

Xerox Manager

From: Monica Andersen <monica@xcompedge.com>
Sent: Wednesday, August 24, 2016 10:45 AM
To: Xerox Manager; Carol Johnson; Dan Johnson; jarrod.marx@xerox.com; Poorte, Lee E (Services); boyd@xmission.com; brandt@xmission.com
Subject: another install problem on Xerox!!!

On the install at Method Communications (order #s 070190804/060190804) downtown on 8/22 there were several issues with this install.

The finisher was not plugged in to the machine properly, so it couldn't print. The left door is somehow not aligned properly and has a hard time shutting. The staple cartridge was missing; and the whole machine keeps jamming and wont print due to the finisher not being installed correctly.

Also the driver who did the delivery was by himself with no helper.

This kind of stuff (especially staple cartridges) is an ongoing issue for Redman and needs to be addressed.

The technician who went and fixed what he could was Jarrod, and if you have questions specifically his # is 801-514-2275 and the customer contact is Dave at 801-971-2450.

Monica (X Comp Edge)

DISPATCH X JR. TAN 8/25/16

X JOSH CHAVEZ X Josh Chavez

X DORA FANOTI Dora Fanoti
recapping orders on time.