	Assigned Tech: Brian Sheehan		Received: 2019/02/14 11:36	Response Hours:	63.17	Call Priority:	N							
	Caller: Amy Smith		Dispatched: 2019/03/05 12:13	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Needs a power supply. - Needs used cassette drive assembly. They are up and running - has		Arrived: 2019/03/05 14:40	Travel Hours:	2.45									
			Departure 2019/03/05 16:43	Repair Hours:	1.83	Incompleted 3-TECH ASSIST								
				Resolution Hours:	115.4									
Call	SC172837	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03					54.82	1	0
	Assigned Tech: Brian Sheehan		Received: 2019/03/05 16:46	Response Hours:	53.85	Call Priority:	High							
	Caller: Amy Smith		Dispatched: 2019/03/14 10:51	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Needs a power supply. - Needs used cassette drive assembly. They are up and running - has		Arrived: 2019/03/14 10:51	Travel Hours:	0									
			Departure 2019/03/14 11:49	Repair Hours:	0.97	Incompleted 3-TECH ASSIST								
				Resolution Hours:	54.82									
Call	SC174248	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03					34.02	1	0
	Assigned Tech: Brian Sheehan		Received: 2019/03/14 11:50	Response Hours:	30.42	Call Priority:	High							
	Caller: Amy Smith		Dispatched: 2019/03/20 07:46	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Needs a power supply. - Needs used cassette drive assembly. They are up and running - has		Arrived: 2019/03/20 08:15	Travel Hours:	0.48									
			Departure 2019/03/20 11:51	Repair Hours:	3.6	Incompleted 3-TECH ASSIST								
				Resolution Hours:	34.02									
Call	SC175013	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00	Contract#:	CT01276-OSV-03					5.25	1	0
	Assigned Tech: Brian Sheehan		Received: 2019/03/20 11:53	Response Hours:	5.23	Call Priority:	High							
	Caller: Amy Smith		Dispatched: 2019/03/21 08:36	CM Response Hours:		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner							
	Call Desc: Tech support said it's the PFC pwb. Service ticket # 102822 - Needs a power supply. - Needs used		Arrived: 2019/03/21 08:37	Travel Hours:	0.02									
			Departure 2019/03/21 08:38	Repair Hours:	0.02	Incompleted 1-Need Parts								



									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
						Resolution Hours:	5.25							
	Call	SC175126	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			67.35	1	0
			Assigned Tech: Brian Sheehan	Received: 2019/03/21 08:39	Response Hours:	45.55		Call Priority:	N					
			Caller: Amy Smith	Dispatched: 2019/04/01 15:04	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
			Call Desc: Needs lift motor - Tech support said it's the PFC	Arrived: 2019/04/01 15:04	Travel Hours:	0								
			hub. Service ticket # 192823 - Needs a power	Departure 2019/04/01 16:45	Repair Hours:	1.43		Incompleted 1-Need Parts						
					Resolution Hours:	67.35								
	Call	SC176746	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			144.3	1	0
			Assigned Tech: Brian Sheehan	Received: 2019/04/01 16:47	Response Hours:	1.17		Call Priority:	N					
			Caller: Amy Smith	Dispatched: 2019/04/24 09:12	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
			Call Desc: Needs lift motor - Tech support said it's the PFC	Arrived: 2019/04/24 10:21	Travel Hours:	1.15								
			hub. Service ticket # 192823 - Needs a power	Departure 2019/04/24 16:18	Repair Hours:	5.95		Incompleted End of Day						
					Resolution Hours:	144.3								
	Call	SC179986	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			14.68	1	0
			Assigned Tech: Brian Sheehan	Received: 2019/04/24 16:19	Response Hours:	12.72		Call Priority:	High					
			Caller: Amy Smith	Dispatched: 2019/04/26 10:21	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
			Call Desc: Needs lift motor - Tech support said it's the PFC	Arrived: 2019/04/26 12:02	Travel Hours:	1.68								
			hub. Service ticket # 192823 - Needs a power	Departure 2019/04/26 14:00	Repair Hours:	1.97		Incompleted 3-TECH ASSIST						
					Resolution Hours:	14.68								
	Call	SC180334	Paper Tray Issue [CM]	Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			127.13	1	0
			Assigned Tech: Brian Sheehan	Received: 2019/04/26 14:00	Response Hours:	127.13		Call Priority:	High					
			Caller: Amy Smith	Dispatched: 2019/05/17 13:38	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
			Call Desc: Needs lift motor - Tech support said it's the PFC	Arrived: 2019/05/17 13:38	Travel Hours:	0								
			hub. Service ticket # 192823 - Needs a power	Departure 2019/05/17 13:38	Repair Hours:	0								
					Resolution Hours:	127.13								
	SC169749													
		ProblemCodes												
		Problem Code:	PARTS IN											
		Resolution Code:	Needs parts											
		Resolution Code:	Electrical Problem											
	SC170294													
		ProblemCodes												
		Problem Code:	PARTS IN											
		Resolution Code:	RESCH FOR PARTS											
	SC172837													
		ProblemCodes												
		Problem Code:	PARTS IN											
		Resolution Code:	RESCH T/A											
		Resolution Code:	Replaced Misc. Parts											
	SC174248													
		ProblemCodes												
		Problem Code:	W/FEED FROM CAS											
		Resolution Code:	RESCH FOR PARTS											
	SC175126													

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
	Resolution Code:	Needs parts												
SC176746														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
SC179986														
	ProblemCodes													
	Problem Code:	PARTS IN												
	Resolution Code:	Replaced Misc. Parts												
FS-2100DN [KYOCERA]														
OSV-04185 sn:														
OSV-04186 sn:														
OSV-04187 sn:														
OSV-04193 sn:														
OSV-04194 sn:														
OSV-04195 sn:														
OSV-04201 sn:														
OSV-04215 sn:														
HP M452nw [HP]														
OSV-04228 sn:														
P-2135DN Printer [KYOCERA]									8.84	8.84	0.7	9.6	0	0
OSV-04196 sn:														
OSV-04207 sn:														
OSV-04208 sn:														
OSV-04209 sn:LVK6848774									3.98	3.98	0.8	4.8	0	0
SC187336														

[illegible]

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
		Caller: Whitney Christie		Dispatched: 2019/02/11 13:26		CM Response Hours:	18.58		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Having drawer issues and the door wont close .		Arrived: 2019/02/11 13:27		Travel Hours:	0.02							
		Called left message		Completed 2019/02/11 13:52		Repair Hours:	0.42							
						Resolution Hours:	19							
		ProblemCodes												
		Problem Code:	PART BROKE OFF											
		Resolution Code:	Repaired											
SC178786														
	Call	SC178786	Paper Tray Issue [CM]	Call In SLA: No		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			11.52	0	0
		Assigned Tech: Jim Charuhas		Received: 2019/04/16 11:44		Response Hours:	11.18		Call Priority: High					
		Caller: Whitney Christie		Dispatched: 2019/04/17 14:25		CM Response Hours:	11.18		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Now none of the drawers are working. Possibly		Arrived: 2019/04/17 14:25		Travel Hours:	0							
		bottom drawer cannot move?		Completed 2019/04/17 14:45		Repair Hours:	0.33							
						Resolution Hours:	11.52							
		ProblemCodes												
		Problem Code:	MECHANICAL											
		Resolution Code:	NO PROB FOUND											
SC182242														
	Call	SC182242	Jamming [CM]	Call In SLA: No		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			6.27	0	0
		Assigned Tech: Jim Charuhas		Received: 2019/05/10 10:14		Response Hours:	5.27		Call Priority: Medium					
		Caller: Whitney Christie		Dispatched: 2019/05/10 15:30		CM Response Hours:	5.27		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: JAMMING		Arrived: 2019/05/10 15:30		Travel Hours:	0							
				Completed 2019/05/10 16:45		Repair Hours:	1							
						Resolution Hours:	6.27							
		ProblemCodes												
		Problem Code:	JAMMING											
		Resolution Code:	ADJUSTED											
OSV-04221 sn:														
OSV-04222 sn:														
OSV-04223 sn:LVK6848777									5.37	5.37	2.0	7.3	0	0
SC179372														
	Call	SC179372	Jamming [CM]	Call In SLA: No		SLA Response Hours:	4.00		Contract#: CT01276-OSV-03			7.33	0	0
		Assigned Tech: Jim Charuhas		Received: 2019/04/22 09:10		Response Hours:	5.37		Call Priority: Medium					
		Caller: Whitney Christie		Dispatched: 2019/04/22 12:45		CM Response Hours:	5.37		Bill Code: OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: jaming in drum unit please ask for Anne or Carlo		Arrived: 2019/04/22 14:32		Travel Hours:	1.78							
		to get into building		Completed 2019/04/22 17:01		Repair Hours:	1.97							
						Resolution Hours:	7.33							
		ProblemCodes												
		Problem Code:	JAMMING											
		Resolution Code:	ADJUSTED											

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
OSV-04224 sn:LVK6848781									11.52	11.52	0.2	11.7	0	0
SC178789														
Call	SC178789	Jamming [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			11.67	0	0
		Assigned Tech: Jim Charuhas		Received: 2019/04/16 11:45	Response Hours:	11.52		Call Priority:	Medium					
		Caller: Whitney Christie		Dispatched: 2019/04/17 14:45	CM Response Hours:	11.52		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Jams needs rollers cleaned		Arrived: 2019/04/17 14:46	Travel Hours:	0.02								
				Completed 2019/04/17 14:55	Repair Hours:	0.15								
					Resolution Hours:	11.67								
	ProblemCodes													
	Problem Code:	JAMMING												
	Resolution Code:	Cleaning												
OSV-04225 sn:														
OSV-04227 sn:														
OSV-04229 sn:														
P6130cdn [KYOCERA]									7.93	8.42	1.4	20.5	1	0
OSV-04202 sn:V5Q5901812									4.70	4.70	1.1	5.8	0	0
SC170214														
Call	SC170214	Streaks [CM]		Call In SLA: Yes	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			4.53	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/02/13 17:00	Response Hours:	3.62		Call Priority:	Assist					
		Caller: Whitney Christie		Dispatched: 2019/02/14 11:37	CM Response Hours:	3.62		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: 04202 has a yellow streak down the middle of pages. I'd tried to clean it and it seemed to help		Arrived: 2019/02/14 11:37	Travel Hours:	0								
				Completed 2019/02/14 12:32	Repair Hours:	0.92								
					Resolution Hours:	4.53								
	ProblemCodes													
	Problem Code:	LINES												
	Resolution Code:	Cleaned and Testedd												
SC174048														
Call	SC174048	Streaks [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			7.02	0	0
		Assigned Tech: Brian Sheehan		Received: 2019/03/13 10:44	Response Hours:	5.77		Call Priority:	High					
		Caller: Whitney Christie		Dispatched: 2019/03/14 07:50	CM Response Hours:	5.77		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: Yellow streak down paper. This happened a couple weeks earlier and Brian thought if it		Arrived: 2019/03/14 07:56	Travel Hours:	0.1								
				Completed 2019/03/14 09:15	Repair Hours:	1.25								
					Resolution Hours:	7.02								
	ProblemCodes													
	Problem Code:	LINES												
	Resolution Code:	Replaced Misc. Parts												
OSV-04283 sn:V5Q5901842									11.16	15.88	1.7	35.1	1	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
SC180340														
Call	SC180340	Multiple Problems [CM]		Call In SLA: No	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			17.73	0	0
		Assigned Tech: Jim Charuhas		Received: 2019/04/26 14:09	Response Hours:	15.88		Call Priority:	Medium					
		Caller: Whitney Christie		Dispatched: 2019/04/30 12:10	CM Response Hours:	15.88		Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: ultiple issue- yellow streaks call for service		Arrived: 2019/04/30 13:02	Travel Hours:	0.87								
				Completed 2019/04/30 14:53	Repair Hours:	1.85		Incompleted 1-Need Parts						
					Resolution Hours:	17.73								
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	NEEDS DRUM												
Call	SC180783	Multiple Problems [CM]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			52.52	1	0
		Assigned Tech: Jim Charuhas		Received: 2019/04/30 14:59	Response Hours:	6.43		Call Priority:	Medium					
		Caller: Whitney Christie		Dispatched: 2019/05/08 13:19	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: ultiple issue- yellow streaks call for service		Arrived: 2019/05/08 14:59	Travel Hours:	1.67								
				Departure 2019/05/08 16:58	Repair Hours:	1.52								
					Resolution Hours:	52.52								
SC180783														
	ProblemCodes													
	Problem Code:	COPY QUALITY												
	Resolution Code:	REPL DR BL												
Rutland Northeast Supervisory Union			#DIV/0!	0	0									
E-Studio 4508A [Toshiba]														
OSV-04103 sn:														
OSV-04164 sn:														
E-Studio 6506AC [Toshiba]									2.28		0.7	0.0	0	0
OSV-04290 sn:CHHF10690									2.28		0.7	0.0	0	0
SC175414														
Call	SC175414	Door wont close [O]		Call In SLA: N/A	SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			0	0	0
		Assigned Tech: David Prior		Received: 2019/03/22 11:31	Response Hours:	2.28		Call Priority:	Low					
		Caller: Judy Kilpeck		Dispatched: 2019/03/22 12:14	CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
		Call Desc: can not close the drawer she goes to shut it and there is something in the way it seems		Arrived: 2019/03/22 13:48	Travel Hours:	1.57								
				Completed 2019/03/22 14:32	Repair Hours:	0.73								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	PART BROKE OFF												
	Resolution Code:	Cleaned and Testedd												
	Resolution Code:	Repaired												
M604dn [Hewlett Packard]														
OSV-04165 sn:														
P-2135DN Printer [KYOCERA]														
OSV-03902 sn:														

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
Sudbury Country School : 31			#DIV/0!	0	0									
E-Studio 4505AC [Toshiba]									0.45		0.0	0.0	0	0
OSV-04285 sn:CFHF50565									0.45		0.0	0.0	0	0
SC181644														
Call SC181644	waste toner bottle [CC]		Call In SLA: N/A		SLA Response Hours:	4.00		Contract#:	CT01276-OSV-03			0	0	0
	Assigned Tech: Harold Santamore		Received: 2019/05/07 10:19		Response Hours:	0.45		Call Priority:	N					
	Caller: Calli Thomas		Dispatched: 2019/05/07 10:46		CM Response Hours:			Bill Code:	OSV Copier Maint Incl Parts Labor Travel Toner					
	Call Desc: cant find the waste toner bottle in the machine to change it		Arrived: 2019/05/07 10:46		Travel Hours:	0								
			Completed 2019/05/07 10:48		Repair Hours:	0.03								
					Resolution Hours:	0								
	ProblemCodes													
	Problem Code:	SUPPLY DOWN												
	Resolution Code:	Remote/Phone Fix												
P-2135DN Printer [KYOCERA]														
OSV-04284 sn:														
Whiting School : 87 South Main Street			#DIV/0!	0	0									
E-Studio 4505AC [Toshiba]														
OSV-04163 sn:														
P-2135DN Printer [KYOCERA]														
OSV-04286 sn:														
Total									12.82	6.84	111.24	1203.48	24	0

									Response Hours	CMResponse Hours	Repair Hours	Resolution Time	Rescheduled	Call Back
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(No Survey Responses For Period)