

Client Report: THUNDER BAY REGIONAL HOSPITAL & ST.JOE'S CARE GR.

Client Details

Name	THUNDER BAY REGIONAL HOSPITAL & ST.JOE'S CARE GR.
Xerox Number	
Community	THUNDER BAY
Address	35 Algoma St N Room #E0105 / St.Joseph's Hospital Thunder Bay. ONT P7B 5G7
PO Box	
Phone	807-684-7046
Email	Erik.Saarimak@tbh.net
Contact 1	Erik Saarimak
Contact 2	
I.T. Vendor	
OECM	
Comments	

Products

Model	Serial	Install Date	Status	Lease holder	Contract Expires	Comments
No products found.						

Logbook Entries

Date	Type	Title	Due Date	Action
Nov. 28, 2025	CONTRACT	Insurance Coverage	None	November 28th, 2025 - asked Timothy for the insurance document for the Hospital.
Nov. 20, 2025	ISSUES	Carrie Portal Orders	None	November 20th, 2025 - exchanged notes with Carrie. She is now seeing two addresses on the portal and can't order supplies like that. Wants to know why it looks like this and i want to know why was this changed?

Date	Type	Title	Due Date	Action
Nov. 19, 2025	PROPOSAL	New Equipment URGENT	Dec. 6, 2025	November 19th, 2025 - asked Sarah about the customer ordering units with a 2-line fax included. Also need to confirm, how long can they order contracts like this on the CPC only plan? Do they need to sign OECM V to move forward? Get Erik the copy of the Excel price list for ordering.
Nov. 19, 2025	SERVICE	Damaged Machine Insurance	Dec. 6, 2025	August 19th, 2025 - what's the decision on dealing with the damaged unit? Need direction from Sarah and Mike.
Nov. 19, 2025	SERVICE	Supplies / Labels?	Dec. 6, 2025	November 19th, 2025 - asked Steve and Tanya for the contact at the SSM hospital who resolved the label issue for supplies being shipped. Next steps?
Nov. 19, 2025	SERVICE	C60 Service?	Dec. 6, 2025	November 19th, 2025 - what is the decision on the C60 in the print shop? Notes to Steve, Mike and Shaun for follow up.
Nov. 19, 2025	PROPOSAL	2 x Price Lists	Dec. 6, 2025	November 19th, 2025 - Price lists sent to Erik and Luke to review: one "verbiage" for the main account / we need Sarah to add the 2-line fax option for them. And the second is the approved OECM list - ask Sarah if they need to have OECM V signed to order from that? Or do they want to do purchases? Need to ask what they are doing with units purchased from TBXI in the past.
Nov. 17, 2025	SERVICE	NEW STICKERS	Dec. 6, 2025	November 17th, 2025 - asked Erik to send me a photo of their current OECM stickers. They would prefer not to have to replace all of them with new stickers. Advise the techs on Thursday.
Aug. 25, 2025	PROPOSAL	Envelope Tray	None	August 25th, 2025 - Luke requested pricing for an envelope tray. We need to know the serial number before we can get the pricing from the OECM team. It will depend on the

