

SLA and Asset Movement Detail

Monthly SLA Report and Asset Tracker

Asset Type: Thermal Receipt Printer Manufacturer M, Model 2435

Site	Area #	Ticket #	Date Ticket Received	PrintHead/ Controller Serial Number Shipped	Serial Number of Controller Reported as Defective by Help Desk	Tracking Number and Delivery Date	Closed Within SLA	Closed > SLA	Reason for > SLA	Return Tracking # Date Received
Alpharetta	564236	HR1375316	2006-09-01 14:12:00-05	00567503044/00569606086	00567503044	59432695291 9/4/2006	1			20421286922 9/11/2006
Dallas	160211	HR1381785	2006-09-01 14:46:00-05	00567503074/00569606021	00290846028	59432695394 9/4/2006	1			20421287025 9/14/06
Newark	190211	HR1388495	2006-09-01 15:25:00-05	00569706030/00569606059/	00468708082	59432695490 9/5/2006	1			20421287121 9/11/2006
Puerto Rico	510011	HR1388630a	2006-09-01 17:37:00-05	00567503076/00567403021	00242335180	9262949721 8/6/2006	1			21526927542 8/7/2006
Pensacola	135211	HR1389647	2006-09-03 13:14:00-05	00567503059/00569606032	00284341075	59432695991 9/6/2006	1			20421287622 9/8/2006
LA	110115	HR1389777	2006-09-03 22:06:00-05	00569706017/00567403092	00242636139	59432696190 9/6/2006	1			20421287821 9/19/2006
Stateline	722831	HR1373552	2006-09-04 09:32:00-05	59432696595/20421288226	00567503068	59432696595 9/6/2006	1			20421288226 9/11/2006
Raleigh	187011	HR1375689	2006-09-05 14:26:00-05	00569706021/00569606072	00517050096	59432696691 9/6/2006	1			20421288322 9/11/2006
Raleigh	187011	HR1375689A	2006-09-05 14:28:00-05	00567503071/00569606024	00234228177	59432696492 9/6/2006	1			20421288123 9/8/2006
Manhattan	184501	HR1390821	2006-09-05 15:18:00-05	00567503067/00567403014	00564245082	59432696794 9/7/2006	1			20421288425 9/18/2006
Lahaina	261117	HR1390876	2006-09-05 15:27:00-05	00569706025/00569606070	00386714006	59432696993 9/11/2006		1	Hawaii. Tech delayed.	20421288624 9/13/2006
Newark	190211	HR1390299	2006-09-05 15:30:00-05	00567503052/00569606052	00569706030	59432696094 9/7/2006	1			20421287725 9/11/2006
SFO	124115	HR1392299	2006-09-05 16:04:00-05	00567503100/00569606054	00232923055	59432696293 9/6/2006	1			20421287924 9/11/2006
Bedford	778102	HR1391727	2006-09-06 07:25:00-05	00567503073/00567403074	00280129098	59432697192 9/7/2006	1			20421288823 9/11/2006
Bear	582201	HR1391992	2006-09-06 07:26:00-05	00567503085/00567403005	00531706092	59432697295 9/7/2006	1			20421288926 9/11/2006
Kingstown	771001	HR1392090	2006-09-06 07:29:00-05	00569706036/00569606050	00242132170	59432697391 9/7/2006	1			20421289022 9/11/2006
Washington	181011	HR1393710	2006-09-06 08:07:00-05	00569706002/00569606095	00569706002	59432697494 9/7/2006	1			20421289125 9/11/2006
Wilmington	582710	HR1393796	2006-09-06 08:37:00-05	00567503048/00569606084	00531706020	59432697590 9/7/2006	1			20421289221 9/11/2006
Wilmington	582710	HR1393831	2006-09-06 08:44:00-05	00567503097/00569606092	00531706089	59432697693 9/7/2006	1			20421289324 9/11/2006
DFW	160020	HR1392705	2006-09-06 09:19:00-05	00569706008/00567403095	00569706008	59432697796 9/11/2006	1			20421289420 9/14/06
Woodland Hills	114519	HR1392930	2006-09-06 09:53:00-05	00567503077/00569606089	00444837024	59432697892 9/7/2006	1			20421289523 9/15/2006
Newark	190211	HR1388495a	2006-09-06 11:52:00-05	00567503092/00567403041	00567503092	59432698091 9/7/2006	1			20421289722 9/11/2006
SFO	124031	HR1392496	2006-09-06 12:04:00-05	00567503072/00569606023	00230422019	59432698194 9/7/2006	1			20421289825 9/28/2006
St Paul	224411	HR1393658	2006-09-06 13:02:00-05	00567503070/00569606094	00242132113	59432698290 9/7/2006	1			204212899219/12/2006

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Anchorage	127011	HR1393999	2006-09-06 13:34:00-05	00567503012/00569606100	00280229008	59432698393 9/7/2006	1			20421290024 9/11/2006
Anchorage	127011	HR1394015	2006-09-06 13:36:00-05	00567503007/00569606076	00284137022	59432698496 9/7/2006	1			20421290120 9/11/2006
Huntington	794710	HR1394287	2006-09-06 14:12:00-05	00567503065/00567403013	00304014097	59432698592 9/8/2006	1			20421290223 9/12/2006
Ventura	710604	HR1394697	2006-09-06 14:33:00-05	00567503010/00569606083	00253850073	59432698695 9/11/2006	1			20421290326 9/13/2006
San Jose	720723	HR1394635	2006-09-06 16:03:00-05	00569706041/00569606061	00230422066	59432698791 9/8/2006	1			20421290422 9/14/2006
Philadelphia	180011	HR1382825	2006-09-06 19:53:00-05	00567503075/00569606073	00284341032	59432699196 9/8/2006	1			20421290820 9/11/2006
Manhattan	195614	HR1395118	2006-09-06 23:10:00-05	00567503078/00569606025	00567503078	59432699292 9/8/2006	1			20421290923 9/14/06
Raleigh	187011	HR1381642	2006-09-07 07:30:00-05	00567503099/00569606064	00242132019	59432699594 9/8/2006	1			20421291225 9/11/2006
Detroit	153013	HR1395979	2006-09-07 09:06:00-05	00569706011/00569606026	00233924080	59432699793 9/8/2006	1			20421291424 9/11/2006
Jacksonville	132811	HR1390924	2006-09-07 09:12:00-05	00567503080/00567403022	00242636112	59432699896 9/8/2006	1			20421291520 9/11/2006
Erlanger	547510	HR1380274	2006-09-07 14:31:00-05	00569706043/00567403048	00517252002	59432699992 9/8/2006	1			20421291623 9/11/2006
Seattle	129011	HR1397118	2006-09-07 20:30:00-05	00567503051/00569606098	24203200205	59432700191 9/11/2006	1			20421291822 9/13/2006
Seattle	129011	HR1397119	2006-09-07 20:32:00-05	00567503096/00569606037	00304014022	59432700095 9/11/2006	1			20421291726 9/13/2006
Memphis	146611	HR1394970	2006-09-08 05:04:00-05	00233924035/00513748071	00234228150	59432700994 9/11/2006	1			20421292625 9/14/06
Sacramento	125011	HR1396668	2006-09-08 08:42:00-05	00569706015/00569606088	00299609006	59432700294 9/12/2006	1			20421291925 9/15/2006
Jacksonville	744619	HR1387511	2006-09-08 14:37:00-05	00567503098/00569606042	00242335160	59432700390 9/12/2006	1			20421292021 9/14/06
Houston	751126	HR1398548	2006-09-08 14:58:00-05	00304014065/00242234005	00406844026	59432700692 9/12/2006	1			20421292323 9/19/2006
DFW	160020	HR1392705	2006-09-08 16:24:00-05	00569706026/00567403010	00280229036	59432701090 9/8/2006	1			20421292721 9/19/2006
Turlock	736702	HR1398890	2006-09-08 21:55:00-05	00242335184/ 00266515007	00242335184	59432701495 9/13/2006	1			20421293126 9/15/ 2006
Va Beach	586602	HR1399200	2006-09-09 09:43:00-05	00230422078/00549229047	00230422078	59432701591 9/13/2006	1			20421293222 9/18/2006
Las Vegas	117114	HR1399329	2006-09-09 12:39:00-05	0314057805/00551333028	00439026026	59432701392 9/12/2006	1			20421293023 9/13/2006
Duluth	560410	HR1400383	2006-09-11 06:18:00-05	00449141058/00538215033	00517301083	59432701694 9/12/2006	1			20421293325 9/14/06
Atlanta	145011	HR1398794	2006-09-11 09:15:00-05	00243938127/00406439012	00234228013	59432701893 9/13/2006	1			20421293524 9/18/2006
Atlanta	145011	HR1398822	2006-09-11 09:21:00-05	00296905060/00444737089	00233924167	59432702092 9/13/2006	1			20421293723 9/18/2006
LA	110115	HR1371266	2006-09-11 09:29:00-05	00400928004/00289443021	00251349050	59432701996 9/13/2006	1			20421293620 9/15/2006
Atlanta	145011	HR1399806	2006-09-11 10:21:00-05	00554341098/00284241017	00554341098	59432702195 9/13/2006	1			20421293826 9/18/2006
Newark	190211	HR1401545	2006-09-11 13:33:00-05	0314098327/00290746048	00232923068	59432701193 9/12/2006	1			20421292824 9/14/06
Las Vegas	117011	HR1401649	2006-09-11 14:37:00-05	00406536050/00481217077	00233924142	59432701296 9/12/206	1			20421292920 9/15/2006
Ventura	710604	HR1401741	2006-09-11 15:26:00-05	00243938027/00360236024	28403700245	59432701790 9/12/2006	1			20421293421 9/13/2006
SFO	124115	HR1402058	2006-09-11 20:24:00-05	00567503092/00567403041	00235230011	59432702394 9/12/2006	1			20421294025 9/18/2006
Conyers	562401	HR1402690	2006-09-12 08:00:00-05	00284341075/00449041050	00284341075	59432702895 9/13/2006	1			20421294526 9/22/2006

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Lake Park	748001	HR1402760	2006-09-12 08:13:00-05	00531706089/00531605053	00513446025	59432702792 9/14/2006	1			20421294423 9/21/2006
Reno	127511	HR1401956	2006-09-12 09:42:00-05	00567503068/00567403093	00406945029	59432702696 9/14/2006	1			20421294320 9/18/2006
DFW	160020	HR1403113	2006-09-12 10:12:00-05	00569706002/00360236037	00232922029	59432702991 9/13/2006	1			20421294224 9/19/2006
Dallas	759218	HR1397750	2006-09-12 10:24:00-05	00567503044/00569606086	00564245053	59432702490 9/13/2006	1			20421294121 9/15/2006
Charlestown	146011	HR1401627	2006-09-12 12:07:00-05	00242335180/00567403021	00242335180	59432702291 9/13/2006	1			20421293922 9/18/2006
Philadelphia	180011	HR1382825	2006-09-12 12:45:00-05	00227518018/00242032203	00299407015	59432703794 9/13/2006	1			20421295425 9/18/2006
Denver	211020	HR1401464	2006-09-12 15:02:00-05	00569706030/00251247050	00406642032	59432703094	1			20421294725
Kahalui	261210	HR1401762	2006-09-12 15:04:00-05	0314082269/00538215036	00242636059	59432703396 9/13/2006	1			20421295020 9/20/06
Pensacola	135211	HR1389647	2006-09-12 15:04:00-05	00284341083/00242032206	00567503059	59432703595 9/13/2006				20421295226 9/18/2006
Orlando	132416	HR1404511	2006-09-13 06:58:00-05	00457250050/00284241010	00299407021	59432703890 9/14/2006	1			20421295521 9/18/2006
Canton	157511	HR1404523	2006-09-13 07:08:00-05	00349731024/00303914073	00299609059	59432704096 9/14/2006	1			20421295720 9/18/2006
San Jose	123611	HR1403206	2006-09-13 07:39:00-05	00242636036/00360236066	n/a	59432703993 9/14/2006	1			20421295624 9/18/2006
Lubbock	217810	HR1405012	2006-09-13 10:19:00-05	00299407065/00538215068	00266615019	59432704192 9/14/2006	1			20421295823 9/18/2006
Memphis	146611	HR1394970	2006-09-13 10:34:00-05	00242132088/00516950052	00233924035	59432704494 9/14/2006	1			20421296125 9/18/2006
Manhattan	195312	HR1404615	2006-09-13 11:05:00-05	00242636064/00538215086	00234228124	59432704693 9/14/2006	1			20421296324 9/18/2006
Windsor Locks	172011	HR1405164	2006-09-13 11:10:00-05	00551433020/00495129023	00243938045	59432704295 9/14/2006	1			20421295926 9/15/2006
Richmond	185011	HR1405331	2006-09-13 12:08:00-05	00517050096/00540318001	00242335033	59432704391 9/14/2006	1			20421296022 9/18/2006
Las Cruces	789114	HR1405536	2006-09-13 13:58:00-05	00242132030/00551333068	00230422156	59432704892 9/15/2006	1		(HD wrong address)	20421296523 9/25/2006
Charlotte	147012	HR1405243	2006-09-13 16:19:00-05	00253850090/00253750045	00243938093	59432704995 9/14/2006	1			20421296626 9/18/2006
Windsor Locks	172011	HR1405970	2006-09-13 22:05:00-05	00551433004/00551333075	00564245003	59432705091 9/14/2006	1			20421296722 9/19/2006
Carson City	723601	HR1407424	2006-09-14 13:49:00-05	00449141055/00233826188	00517301074	59432705194 09/15/2006	1			20421296825 9/27/2006
Chicago	220110	HR1405845	2006-09-15 01:43:00-05	00299609021/00345314013	00299609021	59432705695 9/16/2006	1			20421297326 9/20/2006
West Palm	130606	HR1408794	2006-09-15 10:07:00-05	00233924125/00406844011	00259206022	59432705791 9/16/2006	1			20421297422 9/20/06
Salisbury	184501	HR1390821	2006-09-15 12:35:00-05	00569706008/00567403095	00569706008	59432705990 9/18/2006	1			20421297621 9/28/2006
Salem	777001	HR1407341	2006-09-15 14:12:00-05	00235230075/00284241056	NA	59432706093 9/18/2006	1			20421297724 9/22/2006
Portland	128011	HR1409695	2006-09-15 22:42:00-05	00234228186/00516950062	00243938014	59432706491 9/19/2006	1			20421298122 9/21/2006
Whittier	713001	HR1412457	2006-09-18 13:11:00-05	00289543063/00284241076	n/a	59432706292 9/19/2006	1			20421297923 9/22/2006
Dallas	769424	HR1411781	2006-09-18 16:48:00-05	00253850084/00457150072	00233826056	59432706793 9/19/06	1			20421298424 9/25/06
Manhattan	195614	HR1412256	2006-09-18 19:16:00-05	00233924168 00234128139	na	59432706992 9/25/2006		1	Courier Delay	20421298623 9/25/2006
Bellingham	733120	HR1413082	2006-09-18 22:38:00-05	00444837065/00534109055	00232822173	59432707692 9/20/2006	1			20421299323 9/25/2006

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Detroit	153013	HR1414164	2006-09-19 09:14:00-05	00468708070/00232822119	00230422087	59432707294 9/20/2006	1			20421298925 9/19/2006
Detroit	153013	HR1414174	2006-09-19 09:27:00-05	00277625005/00345515022	00233924036	59432707390 9/20/2006	1			20421299021 9/19/2006
Fairfield	797532	HR1414832	2006-09-19 13:46:00-05	00233924080/00253750001	00235731212	59432707795 9/20/2006	1			20421299426 9/25/06
Daytona	131811	HR1416125	2006-09-20 09:20:00-05	00253850073/00360236023	46860847	59432708296 9/21/2006	1			20421299920 9/25/2006
Boston	170011	HR1416310	2006-09-20 10:34:00-05	00538315077/00517252002	n/a	59432708591 9/21/2006	1			20421300222 9/25/2006
Las Vegas	117011	HR1401649	2006-09-20 10:59:00-05	00242132113/00280129009	n/a	59432708495 9/21/2006	1			20421300126 9/25/2006
Seattle	129011	HR1416520	2006-09-20 11:38:00-05	00233924142/00406642042	00233924142	59432708392 9/21/2006	1			20421300023 9/25/2006
Huber	547912	HR1416974	2006-09-20 15:27:00-05	00304014097/00567403013	00531706017	59432708790 9/21/06	1			20421300421 9/25/06
Cookeville	568601	HR1416463	2006-09-20 16:34:00-05	00439026026/00551333028	n/a	59432709092 9/21/2006	1			20421300723 9/25/2006
Hebron	154211	HR1417136	2006-09-21 08:56:00-05	00517301083/00517252010	00517301083	59432709291 9/22/2006	1			20421300922 9/25/2006
St. Louis	156011	HR1417926	2006-09-21 09:20:00-05	00242335160/00360236013	00296905036	59432709394 9/22/2006	1			20421301025 9/28/2006
Philadelphia	180011	HR1382825	2006-09-21 10:04:00-05	00564245053/00569606086	00564245053	59432709490 9/22/06	1			20421301121 9/26/06
San Leandro	721202	HR1408932	2006-09-21 11:35:00-05	00234228082/00242032151	00349520050	59432709593 9/22/2006	1			20421301224 09/27/06
San Leandro	721202	HR1418556	2006-09-21 11:37:00-05	00567503078/00449041001	00567503078	59432709696 9/22/06	1			20421301320 9/26/06
Fairfield	797532	HR1414832	2006-09-21 13:47:00-05	00531706020/00531605054	Reship	59432709792 9/22/2006	1			20421301423 9/28/2006
Philadelphia	180011	HR1419227	2006-09-21 23:31:00-05	00242335184/00266515007	00284037087	59432710595 9/22/2006	1			20421302226 9/28/2006
Chamblee	145203	HR1418655	2006-09-22 13:31:00-05	00242132170/00299307068	00242132170	59432710492 9/25/2006	1			20421302123 9/28/2006
Van Nuys	712608	HR1420928	2006-09-22 17:08:00-05	00242335184/00266515007	00406844012	59432710794 9/26/2006	1			20421302425 9/28/2006
Honolulu	260111	HR1421866	2006-09-24 17:26:00-05	00304014022/00569606037	00402733048	59432710993 9/27/2006	1			20421302624 9/28/2006
Raleigh	187011	HR1422389	2006-09-24 19:39:00-05	00284341032 / 00232822015	00253750002	59432711096 9/26/2006	1			20421302720 9/28/2006
Honolulu	260111	HR1422242	2006-09-25 13:05:00-05	00234228177/00230322021	00242335137	59432711192 9/26/2006	1			20421302823 9/29/06
Norman	784801	HR1424075	2006-09-25 13:52:00-05	00243938045 / 00242539170	00437624020	59432711391 9/26/2006	1			20421303022 9/28/2006
Broomfield	782901	HR1424165	2006-09-25 14:39:00-05	00234228013 / 00517252045	00376007017	59432711494 9/26/2006	1			20421303125 9/28/2006
Cookeville	568601	HR1416463	2006-09-25 15:15:00-05	00554341098/00289443083	00439026026	59432711796 9/26/2006	1			20421303420 9/29/2006
Houston	766335	HR1423191	2006-09-25 15:34:00-05	00299407021/00284241010	N/A	59432711693 9/26/2006	1			20421303324 9/28/2006
Fairfield	797532	HR1414832	2006-09-25 15:43:00-05	00235230011 / 00456547053	00233924080	59432711995 9/26/2006	1			20421303626 9/28/2006
Ballwyn	548612	HR1424455	2006-09-25 17:30:00-05	00233924035/00513748071	00456647062	59432712091 9/26/2006	1			20421303722 9/29 /2006
Van Nuys	570311	HR1426159	2006-09-26 13:26:00-05		00279028014	59432712290 9/26/2006	1			20421303921 10/2/2006
Newark	190211	HR1426551	2006-09-26 17:41:00-05	00406945029 / 00234128177	N/A	59432712496 9/28/2006	1			20421304024 10/2/2006
Atlanta	145011	HR1426664	2006-09-26 21:38:00-05	00299407015 / F0044363603	00299407015	59432712592 9/28/2006		1	Courier Delay	20421304120 10/2/2006
Longview	764601	HR1426288	2006-09-27 09:13:00-05		N/A	59432712695 9/28/2006	1			20421304223 MIA

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Site	Area #	Ticket #	Date Ticket Received	PrintHead/ Controller Serial Number Shipped	Serial Number of Controller Reported as Defective by Help Desk	Tracking Number and Delivery Date	Closed Within SLA	Closed > SLA	Reason for > SLA	Return Tracking # Date Received
Burbank	110211	HR1428191	2006-09-27 13:25:00-05	00243938093 / 00253750045	233826067	59432712791 9/28/2006	1			20421304326 10/3/2006
St. George	717502	HR1412256	2006-09-28 09:18:00-05	00233924167 / 00232822051	00233924167	59432713594 9/29/2006	1			20421305026 10/3/2006
San Diego	112011	HR1430200a	2006-09-28 13:01:00-05	00242335033 / 00540318001	00349520012	59432713196 9/29/2006	1			20421304724 10/2/2006
Alexandria	585302	HR1427964	2006-09-28 14:31:00-05	00567503059/00242032206	00230322076	59432713395 9/29/2006	1			20421304923 10/4/2006
Honolulu	260111	HR1428517	2006-09-28 17:05:00-05	00242335180/00567403021	na	59432713690 9/29/2006	1			20421305225 10/3/2006
Barstow	717002	HR1430572	2006-09-29 08:27:00-05	00234228150 / 00243840080	279028027	59432713793 10/2/2006	1			20421305321 10/3/2006
Decatur	226210	HR1431432	2006-09-29 09:19:00-05	00232922029 / 00360236037	N/A	59432713896 10/3/2006	1			20421305424 10/4/2006
Va Beach	586602	HR1431797	2006-09-29 13:32:00-05	00564245082/00360236089	00468608028	59432713992 10/2/2006	1			20421305520 10/4/2006
Reno	127511	HR1432046	2006-09-29 14:58:00-05	00242636139 / 00517252031	N/A	59432714095 10/3/2006	1			20421305623 10/3/2006
Totals							121	3	124	

Name of Report:	Monthly SLA and Asset Movement	Sample Summary Data		
Frequency:	Monthly	Total # Events	124	
Audience:	Technical Stakeholder, Asset Controller	Percent within SLA	98%	
Purpose:	Monitor Service Level			
	Identify Opportunities to Improve Service	DEFECT Analysis	Number	Percent
	Create, Execute, and Monitor Improvement Results	Courier Delay	2	1.61%
	Track assets	Tech Issue	1	0.81%

Summary Data

Name of Report:	Monthly SLA and Asset Movement	Total # Events	124	
Frequency:	Monthly	Percent within SLA	98%	
Audience:	Technical Stakeholder, Asset Controller			
Purpose:	Monitor Service Level	DEFECT Analysis	Number	Percent
	Identify Opportunities to Improve Service	Courier Delay	2	2.42%
	Create, Execute, and Monitor Improvement Results	Tech Issue	1	0.81%
	Track assets	Cust Wrong Address	1	0.81%