

# Task Summary Report

Task ID	Customer PO	Task Description	Priority	Created Date/Time	Open?	Task Type	CustomerID	Labor	Travel	Completed Date/Time	Work Performed	Resolution	Status	Technician
16-1		Error Message	Standard	3-Jul-08 12:39:00 PM	Closed	SOFT	CAV001	1.07	.33	3-Jul-08 12:30:00 PM	Replaced Roller, restarted machine, error message gone.		Completed	Ben Wilson
17-1		Jamming	Standard	3-Feb-14 10:18:00 AM	Closed	JAM	INTEX001	1.00	1.00	21-Feb-14 11:00:00 AM			Completed	Kevin Norton
18-1		No Power	Standard	3-Jul-08 12:43:00 PM	Closed	ERROR	DPC001	.00	.00	23-Jul-13 3:10:00 PM				Tyler Roberts
18-2		No PowerParts Needed:A147258, Toner Qty 1Rescheduled from task # 18-1	Standard	4-Feb-14 3:10:00 PM	Open	ERROR	DPC001	.00	.00				Open	Tyler Roberts
19-1		Light copies	Standard	24-Jul-13 10:19:00 AM	Closed	QACH	AIR001	.00	.00	19-Aug-13 8:55:00 AM	Call Incomplete	Call Incomplete	Completed	Ben Wilson
20-1		Installation and training	Standard	3-Jul-08 12:45:00 PM	Closed	INST	MSP001	3.75	.50	4-Jul-08 3:15:00 PM	Installed an X3059862, preformed a training session for employees.		Completed	Josh Gordon
21-1		paper not feeding	Standard	3-Jul-08 12:47:00 PM	Closed	FAULT	BKS001	1.67	.25	4-Jul-08 3:00:00 PM	Replaced Roller		Completed	Tyler Roberts
22-1		Making funny noise.	Standard	3-Jul-08 12:48:00 PM	Closed	FAULT	INN001	.92	.42	4-Jul-08 12:55:00 PM	Checked Machine, replaced Drum		Completed	Ben Wilson
23-1		Error Message	Standard	3-Jul-08 1:09:00 PM	Closed	FAULT	KING002	1.33	.17	4-Jul-08 11:50:00 AM	Checked Error message, replaced controllers.		Completed	Josh Gordon
24-1		PM	Standard	3-Jul-13 1:36:00 PM	Open	PMC	FLE001	.00	.00		tttt	Call Complete	Open	Scott Davis
25-1		Training	Standard	3-Jul-08 1:45:00 PM	Closed	TRAI	TAS001	1.00	.67	4-Jul-08 2:05:00 PM	Training Session	Call Complete	Completed	Tyler Roberts
26-1		Jamming	Standard	3-Jul-08 1:47:00 PM	Closed	JAM	KEL003	.00	.00	3-Jul-08 1:50:00 PM	Cleared Jam adjusted roller	Cleared Jam	Completed	Kevin Norton
27-1		No Power	Standard	3-Jul-08 1:48:00 PM	Closed	ERROR	MSP001	.00	.00	3-Jul-08 1:51:00 PM	Replaced Controllers	Call Complete	Completed	Scott Davis
28-1		Controls not working. Gate is stuck.	Standard	22-Jul-13 4:22:00 PM	Closed	ERROR	AIR001	2.00	.50	22-Jul-13 3:15:00 PM	Call Complete - document more details as needed.	Call Complete	Completed	Ben Wilson
29-1		PM Call	PM Call	22-Jul-13 4:47:00 PM	Open	PMC	FLE001	.00	.00					Scott Davis
30-1		Update a PLC Control	Standard	24-Jul-13 11:11:00 AM	Closed	ERROR	AIR001	6.50	1.00	24-Jul-13 5:30:00 PM	Call Complete	Call Complete	Completed	Ben Wilson
31-1		Update PLC.	Standard	24-Jul-13 11:57:00 AM	Closed	PJT	AIR001	3.03	.00	24-Jul-13 12:02:00 PM	Call Complete	Call Complete	Completed	Ben Wilson

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31-2		Install new sensor	Standard	24-Jul-13 12:01:00 PM	Closed	SOFT	AIR001	.00	.00	30-Jul-13 5:17:00 PM	Reset Machine	Reset Machine	Completed	Ben Wilson
32-1		Jamming in the feeder.	Standard	29-Jul-13 10:08:00 AM	Closed	JAM	CAV001	1.00	.50	29-Jul-13 10:30:00 AM	Call Complete - add more work performed details as needed.	Call Complete	Completed	Ben Wilson
33-1		Calibration Report Needed	Standard	30-Jul-13 2:57:00 PM	Closed	PMC	BAIL002	1.00	1.00	15-Nov-13 2:32:00 PM	Call Incomplete	Call Incomplete	Open	Josh Gordon
33-2		Calibration Report NeededParts Needed:A147258, Toner Qty 1Rescheduled from task # 33-1	Standard	15-Nov-13 4:33:00 PM	Open	PMC	BAIL002	.00	.00				Open	Josh Gordon
34-1		Update Calibration	Standard	30-Jul-13 5:18:00 PM	Closed	FAULT	AIR001	.50	.50	19-Aug-13 9:00:00 AM	Call Complete	Call Complete	Completed	Ben Wilson
35-1	234234	No transmit.	Standard	6-Aug-13 2:08:00 PM	Closed	ERROR	AIR001	1.00	1.03	6-Aug-13 3:26:00 PM	Call Complete - additional work performed information.	Call Complete	Completed	Scott Davis
36-1		Fire Panel fault.	Standard	19-Aug-13 8:33:00 AM	Closed	FAULT	AIR001	1.00	.00	2-Jan-14 2:35:00 PM	Call Complete	Call Complete	Completed	Ben Wilson
37-1		Generator Inspection	Standard	26-Aug-13 4:44:00 PM	Closed	QACH	BOM001	.00	.00	20-Mar-14 2:00:00 PM	Call Complete - we completed the generator inspection and not leaks w	Call Complete	Open	Ben Wilson
37-2		Generator InspectionRescheduled from task # 37-1Need to check on fuel containment condition.	Standard	20-Mar-14 2:02:00 PM	Open	QACH	BOM001	.00	.00	28-Aug-14 4:11:00 PM	Reset Machine - testing Web Close 37-2	Reset Machine	Completed	Ben Wilson
38-1	null	Test	Standard	28-Aug-13 4:34:00 PM	Open	SOFT	AIR001	.00	.00					
39-1	null	What is the Equipment ID: 388292 What is the Model Number: B515-DG What is the problem: Copies are	Standard	28-Aug-13 4:39:00 PM	Open	SOFT	AIR001	.00	.00					
40-1		Copies are faint	Standard	17-Sep-13 5:39:00 PM	Closed	QACH	KING001	.00	.00	17-Sep-13 5:44:00 PM	Replaced Black Toner	Call Complete	Completed	Ben Wilson
41-1		Copies are blank	Standard	24-Sep-13 4:06:00 PM	Open	ERROR	BKS001	.00	.00				Open	Josh Gordon
42-1		Copies are not clean.	Standard	30-Sep-13 5:14:00 PM	Open	QACH	BAIL002	.00	.00				Open	
43-1		Error Code 101	Standard	3-Oct-13 2:13:00 PM	Closed	FAULT	AIR001	1.00	1.00	3-Oct-13 3:43:00 PM	Call Complete	Call Complete	Completed	Ben Wilson
44-1	null	What is the Equipment ID: 12123 What is the Model Number: A204 What is the problem: Not working	Standard	3-Oct-13 3:11:00 PM	Open	SOFT	AIR001	1.00	1.00					
45-1		PM Call	PM Call	3-Oct-13 3:33:00 PM	Closed	PMC	FLE001	1.25	.75	14-Nov-14 11:00:00 AM	Call Complete	Call Complete	Completed	Tyler Roberts

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46-1		test estimate	Standard	16-Oct-13 5:10:00 PM	Open	ERROR	CAV001	.00	.00	28-Aug-14 2:55:00 PM	Call Complete - testing on Task 46-1 Web Close	Call Complete	Completed	Ben Wilson
47-1		Copies Jamming	Standard	30-Oct-13 9:59:00 AM	Closed	JAM	INTER001	1.00	1.00	30-Oct-13 10:00:00 AM	Call Complete	Call Complete	Completed	Scott Davis
48-1		Copies are blank.	Standard	30-Oct-13 2:56:00 PM	Closed	QACH	INTER001	.50	1.00	30-Oct-13 2:27:00 PM	Call Complete - replaced toner	Call Complete	Completed	Tyler Roberts
49-1		PM Call	PM Call	25-Nov-13 5:34:00 PM	Open	PMC	CAMP001	.00	.00					Tyler Roberts
50-1	null	test	Standard	7-Jan-14 3:59:00 PM	Open	SOFT	AIR001	.00	.00					
51-1		Line side copies images skewed.	Emergency	8-Jan-14 10:07:00 AM	Closed	QACH	AIR001	1.00	1.00	8-Jan-14 10:00:00 AM	Call Complete	Call Complete	Completed	Ben Wilson
52-1		Hard Drive Failed on PC	Standard	27-Jan-14 2:13:00 PM	Closed	FAULT	AIR001	1.00	1.00	27-Jan-14 11:00:00 AM	Call Complete	Call Complete	Completed	Ben Wilson
53-1		Machine is down.	Standard	3-Feb-14 3:12:00 PM	Closed	FAULT	AIR001	1.00	1.00	3-Feb-14 4:00:00 PM	Call Complete - add more work performed as needed.	Call Complete	Completed	Ben Wilson
54-1	121234	Motion detector is falsing.	Standard	3-Feb-14 4:06:00 PM	Closed	ERROR	AIR001	2.00	.50	3-Feb-14 4:00:00 PM	Call Complete - add more details on what work they provided in the field.	Call Complete	Completed	Ben Wilson
55-1		High Voltage Error on C5110.	Standard	18-Feb-14 3:05:00 PM	Closed	FAULT	AIR001	.37	1.00	18-Feb-14 3:22:00 PM	Call Complete	Call Complete	Completed	Ben Wilson
56-1		Copies Jamming	Standard	25-Mar-14 11:59:00 AM	Open	JAM	ABC002	.00	.00		Call Complete - testing 56-1	Call Complete	Completed	
58-1		Check Equipment Calibration	Standard	17-Apr-14 1:00:00 PM	Open	FAULT	CVC001	.00	.00	28-Aug-14 6:03:00 PM	Call Complete	Call Complete	Completed	Ben Wilson
60-1		Installation of various printers and copiers. Install Machine 1	Standard	28-Apr-14 10:49:00 AM	Closed	PJT	ABC001	1.00	.00	28-Apr-14 10:00:00 AM	Call Complete. Installed Machine 1.	Call Complete	Completed	Ben Wilson
60-2		Install Machine 2.	Standard	28-Apr-14 10:50:00 AM	Closed	INST	ABC001	1.00	.00	28-Apr-14 11:00:00 AM	Call Complete. System 2 installed.	Call Complete	Completed	Ben Wilson
60-3		Install Machine 3	Standard	28-Apr-14 10:52:00 AM	Closed	INST	ABC001	1.00	.00	28-Apr-14 12:00:00 PM	Call Complete: system 3 installed.	Call Complete	Completed	Kevin Norton
61-1		Install two new printers.	Standard	28-Apr-14 2:24:00 PM	Open	PJT	BAIL002	.00	.00					Ben Wilson
61-2		Install Printer 2	Standard	28-Apr-14 2:25:00 PM	Open	INST	BAIL002	.00	.00	28-Aug-14 6:22:00 PM	Call CompleteEvent Manager Test Task 61-2	Call Complete	Completed	Ben Wilson
62-1		Install two new printers.	Standard	28-Apr-14 2:33:00 PM	Open	PJT	CAMP001	.00	.00					Josh Gordon

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63-1		Copies Jamming	Standard	28-May-14 4:28:00 PM	Closed	JAM	BOM001	.00	.00	30-Jun-14 3:50:00 PM	Call Incomplete	Call Incomplete	Open	Ben Wilson
63-2		Copies JammingRescheduled from task # 63-1After performing the 26 point check list and replacing the car	Standard	30-Jun-14 3:53:00 PM	Open	JAM	BOM001	.00	.00				Open	Ben Wilson
64-1		Copies are jamming.	Standard	3-Jun-14 1:00:00 PM	Open	JAM	AIR001	.00	.00	28-Aug-14 2:45:00 PM	testing		Completed	Ben Wilson
66-1		Copies have poor quality	Standard	12-Jun-14 12:07:00 PM	Closed	QACH	TAS001	2.00	1.00	12-Jun-14 12:08:00 PM	Reset Machine	Reset Machine	Completed	Scott Davis
67-1		Toner Level is low.	Standard	30-Jun-14 3:39:00 PM	Open	QACH	CAV001	.00	.00				Open	Ben Wilson
68-1		Cost Estimate to Replace Unit	Standard	27-Aug-14 2:04:00 PM	Open	INST	BAIL002	.00	.00				Open	
69-1		test2	Standard	28-Aug-14 2:48:00 PM	Open	ERROR	AIR001	4.25	2.17	16-Dec-14 9:45:00 AM	Call Incomplete	Call Incomplete	Completed	Ben Wilson
70-1		Checking processing	Standard	28-Aug-14 4:13:00 PM	Open	ERROR	AIR001	.00	.00	28-Aug-14 4:13:00 PM	Call Complete - testing 70-1 Web Close	Call Complete	Completed	Ben Wilson
71-1		checking event manager	Standard	28-Aug-14 4:19:00 PM	Open	ERROR	AIR001	.00	.00	28-Aug-14 4:18:00 PM	Call Complete - call 71-1 from event manager	Call Complete	Completed	Ben Wilson
72-1		testing event manager again.	Standard	28-Aug-14 4:21:00 PM	Open	ERROR	AIR001	.00	.00	28-Aug-14 4:20:00 PM	Call Complete - event Manager message for 72-1	Call Complete	Completed	Ben Wilson
73-1		Another Task for Event Manager	Standard	28-Aug-14 4:23:00 PM	Open	ERROR	AIR001	.00	.00	28-Aug-14 4:23:00 PM	Call Incomplete - another event manager test for 73-1	Call Incomplete	Completed	Ben Wilson
74-1		test event manager again.	Standard	28-Aug-14 4:27:00 PM	Open	ERROR	AIR001	.00	.00	28-Aug-14 4:27:00 PM	Call Complete - event manager task 74-1	Call Complete	Completed	Ben Wilson
75-1		test event manager again.	Standard	28-Aug-14 4:27:00 PM	Open	ERROR	AIR001	.00	.00	28-Aug-14 6:01:00 PM	Event Manager test for task 75-1Call Complete	Call Complete	Completed	Ben Wilson
76-1		Need to repair clean equipment.	Standard	28-Aug-14 4:48:00 PM	Open	PMC	BAIL002	.00	.00				Open	
77-1		Event Manager Test	Standard	28-Aug-14 6:24:00 PM	Open	ERROR	AIR001	.00	.00	28-Aug-14 6:23:00 PM	Call CompleteEvent Manager Test for task 77-1	Call Complete	Completed	Ben Wilson
78-1		Check scales	Standard	14-Nov-14 10:40:00 AM	Closed	FAULT	BAIL002	1.43	.25	14-Nov-14 10:41:00 AM	Call Complete	Call Complete	Completed	Tyler Roberts
79-1		PM Call	PM Call	14-Nov-14 10:42:00 AM	Closed	PMC	FLE001	1.50	.00	17-Nov-14 10:00:00 AM	Call Complete - calibrated equipment	Call Complete	Completed	Tyler Roberts

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80-1		Equipment copies are not printing color. Just changed the toner.	Standard	11-Dec-14 5:38:00 PM	Open	QACH	DST111	1.50	.00				Open	