

Canon Sample Central Dispatch Summary Report

Account Name	Date	Serial #	Installation Date	Warranty Expiration Date	Model	Case #	Customer Name	Caller Phone	Address	City	ST	ZIP	Call Rec Time	Dispatch Time	Time To Dispatch (HR/MIN)	Courtesy Call Time	Time To Call (HR/MIN)	Arrive Time - 1st visit	Left - 1st visit	Response Time (HR/MIN)	Arrive Time - last visit	Left - last visit	Repair Time (HR/MIN)	Downtime (HR/MIN)	Uptime (%)	Reported Issue	Correction Code
Customer Name	Service Request Date	MND00275	12/30/2002	3/30/2003	IR105	215514	FIRST NAME LAST NAME	123-123-1234	1330 CONNECTICUT AVE. NW	WASHINGTON	DC	20036	01-02-2008 09:50 06 AM	01-02-2008 09:51 06 AM	0\1		0\0	01-02-2008 12:18 00 PM	01-02-2008 01:43 00 PM	2\28			1\25	3\53	97.82	ERROR CODE	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MND00279	12/30/2002	3/30/2003	IR105	215525	FIRST NAME LAST NAME	123-123-1234	1330 CONNECTICUT AVE. NW	WASHINGTON	DC	20036	01-02-2008 09:56 54 AM	01-02-2008 09:58 54 AM	0\2		0\0	01-02-2008 01:45 00 PM	01-02-2008 03:07 00 PM	3\49			1\22	5\11	97.1	LINES/STREAKING	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MPT01124	3/12/2002		IR105	215878	FIRST NAME LAST NAME	123-123-1234	755 PAGE MILL ROAD	PALO ALTO	CA	94304	01-03-2008 10:00 52 AM	01-03-2008 10:02 00 AM	0\2		0\0	01-03-2008 06:37 00 PM	01-03-2008 08:07 00 PM	7\0	01-09-2008 11:34 00 AM	01-09-2008 02:30 00 PM	2\56	38\30	78.43	JAMMING	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	JJM05068	8/15/2005	11/15/2005	IR C6800	215973	FIRST NAME LAST NAME	123-123-1234	101 CALIFORNIA ST	SAN FRANCISCO	CA	94111	01-03-2008 04:00 00 PM	01-03-2008 04:02 00 PM	0\2		0\0	01-04-2008 02:59 00 PM	01-04-2008 03:56 00 PM	7\29			0\57	8\26	95.28	POOR OUTPUT QUALITY	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MNE03040	5/29/2003		IR8500	215976	FIRST NAME LAST NAME	123-123-1234	3415 SEPULVEDA BLVD	LOS ANGELES	CA	90034	01-03-2008 04:26 02 PM	01-03-2008 04:27 00 PM	0\1		0\0	01-04-2008 05:05 00 PM	01-04-2008 06:37 00 PM	9\4			0\0	9\4	94.92	ERROR CODE	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MND00274	12/30/2002	3/30/2003	IR105	215951	FIRST NAME LAST NAME	123-123-1234	1330 CONNECTICUT AVE. NW	WASHINGTON	DC	20036	01-03-2008 04:42 18 PM	01-03-2008 04:44 18 PM	0\2		0\0	01-04-2008 08:12 00 AM	01-04-2008 10:14 00 AM	0\18			1\44	2\2	98.86	OTHERS	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MND00275	12/30/2002	3/30/2003	IR105	215961	FIRST NAME LAST NAME	123-123-1234	1330 CONNECTICUT AVE. NW	WASHINGTON	DC	20036	01-03-2008 05:25 41 PM	01-03-2008 05:27 41 PM	0\0		0\0	01-04-2008 10:18 00 AM	01-04-2008 12:11 00 PM	1\48	01-08-2008 11:21 00 AM	01-08-2008 01:27 00 PM	3\59	21\57	87.7	FINISHER ISSUE	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MPB08737	6/25/2002		IR8500	215983	FIRST NAME LAST NAME	123-123-1234	1350 "I" STREET	WASHINGTON	DC	20005	01-04-2008 08:02 32 AM	01-04-2008 08:03 00 AM	0\0		0\0	01-04-2008 02:07 00 PM	01-04-2008 04:11 00 PM	5\37			2\4	7\41	95.7	ERROR CODE	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MPT00430	12/27/2001		IR105	216691	FIRST NAME LAST NAME	123-123-1234	300 CRESCENT COURT	DALLAS	TX	75201	01-08-2008 03:05 11 PM	01-08-2008 03:06 00 PM	0\1	01-09-2008 11:31 00 AM		01-09-2008 12:04 00 PM	01-09-2008 12:05 00 PM	5\29			0\1	5\30	96.92	OTHERS	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MNE06762	6/9/2004	9/9/2004	IR8500	216893	FIRST NAME LAST NAME	123-123-1234	90 S. 7TH STREET	MINNEAPOLIS	MN	55402	01-09-2008 01:07 34 PM	01-09-2008 01:13 34 PM	0\6		0\0	01-10-2008 08:14 00 AM	01-10-2008 10:33 00 AM	3\53	01-23-2008 08:09 00 AM	01-23-2008 09:44 00 AM	3\17	73\7	59.04	LINES/STREAKING	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	NSN09135	9/18/2002	12/18/2002	IR6000	217326	FIRST NAME LAST NAME	123-123-1234	425 MARKET STREET	SAN FRANCISCO	CA	94105	01-11-2008 10:49 48 AM	01-11-2008 10:50 00 AM	0\1		0\0	01-11-2008 01:55 00 PM	01-11-2008 04:48 00 PM	3\6	01-22-2008 02:00 00 PM	01-22-2008 05:29 00 PM	5\53	57\11	67.96	OTHERS	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MND07202	1/24/2005	4/24/2005	IR105	217531	FIRST NAME LAST NAME	123-123-1234	1 BATTERY PARK PLAZA	NEW YORK	NY	10004	01-14-2008 12:14 41 PM	01-14-2008 12:15 00 PM	0\1		0\0	01-14-2008 03:15 00 PM	01-14-2008 04:18 00 PM	3\1			1\3	4\4	97.72	PAPERDRAW/TRAY/BI-PASS	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	KHN01742	8/4/2005		IR6570	217997	FIRST NAME LAST NAME	123-123-1234	1350 EYE STREET NW	WASHINGTON	DC	20005	01-16-2008 11:50 01 AM	01-16-2008 11:51 00 AM	0\1		0\0	01-17-2008 08:35 00 AM	01-17-2008 09:31 00 AM	5\15			0\56	6\11	96.54	POOR OUTPUT QUALITY	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	SKG00441	11/11/2005	2/11/2006	IR105+	217994	FIRST NAME LAST NAME	123-123-1234	1325 G STREET	WASHINGTON	DC	20005	01-16-2008 11:40 11 AM	01-16-2008 11:51 11 AM	0\11		0\0	01-16-2008 04:30 00 PM	01-16-2008 05:07 00 PM	4\50			0\30	5\20	97.01	ERROR CODE	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	JJM01207	11/19/2004		IR C6800	218023	FIRST NAME LAST NAME	123-123-1234	700 LOUISIANA ST	HOUSTON	TX	77002	01-16-2008 11:56 12 AM	01-16-2008 11:57 00 AM	0\1		0\0	01-17-2008 10:55 00 AM	01-17-2008 11:30 00 AM	7\29			0\35	8\4	95.48	LINES/STREAKING	NO PROBLEM FOUND
Customer Name	Service Request Date	KHT07552	9/29/2005	12/29/2005	IR5570	218757	FIRST NAME LAST NAME	123-123-1234	1301 AVE OF THE AMERICAS	NEW YORK	NY	10014	01-22-2008 12:53 04 PM	01-22-2008 12:55 04 PM	0\2		0\0	01-23-2008 10:03 00 AM	01-23-2008 10:45 00 AM	5\40			0\42	6\22	96.43	OTHERS	OTHERS
Customer Name	Service Request Date	KCZ00285	3/28/2005		IR9070	218854	FIRST NAME LAST NAME	123-123-1234	425 MARKET ST	SAN FRANCISCO	CA	94105	01-22-2008 01:54 06 PM	01-22-2008 01:56 06 PM	0\2		0\0	01-23-2008 01:42 00 PM	01-23-2008 03:12 00 PM	8\18			1\30	9\48	94.51	ERROR CODE	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MPB09217	7/23/2002	10/23/2002	IR8500	218790	FIRST NAME LAST NAME	123-123-1234	2005 MARKET STREET	PHILADELPHIA	PA	19103	01-22-2008 02:18 06 PM	01-22-2008 02:20 00 PM	0\2		0\0	01-23-2008 12:05 00 PM	01-23-2008 12:47 00 PM	6\17	01-24-2008 03:00 00 PM	01-24-2008 03:38 00 PM	1\20	18\20	89.73	POOR OUTPUT QUALITY	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	MPB10042	9/18/2002	12/18/2002	IR8500	218973	FIRST NAME LAST NAME	123-123-1234	3 EMBARCADERO CENTER	SAN FRANCISCO	CA	94111	01-23-2008 08:03 17 AM	01-23-2008 08:04 00 AM	0\0		0\0	01-23-2008 04:25 00 PM	01-23-2008 07:31 00 PM	7\55	01-25-2008 10:59 00 AM	01-25-2008 12:28 00 PM	2\4	20\58	88.25	LINES/STREAKING	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	KCQ00414	5/27/2005	8/27/2005	IR105+	219333	FIRST NAME LAST NAME	123-123-1234	300 W 6TH ST	AUSTIN	TX	78701	01-24-2008 04:03 24 PM	01-24-2008 04:05 00 PM	0\2		0\0	01-25-2008 02:05 00 PM	01-25-2008 03:14 00 PM	6\32			1\9	7\41	95.7	LINES/STREAKING	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	NSN18556	8/6/2004	11/6/2004	IR6000	219357	FIRST NAME LAST NAME	123-123-1234	120 BROADWAY	SANTA MONICA	CA	90401	01-24-2008 04:59 23 PM	01-24-2008 05:01 00 PM	0\1		0\0	01-25-2008 03:59 00 PM	01-25-2008 04:36 00 PM	7\30			0\37	8\7	95.45	LINES/STREAKING	CORRECTED REPORTED ISSUE
Customer Name	Service Request Date	SKH00168	9/30/2005	12/31/2005	IR9070	219436	FIRST NAME LAST NAME	123-123-1234	1301 AVENUE OF THE AMERICAS	NEW YORK	NY	10019	01-25-2008 11:12 57 AM	01-25-2008 11:13 00 AM	0\1		0\0	01-25-2008 11:29 00 AM	01-25-2008 01:11 00 PM	0\17			1\42	1\59	98.89	POOR OUTPUT QUALITY	PARTS ON ORDER
Customer Name	Service Request Date	MNE02805	5/19/2003		IR8500	219520	FIRST NAME LAST NAME	123-123-1234	131 SOUTH DEARBORN PL	CHICAGO	IL	60602	01-25-2008 12:00 55 PM	01-25-2008 12:02 00 PM	0\2		0\0	01-28-2008 09:10 00 AM	01-28-2008 10:28 00 AM	5\40			1\18	6\58	96.1	ERROR CODE	CORRECTED REPORTED ISSUE

Data Purposely deleted - Sample totals would populate accurately

Total # of Units in Fleet Eligible for Central Dispatch Service	1,317
Total # of Units Requiring Service	151

1,166

Number of Units
not Requiring
Service (x 100%
Uptime) 1,166 * 100

Average Uptime x Number of Units Requiring Service	95 *	151
---	------	-----

Average Uptime % for Fleet	99.43%
----------------------------	--------