

**Union 69 Hope - Ricoh USA
FLEET REPORT FY22**



SPC SUMMARY

This annual fleet report is a service SPC offers in order to stay ahead of problem or aging units under contract. It is designed to highlight areas of concern as well as determine how well your vendor is managing your fleet.

Out of 37 units under contract with Ricoh there were 2 service calls on 1 copier during the fiscal year. Uptime for your fleet was 99.9%, which is excellent and expected for the size and age of your fleet. SPC's bid specs require vendor to arrive within an average of four hours for service calls. However, each vendor calculates these figures differently. Ricoh notes their average response time from call to arrival as 5.5 hours, which is higher than it should be and will be addressed with the vendor.

Your last upgrade was 7/1/2021. All machines are under a five-year+ warranty and service contract that expires on 6/30/2026. The average model in your fleet was introduced 3.65 years ago. No units are more than 7 years from date of intro. We monitor this detail because as models get more than 10 years out from date of introduction parts become harder to locate and repair times may be longer.

No units have 5 or more service calls for a variety of issues. Details on those service calls can be seen on the last page.

Union 69 Hope - Ricoh USA

FLEET REPORT FY22

Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Appleton Village School														
2nd Grade	Ricoh P 501	5211P602059	14777417	0	No Calls	No Calls	100.00%	264	123	0	0	4/1/19	3.67	Black Network Printer
3rd Grade	Ricoh P 501	5211P602069	14777423	0	No Calls	No Calls	100.00%	264	462	0	0	4/1/19	3.67	Black Network Printer
4th Grade	Ricoh P 501	5211P602082	14777424	0	No Calls	No Calls	100.00%	264	493	0	0	4/1/19	3.67	Black Network Printer
5th Grade	Ricoh P 501	5211P602068	14777415	0	No Calls	No Calls	100.00%	264	211	0	0	4/1/19	3.67	Black Network Printer
6th Grade	Ricoh P 501	5211P602008	14777416	0	No Calls	No Calls	100.00%	264	124	0	0	4/1/19	3.67	Black Network Printer
7th Grade	Ricoh P 501	5211P602055	14777411	0	No Calls	No Calls	100.00%	264	338	0	0	4/1/19	3.67	Black Network Printer
8th Grade	Ricoh P 501	5211P602004	14777422	0	No Calls	No Calls	100.00%	264	97	0	0	4/1/19	3.67	Black Network Printer
Kindergarten	Ricoh P 501	5211P602054	14777413	0	No Calls	No Calls	100.00%	264	238	0	0	4/1/19	3.67	Black Network Printer
Lab	Ricoh IMC6000	3141R400425	14776538	0	No Calls	No Calls	100.00%	8,302	15,279	1,051	3,123	1/1/19	3.92	Color Photocopier
Lab	Ricoh P 501	5211P602060	14777414	0	No Calls	No Calls	100.00%	264	543	0	0	4/1/19	3.67	Black Network Printer
Lab	Ricoh SPC352dn	X031R700054	14763435	0	No Calls	No Calls	100.00%	160	27	189	329	12/1/17	5.00	Color Network Printer
Library	Ricoh P 501	5211P602057	14777412	0	No Calls	No Calls	100.00%	264	6	0	0	4/1/19	3.67	Black Network Printer
Office	Ricoh IM C300F	3921P550869	14777364	0	No Calls	No Calls	100.00%	160	390	189	540	3/1/20	2.75	Color Laser MFP
Resource Room	Ricoh P 501	5211P602085	14777425	0	No Calls	No Calls	100.00%	264	1,467	0	0	4/1/19	3.67	Black Network Printer
Hope Elementary School														
2nd Grade	Ricoh P 501	5211P602084	14777405	0	No Calls	No Calls	100.00%	264	266	0	0	4/1/19	3.67	Black Network Printer
2nd Grade	Ricoh P 501	5211P602166	14776156	0	No Calls	No Calls	100.00%	264	317	0	0	4/1/19	3.67	Black Network Printer
3rd Grade	Ricoh P 501	5211P602011	14777410	0	No Calls	No Calls	100.00%	264	184	0	0	4/1/19	3.67	Black Network Printer
4th Grade	Ricoh P 501	5211P602010	14777409	0	No Calls	No Calls	100.00%	264	320	0	0	4/1/19	3.67	Black Network Printer
5th Grade	Ricoh P 501	5211P602065	14777401	0	No Calls	No Calls	100.00%	264	169	0	0	4/1/19	3.67	Black Network Printer
6th Grade	Ricoh P 501	5211P602066	14777421	0	No Calls	No Calls	100.00%	264	681	0	0	4/1/19	3.67	Black Network Printer
7th Grade	Ricoh P 501	5211P602005	14777418	0	No Calls	No Calls	100.00%	264	423	0	0	4/1/19	3.67	Black Network Printer
8th Grade	Ricoh P 501	5211P602058	14777403	0	No Calls	No Calls	100.00%	264	485	0	0	4/1/19	3.67	Black Network Printer
Kindergarten	Ricoh P 501	5211P602009	14777419	0	No Calls	No Calls	100.00%	264	384	0	0	4/1/19	3.67	Black Network Printer
Lab	Ricoh IM 5000	4451R500734	14784459	0	No Calls	No Calls	100.00%	2,287	5,692	0	0	6/1/21	1.50	Black Photocopier
Lab	Ricoh P 501	5211P602063	14777404	0	No Calls	No Calls	100.00%	264	615	0	0	4/1/19	3.67	Black Network Printer
Lab	Ricoh SPC352dn	X031R700101	14763433	0	No Calls	No Calls	100.00%	497	0	332	0	12/1/17	5.00	Color Network Printer
Lab	Ricoh SPC352dn	X031R700102	14763434	0	No Calls	No Calls	100.00%	160	55	42	382	12/1/17	5.00	Color Network Printer
Math	Ricoh P 501	5211P602067	14777408	0	No Calls	No Calls	100.00%	264	466	0	0	4/1/19	3.67	Black Network Printer
Office	Ricoh IM430F	3351P503136	14784342	0	No Calls	No Calls	100.00%	264	544	0	0	3/1/19	3.75	Black Laser MFP
Office	Ricoh IMC6000	3141R200158	14776653	2	89,270	5.50	99.20%	6,132	9,130	655	2,973	1/1/19	3.92	Color Photocopier
Resource Office	Ricoh P 501	5211P602056	14777420	0	No Calls	No Calls	100.00%	264	344	0	0	4/1/19	3.67	Black Network Printer
SPED	Ricoh P 501	5211P602064	14777402	0	No Calls	No Calls	100.00%	264	163	0	0	4/1/19	3.67	Black Network Printer
Union 69 District Office														
Accounts Payable	Ricoh P 501	5211P602061	14777406	0	No Calls	No Calls	100.00%	264	664	0	0	4/1/19	3.67	Black Network Printer

Union 69 Hope - Ricoh USA

FLEET REPORT FY22

Location	Make/Model	Serial Number	Vendor ID	# Service Calls	Avg Copies between all Service Calls (incl PM)	Avg Response Time	Uptime%	Projected Monthly Volume Black	Actual Monthly Volume Black	Projected Monthly Volume Color	Actual Monthly Volume Color	Model Intro Date	Model Age (years)	Model Type
Business Desk	Ricoh P 501	5211P501020		0	No Calls	No Calls	100.00%	264	1,040	0	0	4/1/19	3.67	Black Network Printer
Front Desk	Ricoh IM430F	3351P503138	14784343	0	No Calls	No Calls	100.00%	264	718	0	0	3/1/19	3.75	Black Laser MFP
Office Copier	Ricoh IM 5000	4451R500478	14784258	0	No Calls	No Calls	100.00%	1,355	1,744	0	0	6/1/21	1.50	Black Photocopier
SPED Desk	Ricoh P 501	5211P602062	14777407	0	No Calls	No Calls	100.00%	264	207	0	0	4/1/19	3.67	Black Network Printer
Totals and Averages				2	89,270	5.50	99.98%	722	1,234	410	1,469		3.65	