

Client Report: Interfor Corp (Eacom)

Client Details

| | |
|--------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name | Interfor Corp (Eacom) |
| Xerox Number | |
| Community | Timmins |
| Address | |
| PO Box | |
| Phone | |
| Email | None |
| Contact 1 | Elaine Lau |
| Contact 2 | |
| I.T. Vendor | |
| OECM | |
| Comments | Vancouver Head Office. "The last Xerox contract was signed by XMA in Quebec. That client office has been closed. The staff should never have signed that contract." Comment from Elaine on June 19th, 2025 |

Products

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

Logbook Entries

| Date | Type | Title | Due Date | Action |
|---------------|--------------|--------------|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| July 15, 2025 | FLEET REPORT | FLEET REPORT | Dec. 14, 2025 | November 3, 2025 - received an email from Elaine saying that she would like to continue working with us. Asked her for details of her fleet to be updated so we can take over this account. Review with Xerox once I have all of |

| Date | Type | Title | Due Date | Action |
|---------------|--------|-------|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | the information. October 17th, 2025 - asked Elaine if she would like to continue working with us to manage her Xerox fleet. Resolved issues with Dana for the service contract. Credit is provided to the customer. Sent an email to Elaine to ask her for the names of locations for all other serial numbers. Then I will provide an update on the file. |
| June 19, 2025 | ISSUES | None | None | October 17th, 2025 - forwarded a reminder to Elaine that there are two credits on her account and how to have them applied. Leave the ball in her court on this matter. There was a substantial credit note provided for supplies that the customer should not have paid for. Details and attachment given by Kevin Cho on July 11th, 2025 (correspondence with Dana Anderson). Xerox internal investigation about "missing equipment not on FSMA plan": "Sorry I can't find a ticket in XSM or Zendesk for the disposal. Very possible this disposal was done by error by an agent. Sandra Trepanier Xerox Delivery Lead" July 4th, 2025 emails exchanged with Dana. Teams meeting with Elaine. She will complete the fleet report with locations. I have the contract from Dana. I need to find out from Vivian what happened with their contract to get it cancelled. They need service in Timmins ASAP. She needs a report for her VP to explain the whole situation. |