

Our reference: **CHSFOI25-26.34**

Dear [REDACTED],

DECISION ON YOUR ACCESS APPLICATION

I refer to your application under section 30 of the *Freedom of Information Act 2016* (FOI Act), received by Canberra Health Services (the Directorate) on **Friday 13 February 2026**.

This application requested access to:

'I seek access to documents and records relating to the printer outage that affected the transfusion laboratory at the Canberra hospital on 25 November 2025, including the following:

- 1. Documents outlining any changes implemented, or planned to be implemented, to ensure that backup label printers can be activated immediately without the need for software intervention.*
- 2. Records describing how equipment redundancy and readiness for laboratory label printers are routinely tested, audited, or verified within ACT Pathology.*
- 3. Service, maintenance, and fault logs relating to the affected label printers for the period 1 January 2024 to present (copies requested).*
- 4. Documents describing accountability, governance, or risk management mechanisms established to prevent recurrence of similar equipment failures.*
- 5. Records identifying the number of label printers located at the primary transfusion laboratory site, including the model, installation date (or age), and operational status of each unit.*

If any of the requested material is considered exempt, I request access to any reasonably severable portions of the documents in accordance with the Act.'

I am an Information Officer appointed by the Chief Executive Officer of the Directorate under section 18 of the FOI Act to deal with access applications made under Part 5 of the Act. The Directorate was required to provide a decision on your access application by **Monday 30 March 2026**.

I have identified 22 documents holding the information within scope of your access application. These are outlined in the schedule of documents included at Attachment A to this decision letter.

Decisions

I have decided to:

- grant full access to 12 documents; and
- grant partial access to 10 documents.

My access decisions are detailed further in the following statement of reasons and the documents released to you are provided as Attachment B to this letter.

In reaching my access decision, I have taken the following into account:

- The FOI Act;
- The contents of the documents that fall within the scope of your request; and
- The *Human Rights Act 2004*.

Full Access

I have decided to grant full access to the documents at references: 2, 4, 6-9, 11-13 and 15-17.

Partial Access

I have decided to grant partial access to the documents at references: 1, 3, 5, 10, 14 and 18-22

Public Interest Factors Favouring Disclosure

The following factors were considered relevant in favour of the disclosure of the documents:

- Schedule 2, 2.1 (a)(i) promote open discussion of public affairs and enhance the government's accountability; and
- Schedule 2, 2.1 (a)(ii) contribute to positive and informed debate on important issues or matters of public interest; and
- Schedule 2, 2.1(a)(iv) oversight of expenditure of public funds.

Public Interest Factors Favouring Non-Disclosure

The following factors were considered relevant in favour of the non-disclosure of the documents:

- Schedule 2, 2.2 (a)(ii) prejudice the protection of an individual's right to privacy or any other right under the Human Rights Act 2004; and
- Schedule 2, 2.2(a)(iii) prejudice security, law enforcement or public safety; and
- Schedule 2, 2.2(a)(xi) prejudice trade secrets, business affairs or research of an agency or person.

On balance, the factors favouring disclosure did not outweigh the factor favouring non-disclosure as the redacted information contains names of constituents that are non-ACT Government employees, information that could prejudice the security of the Directorate and information that could prejudice the business affairs of an agency. Therefore, I determined the information identified is contrary to the public interest and I have decided not to disclose this information.

Outside Scope

Information that does not relate to the scope of the access application is detailed in the Schedule as 'Out of Scope'.

Charges

Processing charges are not applicable to this request.

Disclosure Log

Under section 28 of the FOI Act, the Directorate maintains an online record of access applications called a disclosure log. The scope of your access application, my decision and documents released to you will be published in the disclosure log not less than three days but not more than 10 days after the date of this decision.

As parts of the information released to you contain your personal information a version of our response with further redactions will be uploaded to the disclosure log as per the requirements of section 28(6) of the FOI Act.

Please be aware that no personal information will be included in the published information all other information will be published on <https://www.act.gov.au/open/foi-disclosure-logs/act-health-directorate-and-canberra-health-services-disclosure-logs>.

Ombudsman review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the FOI Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published on the Directorate's disclosure log, or a longer period allowed by the Ombudsman.

If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman
GPO Box 442
CANBERRA ACT 2601
Via email: ACTFOI@ombudsman.gov.au
Website: ombudsman.act.gov.au

ACT Civil and Administrative Tribunal (ACAT) review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Allara House
15 Constitution Avenue
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Further assistance

Should you have any queries in relation to your request, please do not hesitate to contact the FOI Coordinator on (02) 5124 9831 or email HealthFOI@act.gov.au.

Yours sincerely



Greg Brylski
Executive Director
ACT Pathology
Canberra Health Services

25 March 2026



FREEDOM OF INFORMATION - SCHEDULE OF DOCUMENTS

FILE NUMBER:	WHAT ARE THE PARAMETERS OF THE REQUEST:	APPLICANT NAME & TYPE:
CHSFOI25-26.34	'I seek access to documents and records relating to the printer outage that affected the transfusion laboratory at the Canberra hospital on 25 November 2025, including the following: 1.Documents outlining any changes implemented, or planned to be implemented, to ensure that backup label printers can be activated immediately without the need for software intervention. 2.Records describing how equipment redundancy and readiness for laboratory label printers are routinely tested, audited, or verified within ACT Pathology. 3.Service, maintenance, and fault logs relating to the affected label printers for the period 1 January 2024 to present (copies requested). 4.Documents describing accountability, governance, or risk management mechanisms established to prevent recurrence of similar equipment failures. 5.Records identifying the number of label printers located at the primary transfusion laboratory site, including the model, installation date (or age), and operational status of each unit. If any of the requested material is considered exempt, I request access to any reasonably severable portions of the documents in accordance with the Act.'	

Reference No.	Page No.	Description	Document Date	Status Decision	Factor	Open Access release status
1	1	Tax Invoice - Datacom Systems	04-February-2015	Partial Release	Schedule 2.2(a)(4) Trade secrets/business affairs/research of an agency/person	YES
2	2 - 9	Transfusion Training Manual - Procedure 17 Crossmatching Procedures with No Computer	03-March-2023	Full Release		YES
3	10 - 13	DHG-57552 Pathology Printer to be re-located	11-November-2025	Partial Release	Schedule 2.2(a)(3) Security, law enforcement or public safety	YES
4	14	Email - Request updated - My request isn't complete - RE: RITM5772045 - JoJo Maung - RITM5798773	25-November-2025	Full Release		YES
5	15 - 18	Email - Re: Request updated - TCH B10, L2 - Switch Out Pathology Blood Label Printer (RITM5772045)	25-November-2025	Partial Release	Schedule 2.2(a)(3) Privacy	YES
6	19 - 27	Email and attachments - Fw: For Action (Due 1712) MCHS25/710 PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure	03-December-2025	Partial Release	Schedule 2.2(a)(3) Privacy	YES
7	28 - 32	Meeting Minutes - Haematology Senior Management Meeting	03-December-2025	Full Release	Out of Scope	YES
8	33 - 36	Email and attachment - RE: For Action (Due 1712) MCHS25/710 PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure	08-December-2025	Partial Release	Schedule 2.2(a)(3) Privacy	YES
9	37 - 38	Email - RE: For Action (Due to GR 301) MCHS25/710 PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure	28-January-2026	Partial Release	Schedule 2.2(a)(3) Privacy	YES
10	39 - 41	Email - RE: For Action (Due to GR 301) MCHS25/710 PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure	02-February-2026	Partial Release	Schedule 2.2(a)(3) Privacy	YES
11	42 - 44	Email - RE: For Action (Due to GR 301) MCHS25/710 PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure	02-February-2026	Partial Release	Schedule 2.2(a)(3) Privacy	YES
12	45 - 46	Email - FW: Follow-Up HoneywellIntermec PM45C - Printers (On Back Order) - RITM5858923 & RITM5799643	11-February-2026	Full Release		YES
13	47 - 49	Email - RE: Request for ICT Purchasing	12-February-2026	Full Release		YES
14	50 - 61	Email and attachment - RE: [External] General Enquiry General Service Enquiries - Service Maintenance for Honeywell PM43 - Industrial Printers	12-February-2026	Partial Release	Schedule 2.2(a)(3) Privacy	YES
15	62 - 64	Email - Re: Transfusion	12-February-2026	Partial Release	Schedule 2.2(a)(3) Privacy	YES
16	65 - 66	Client Complaint - OFI-2612	17-February-2026	Full Release		YES
17	67 - 69	Equipment Problem - 24-1775	17-February-2026	Full Release		YES
18	70 - 92	ICT Hardware 299285 Details	Various dates	Partial Release	Schedule 2.2(a)(3) Privacy Schedule 2.2(a)(3) Security, law enforcement or public safety Schedule 2.2(a)(4) Trade secrets/business affairs/research of an agency/person	YES
19	93 - 97	ICT Hardware 299286 Details	Various dates	Partial Release	Schedule 2.2(a)(4) Trade secrets/business affairs/research of an agency/person	YES
20	98 - 263	Requested Item Details - ICT General Enquiry - RITM5799643	Various dates	Partial Release	Schedule 2.2(a)(3) Privacy Schedule 2.2(a)(3) Security, law enforcement or public safety Schedule 2.2(a)(4) Trade secrets/business affairs/research of an agency/person	YES
21	264 - 283	Requested Item Details - ICT General Enquiry - RITM5858923	Various dates	Partial Release	Schedule 2.2(a)(3) Privacy Schedule 2.2(a)(4) Trade secrets/business affairs/research of an agency/person	YES
22	284 - 304	Requested Item Details - ICT General Enquiry - RITM5951312	Various dates	Partial Release	Schedule 2.2(a)(3) Privacy Schedule 2.2(a)(4) Trade secrets/business affairs/research of an agency/person	YES
Total Number of Documents			22			

Please be aware that under the *Freedom of Information Act 2016*, some of the information provided to you will be released to the public through the ACT Government's Open Access Scheme.

The Open Access release status column of the table below indicates what documents are intended for release online through open access. Personal information or business affairs information will not be made available under this policy.

If you think the content of your request would contain such information, please inform the contact officer immediately. Information about what is published on open access is available online at: <https://www.act.gov.au/open-access>

GPO Box 158 Canberra ACT 2601 | phone: 132281 | www.act.gov.au

Datacom Systems (ACT) Pty Ltd

11/212 Northbourne Ave, Braddon ACT 2612
 Accounts Dept: accounts-act@datacom.com.au
 PO Box 2076 North Ryde NSW 1670
 1 Julius Ave, North Ryde NSW 2113

ABN: 89 135 427 075
 PHONE: (002) 6112-0200 Ext. 000

COPY

TAX INVOICE Page: 1/1

Invoice No. INVSTDA007008
 Invoice Date: 4/02/2015
 Datacom Contact: John Kostakos
 Sales Order No: ITO312954
 Debtor PO No: CSS1264
 Account No: SA00095
 ABN: 63 197 439 746
 Sumathi Moulla
 312954

Invoice To: ACT Government Shared Services

Accounts Payable
 GPO Box 158
 Canberra ACT 2601

Ship To:

Sumathi Moulla
 ACT Government Shared Services ICT
 Block c/Level1 Callam Offices
 Easty St
 Woden ACT 2606
 Australia

If paying by Amex/Diners, a merchant fee charge of 4% will apply.

Payment Terms NET 30
 Courier Startrack

GOODS / SERVICES RECEIVED

Amount for Approval [REDACTED]
 Purchase Order No. CS31264
 Print Name: S. HUNTER
 Signature: S. Hunter 05.02.2015

**PAYMENT APPROVED
FINANCIAL DELEGATE**

Print Name: [REDACTED]
 Signature: [REDACTED]

	280					
	Natural Account	Int Trad	Project	Agency use	Other	
2850371	2402	9:9	999999	7:8909999		

INT: 0982
 CC: 63125

DEV. ARSAVILLI

17. Crossmatching Procedures with No Computer

17.1 Scope

This protocol applies to ACT Pathology at The Canberra Hospital Laboratory (TCH) and Calvary Laboratory and is to be used in conjunction with TX16 Transfusion LIS Manual and TX18 Transfusion Methods Manual.

17.2 Principle

The transfusion laboratory operates using two integrated LIS systems; Epic (Beaker) and Evolution. Downtime of these two systems may occur simultaneously, with both systems being down, or independently of each other, for example Epic downtime with Evolution remaining functional and vice versa.

If blood or blood products are requested when the LIS is not operational:

1. Check with the medical officer or nursing staff as to whether the request is urgent or if the request can be delayed until the LIS is functional.
2. Determine whether the patient has a current Group and Screen:
 - a. If Epic is operational, a search can be performed using 'patient station' to determine if the patient has a current group and screen.
 - i. Any previous blood group and antibody screen testing can also be accessed and reviewed through Epic.
 - b. If Evolution is operational, a search can be performed using the 'search' panel to determine if the patient has a current group and screen.
 - i. Any previous blood group and antibody screen testing can also be accessed and reviewed through Evolution, including special requirements such as antigen negative requirements and irradiation.
 - c. If both Epic and Evolution are unavailable, a patient search can be performed on IH-Com for any results, refer to TX15.08 'Reviewing Results on IH-Com', section 15.8. Using the patient's name as a search parameter.
3. If a Group and Screen episode cannot be found within the last three days, a new group and screen will be required.

17.3 Emergency Issue of Blood and Blood Products

17.3.1 Epic Downtime

Whilst Epic is experiencing downtime, Evolution will still be fully accessible, however the interface (connection) between Epic and Evolution will be lost. Emergency issue group O and group specific blood can still be assigned as per normal procedures.

17.3.2 Evolution Downtime (with or without Epic Downtime)

No computer entry is required at the time of issue.

Pre-tagged emergency issue units are not routinely kept on hand at either laboratory. For expected down times, pre-tag emergency issue group O units as per TX17.14 'Emergency Crossmatch Procedures'.

For unexpected downtime, TCH laboratory may be able to utilise the four (4) pre-tagged Retrieval Service units if available. Otherwise, group O units should be issued upon request and tagged using TX14.47 on the front of the luggage tag and TX14.31 on the reverse.

Emergency issue group specific units are not to be issued in times when **Evolution** is not available. Continue to issue emergency issue group O pRBC until such time as the group and screen is completed and IAT crossmatch compatible units are available.

17.4 Pre-transfusion Testing

Note: Non-urgent specimens can be set aside until the LIS is operational. If the outage is anticipated to be more than 24 hours, specimens should be refrigerated.

17.4.1 Automated Testing

Testing should be manually requested via IH-Com and performed on the IH-500 as per routine procedures. Refer to TX15.7 'IH System Workflow' section 7.4.1 'Manually entering a new episode'.

1. Check request form (paper or electronic) and sample labelling fulfils all requirements, refer to TX17.2 'Pretransfusion Testing Records and Labelling Requirements'. Check if any special requirements (such as irradiation) are recorded on the request or available in the LIS.
2. Perform a group check if required, if unsure perform a group check, as per normal procedures. Refer to TX17.4 'Blood Grouping'. Record results on TX10.021 'LIS Unavailable Manual Worksheet'.
3. Order required tests on IH-Com and load specimens on the analyser.
4. Once complete, print results from IH-Com and attach to TX10.021 'LIS Unavailable Manual Worksheet' and paper request form if available.
5. Place the worksheets and results aside for retrospective computer entry. If issue of blood or blood products is required before the LIS is available, refer to section 17.5 'Crossmatching Units when the Computer/LIS is Unavailable' below.

17.5 Crossmatching Units when the LIS is Unavailable

17.5.1 Patients with Negative Antibody Screen

Once routine pre-transfusion testing is complete, perform a full IAT crossmatch, refer to TX17.9 'Group and Screen or Crossmatch'. Complete report and tags as per section 17.6 'Manual Crossmatching Report and Compatibility Tags' below. Record all manual testing on TX10.021 'LIS Unavailable Manual Worksheet' or print out results from IH-Com.

17.5.2 Patients with a Positive Antibody Screen or Historical Allo-antibodies

1. Perform a group and screen, panel investigations and antigen typing, refer to TX17.8 'Antibody Detection & Identification' and TX17.09 'Group and Screen or Crossmatch'.
2. Perform IAT crossmatch of units against patient's plasma, refer to TX17.10 'Crossmatching Positive Antibody Screen'.
3. Record all manual testing on TX10.021 'LIS Unavailable Manual Worksheet' or print out results from IH-Com.
4. Fill out the report and tags as per section 17.6 'Manual Crossmatching Report and Compatibility Tags' below.
5. Add comment onto the front of the transfusion report that reads "*Anti-__ antibodies have been detected in the patient's plasma. TRANSFUSE WITH CARE*"
6. Attach appropriate tags to blood units; attach the completed transfusion report to the first unit.

17.5.3 Assigning FFP, Cryoprecipitate, CSU and Platelets

1. If a current specimen is received, proceed with group and screen testing as per section 17.4 'Pre-transfusion Testing' above.
2. If no current specimen is available, determine whether a current group and screen is available by searching the patient history in either Epic, Evolution or IH-Com.
3. If no results are available, refer to TX17.14 'Emergency Crossmatch Procedures'.
 - Issue group AB plasma products (group A cryoprecipitate if AB unavailable).
 - Issue O pooled platelets.
4. Select units and prepare for transfusion as per documents:
 - TX17.12 'Plasma Products'
 - TX17.13 'Platelets'
5. Record all units issued on TX10.021 'LIS Unavailable Manual Worksheet'.
6. Complete the report and compatibility tags as section 17.6 'Manual Crossmatching Report and Compatibility Tags' below.
7. Cross out the comment the bottom of the report which reads "Patient's serum has been crossmatched with cells detailed above and has been found compatible."
8. Sign the form and attach to the first unit.

17.6 Manual Crossmatching Report and Compatibility Tags

The old 'Transfusion Request Form' is used to produce the transfusion report when the LIS is unavailable and will be referred to as the "report" in this document. Complete the demographic details and all other required fields on the form. Complete the lower half of the transfusion report with the appropriate information. Refer to appendix A for an example of how to complete this form and unit labels.

The following details must be completed on the report:

- Patient's MRN, full name (surname and given name), DOB
- Patient's blood group
- Antibodies detected
- Comments ("this section for laboratory use only") – refer to sections below for appropriate comments depending on the type of product crossmatched
- Unit type, number, blood group, comments (if required)
- Specimen labelled – completed patient information
- Signature of laboratory officer
- Date and time of crossmatch
- Laboratory number

Manual Compatibility Tags

TX14.46 – Complete details on the sticker and place onto a cardboard tag:

- Recipient name, DOB, MRN, gender and blood group
- Unit number, product type, expiry date and blood group
- Date/time of crossmatch
- In 'allocated by'- signature of officer responsible for compatibility
- Episode number

Attach the appropriate tags to units; attach the completed transfusion report to the first unit. When possible, a second officer should check tag and report details to look for clerical errors.

Note: All units must also be recorded on TX10.021 'LIS Unavailable Manual Worksheet' for retrospective entry and scanning.

17.7 Issuing Units to Ward

Blood and blood products issued to wards when the LIS is not available need to be recorded on TX10.021 'LIS Unavailable Manual Worksheet' and retrospectively issued once the LIS is available. In addition, TX10.041 'Blood units and products released to Hospital Wards' will need to be completed at Calvary Laboratory.

17.8 Antenatal and Miscellaneous Testing

Non-urgent specimens should be set aside until the LIS is operational. If outage is anticipated to be more than 24 hours, specimens should be refrigerated. If results are required while the LIS is down, perform testing on the analyser as per 17.4.1 'Automated Testing' above. Print out a copy of the results sheets and either enter results into Epic (if available) or phone results to the treating team. Place aside for retrospective entry.

17.9 Neonatal Crossmatch

Refer to TX17.18 'Neonatal Crossmatching'.

17.10 Patients with Auto Antibodies

A Crossmatch for a patient with auto-antibodies is considered a high risk transfusion. Whenever possible, transfusion should be delayed until the LIS is operational so that the full patient history and phenotyping requirements can be reviewed.

1. Testing must be performed as per section 17.5.2 'Patients with a Positive Antibody Screen or Historical Allo-antibodies' above and refer to TX17.24 'Crossmatching Patients with a Positive DAT' for additional instruction.
2. Record all manual testing on TX10.021 'LIS Unavailable Manual Worksheet' or print out results from IH-Com.
3. Fill out report as per section 17.6 'Manual Crossmatching Report and Compatibility Tags' above.
4. Specific 'auto tags' are required, complete TX14.48 'Autoantibody Manual Compatibility Tag' and attach to the blood units.
5. In the comment section of the report add "**Autoantibody detected. TRANSFUSE WITH EXTREME CARE**"
6. If the donor units appear stronger than the auto, consider the presence of underlying allo-antibodies. Blood cannot be issued without haematologist approval and the treating team must be contacted.
7. Attach appropriate tags to blood units and attach the completed transfusion report to one of the units.

17.11 Irradiation of Red Cells

1. If an irradiation requirement is document in the available LIS or on the request form (electronic or paper), irradiate unit as per TX17.28 'Blood Irradiation Protocols'.
2. Record irradiated unit number on TX10.021 'LIS Unavailable Manual Worksheet', in the 'unit modifiers' column write 'irradiated'.
3. Complete the product and patient information on the transfusion report as per section 17.6 'Manual Crossmatching Report and Compatibility Tags' above.
4. In the laboratory comments section of the manual transfusion sheet indicate: "Irradiated unit-expires 14 days post irradiation".

17.12 Manufactured Blood Product Issue

1. Photocopy or print a copy of the request form (paper or electronic request) so that the lower section of the page is blank. Use this space to record the product name, batch number and quantity issued, sign and date.
2. On a sticky label record the patient's name, MRN, DOB, gender, the product type, lot number and number issued. Sign and date and attach to each bottle issued.
3. Photocopy the form with the recorded product details and send the copy with the product to the ward. Retain a copy with the original for computer entry.
4. When the LIS is available, retrospectively enter the product issues as per TX5.16 'Blood Components'.

17.13 Retrospective Entry when the LIS is Operational

1. Before any test results are entered, confirm that the LIS is ready to use. In a prolonged or pre-planned outage, LIS testing may be required before use. Consult with a senior scientist.
2. Perform demographic checks, results from the IH-Com can be retransmitted to Evolution once patient registration of the episode is complete in both Epic and Evolution. Conversely, results from manually performed testing can be transcribed from TX10.021 'LIS Unavailable Manual Worksheet' or from the print out results from IH-Com. Note: All manual entry must be checked by a second officer.
3. Confirm that results have transferred from IH-Com to the LIS. If the transfer has not been successful, manually transfer results on the analyser. Refer to TX15.08, section 8.6 'Retransmitting Results'.
4. Enter results of other manually performed tests as required. Manual entry must be checked by a second officer.
5. Authorise the group and screen requests as per TX17.09 'Group and Screen or Crossmatch'.
6. Scan TX10.021 'LIS Unavailable Manual Worksheet' and/or print out results from IH-Com against the patient laboratory number in the LIS.
7. Retrospectively enter all crossmatches, including entering batch reaction for IAT crossmatches.
8. In 'Communication Notes' enter a comment that the results have been entered retrospectively due to the LIS outage with the date/time that the tests were actually performed.
7. Confirm that any special requirements (irradiation, antigen negative, etc) have been fulfilled by checking TX10.021 'LIS Unavailable Manual Worksheet' documented in the 'unit modifiers' column.
9. If any crossmatched units remain in stock, remove the handwritten label and report and place an LIS generated compatibility label on the unit.
10. Using TX10.021 'LIS Unavailable Manual Worksheet' or TX10.041 'Blood units and products released to Hospital Wards', complete ward issue of units in the LIS, ensuring that the date and time is modified to reflect the true date and time of issue.
11. Check outstanding lists to ensure all results have been entered.
12. If required, perform a fresh blood stock count to verify that all units have been allocated correctly in the LIS. As appropriate, check the stock levels of the manufactured blood products.
13. Store the manual testing worksheets in the "Manual Entry worksheets" folder.

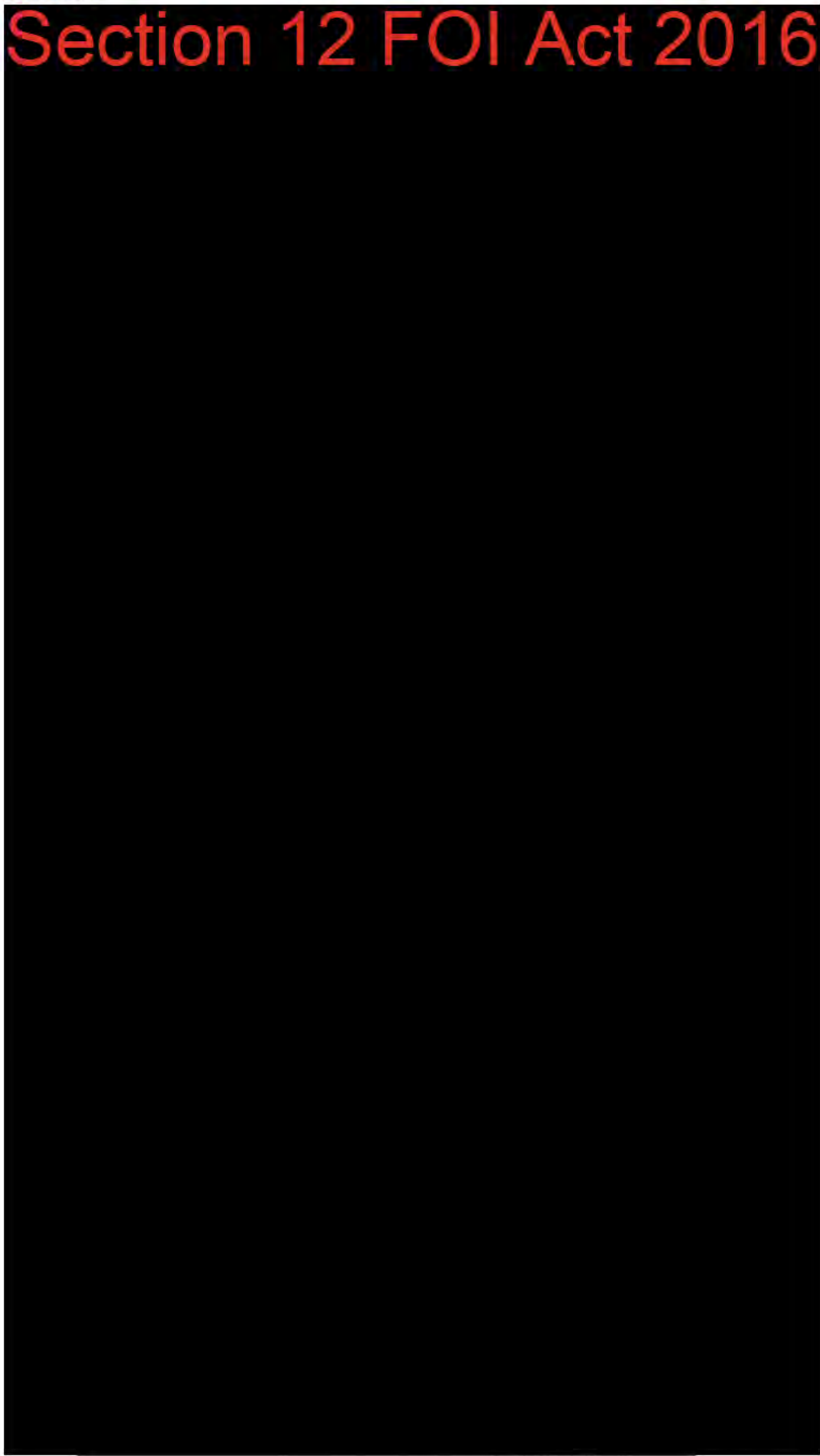
17.14 Associated Documentation

1. TX5.16 Blood Components
2. TX15.07 IH System Workflow
3. TX15.08 Reviewing Results in IH-Com
4. TX10.003 Worksheet – Antigen Typing
5. TX10.005 Worksheet- Extended Antigen Typing
6. TX10.021 LIS Unavailable Manual Worksheet
7. TX10.041 Blood units and products released to Hospital Wards
8. TX14.31 Emergency Blood Bank tags Stickers – Back Label
9. TX14.46 Manual Compatibility Tag
10. TX14.47 Group Specific Manual Compatibility Tag
11. TX14.48 Autoantibody Manual Compatibility Tag
12. TX16 Transfusion LIS Manual
13. TX17.4 Blood Grouping
14. TX17.5 Pretransfusion Testing Records and Labelling Requirements
15. TX17.8 Antibody Detection & Identification
16. TX17.9 Group and Screen or Crossmatch
17. TX17.10 Crossmatching Positive Antibody Screen
18. TX17.12 Plasma Products
19. TX17.13 Platelets
20. TX17.14 Emergency Crossmatch Procedures
21. TX17.18 Neonatal Crossmatching
22. TX17.24 Crossmatching Patient's with a Positive DAT
23. TX17.28 Blood Irradiation Protocols
24. TX18 Transfusion Methods Manual

Document Not Controlled When Printed and/or Saved Outside of Q-Info

17.15 Appendix A

Section 12 FOI Act 2016



[DHG-575552] Pathology Printer to be re-located Created: 11/11/2025 Updated: 03/12/2025 Resolved: 26/11/2025	
Status:	Closed
Project:	Digital Health Group
Components:	None
Affects versions:	None
Fix versions:	None

Type:	Request	Priority:	P4
Reporter:	Jojo Maung	Assignee:	Jeremy Quay
Resolution:	Withdraw	Votes:	0
Labels:	None		
Remaining Estimate:	0h		
Time Spent:	3.15h		
Original estimate:	Not Specified		

Location Details:	TCH B10- Level 2 - Room 10.02.024 - Blood Transfusion Products
AD Department :	CEO CANBERRA HEALTH SERVICES - CHS
Date Range:	
Location:	Canberra Hospital
Security Classifications:	Unclassified
Application:	Other
Contact number:	02 5124 3857
Request participants:	
Organizations:	None
Configuration Item:	ACTGOV End User Devices
Assignment Group:	Diagnostics and Theatres Hub - DHG Pathology
Internal Use Only:	DHG Pathology
Phone Number Attribute:	+61 (02) 5124 7756
3rd Party Support:	Digital, Data and Technology Solutions

Reference Number:	RITM5772045
ICT Service:	Business System - Support and Maintenance
Customer Request Type:	 All Other Inquiries
DHR Login Department:	Pathology
Committee Review - Priority Score:	0
Requester Division:	Pathology (CHS)
Requester Department:	Laboratory Haematology (CHS)
Internal Use Only - CI:	ACTGOV, End User Devices

Description

Network Connectivity for Blood Order Specimen Label Printer (Asset No. 299285)

MAC Address: 00:10: 40:77:CE:80 - on physical data port: TCH B10 -0, 2 - 4 -29,

We have an existing printer (Asset No. 299286 - MAC Address: 00:10:40:77:D3:F8) - the labels are jamming, and due to the printer's age becoming unreliable.

We'll like to commission and bring online - 299285 - and test, as this printer is needed for printing patient blood transfusion specimens.

Hence, why we can disconnect 299286 - and wait for Digital Canberra to bring online and network connect 299285.

The physical location of the printer (299285) will need to be re-located to where printer (299286) is currently installed. 299286 will need to be repaired, or replaced by the lab.

Comments

Comment by [Ivan Stavreski](#) [11/11/2025]

Hi Team,

Is this something you can assist with?
Please redirect if triaged incorrectly!

Thank you!

Comment by [Jeremy Quay](#) [11/11/2025]

Raised RITM5772045 with DDTS to switch IP reservation to new printer

Comment by [Jeremy Quay](#) [24/11/2025]

Hi Jojo,

DDTS have switched out the IP address reservation to the backup printer. Hopefully, if you plug in the replacement, it should just work. Please let me know if this is not the case.

If you require further assistance, please call Digital Solutions Support 512 45000.

Regards,

Jeremy Quay
Pathology Systems Support
Digital Health Group

Comment by [Jojo Maung](#) [25/11/2025]

Hi Jeremy,

Neither printer is functioning now - unable to print to EITHER 299285 or 299286 - please send on-site team to investigate the IP address issues - as blood product printing is now offline.

Evolution Lab app is now showing 'Printer in use, try again' and we cannot print any label !!!!~\

Comment by [Taylor Jensen](#) [25/11/2025]

Jojo has called through and advised that neither printers are functioning now. Jojo has requested an urgent escalation as this is now effecting patient care

Comment by [Jessica Driscoll](#) [25/11/2025]

FYI I am on the phone to Claire now to looking at this, we are actively investigating.

Comment by [Carlos Amsteins](#) [25/11/2025]

new RITM created to revert changes back to original device MAC

[RITM5799115](#)



Comment by [Jessica Driscoll](#) [26/11/2025]

Confirming the issue with printing escalated yesterday was resolved.

The replacement printer that was connected was previously in use at NCH but had to be replaced due to the poor print quality, and the lab confirmed it was worse than the current printer so the original printer was reconfigured and connected back to the Live environment. Ran a calibration on the original printer which seemed to help the feed/alignment issue.

Pathology to investigate whether to replace the print head on the old NCH asset, or whether to procure a brand-new printer.

I am going to close this request out - please raise a new one once a suitable printer is available OR you repair the NCH printer and wish to test it, in which case we can set it up in the Evolution TEST environment for testing before discussing the process for replacing the printer in Production.

Please also note we will be having an internal discussion on the Beaker team around the Evolution label printers and the correct process when updating/replacing them to ensure an issue like yesterday's does not repeat itself.

Comment by [Jessica Driscoll](#) [26/11/2025]

Withdrawing this request as the replacement printer is not currently suitable. Path to log a new ticket once a new printer is available.

Generated at Tue Feb 17 01:08:48 UTC 2026 by Jessica Driscoll using Jira 1001.0.0-SNAPSHOT#100290-rev:6ed90ddc905899b2a2ef943c1f5c609e9ee786ab.

From: Service Desk
Sent: Tuesday, 25 November 2025 11:52 AM
To: Maung, JoJo
Subject: Request updated - My request isn't complete - RE: RITM5772045 - JoJo Maung - RITM5798773

Follow Up Flag: Follow up
Flag Status: Flagged



Dear JoJo

Your request for **My request isn't complete - RITM5798773** has been updated with the following comments:

25/11/2025 11:49:54 AEDT - Jamie Reid Additional comments
 Device was connected to a different port than the printer it replaced.
 I've set the vlan on the port and bounced it, I can now ping the printer.

25/11/2025 11:24:04 AEDT - JoJo Maung Additional comments
 Jessica Driscoll
 Today 11:20
 FYI I am on the phone to Claire now to looking at this, we are actively investigating.

25/11/2025 11:23:57 AEDT - JoJo Maung Additional comments
 JoJo Maung
 Today 11:12
 Hi Jeremy,

Neither printer is functioning now - unable to print to EITHER 299285 or 299286 - please send on-site team to investigate the IP address issues - as blood product printing is now offline.

Evolution Lab app is now showing 'Printer in use, try again' and we cannot print any label !!!!

Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

 **OneGov Service Centre**

**RESPECT INTEGRITY
 COLLABORATION
 INNOVATION**

Ref:MSG38297040_klj4qX2aCLu9G3cs2XD

From: Reid, Jamie
Sent: Tuesday, 25 November 2025 1:05 PM
To: Maung, JoJo; Service Desk
Cc: Cordie, John; Quay, Jeremy; Amsteins, Carlos; Driscoll, Jessica
Subject: Re: Request updated - TCH B10, L2 - Switch Out Pathology Blood Label Printer (RITM5772045)

Follow Up Flag: Follow up
Flag Status: Flagged

OFFICIAL

Jo Jo,

The printer was 100% online and responding to pings when I sent the email. Jeremy Quay reached out via Teams at 11:35, and I resolved the issue at 11:48 after discovering the printer had been connected to a different network port than the one the printer it was replacing. At 11:48 we could see the printer responding to pings.

At 12:08 Carlos requested that the reservation is reverted to the original printer, which was executed and reported to Carlos at 12:11.

The information and approach on this case, along with the multiple points of contact, has made this a mess.

Carlos is currently on the phone with Leo from my team troubleshooting this. I understand that Matt from my team has also been involved.

-Jamie

Jamie Reid | Operations Manager, Network Services
Technology Services | Customer, Data, and Technology | Digital Canberra | ACT Government
P: [+61 2 620 59514](tel:+61262059514) | [REDACTED]

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Date: Tuesday, 25 November 2025 at 12:55
To: Reid, Jamie <Jamie.Reid@act.gov.au>, Service Desk <ServiceDesk_O365@act.gov.au>
Cc: Cordie, John <John.Cordie@act.gov.au>, Quay, Jeremy <Jeremy.Quay@act.gov.au>, Amsteins, Carlos <Carlos.Amsteins@act.gov.au>, Driscoll, Jessica <Jessica.Driscoll@act.gov.au>
Subject: RE: Request updated - TCH B10, L2 - Switch Out Pathology Blood Label Printer (RITM5772045)

OFFICIAL

Hi Jamie,

Printer is still offline, and still no printing – we are having to handwrite blood products specimen labels manually.

This printer is still not online for the Evolution Lab application – which is the system initiating the printing.

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Reid, Jamie <Jamie.Reid@act.gov.au>
Sent: Tuesday, 25 November 2025 11:50 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au>; Service Desk <ServiceDesk_O365@act.gov.au>
Cc: Cordie, John <John.Cordie@act.gov.au>; Quay, Jeremy <Jeremy.Quay@act.gov.au>; Amsteins, Carlos <Carlos.Amsteins@act.gov.au>; Driscoll, Jessica <Jessica.Driscoll@act.gov.au>
Subject: Re: Request updated - TCH B10, L2 - Switch Out Pathology Blood Label Printer (RITM5772045)

OFFICIAL

The printer is now online.
It appears it was connected to a different port than the one it was replacing.

Jamie Reid | Operations Manager, Network Services
Technology Services | Customer, Data, and Technology | Digital Canberra | ACT Government
P: [+61 2 620 59514](tel:+61262059514) | [REDACTED]

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Date: Tuesday, 25 November 2025 at 11:48
To: Reid, Jamie <Jamie.Reid@act.gov.au>, Service Desk <ServiceDesk_O365@act.gov.au>
Cc: Cordie, John <John.Cordie@act.gov.au>, Quay, Jeremy <Jeremy.Quay@act.gov.au>, Amsteins, Carlos <Carlos.Amsteins@act.gov.au>, Driscoll, Jessica <Jessica.Driscoll@act.gov.au>
Subject: RE: Request updated - TCH B10, L2 - Switch Out Pathology Blood Label Printer (RITM5772045)

OFFICIAL

Hi Jamie,

Carlos is on-site now, and Jess Driscoll is on her way.

I suspect that nothing has been updated in the Evolution Lab LIS application, and we’ve missed a step in the final config of the app for the new printer.

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Reid, Jamie <Jamie.Reid@act.gov.au>
Sent: Tuesday, 25 November 2025 11:30 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au>; Service Desk <ServiceDesk_O365@act.gov.au>
Cc: Cordie, John <John.Cordie@act.gov.au>; Quay, Jeremy <Jeremy.Quay@act.gov.au>
Subject: Re: Request updated - TCH B10, L2 - Switch Out Pathology Blood Label Printer (RITM5772045)

OFFICIAL

JoJo -
Do you have someone onsite who can investigate this?
-Jamie

Jamie Reid | Operations Manager, Network Services
Technology Services | Customer, Data, and Technology | Digital Canberra | ACT Government
P: [+61 2 620 59514](tel:+61262059514) | [REDACTED]

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Date: Tuesday, 25 November 2025 at 11:20
To: Service Desk <ServiceDesk_O365@act.gov.au>
Cc: Cordie, John <John.Cordie@act.gov.au>, Reid, Jamie <Jamie.Reid@act.gov.au>, Quay, Jeremy <Jeremy.Quay@act.gov.au>
Subject: RE: Request updated - TCH B10, L2 - Switch Out Pathology Blood Label Printer (RITM5772045)

OFFICIAL



Jeremy Quay Today 10:30

Hi Jojo,

DDTS have switched out the IP address reservation to the backup printer. Hopefully, if you plug in the replacement, it should just work. Please let me know if this is not the case.

If you require further assistance, please call Digital Solutions Support 512 45000.

Regards,

Jeremy Quay
Pathology Systems Support
Digital Health Group



Automatic response Today 10:30

Your request status has changed to Waiting for customer.



Jojo Maung Today 11:12

Hi Jeremy,

Neither printer is functioning now - unable to print to EITHER 299285 or 299286 - please send on-site team to investigate the IP address issues - as blood product printing is now offline.

Evolution Lab app is now showing 'Printer in use, try again' and we cannot print any label !!!!~\



Normal text ▾ | **B** *I* ... | ▾ | | @ <> + ▾

Save

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Maung, JoJo
Sent: Tuesday, 25 November 2025 11:18 AM
To: Service Desk <ServiceDesk_0365@act.gov.au>
Subject: RE: Request updated - TCH B10, L2 - Switch Out Pathology Blood Label Printer (RITM5772045)

Hi Team,

Please re-open this ticket – the resolution CANNOT be accepted, the latest change has rendered BOTH label printer INOPERABLE.

299286 and 299285 ARE BOTH OFFLINE and we cannot print critical blood product labels to either ONE of these printers.

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Service Desk <ServiceDesk_0365@act.gov.au>
Sent: Tuesday, 25 November 2025 10:23 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au>
Subject: Request updated - TCH B10, L2 - Switch Out Pathology Blood Label Printer (RITM5772045)

The notes relating to job [RITM5772045](#) have been updated.

Please review to see if further action is required.

Item Details:

Number: [RITM5772045](#)
Opened: 2025-11-11 23:12:16
Opened by: Jeremy Quay
Affected contact: Jeremy Quay
Item: ICT General Enquiry
Assignment group: NCS Network Services Support
Assigned to: Jamie Reid

Short Description: TCH B10, L2 - Switch Out Pathology Blood Label Printer

25/11/2025 10:22:56 AEDT - Jamie Reid Work notes
Status set to closed complete.

Ref:MSG38291302_RkX3kpEn91MdmG7pqzR

From: Newton, Simon
Sent: Wednesday, 3 December 2025 4:28 PM
To: Joel, Clifford; Figurski, Derek
Cc: CHS, ACTPathologyED; Crispin, Philip; Walker, Lauren
Subject: Fw: For Action (Due 17/12): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure
Attachments: PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] ~ Delay to treatment due to blood label printer failure.tr5; MCHS25710 - Minister Stephen-Smith Response - [REDACTED].DOCX; MCHS25/710 - FW: Delay to Treatment Caused by Blood Bank Label Printer Failure; MCHS25/710 - RE: Delay to Treatment Caused by Blood Bank Label Printer Failure

OFFICIAL: Sensitive - Personal Privacy

Hi Derek,

Once Cliff has completed the investigation, could you assist in preparing the ministerial response,

Cheers,

Simon Newton | A/g Executive Branch Manager, ACT Pathology.
Phone: (02) 5124 2893 | Email: simon.newton@act.gov.au
ACT Pathology | Canberra Health Services | ACT Government
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Sent: 03 December 2025 3:18 PM
To: Joel, Clifford <Clifford.JOEL@act.gov.au>
Cc: Crispin, Philip <Philip.Crispin@act.gov.au>; Newton, Simon <Simon.Newton@act.gov.au>
Subject: FW: For Action (Due 17/12): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure

OFFICIAL: Sensitive - Personal Privacy

Hi Clif,

Please find attached complaint for Ministerial response.

I note that the constituent has only provided their full name and has not included any other identifying details, so it may be difficult to identify them. It is also unclear what type of treatment they are receiving or which medical unit they are currently in. I am hoping you may have some details on this matter.

Are you aware of the mentioned incident or have any information?

Kind Regards,

Gabrielle Delaney |
Executive Assistant to Simon Newton | A/g Executive Branch Manager | ACT Pathology
&
Executive Assistant | Office of the Executive Director of Allied Health | Canberra Health Services
Phone: 02 5124 2891 + Microsoft Teams | Email: gabrielle.delaney@act.gov.au
ACT Pathology | Allied Health | Canberra Health Services | ACT Government
Building 10, Level 1, Canberra Hospital, Yamba Drive Garran ACT 2605
Canberra Hospital, Garran ACT 2605 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: CHS DLO <CHSDLO@act.gov.au>
Sent: Wednesday, 3 December 2025 2:40 PM
To: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Cc: CHS, Government Relations <CHS.GovernmentRelations@act.gov.au>; Health Feedback <HealthFeedback@act.gov.au>
Subject: For Action (Due 17/12): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure

OFFICIAL: Sensitive - Personal Privacy

Good afternoon team,

Hope you are having a lovely day.

My name is Kester, and I am the new Directorate Liaison Officer for CHS.

Please find attached complaint (TRIM ref # MCHS25/710) for your consideration and action. Please note that the constituent (i.e. [REDACTED]) has only provided their full name and has not included any other identifying details. It is also unclear what type of treatment they are receiving or which medical unit they are currently in.

Action Required: Based on the information provided, could Pathology prepare a ministerial response? If that is not feasible, please provide DPs for me to discuss with the MO.

Due date to Government Relations: 17 December 2025

Please do not hesitate to reach out if you would like to discuss further.

Thank you,
Kester

-----< Content Manager Record Information >-----

Record Number: MCHS25/710
Title: PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure

[Name]
[Title Surname]
[Organisation]
[Address - Street or P O Box]
[SUBURB STATE POSTCODE - ALL CAPS - 2 SPACES BETWEEN EACH]
(Email)

Our ref: [Objective/TRIM reference where applicable]

Dear Title and Surname *[if a Minister only title (i.e. Dear Minister)]*.

Thank you for your correspondence of (Date) about [Subject].

[First paragraph. Clearly state the Minister's position. Each paragraph is "12pt before" spacing. "6pt before" between dot-points. Do not have hanging sentences, use hard spaces (Ctrl+Shift+Space) and hard hyphens (Ctrl+Shift+-) to keep words together.]

[Second and Third paragraphs add further information. No jargon. Each paragraph is "12pt before" spacing. "6pt before" between dot-points. Do not have hanging sentences, use hard spaces (Ctrl+Shift+Space) and hard hyphens (Ctrl+Shift+-) to keep words together.]

[Closing paragraph. Courteous and friendly in tone. Ensure there is one space between each paragraph.]

Yours sincerely
[Four Returns]

Rachel Stephen-Smith MLA

[No date – DLO will include on PDF once signed by Minister]

From: STEPHEN-SMITH
Sent: Monday, 1 December 2025 10:44 AM
To: CHS DLO; Kratzel, Jenna
Subject: MCHS25/710 - FW: Delay to Treatment Caused by Blood Bank Label Printer Failure

Hi all,

Please see below from [REDACTED] for ministerial response.

Let me know if I can be of any further help.

Yours sincerely
 Srudhy Raghavan
 A/g Office Manager

Office of Rachel Stephen-Smith MLA
 Minister for Health
 Minister for Mental Health
 Minister for Finance
 Minister for the Public Service
 Member for Kurrajong

From: Rachel Stephen-Smith
Sent: Sunday, 30 November 2025 2:52 PM
To: [REDACTED]
Cc: STEPHEN-SMITH
Subject: Re: Delay to Treatment Caused by Blood Bank Label Printer Failure

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED]

Thank you for your email. I am sorry to hear about your experience and appreciate you drawing it to my attention.

We will certainly follow this up with Canberra Health Services and I will respond formally as soon as possible.

The blood team at Canberra Hospital is a leading service that effectively supports a tertiary trauma hospital with one of the busiest emergency departments in the country.

As you would understand, there is a significant amount of technology involved in running a modern hospital and occasionally there are system glitches. I suspect that in this case it may have been an issue with the printer driver / integration rather than failure of a single printer. In any case, I apologise that this resulted in a delay in you receiving care.

While our teams work hard to address any issues as quickly as possible to minimise the impact on routine care, I can assure you that extensive business continuity plans are in place across our hospitals to ensure urgent care can be provided in emergencies.

Thank you again for taking the time to write to me on this important matter.

Kind regards,
 Rachel

Rachel Stephen-Smith MLA
 Member for Kurrajong
 ph: 02 6205 2661

On 27 Nov 2025, at 6:35 am, [REDACTED] > wrote:

You don't often get email from [REDACTED] [Learn why this is important](#)

Dear Minister,

I am writing to raise a serious concern following an incident that occurred on Tuesday 25 November at Canberra Health Services. My treatment was delayed because the blood bank laboratory did not have a functioning label printer. The blood product required for my care eventually arrived with a handwritten label, but only after a significant and avoidable delay.

This situation raises important questions about the reliability and management of essential equipment within the blood bank service. A single printer should never be a point of failure in a clinical environment where safe and timely transfusion processing is critical. I am

extremely concerned about what would occur in a trauma case or any situation requiring urgent blood products. If my treatment was delayed under routine conditions, the consequences in an emergency scenario could be far more serious.

I request an explanation as to how such a fundamental breakdown was allowed to occur, why there was no immediate backup available, and how the responsible leadership of this service allowed the system to reach this point. The community deserves clarity on how the blood bank is being managed, who is overseeing equipment readiness, and why standards of basic operational reliability are not being met.

This is particularly concerning given the recent health levy imposed on ACT ratepayers. It is entirely reasonable to expect that revenue collected from the community will support core clinical capability and appropriate equipment redundancy. My experience does not reflect that expectation.

I ask that you outline what corrective actions will be taken, what accountability measures will apply, and how your office intends to prevent delays of this nature from occurring again.

Thank you for your attention to this matter. I look forward to your response.

■■■■

From: STEPHEN-SMITH
Sent: Tuesday, 2 December 2025 12:56 PM
To: CHS DLO
Cc: Kratzel, Jenna
Subject: MCHS25/710 - RE: Delay to Treatment Caused by Blood Bank Label Printer Failure
Attachments: Re: Delay to Treatment Caused by Blood Bank Label Printer Failure

Hi Christine,

Please find attached response from [REDACTED]

This is the only information he would like to share with us at this stage. Wil this be enough to identify him?

Yours sincerely
Srudhy Raghavan
A/g Office Manager

Office of Rachel Stephen-Smith MLA
Minister for Health
Minister for Mental Health
Minister for Finance
Minister for the Public Service
Member for Kurrajong

From: CHS DLO
Sent: Monday, 1 December 2025 6:01 PM
To: STEPHEN-SMITH
Cc: Kratzel, Jenna
Subject: RE: Delay to Treatment Caused by Blood Bank Label Printer Failure

OFFICIAL

Hi Srudhy

Can you please request some identification info from the constituent so that CHS can investigate and provide a response back.

Many thanks
Christine

From: STEPHEN-SMITH <STEPHEN-SMITH@act.gov.au>
Sent: Monday, 1 December 2025 10:44 AM
To: CHS DLO <CHSDLO@act.gov.au>; Kratzel, Jenna <Jenna.Kratzel@act.gov.au>
Subject: FW: Delay to Treatment Caused by Blood Bank Label Printer Failure

Hi all,

Please see below from [REDACTED] for ministerial response.

Let me know if I can be of any further help.

Yours sincerely
Srudhy Raghavan
A/g Office Manager

Office of Rachel Stephen-Smith MLA
Minister for Health
Minister for Mental Health
Minister for Finance
Minister for the Public Service
Member for Kurrajong

From: Rachel Stephen-Smith <rachel.stephen-smith@actlabor.org.au>
Sent: Sunday, 30 November 2025 2:52 PM
To: [REDACTED]
Cc: STEPHEN-SMITH <STEPHEN-SMITH@act.gov.au>
Subject: Re: Delay to Treatment Caused by Blood Bank Label Printer Failure

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED]

Thank you for your email. I am sorry to hear about your experience and appreciate you drawing it to my attention.

We will certainly follow this up with Canberra Health Services and I will respond formally as soon as possible.

The blood team at Canberra Hospital is a leading service that effectively supports a tertiary trauma hospital with one of the busiest emergency departments in the country.

As you would understand, there is a significant amount of technology involved in running a modern hospital and occasionally there are system glitches. I suspect that in this case it may have been an issue with the printer driver / integration rather than failure of a single printer. In any case, I apologise that this resulted in a delay in you receiving care.

While our teams work hard to address any issues as quickly as possible to minimise the impact on routine care, I can assure you that extensive business continuity plans are in place across our hospitals to ensure urgent care can be provided in emergencies.

Thank you again for taking the time to write to me on this important matter.

Kind regards,
Rachel

Rachel Stephen-Smith MLA
Member for Kurrajong
ph: 02 6205 2661

On 27 Nov 2025, at 6:35 am, [REDACTED] wrote:

You don't often get email from [REDACTED] [Learn why this is important](#)

Dear Minister,

I am writing to raise a serious concern following an incident that occurred on Tuesday 25 November at Canberra Health Services. My treatment was delayed because the blood bank laboratory did not have a functioning label printer. The blood product required for my care eventually arrived with a handwritten label, but only after a significant and avoidable delay.

This situation raises important questions about the reliability and management of essential equipment within the blood bank service. A single printer should never be a point of failure in a clinical environment where safe and timely transfusion processing is critical. I am extremely concerned about what would occur in a trauma case or any situation requiring urgent blood products. If my treatment was delayed under routine conditions, the consequences in an emergency scenario could be far more serious.

I request an explanation as to how such a fundamental breakdown was allowed to occur, why there was no immediate backup available, and how the responsible leadership of this service allowed the system to reach this point. The community deserves clarity on how the blood bank is being managed, who is overseeing equipment readiness, and why standards of basic operational reliability are not being met.

This is particularly concerning given the recent health levy imposed on ACT ratepayers. It is entirely reasonable to expect that revenue collected from the community will support core clinical capability and appropriate equipment redundancy. My experience does not reflect that expectation.

I ask that you outline what corrective actions will be taken, what accountability measures will apply, and how your office intends to prevent delays of this nature from occurring again.

Thank you for your attention to this matter. I look forward to your response.

Steve

From: [REDACTED]
Sent: Tuesday, 2 December 2025 12:52 PM
To: STEPHEN-SMITH
Subject: Re: Delay to Treatment Caused by Blood Bank Label Printer Failure

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Srudhy,

My name is [REDACTED] that is all the information I wish to provide to the government at this stage.

Thank you for looking into it.

Steve

On Tue, 2 Dec 2025 at 12:38 pm, STEPHEN-SMITH <STEPHEN-SMITH@act.gov.au> wrote:

Good afternoon [REDACTED]

Thank you for your email to Rachel Stephen-Smith MLA, ACT Minister for Health.

I am acknowledging receipt and can advise we have asked Canberra Health Services to look into it.

In order to appropriately identify you, can you please provide

Full Name:

Date of Birth:

Address:

Yours sincerely
 Srudhy Raghavan

A/g Office Manager
 Office of Rachel Stephen-Smith MLA
 Minister for Health
 Minister for Mental Health
 Minister for Finance
 Minister for the Public Service
 Member for Kurrajong

From: Rachel Stephen-Smith <rachel.stephen-smith@actlabor.org.au>
Sent: Sunday, 30 November 2025 2:52 PM
To: [REDACTED]
Cc: STEPHEN-SMITH <STEPHEN-SMITH@act.gov.au>
Subject: Re: Delay to Treatment Caused by Blood Bank Label Printer Failure

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear [REDACTED]

Thank you for your email. I am sorry to hear about your experience and appreciate you drawing it to my attention.

We will certainly follow this up with Canberra Health Services and I will respond formally as soon as possible.

The blood team at Canberra Hospital is a leading service that effectively supports a tertiary trauma hospital with one of the busiest emergency departments in the country.

As you would understand, there is a significant amount of technology involved in running a modern hospital and occasionally there are system glitches. I suspect that in this case it may have been an issue with the printer driver / integration rather than failure of a single printer. In any case, I apologise that this resulted in a delay in you receiving care.

While our teams work hard to address any issues as quickly as possible to minimise the impact on routine care, I can assure you that extensive business continuity plans are in place across our hospitals to ensure urgent care can be provided in emergencies.

Thank you again for taking the time to write to me on this important matter.

Kind regards,

Rachel

Rachel Stephen-Smith MLA

Member for Kurrajong

ph: 02 6205 2661

On 27 Nov 2025, at 6:35 am, [REDACTED] wrote:

You don't often get email from [REDACTED] [Learn why this is important](#)

Dear Minister,

I am writing to raise a serious concern following an incident that occurred on Tuesday 25 November at Canberra Health Services. My treatment was delayed because the blood bank laboratory did not have a functioning label printer. The blood product required for my care eventually arrived with a handwritten label, but only after a significant and avoidable delay.

This situation raises important questions about the reliability and management of essential equipment within the blood bank service. A single printer should never be a point of failure in a clinical environment where safe and timely transfusion processing is critical. I am extremely concerned about what would occur in a trauma case or any situation requiring urgent blood products. If my treatment was delayed under routine conditions, the consequences in an emergency scenario could be far more serious.

I request an explanation as to how such a fundamental breakdown was allowed to occur, why there was no immediate backup available, and how the responsible leadership of this service allowed the system to reach this point. The community deserves clarity on how the blood bank is being managed, who is overseeing equipment readiness, and why standards of basic operational reliability are not being met.

This is particularly concerning given the recent health levy imposed on ACT ratepayers. It is entirely reasonable to expect that revenue collected from the community will support core clinical capability and appropriate equipment redundancy. My experience does not reflect that expectation.

I ask that you outline what corrective actions will be taken, what accountability measures will apply, and how your office intends to prevent delays of this nature from occurring again.

Thank you for your attention to this matter. I look forward to your response.

Steve

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Meeting Minutes | ACT Pathology

Haematology Senior Management Meeting

Chair: Dr Michael Pidcock

Secretariat: Clifford Joel

01/10/2025

Name	Initial	Title	Present	Apology
Dr Michael Pidcock	MEP	Director Laboratory Haematology -CHAIR	✓	
A/Prof Philip Crispin	PCr	Chief Pathologist	✓	
A/Prof Maya Latimer	ML	Haematologist	✓	
Dr Samuel Bennett	SB	Haematologist		X
A/Prof Nalini Pati	NP	Haematologist	✓	
A/Prof Philip Choi	PCh	Haematologist		
Prof Dipti Talaulikar	DT	Haematologist		
Dr Edwin Lee	EL	Haematologist	✓	
Edda Koina			✓	
Jovanco Naumovski			✓	
Clifford Joel			✓	
Kelly Sliwinski				X
Lauren Walker				
Louise Naurenborg				
Dr Vivek Rathi				
Lynette Chairuka				
Dr Jun Ng				
Dr Maansi Joshi				
Dr Renee Eslick			✓	
Dr Fathima Ayyalil				
Dr Kirsty Rady				
Dr Sarah Mangalasseril			✓	
Loretta Huckstepp			✓	
Dr Marcus Hinchcliffe			✓	

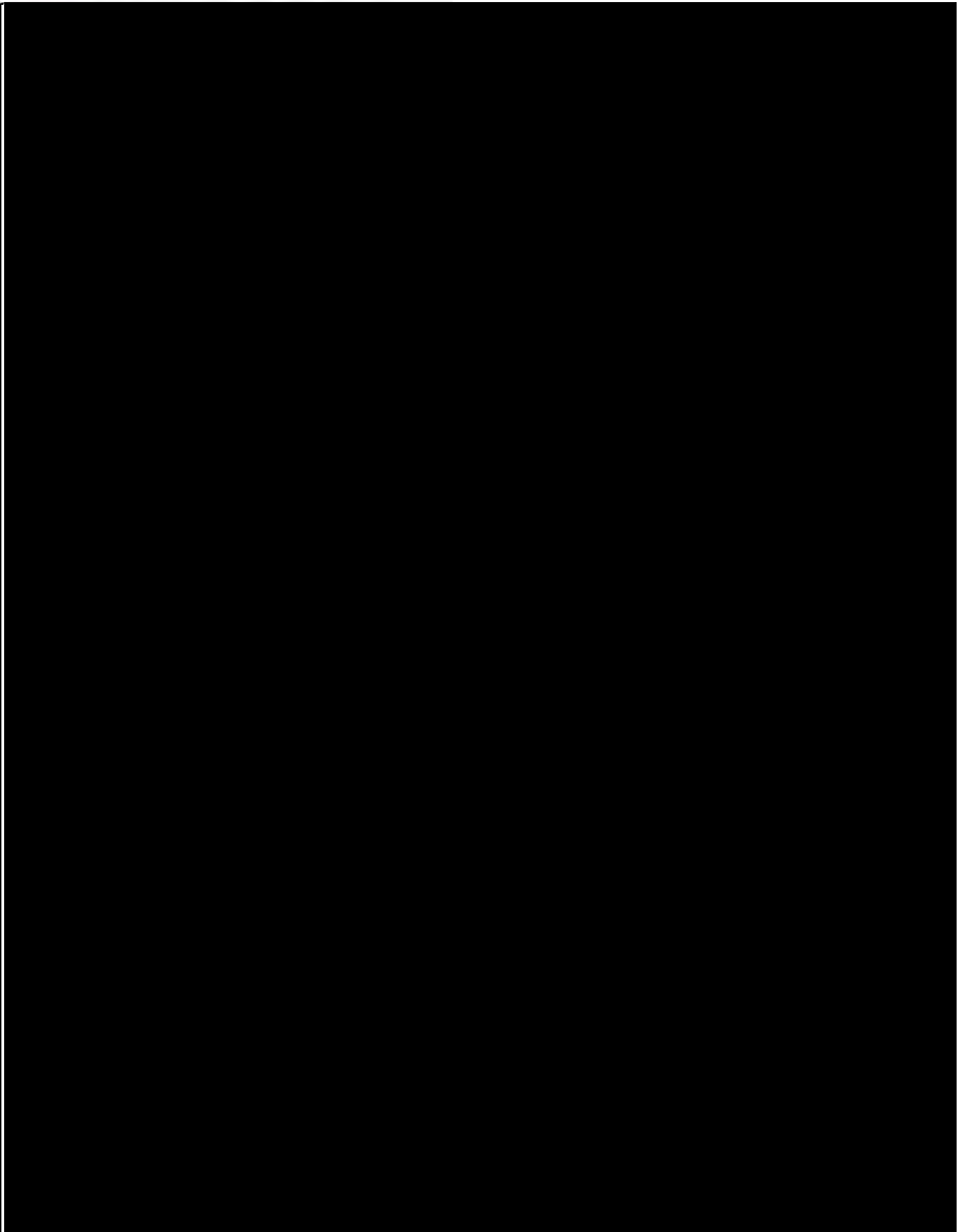
Please respect the confidentiality of meetings where appropriate. All meetings should be respectful and provide an opportunity for members to air their views in a supportive environment. Meetings should ensure that the Respect, Equity and Diversity Framework is adhered to.



Item	Agenda item	Presenter

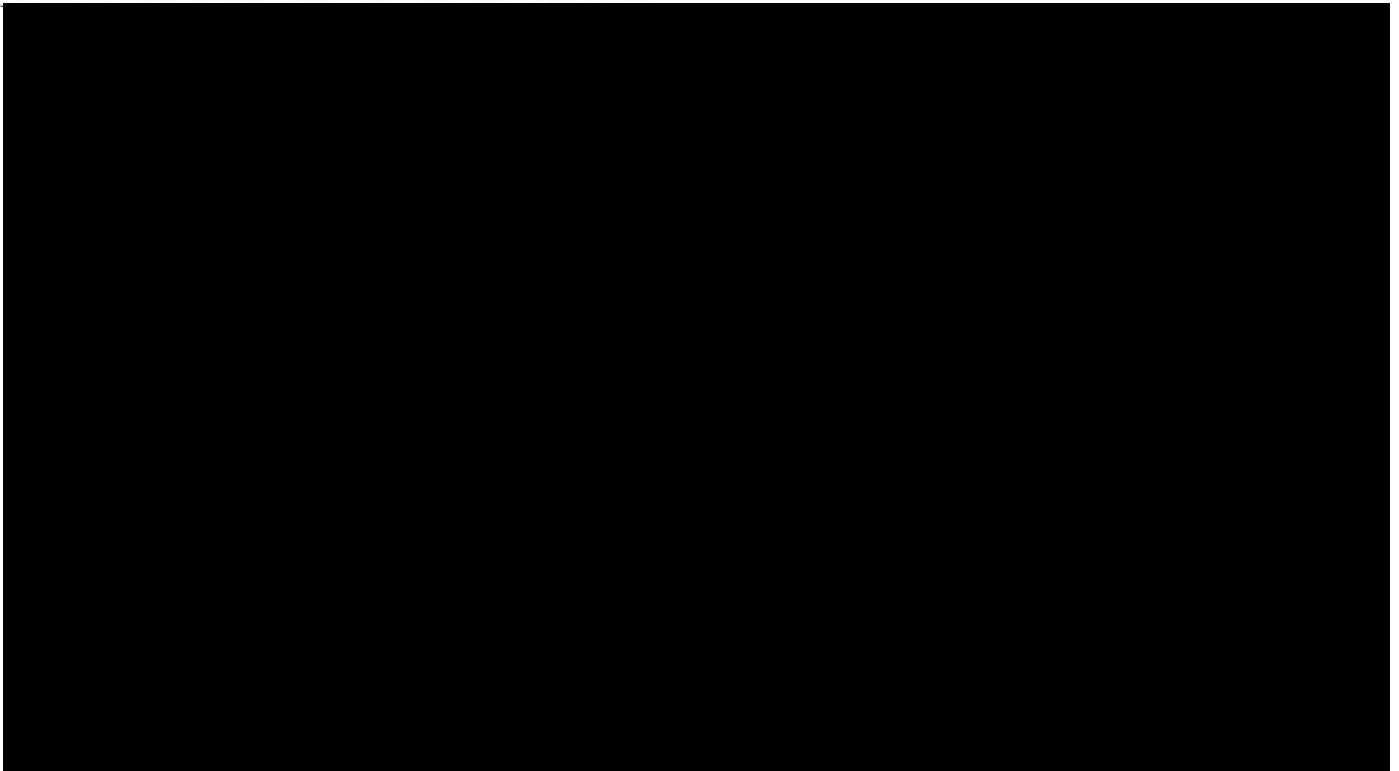
Please respect the confidentiality of meetings where appropriate. All meetings should be respectful and provide an opportunity for members to air their views in a supportive environment. Meetings should ensure that the Respect, Equity and Diversity Framework is adhered to.





Please respect the confidentiality of meetings where appropriate. All meetings should be respectful and provide an opportunity for members to air their views in a supportive environment. Meetings should ensure that the Respect, Equity and Diversity Framework is adhered to.





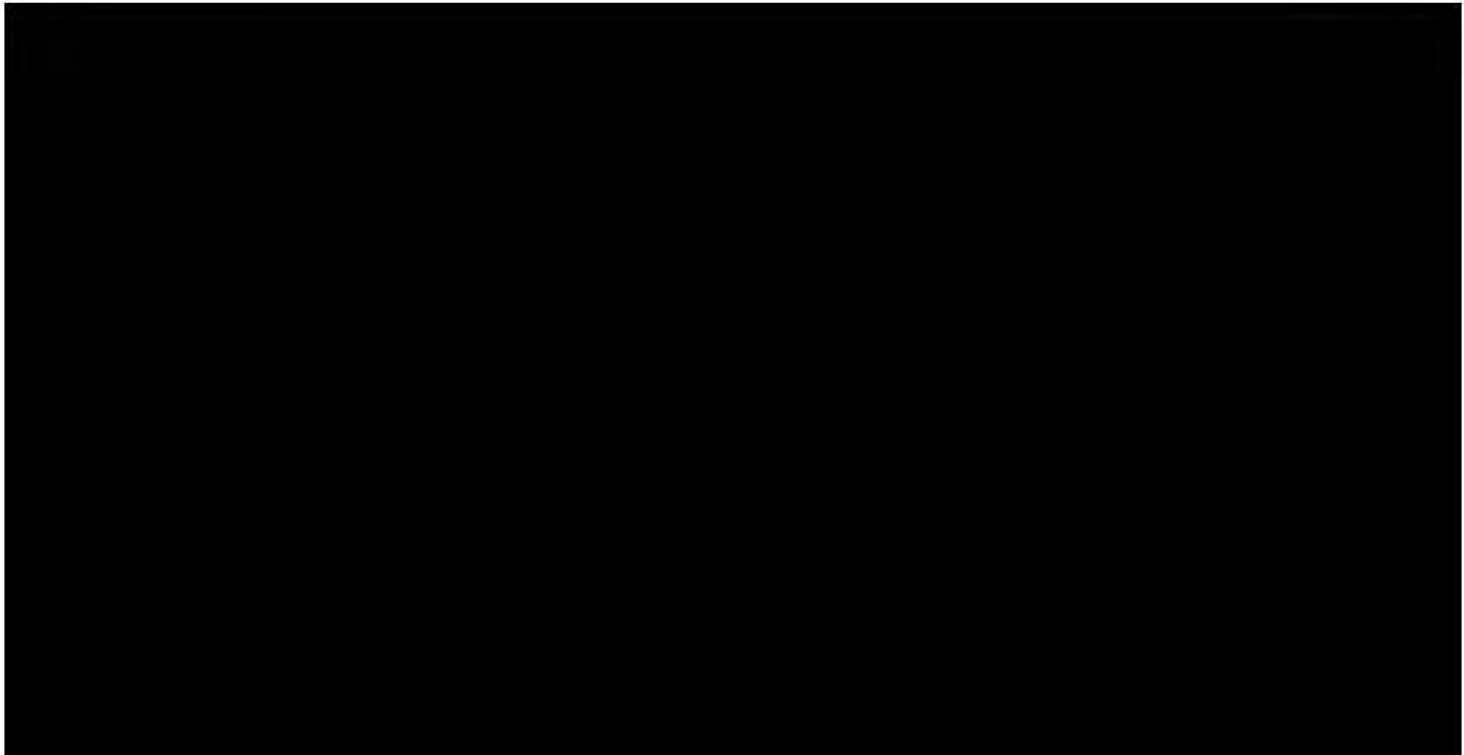
8	Risk Management	
	No backup Transfusion blood product label printer across NCH and TCH.	



Please respect the confidentiality of meetings where appropriate. All meetings should be respectful and provide an opportunity for members to air their views in a supportive environment. Meetings should ensure that the Respect, Equity and Diversity Framework is adhered to.



13	Next meeting: 4 th Feb 2026	



From: Crispin, Philip
Sent: Monday, 8 December 2025 8:47 AM
To: Newton, Simon; Joel, Clifford; CHS, ACTPathologyED
Cc: Sliwinski, Kelly; Figurski, Derek; Walker, Lauren
Subject: RE: For Action (Due 17/12): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure
Attachments: MCHS25710 - Minister Stephen-Smith Response - [REDACTED].docx

Hi Gab,
Could you please check this formatting and send back to Kester ?

Philip

From: Newton, Simon <Simon.Newton@act.gov.au>
Sent: Friday, 5 December 2025 8:56 AM
To: Joel, Clifford <Clifford.JOEL@act.gov.au>; Crispin, Philip <Philip.Crispin@act.gov.au>; CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Cc: Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Figurski, Derek <Derek.Figurski@act.gov.au>; Walker, Lauren <Lauren.Walker@act.gov.au>
Subject: Re: For Action (Due 17/12): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure

OFFICIAL: Sensitive - Personal Privacy

Hi Cliff,

If not already underway, could you create an OFI to ensure we systematically work through the solution?

From my understanding, there is a clear risk associated with having only one printer configured—a single point of failure. Regarding options 1 and 2, Digital Canberra should assess whether a full printer replacement is required or if replacing the printer head will suffice.

We should always maintain a spare printer head onsite for swift replacement, and ideally, our staff should be trained to perform this replacement quickly and confidently.

As noted in option 3, we should purchase and configure a backup printer to allow for an immediate swap when required.

In this case, the issue appears to have been exacerbated by gaps in our BCP, with the manual process taking longer than expected. As part of the OFI review, we should review this process and implement any opportunities for improvement.

I’ve copied Derek to assist in preparing the ministerial response.

Cheers,

Simon Newton | A/g Executive Branch Manager, ACT Pathology.
Phone: (02) 5124 2893 | Email: simon.newton@act.gov.au
ACT Pathology | Canberra Health Services | ACT Government
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Joel, Clifford <Clifford.JOEL@act.gov.au>
Sent: 04 December 2025 10:35 AM
To: Crispin, Philip <Philip.Crispin@act.gov.au>; CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Cc: Newton, Simon <Simon.Newton@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>
Subject: RE: For Action (Due 17/12): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure

OFFICIAL: Sensitive - Personal Privacy

Hi Philip,

Thank you for providing a reply to the complaint. I have attached a link to the Jira ticket that was raised on the day DHG-5755552

[Pathology Printer to be re-located - Digital Support - Jira Service Management](#)

Below is a summary of the events on the day, current risks and proposed mitigation strategies.

Background

- Jess was not informed of the need to switch the IP address and swap out the blood product printer. Jess should have been involved as the printer connects directly to Evolution.
- Lab staff began handwriting blood product labels, which may have taken 15–30 minutes before the process started.

Current Operating Risks

- The current blood product label printer has intermittent errors. We are exploring the feasibility of swapping it with the printer in the frozen section, which will require DSD resources.
- Replacing a printer in Evolution is not a simple swap, as IP addresses need to be managed in the background. Having only one blood product printer connected poses a risk, as any downtime will require DSD involvement and could delay product availability.
- Currently, only one DSD staff member is able to perform printer swaps, which is a significant organizational risk.

Risk Mitigation Options

1. **Printer Head Replacement**
 - o Jojo is awaiting a quote to replace the printer heads (approx. \$600). This approach has worked for printers in AP. If successful, we will maintain spare printer heads at both sites.
2. **Full Printer Replacement**
 - o Replace all printers with new ones (approx. \$3,000–\$5,000 per printer).
3. **Backup Printer Integration**
 - o Explore with Jess the option of having a second printer in the lab connected to Evolution. This backup printer would already have an IP address configured, allowing immediate activation if the primary printer fails. This would eliminate delays caused by engaging DSD.
 - o The lab will need to perform routine printer swaps to ensure the backup works and staff are comfortable with the process.

Please let me know your thoughts on these options or if you would like to discuss further.

Kind regards

Cliford Joel | Chief Scientist Haematology
Phone: (02) 5124 2828 | Fax: (02) 5124 2823 | Email: cliford.joel@act.gov.au
ACT Pathology | Canberra Health Services | ACT Government
Canberra Hospital | Building 10 Level 1 | PO Box 11, Woden ACT 2606 | health.act.gov.au
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Crispin, Philip <Philip.Crispin@act.gov.au>
Sent: Wednesday, 3 December 2025 4:53 PM
To: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>; Joel, Cliford <Cliford.JOEL@act.gov.au>
Cc: Newton, Simon <Simon.Newton@act.gov.au>
Subject: RE: For Action (Due 17/12): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure

OFFICIAL: Sensitive - Personal Privacy

Hi Clif,

I am happy to reply to this. I would not interpret the emails from the patient to the minister as giving us permission to look through their medical record. We should be able to answer in the general sense without having to specifically respond to them, other than using what they have told us.

Philip

From: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Sent: Wednesday, 3 December 2025 3:18 PM
To: Joel, Cliford <Cliford.JOEL@act.gov.au>
Cc: Crispin, Philip <Philip.Crispin@act.gov.au>; Newton, Simon <Simon.Newton@act.gov.au>
Subject: FW: For Action (Due 17/12): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure
Importance: High

OFFICIAL: Sensitive - Personal Privacy

Hi Clif,

Please find attached complaint for Ministerial response.

I note that the constituent has only provided their full name and has not included any other identifying details, so it may be difficult to identify them. It is also unclear what type of treatment they are receiving or which medical unit they are currently in. I am hoping you may have some details on this matter.

Are you aware of the mentioned incident or have any information?

Kind Regards,

Gabrielle Delaney |
Executive Assistant to Simon Newton | A/g Executive Branch Manager | ACT Pathology
&
Executive Assistant | Office of the Executive Director of Allied Health | Canberra Health Services
Phone: 02 5124 2891 + Microsoft Teams | Email: gabrielle.delaney@act.gov.au
ACT Pathology | Allied Health | Canberra Health Services | ACT Government



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: CHS DLO <CHSDLO@act.gov.au>
Sent: Wednesday, 3 December 2025 2:40 PM
To: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Cc: CHS, Government Relations <CHS.GovernmentRelations@act.gov.au>; Health Feedback <HealthFeedback@act.gov.au>
Subject: For Action (Due 17/12): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure

OFFICIAL: Sensitive - Personal Privacy

Good afternoon team,

Hope you are having a lovely day.

My name is Kester, and I am the new Directorate Liaison Officer for CHS.

Please find attached complaint (TRIM ref # MCHS25/710) for your consideration and action. Please note that the constituent (i.e. [REDACTED]) has only provided their full name and has not included any other identifying details. It is also unclear what type of treatment they are receiving or which medical unit they are currently in.

Action Required: Based on the information provided, could Pathology prepare a ministerial response? If that is not feasible, please provide DPs for me to discuss with the MO.

Due date to Government Relations: 17 December 2025

Please do not hesitate to reach out if you would like to discuss further.

Thank you,
Kester

-----< Content Manager Record Information >-----

Record Number: MCHS25/710
Title: PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure

Our ref: [Objective/TRIM reference where applicable]

[Title Surname]

[Organisation]

[Address - Street or P O Box]

[SUBURB STATE POSTCODE - ALL CAPS - 2 SPACES BETWEEN EACH]

Dear Steve

Thank you for your correspondence of 27 November 2025 about your delay in transfusion due to a printer fault.

I am sorry to hear that you had a delay in receiving a transfusion on 25 November due to a printer fault in the transfusion laboratory. The printer issue happened at quite a busy time for the transfusion laboratory and despite your delay, safety was considered paramount and maintained through a short period of down time.

The issue on the day was with the primary printer, so a backup printer was implemented. Unfortunately, the switch to the backup printer required a software change, and this created a delay of approximately two hours. The laboratory and clinical teams have down-time procedures, which were implemented after a short period trying to troubleshoot the software. These procedures included discussions with clinical staff to prioritise issue of blood for clinical need and the use of hand written blood labels. The issue was resolved within two hours.

Down time procedures are established for all transfusion processes. While they take a little longer than the streamlined technology systems, they are there to ensure safety so that the transfusion laboratory can always issue blood for critical patients. The printer failure did cause inconvenience and we are looking at options to improve the switch from primary to backup printers.

Once again, I apologise for the delay in your care. I thank you for your interest in patient safety and can assure you this was a primary consideration during this short printer outage.

Yours sincerely

[Four Returns]

Rachel Stephen-Smith MLA

[No date – DLO will include on PDF once signed by Minister]

act.gov.au

From: Sliwinski, Kelly
Sent: Wednesday, 28 January 2026 5:37 PM
To: CHS, ACTPathologyED; Crispin, Philip; Newton, Simon
Cc: Joel, Clifford; Brylski, Greg
Subject: RE: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

OFFICIAL: Sensitive - Personal Privacy

Hi All,

Whilst addressing the questions raised in the customers letter, it has highlighted some gaps within our asset management.

To the best of my knowledge Transfusion and Micro departments both use these types of printers. From the transfusion side:

- TCH transfusion lab - Intermec printer ACT asset # 299286 registered 2015
- TCH Bld 5 Frozen section room (BCU) Haneywell printer – has no asset number unknown age
- NCH transfusion lab – Zebra printer ACT asset # 484428 – will find out age of printer tomorrow
- Spare Intermec printer (located in admin) ACT asset # 299285 registered 2015
 - o This printer is currently ‘out of service’ with a replacement part on order
- New printer has been authorised to be purchased for Transfusion TCH – arrival date TBA

I could not find any record of these printers appearing in ACT pathology department equipment asset lists and therefore are at risk of not being included in an asset replacement schedule.

Furthermore, these printers are not DSD management and therefore do not have any service contract or customer support contract.

Strategies to improve redundancy in equipment malfunction being proposed / investigated for Transfusion.

- Second printer being ordered and installed for transfusion at TCH lab
 - o We have two options for this second printer
 - Have both printers available and staff direct unit label printing to specific printer each time they print a label
 - Have both printers set up and default to print different product types (eg printer 1 for pRBC, printer 2 for plasma products)
 - If one of these printers were to malfunction, the lab can immediately change the default printer location to the functional printer.
- We can investigate changing our printing from using a ribbon to direct thermal printing.
 - o Removing the requirement of a ribbon, will reduce printer malfunctions, less items that need replacing (ribbon / labels) and hopefully less downtime, errors etc
 - o Switching to direct thermal printing will require new printers or replacement of current printing heads, obtaining new label stock and consideration for deterioration of printing quality (eg labels discolour with age, heat, marked from scratches etc).

I hope this initial information helps.

Kind regards,

Kelly Sliwinski | Supervising Scientist Transfusion
Phone: 02 5124 2993 | Email: kelly.sliwinski@act.gov.au
ACT Pathology Haematology | Canberra Health Services| ACT Government
Canberra Hospital | Building 10 Level 2 | PO Box 11, Woden ACT 2606 | health.act.gov.au
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Sent: Tuesday, 27 January 2026 10:52 AM
To: Crispin, Philip <Philip.Crispin@act.gov.au>; Newton, Simon <Simon.Newton@act.gov.au>
Cc: Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Joel, Clifford <Clifford.JOEL@act.gov.au>; Brylski, Greg <Greg.Brylski@act.gov.au>
Subject: FW: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^
Importance: High

OFFICIAL: Sensitive - Personal Privacy

Hi Philip and Simon,

This complaint was sent to us in December 2025 and the Minister has since received a response from the constituent (attached)
The Minister’s Office has requested that we manage this matter internally and has asked that we contact the constituent and provide the MO with dot points on the outcome.

This is due back to Government Relations by **30th January**.
Please forward the dot points to me once completed so I can return to the MO

Thank you

Kind Regards,

Gabrielle Delaney |
Executive Assistant to Greg Brylski | Executive Director of ACT Pathology & Allied Health | Canberra Health Services
Phone: 02 5124 2891 + Microsoft Teams | Email: gabrielle.delaney@act.gov.au
ACT Pathology | Allied Health | Canberra Health Services | ACT Government
Building 10, Level 1, Canberra Hospital, Yamba Drive Garran ACT 2605
Canberra Hospital, Garran ACT 2605 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: CHS DLO <CHSDLO@act.gov.au>
Sent: Tuesday, 27 January 2026 10:16 AM
To: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Cc: CHS, Government Relations <CHS.GovernmentRelations@act.gov.au>
Subject: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

OFFICIAL: Sensitive - Personal Privacy

Good morning team,

Please find attached the correspondence (TRIM ref # **MCHS25/710**) for your action. Minister’s letter was sent to the constituent on 22 January 2026, and a response from the constituent was received on the same day. I have spoken with MO, and we have agreed that CHS will manage the matter internally. As this is a direct response to the Minister’s correspondence, I have not created a new TRIM folder; instead, I have treated it as a returned action under the same matter. Please see the required action below.

Action Required: Please contact the constituent and provide some dot points on outcome for me to share with MO.

Due date to Government Relations: 30 January 2026

Thank you,
Kester

-----< Content Manager Record Information >-----

Record Number: MCHS25/710
Title: PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

From: Crispin, Philip
Sent: Monday, 2 February 2026 11:37 AM
To: CHS DLO; CHS, ACTPathologyED; Newton, Simon; CHS, Government Relations
Cc: Sliwinski, Kelly; Joel, Clifford; Brylski, Greg
Subject: RE: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

Thanks,
I'm happy with that.

Philip

From: CHS DLO <CHSDLO@act.gov.au>
Sent: Monday, 2 February 2026 9:22 AM
To: Crispin, Philip <Philip.Crispin@act.gov.au>; CHS, ACTPathologyED <ACTPathologyED@act.gov.au>; Newton, Simon <Simon.Newton@act.gov.au>; CHS, Government Relations <CHS.GovernmentRelations@act.gov.au>
Cc: Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Joel, Clifford <Clifford.JOEL@act.gov.au>; Brylski, Greg <Greg.Brylski@act.gov.au>
Subject: RE: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

OFFICIAL: Sensitive - Personal Privacy

Good morning Philip,

Thank you for providing the dot points following your contact with the constituent.

I understand the constituent did not provide a telephone number, and I appreciate your effort in reaching out via email and providing a detailed explanation of the incident and the potential remedies. I also appreciate the work you and your team undertook during this incident, in line with procedures audited by the National Association of Testing Authorities against national and international standards. While the incident is unfortunate, thank you for your and the team's dedication in resolving it in an utmost professional manner.

I have slightly adjusted your dot points (see below). The main change is shifting the wording from first-person to third-person so MO is aware that it was you who contacted the constituent.

@CHS, Government Relations Jenny, could you please seek clearance from HSSU before I provide Philip's dot points to MO? The attached email from Philip to the constituent is for noting only and provides helpful context to support the dot points below. However, this email does not need to be provided to MO, as they were comfortable for CHS to manage the matter internally. I believe the dot points below are sufficient, and no additional information is required at this stage.

Amended Dot Points

- The constituent shows concern for quality and safety processes in the transfusion laboratory, including management of equipment and continuity plans.
- The constituent has not provided telephone contact details and specifically indicated that he was not prepared to provide additional information “to the government at this stage,” so Dr Philip Crispin, Chief Pathologist, reached out to him by email, offering to discuss. No medical records were reviewed, and this was not deemed necessary to complete the investigations.
- A full account of the incident has been provided to him by email and potential remedies.
- In brief, when the printer failed and was not immediately correctable, transfusion scientists thought that swapping in a backup printer should rapidly solve the issue. This was more complicated than anticipated, changing these printers being very rare, and there was a delay in enacting downtime procedures. Although the scientists elected to not follow the down time procedure immediately, they did this with the understanding that no urgent blood was required, and checked with clinical staff whenever a request came through. The ability to issue blood products remained possible throughout, although a little more cumbersome for the laboratory and nursing staff.
- While minor issues with these printers are handled routinely, significant failure has not occurred, despite being 10 years old. These printers are specialised, with even the labels requiring Therapeutic Goods Administration (TGA)-approved adhesive to attach to blood bags.
- The incident, as always, has prompted a review. A purchase order for an additional printer, which will be run in parallel enabling an immediate switch at Canberra Hospital laboratory if there is a failure.
- Downtime procedures are available, safe and effective, routinely tested during planned outages, such as for upgrades, and are audited by National Association of Testing Authorities (NATA) to fulfil national standards.
- Dr Crispin has not had a reply from the constituent to my email. Dr Crispin shall provide an update if he replies and significant concerns remain.

Thank you all for your work on this.

Have a lovely week ahead!

Kind regards,
Kester Nip | Directorate Liaison Officer
Office of Minister Rachel Stephen-Smith MLA | Minister for Health | Minister for Mental Health
Phone: 02 6205 1500 | [REDACTED] | [Chat with me on Microsoft Teams](#) | Kester.Nip@act.gov.au | CHSDLO@act.gov.au
Office of the Chief Executive Officer | Canberra Health Services | ACT Government
ACT Legislative Assembly | 196 London Circuit, Canberra, ACT 2601 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Crispin, Philip <Philip.Crispin@act.gov.au>
Sent: Friday, 30 January 2026 7:13 PM
To: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>; Newton, Simon <Simon.Newton@act.gov.au>; CHS DLO <CHSDLO@act.gov.au>
Cc: Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Joel, Clifford <Clifford.JOEL@act.gov.au>; Brylski, Greg <Greg.Brylski@act.gov.au>
Subject: RE: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

OFFICIAL: Sensitive - Personal Privacy

Dear Kester,

- The constituent shows concern for quality and safety processes in the transfusion laboratory, including management of equipment and continuity plans
- The constituent has not provided telephone contact details and specifically indicated that he was not prepared to provide additional information “to the government at this stage,” so I have reached out to him by email, offering to discuss. No medical records were reviewed, and this was not deemed necessary to complete the investigations.
- A full account of the incident has been provided to him by email (attached) and potential remedies
- In brief, when the printer failed and was not immediately correctable, transfusion scientists thought that swapping in a backup printer should rapidly solve the issue. This was more complicated than anticipated, changing these printers being very rare, and there was a delay in enacting downtime procedures. Although the scientists elected to not follow the down time procedure immediately, they did this with the understanding that no urgent blood was required, and checked with clinical staff whenever a request came through. The ability to issue blood products remained possible throughout, although a little more cumbersome for the laboratory and nursing staff.
- While minor issues with these printers are handled routinely, significant failure has not occurred, despite being 10 years old. These printers are specialised, with even the labels requiring TGA-approved adhesive to attach to blood bags.
- The incident, as always, has prompted a review. A purchase order for an additional printer, which will be run in parallel enabling an immediate switch at Canberra Hospital laboratory if there is a failure.
- Downtime procedures are available, safe and effective, routinely tested during planned outages, such as for upgrades, and are audited by NATA to fulfil national standards.
- I have not had a reply from the constituent to my email. I shall provide an update if he replies and significant concerns remain.

Kind regards,

Philip Crispin MBBS(Hons) PhD FRACP FRCPA
Chief Pathologist, ACT Pathology
Clinical Haematologist, The Canberra Hospital
Clinical Associate Professor, Australian National University Medical School
Ph: +61 2 5124 8389 | Fax: 61 2 5124 5544

From: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Sent: Tuesday, 27 January 2026 10:52 AM
To: Crispin, Philip <Philip.Crispin@act.gov.au>; Newton, Simon <Simon.Newton@act.gov.au>
Cc: Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Joel, Clifford <Clifford.JOEL@act.gov.au>; Brylski, Greg <Greg.Brylski@act.gov.au>
Subject: FW: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^
Importance: High

OFFICIAL: Sensitive - Personal Privacy

Hi Philip and Simon,

This complaint was sent to us in December 2025 and the Minister has since received a response from the constituent (attached)
The Minister’s Office has requested that we manage this matter internally and has asked that we contact the constituent and provide the MO with dot points on the outcome.

This is due back to Government Relations by **30th January**.
Please forward the dot points to me once completed so I can return to the MO

Thank you

Kind Regards,

Gabrielle Delaney |
Executive Assistant to Greg Brylski | Executive Director of ACT Pathology & Allied Health | Canberra Health Services
Phone: 02 5124 2891 + Microsoft Teams | Email: gabrielle.delaney@act.gov.au
ACT Pathology | Allied Health | Canberra Health Services | ACT Government
Building 10, Level 1, Canberra Hospital, Yamba Drive Garran ACT 2605



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: CHS DLO <CHSDLO@act.gov.au>
Sent: Tuesday, 27 January 2026 10:16 AM
To: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Cc: CHS, Government Relations <CHS.GovernmentRelations@act.gov.au>
Subject: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

OFFICIAL: Sensitive - Personal Privacy

Good morning team,

Please find attached the correspondence (TRIM ref # **MCHS25/710**) for your action. Minister’s letter was sent to the constituent on 22 January 2026, and a response from the constituent was received on the same day. I have spoken with MO, and we have agreed that CHS will manage the matter internally. As this is a direct response to the Minister’s correspondence, I have not created a new TRIM folder; instead, I have treated it as a returned action under the same matter. Please see the required action below.

Action Required: Please contact the constituent and provide some dot points on outcome for me to share with MO.

Due date to Government Relations: 30 January 2026

Thank you,
Kester

-----< Content Manager Record Information >-----

Record Number: MCHS25/710
Title: PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

From: Sliwinski, Kelly
Sent: Monday, 2 February 2026 2:09 PM
To: Crispin, Philip; CHS, ACTPathologyED; Newton, Simon
Cc: Joel, Clifford; Brylski, Greg
Subject: RE: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

OFFICIAL: Sensitive - Personal Privacy

Hi Philip,

Thank you for putting together the response.

Please refer to below replies in blue.

Kind regards,

Kelly Sliwinski | Supervising Scientist Transfusion
Phone: 02 5124 2993 | Email: kelly.sliwinski@act.gov.au
ACT Pathology Haematology | Canberra Health Services| ACT Government
Canberra Hospital | Building 10 Level 2 | PO Box 11, Woden ACT 2606 | health.act.gov.au
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Crispin, Philip <Philip.Crispin@act.gov.au>
Sent: Friday, 30 January 2026 7:28 PM
To: Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; CHS, ACTPathologyED <ACTPathologyED@act.gov.au>; Newton, Simon <Simon.Newton@act.gov.au>
Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Brylski, Greg <Greg.Brylski@act.gov.au>
Subject: RE: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

OFFICIAL: Sensitive - Personal Privacy

Thanks Kelly,

We seem to have implemented an appropriate fix for the immediate issue. Much appreciated.

A few thoughts:

Do we need an additional printer in frozen section room? [The printer in the frozen section room is very underutilised and also served as a back up printer for the lab.](#) We will likely have a very limited stock if we had to relocate there so I wonder if in relocating we chose to also use manual labels? [Yes we could do this easily.](#) This printer could then be used to provide similar on line back up at NCH. [With a new printer on order to provide a back up for the lab \(in addition to the spare printer in admin\) we can send the frozen section room printer and implement a printer redundancy plan, similar to what is proposed at TCH.](#)

Procurement will provide additional resources to ACT Pathology and Amali will hopefully have more time to spend on contracts. In principle, having a single type of printer will likely serve us better in the long run. 10 years sounds like a good run. Perhaps we should think about a larger strategy to consolidate and unify if we decide updates are required. [Agreed, this complaint has highlighted a gap in our management, servicing and replacement schedule for these printers.](#)

Philip

From: Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>
Sent: Wednesday, 28 January 2026 5:37 PM
To: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>; Crispin, Philip <Philip.Crispin@act.gov.au>; Newton, Simon <Simon.Newton@act.gov.au>
Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Brylski, Greg <Greg.Brylski@act.gov.au>
Subject: RE: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

OFFICIAL: Sensitive - Personal Privacy

Hi All,

Whilst addressing the questions raised in the customers letter, it has highlighted some gaps within our asset management.

To the best of my knowledge Transfusion and Micro departments both use these types of printers. From the transfusion side:

- TCH transfusion lab - Intermec printer ACT asset # 299286 registered 2015
- TCH Bld 5 Frozen section room (BCU) Haneywell printer – has no asset number unknown age
- NCH transfusion lab – Zebra printer ACT asset # 484428 – will find out age of printer tomorrow
- Spare Intermec printer (located in admin) ACT asset # 299285 registered 2015
 - o This printer is currently ‘out of service’ with a replacement part on order
- New printer has been authorised to be purchased for Transfusion TCH – arrival date TBA

I could not find any record of these printers appearing in ACT pathology department equipment asset lists and therefore are at risk of not being included in an asset replacement schedule.

Furthermore, these printers are not DSD management and therefore do not have any service contract or customer support contract.

Strategies to improve redundancy in equipment malfunction being proposed / investigated for Transfusion.

- Second printer being ordered and installed for transfusion at TCH lab
 - We have two options for this second printer
 - Have both printers available and staff direct unit label printing to specific printer each time they print a label
 - Have both printers set up and default to print different product types (eg printer 1 for pRBC, printer 2 for plasma products)
 - If one of these printers were to malfunction, the lab can immediately change the default printer location to the functional printer.
- We can investigate changing our printing from using a ribbon to direct thermal printing.
 - Removing the requirement of a ribbon, will reduce printer malfunctions, less items that need replacing (ribbon / labels) and hopefully less downtime, errors etc
 - Switching to direct thermal printing will require new printers or replacement of current printing heads, obtaining new label stock and consideration for deterioration of printing quality (eg labels discolour with age, heat, marked from scratches etc).

I hope this initial information helps.

Kind regards,

Kelly Sliwinski | Supervising Scientist Transfusion
Phone: 02 5124 2993 | Email: kelly.sliwinski@act.gov.au
ACT Pathology Haematology | Canberra Health Services| ACT Government
Canberra Hospital | Building 10 Level 2 | PO Box 11, Woden ACT 2606 | health.act.gov.au
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Sent: Tuesday, 27 January 2026 10:52 AM
To: Crispin, Philip <Philip.Crispin@act.gov.au>; Newton, Simon <Simon.Newton@act.gov.au>
Cc: Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Joel, Clifford <Clifford.JOEL@act.gov.au>; Brylski, Greg <Greg.Brylski@act.gov.au>
Subject: FW: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^
Importance: High

OFFICIAL: Sensitive - Personal Privacy

Hi Philip and Simon,

This complaint was sent to us in December 2025 and the Minister has since received a response from the constituent (attached)
The Minister’s Office has requested that we manage this matter internally and has asked that we contact the constituent and provide the MO with dot points on the outcome.

This is due back to Government Relations by **30th January**.
Please forward the dot points to me once completed so I can return to the MO

Thank you

Kind Regards,

Gabrielle Delaney |
Executive Assistant to Greg Brylski | Executive Director of ACT Pathology & Allied Health | Canberra Health Services
Phone: 02 5124 2891 + Microsoft Teams | Email: gabrielle.delaney@act.gov.au
ACT Pathology | Allied Health | Canberra Health Services | ACT Government
Building 10, Level 1, Canberra Hospital, Yamba Drive Garran ACT 2605
Canberra Hospital, Garran ACT 2605 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.
We acknowledge and respect their continuing culture and contribution to the life of this region.



From: CHS DLO <CHSDLO@act.gov.au>
Sent: Tuesday, 27 January 2026 10:16 AM
To: CHS, ACTPathologyED <ACTPathologyED@act.gov.au>
Cc: CHS, Government Relations <CHS.GovernmentRelations@act.gov.au>

Subject: For Action (Due to GR 30/1): MCHS25/710 : PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

OFFICIAL: Sensitive - Personal Privacy

Good morning team,

Please find attached the correspondence (TRIM ref # **MCHS25/710**) for your action. Minister’s letter was sent to the constituent on 22 January 2026, and a response from the constituent was received on the same day. I have spoken with MO, and we have agreed that CHS will manage the matter internally. As this is a direct response to the Minister’s correspondence, I have not created a new TRIM folder; instead, I have treated it as a returned action under the same matter. Please see the required action below.

Action Required: Please contact the constituent and provide some dot points on outcome for me to share with MO.

Due date to Government Relations: 30 January 2026

Thank you,
Kester

-----< Content Manager Record Information >-----

Record Number: MCHS25/710
Title: PATIENT SERVICES ADMINISTRATION - Service Delivery - Complaint - For response - [REDACTED] - Delay to treatment due to blood label printer failure^

From: Maung, JoJo
Sent: Wednesday, 11 February 2026 10:55 AM
To: Joel, Clifford; Sliwinski, Kelly
Subject: FW: Follow-Up: Honeywell/Intermec PM45C - Printers (On Back Order) - RIMT5858923 & RITM5799643

OFFICIAL

Good morning Kelly and Clif,

Regarding this update, that the Honeywell/Intermec Printers are still on back-order, and not expected to be delivered until May 2025.

I think we should re-locate the Honeywell/Intermec Printer from TCH-CSB-Bldg.5 - Frozen Section Lab.

Please let me know if this is what the lab is thinking as well, and if you would like me to co-ordinate this?

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Perkov, Richard <Richard.Perkov@act.gov.au> **On Behalf Of** DCBR, ICT Purchasing
Sent: Wednesday, 11 February 2026 10:42 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au>
Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Peters, Chris <Chris.Peters@act.gov.au>; Zhang, Leah <Leah.Zhang@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>
Subject: RE: Follow-Up: Honeywell/Intermec PM45C - Printers (On Back Order) - RIMT5858923 & RITM5799643

OFFICIAL

Hi Jojo,

We followed up with the vendor to understand the reason for the lengthy delays, and they advised is because the item isn't stocked by any of the regular vendors locally. As a result, it has to be sourced externally, and the supplier only manufactures or dispatches it on demand rather than holding stock in their warehouse. This is the main reason for the extended timeframe.

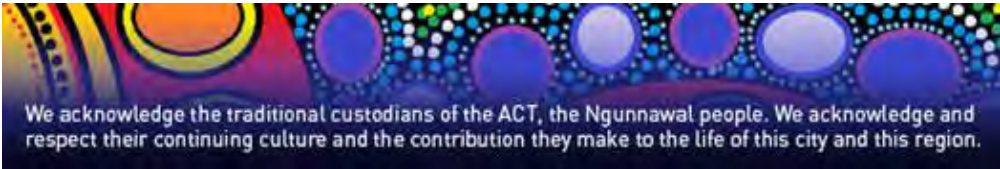
The vendor has explored all possible options to expedite the process; however, since the order is handled by an external supplier, we are required to adhere to their production and shipping schedules. Unfortunately, this means the turnaround is longer than it would be for standard stocked item.

They’ve acknowledged that these delays are frustrating and have assured us that they are actively monitoring the order to ensure it progresses as quickly as possible.

We have also reached out to other vendors we use and they’ve all come back with ETA to 12-14 weeks.

Kind Regards
Richard

Richard Perkov| ICT Purchasing |Service Assurance
Phone: 02 6205 0368| Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT Government
Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au



Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Tuesday, 3 February 2026 11:16 AM
To: Perkov, Richard <Richard.Perkov@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>
Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>
Subject: Follow-Up: Honeywell/Intermec PM45C - Printers (On Back Order) - RIMT5858923 & RITM5799643

OFFICIAL

Good morning Richard and ICT Purchasing team,

Richard, you advised me – that the 2 x Honeywell/Intermec PM45C printers on order for ACT Pathology Haematology and Microbiology lab – were being delayed delivery until May 2026.
I’ve advised my laboratory teams – and we’d like to enquire whether there are any other suppliers – which DCBR ICT Purchasing team – can search for the SAME printer models, for delivery sooner than May 2026?

- The issue which we have in one of my laboratories – TCH B10 L2 – Transfusion/Haematology – the current Honeywell/Intermec PM43 – is an ageing device, and starting to breakdown – 299286 –
- Single Specimen Label Printer – for blood products issued to TCH Blood Transfusion patients,
- When this specimen printer goes offline – due to numerous issues related to the faulty print device, i.e. specimen label media jamming, printing streaks on barcode – making barcode illegible by barcode readers etc –
- BCP when this label printer goes offline – is handwriting CHS Patient and blood product information by hand – potentially introducing manual transcription errors in a critical -high risk CHS patient care workflow,

Please let us know – if sourcing these items from an alternative supplier is not feasible, so that we can log and document the long delay for this ICT Purchasing request, for ACT Pathology’s management of the ICT risks and issues.

Thanks

Jo Jo

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Maung, JoJo
Sent: Thursday, 12 February 2026 1:49 PM
To: DCBR, ICT Purchasing
Cc: Joel, Clifford; Sliwinski, Kelly; Peters, Chris; Zhang, Leah; Maharjan, Nicky
Subject: RE: Request for ICT Purchasing

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Richard and DCBR ICT Purchasing team,

I’ve raised - RITM5951312

For this request below.

Thanks – please let me know if you need anything else.

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Perkov, Richard <Richard.Perkov@act.gov.au> **On Behalf Of** DCBR, ICT Purchasing
Sent: Thursday, 12 February 2026 1:39 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>
Cc: Joel, Clifford <Cliford.JOEL@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Peters, Chris <Chris.Peters@act.gov.au>; Zhang, Leah <Leah.Zhang@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>
Subject: RE: Request for ICT Purchasing

OFFICIAL

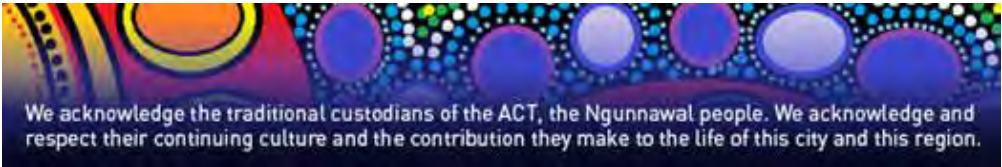
Good afternoon, JoJo,

Could you please submit a job through the Digital Canberra Portal so we can proceed with arranging a separate quote for the Honeywell/Intermec PM43 Thermal Printhead (Part No. 710-129S-001)?

Kind regards,

Richard

Richard Perkov | ICT Purchasing |Service Assurance
Phone: 02 6205 0368| Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT Government
Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au



Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Wednesday, 11 February 2026 11:09 AM
To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>
Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Peters, Chris <Chris.Peters@act.gov.au>; Zhang, Leah <Leah.Zhang@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>
Subject: Request for ICT Purchasing

OFFICIAL

Good morning Richard and DCBR ICT Purchasing team,

Would it be possible for us to enquire with the vendor – whether they can quote us for:

- Honeywell/Intermec PM43 Thermal Printhead (Part no. 710-129S-001) – for CostCentre: 63125 – Laboratory Haematology,

We’ve previously supported RITM5514921 – for our ACT Pathology – Microbiology Lab, to repair and resolve some printing issues associated with a defective/aged thermal direct head for Honeywell/Intermec PM43 printer.

My colleagues in Laboratory Haematology – while waiting for a NEW replacement printer – would like to change and replace the thermal direct head of our EXISTING printer.

If you can help us generate another quote for Clifford Joel and I, to review – plus, if we can find out what is the availability of this part – or if there needs to be a back-order?

Thank you

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Perkov, Richard <Richard.Perkov@act.gov.au> **On Behalf Of** DCBR, ICT Purchasing
Sent: Wednesday, 11 February 2026 10:42 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au>
Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Peters, Chris <Chris.Peters@act.gov.au>; Zhang, Leah <Leah.Zhang@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>
Subject: RE: Follow-Up: Honeywell/Intermec PM45C - Printers (On Back Order) - RIMT5858923 & RITM5799643

OFFICIAL

Hi JoJo,

We followed up with the vendor to understand the reason for the lengthy delays, and they advised is because the item isn't stocked by any of the regular vendors locally. As a result, it has to be sourced externally, and the supplier only manufactures or dispatches it on demand rather than holding stock in their warehouse. This is the main reason for the extended timeframe.

The vendor has explored all possible options to expedite the process; however, since the order is handled by an external supplier, we are required to adhere to their production and shipping schedules. Unfortunately, this means the turnaround is longer than it would be for standard stocked item.

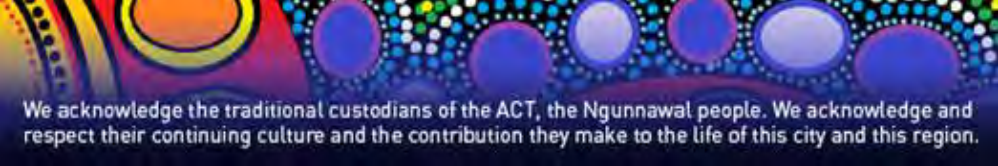
They’ve acknowledged that these delays are frustrating and have assured us that they are actively monitoring the order to ensure it progresses as quickly as possible.

We have also reached out to other vendors we use and they’ve all come back with ETA to 12-14 weeks.

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance
Phone: 02 6205 0368| Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT Government
Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au



Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Tuesday, 3 February 2026 11:16 AM
To: Perkov, Richard <Richard.Perkov@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>
Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>
Subject: Follow-Up: Honeywell/Intermec PM45C - Printers (On Back Order) - RIMT5858923 & RITM5799643

OFFICIAL

Good morning Richard and ICT Purchasing team,

Richard, you advised me – that the 2 x Honeywell/Intermec PM45C printers on order for ACT Pathology Haematology and Microbiology lab – were being delayed delivery until May 2026.
I’ve advised my laboratory teams – and we’d like to enquire whether there are any other suppliers – which DCBR ICT Purchasing team – can search for the SAME printer models, for delivery sooner than May 2026?

- The issue which we have in one of my laboratories – TCH B10 L2 – Transfusion/Haematology – the current Honeywell/Intermec PM43 – is an ageing device, and starting to breakdown – 299286 –
- Single Specimen Label Printer – for blood products issued to TCH Blood Transfusion patients,
- When this specimen printer goes offline – due to numerous issues related to the faulty print device, i.e. specimen label media jamming, printing streaks on barcode – making barcode illegible by barcode readers etc –
- BCP when this label printer goes offline – is handwriting CHS Patient and blood product information by hand – potentially introducing manual transcription errors in a critical -high risk CHS patient care workflow,

Please let us know – if sourcing these items from an alternative supplier is not feasible, so that we can log and document the long delay for this ICT Purchasing request, for ACT Pathology’s management of the ICT risks and issues.

Thanks

Jo Jo

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: ServicePSSANZ <servicepssanz@honeywell.com>
Sent: Thursday, 12 February 2026 3:25 PM
To: Maung, JoJo
Cc: Joel, Clifford; Sliwinski, Kelly; ServicePSSANZ
Subject: RE: [External] General Enquiry: General Service Enquiries - Service Maintenance for Honeywell PM43 - Industrial Printers
Attachments: RMA portal registration.pdf

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi JoJo,

Unfortunately we don't provide on-site service here.

If your printer is faulty, you will need to register an account to our RMA portal, log a RMA for the printer and send it to our service center at Baulkham Hills NSW for repair. Please see attached PDF on how to register to our RMA portal.

If your printer only requires print head clean, you can follow the steps on the below support article to perform the cleaning yourself.

<https://sps-support.honeywell.com/s/article/How-to-clean-the-printhead-on-Honeywell-printers>

and also, the printhead for PM43 is a customer replacement part. You don't need to send the printer in to get it replaced as well. You can contact your reseller to purchase a replacement printhead and install it yourself.

Should you require any further support regarding the cleaning, printhead replacement and other technical related issue, you can also follow the steps on below article to log a technical support case. Our technical team will check your set up and requirement and come back to you with suggestions and solution.

<https://sps-support.honeywell.com/s/article/How-to-create-Technical-Support-ticket-in-Technical-Support-Portal>

Regards,



Honeywell | PRODUCTIVITY SOLUTIONS AND SERVICES
 9 Columbia Way, Baulkham Hills, NSW 2153

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Thursday, 12 February 2026 1:44 PM
To: ServicePSSANZ <servicepssanz@honeywell.com>
Cc: Joel, Clifford <Cliford.JOEL@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>
Subject: [External] General Enquiry: General Service Enquiries - Service Maintenance for Honeywell PM43 - Industrial Printers

WARNING: This message has originated from an External Source. This may be a phishing email that can result in unauthorized access to Honeywell systems. Please use proper judgment and caution when opening attachments, clicking links, scanning QR codes, or responding.

OFFICIAL

Good afternoon Honeywell Asia Pacific General Service Enquires helpdesk,

I'd like to enquire about whether Honeywell Asia Pacific has service technicians located in Canberra, Australian Capital Territory..
 To support customer on-site service maintenance for Honeywell industrial printers.

I am contacting from ACT Pathology – Canberra Health Services (CHS) – located at The Canberra Hospital (TCH) Building 10 Cnr Yamba Dr, Garran ACT.

We have on hand – 4-5 Honeywell/Intermec PM43 industrial printers – which are in need of some repairs and thermal direct head cleaned/replaced.

Can you please advise, how we can engage with your Service Maintenance team or on-site technicians – if they are available in ACT and surrounding regions?

Australia

L3, 2 Richardson Place North Ryde NSW 2113
Tel: +612 9353 7000 (Australia)
Sales Enquiries: PreSalesPSSANZ@honeywell.com

Service: 9 Columbia Way Baulkham Hills NSW 2153, Australia
Contract Service Enquiries:
contractspssanz@honeywell.com
General Service Enquiries:
servicepssanz@honeywell.com
Phone: +612 9353 7000

Technical Support Enquiries:
<https://sps.honeywell.com/us/en/support/technical-support/productivity>

Thanks

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

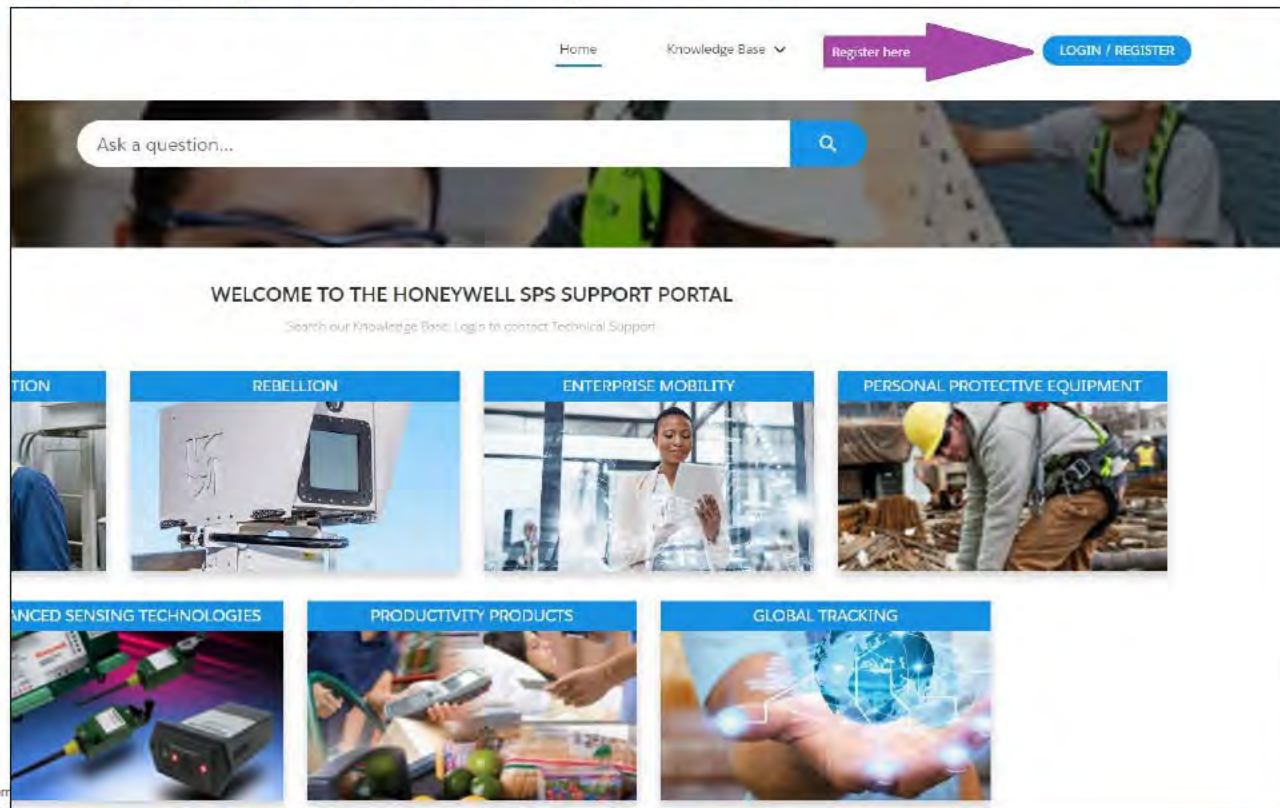
Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

SUPPORT PORTAL REGISTRATION

Login: <https://sps-support.honeywell.com/s/>



SUPPORT PORTAL REGISTRATION

Sign On

Username / Email ⓘ

NEXT

Create an Account

SUPPORT PORTAL REGISTRATION

Account Registration

Enter the details to create your Honeywell ID.

First Name

Last Name

Email

Password ⓘ

Confirm Password

☒ I agree and consent to [Honeywell's Terms & Conditions](#)

☒ I have read and understood [Honeywell's Privacy Statement](#)

SEND VALIDATION CODE

SUPPORT PORTAL REGISTRATION

You will receive the verification code via email

Account Registration

Enter the details to create your Honeywell ID.

First Name

Alexis

Last Name

Ivan

Email

alexis.calvillorincon@mailinator.com

Password

Confirm Password

Validation Code

5671536

CREATE ACCOUNT

[RESEND VALIDATION CODE](#)

Complete Support Portal Registration

REGISTRATION

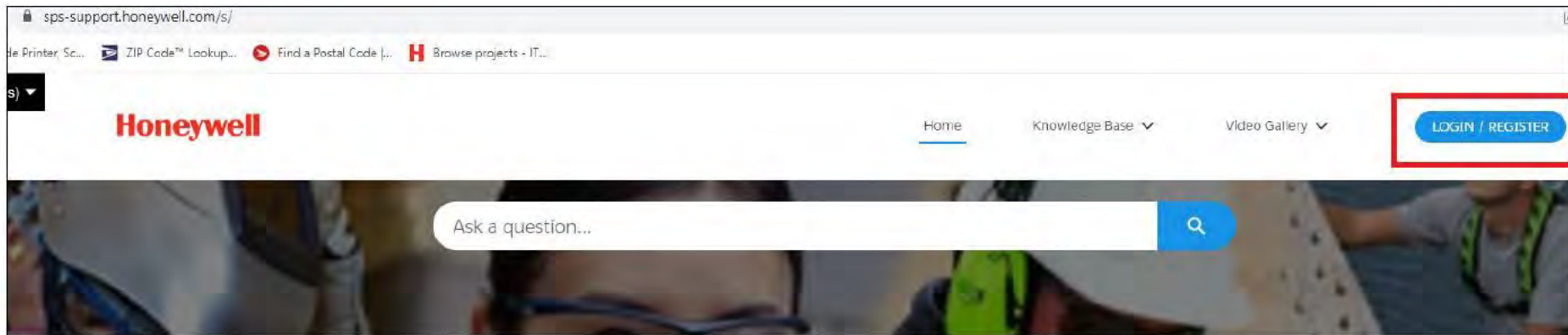
First Name	Alexis
Last Name	Ivan
Email Address	alexis.ca/villorincon@mailinator.com
Company Name*	Honeywell
Shipping Address*	9680 Old Balles Road
City*	FORT MILL
Zip / Postal Code*	29707
State	South Carolina
Country*	United States
Mobile Number*	2188508739
Other Information	Enter Other Information

SAVE

SUPPORT PORTAL LOG IN

57

6



RMA Portal Registration

Click on Productivity Products

WELCOME TO THE HONEYWELL SPS SUPPORT PORTAL

GAS AND FLAME DETECTION



REBELLION



ENTERPRISE MOBILITY



PERSONAL PROTECTIVE EQUIPMENT



ADVANCED SENSING TECHNOLOGIES



PRODUCTIVITY PRODUCTS



GLOBAL TRACKING



RMA Portal Registration

Click on RMA

BAR CODE SCANNERS



MOBILE COMPUTERS



PRINTERS



SOFTWARE DOWNLOADS

Detection Software
Firmware



RMA



RMA (MERTA REGION)



RMA Portal Registration

Click Register to RMA Portal

For Voice customers outside of the US please contact:

VoiceRMA@Honeywell.com (Canada) or

VoiceEMEARMA@Honeywell.com (EMEA).

The correct location to send your equipment will be provided during RMA creation. Please ship your equipment to the depot address printed on you identified as the Ship-to on the RMA packing slip.

For immediate technical support regarding one of our products, [click here](#). Login is required.

RMA not present, Register to RMA PORTAL

RMA Portal Registration

Fill in Registration form

First Name*	Last Name*
User Category*	Company Name*
Select ▼	
Product Category*	
Productivity Solutions and Services ☐ BIV Technologies ☐ Columbus Test and Measurement ☐	FAE Systems ☐ Unknown ☐
Country*	Region / State
Select ▼	
City*	Postal Code*
Street Address 1*	Street Address 2
Street Address 3	Phone*
VAT (for applicable countries)	Company Registered HQ (applicable for all EMEA countries)
Only for new EMEA region customers - companies which do not register before, need to accept this link and fill in the information. For Honeywell Contact details, please use email address sales@honeywell.com. Requests cannot be processed without it.	
Language*	Email address*
Select ▼	
☐ I'm not a robot	
*You agree and consent to Honeywell's Terms and Conditions and have read and understood Honeywell's Privacy Statement.	
*Indicates required field	
Cancel Register	

From: [REDACTED]
Sent: Thursday, 12 February 2026 7:52 PM
To: Crispin, Philip; STEPHEN-SMITH
Subject: Re: Transfusion

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Mr Crispin,

Thank you for your response.

Please see below the correspondence I previously sent to Minister Stephen-Smith, which has not yet received a response. I would appreciate your assistance in addressing the matters raised.

Dear Minister Stephen-Smith,

Thank you for your response and for outlining the circumstances surrounding the delay to my transfusion on 25 November 2025.

While I acknowledge the apology and appreciate the assurance that patient safety was prioritised, the explanation provided reinforces, rather than alleviates, my concerns. The fact that activation of a backup printer required a software change that itself caused further delay highlights a systemic weakness in equipment redundancy and operational preparedness within the transfusion laboratory.

In a service where time is critical and delays can have serious consequences, a backup system that is not immediately functional cannot reasonably be considered a true backup. The reliance on handwritten labels after extended troubleshooting further underscores the fragility of the current arrangements. While downtime procedures may exist, they should be a last resort, not a predictable outcome of foreseeable equipment failure.

I am also concerned that the response focuses on the duration of the outage rather than addressing why such a basic point of failure was possible in the first place, how equipment readiness is monitored, and who holds responsibility for ensuring that critical systems can be switched seamlessly during peak clinical demand.

I advise that the information requested below is being sought as part of a formal request under the Freedom of Information Act 2016 (ACT):

- What specific changes will be implemented to ensure that backup equipment can be activated immediately without software intervention.
- How equipment redundancy and readiness are routinely tested and audited within ACT Pathology, specifically in relation to this label printer, including provision of recent service and maintenance logs (copies requested).
- What accountability or governance mechanisms are in place to prevent similar failures from recurring.
- The number of label printers in use at the primary laboratory location, including the model, installation date (or age), and operational status of each unit.

My intent in raising this matter is not to question the commitment of frontline staff, but to highlight a system-level issue that has implications for patient safety, public confidence, and the appropriate use of public funding. I also remain concerned about how this situation would have been managed had a trauma or mass-casualty event occurred during the outage period. Could you outline what procedures would have applied if the service had needed to rely on handwritten labels for multiple casualties?

Thank you for your continued attention to this issue. I look forward to your response.

Kind regards,

[REDACTED]

On Thu, 29 Jan 2026 at 7:04 pm, Crispin, Philip <Philip.Crispin@act.gov.au> wrote:

OFFICIAL

Dear [REDACTED]

I've been asked to reach out to you regarding your concerns about contingency for blood transfusion in the event of IT systems and printer failures in ACT Pathology laboratories following a delayed transfusion on 25 November. I'll provide a written response to your concerns here but I'm happy to give you a call to discuss if you prefer, or if there's anything I've missed. I apologise for the delay you had, although I appreciate that the intent of your concern is to seek reassurance on the safety of our systems and contingencies.

We have specialised printers for transfusion, and specialised labels. The blood packs have a semi-permeable plastic to allow gas transfer and there are a limited number of adhesives that can be applied to a blood pack. The Intermec printer we use at Canberra Hospital was commissioned in 2015. It has its moments but with regular care and replacement of some parts, it generally functions well. Down time is usually quick, associated with expected changes in labels, ribbons and occasional troubleshooting.

All equipment and IT has downtime, planned or unplanned. Our standard downtime procedure is to use manually written labels when we can't print – including during IT upgrades for example. So it's a safe and established procedure. We can and have used these processes during critical bleeding scenarios, so there is no concern that patients are at risk due to a lack of backup procedure. We have a couple of back up printers, one permanently connected in the operating theatre in case the laboratory is evacuated, which is only ever used in testing thankfully. We have another in the laboratory, but swapping them is rare. Failures are usually brief and fixed by scientists on the floor. When there are planned outages the scientists will try to issue units in advance as the printed label does make life easier at the bedside.

On November 25 the printer failure was not easily fixed and a decision was made to swap it out. At the time the scientists thought this should be quick, but the printing needed to be redirected to a new IP address despite appearing like for like. Each of these steps was small. Without any urgent requests, the scientists delayed issuing blood until the problem was solved, up until they realised it was not going to happen quickly due to the IT constraint (the most appropriate IT officer was driving to Canberra Hospital when notified). The misunderstanding was in part due to the rarity of issues. Ideally, the downtime procedure should have been enacted immediately, and there would have been no noticeable delay, but they made a call thinking it would not take long to fix.

Most of our critical equipment is managed with regular service contracts. As relatively small components, this is not the case for the transfusion printers. They are listed on an internal asset register and senior scientists consider ongoing suitability and performance, as with all equipment. The printers remain fit for purpose. Although clearly aging, some components have been replaced, as with all equipment. As a contingency, an additional printer has been ordered and will be set up in parallel allowing the direction of printing to either printer, following this failure and considering the age of the device. While this will help to reduce printer downtime issues, our downtime procedures will remain unchanged as they cover multiple contingencies. We can and will continue to have to manually label blood products. These downtime procedures are practiced during planned outages, regularly reviewed in each laboratory area and procedures audited by the National Association of Testing Authorities to national and international standards.

So while I can't reassure you that there will not be equipment and IT failures, because I fully expect there will be. I can absolutely assure you that we have contingencies that prioritise patient safety and service continuity.

Please let me know if you would like any additional information, or send through your phone number if you would like me to give you a call.

Kind Regards,

Philip Crispin MBBS(Hons) PhD FRACP FRCPA

Chief Pathologist, ACT Pathology

Clinical Haematologist, The Canberra Hospital

Clinical Associate Professor, Australian National University Medical School

Ph: +61 2 5124 8389 | Fax: 61 2 5124 5544

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to

any other person.

Client Complaint

Printed on:

Tuesday, 17 February 2026

Details			
Number OFI-2612	Status Open	Owner Joel, Clifford	Raised Date 11/12/2025
Source Client Complaint	Standard		Target Date 8/01/2026
Raised By Person Joel, Clifford	Risk Low	Raised Against (Department Supplier) Transfusion	Root Cause Equipment Failure
Audit			
Details Blood transfusion printer failure causing delay in despatch of blood products			
Process SOFTWARE PERFORMANCE		Riskman Classification	
Document			Incident Category
Closed By	Closed Date	Committee Involved	

Investigation			
Target Date 11/03/2026	Owner Joel, Clifford	Closed Date 11/12/2025	Closed By Joel, Clifford
Details Complaint MCHS25710 raised with the minister of health after consumer reported delay in blood product delivery after Evolution blood product printer failed			

Actions

Number	Owner	Target Date	Completed Date
Details	Response		
4	Joel, Clifford	11/03/2026	11/12/2025
When printer was swapped it lost its IP address a the DHR analyst had to come on site to address the issue.Troubleshooting caused the delay	Have a second backup printer configured in Evolution to mitigate risk.Keep spare printer heads on site to repair any hardware equipment failure		
1	Joel, Clifford	11/03/2026	11/12/2025
DHG-5755552 ticket was raised to swap out Evolution blood product printer to fix intermittent printing errors . DHR specialist analyst not aware of printer swap.	Ensure DHR specialist Evolution analyst is notified of any changes involving evolution before any work is started		
2	Joel, Clifford	11/03/2026	11/12/2025
Lab staff communicated to the wards and activated BCP which involved hand writing blood product labels.	Communicate with ward to triage blood product that are urgent and hand write those first.Communicate to the ward of potential delay due BCP		
3	Joel, Clifford	11/03/2026	11/12/2025
Work will DHG analyst to have a secondary back up printer in-cooperated into Evolution at both site NCH and TCH	Evolution has ability to have second printer networked to provide back up if the printer hardware fails		

Immediate (Error Fix) Actions

Target Date	Owner	Closed Date	Closed By
18/12/2025	Joel, Clifford		

Details

Replace all text in this box with COMPLETED Corrective Actions and assign an Owner with a Target Date. For Corrective Actions that have NOT been done, but are required, add a separate Action. Enter what needs to be done in the Details section of each Action and enter a Target Date and Owner. Enter COMPLETED actions in the Response section of the relevant Action.

Actions

Number	Owner	Target Date	Completed Date
Details	Response		
5	Joel, Clifford	11/12/2025	11/12/2025
consult with Evolution specialist to have second BCP printer configured in Evolution for both site.	Evolution can support backup printers and working with DHR analyst to configure secondary printer for both sites.		
6	Joel, Clifford	11/03/2026	11/12/2025
Secure quote to purchase a new blood product printer and 2 spare printer heads	Quote received and approval given to proceed with purchase. Quote attached.		

Corrective Actions (Prevention)

Target Date	Owner	Closed Date	Closed By
8/01/2026	Joel, Clifford	11/12/2025	Joel, Clifford

Details

Replace all text in this box with COMPLETED Recurrence Prevention and assign an Owner with a Target Date. For Recurrence Prevention Actions that have NOT been done, but are required, add a separate Action. Enter what needs to be done in the Details section of each Action and enter a Target Date and Owner. Enter COMPLETED actions in the Response section of the relevant Action.

Actions

Number	Owner	Target Date	Completed Date
Details	Response		
7	Joel, Clifford	11/12/2025	11/12/2025
Approve purchase of new printer and always keep a spare printer heads on site.	Work with DHG analyst to Connect back up printers into Evolution at both sites after purchase new printer and replacing the printer		

Follow Up/Verification

Target Date	Owner	Closed Date	Closed By
8/01/2026	Joel, Clifford		

Details

Replace all text in this box with COMPLETED Follow Up/Verification actions and assign an Owner with a Target Date. For Follow Up/Verification Actions that have NOT been done, but are required, add a separate Action. Enter what needs to be done in the Details section of each Action and enter a Target Date and Owner. Enter COMPLETED actions in the Response section of the relevant Action.

Actions

Number	Owner	Target Date	Completed Date
Details	Response		
8	Joel, Clifford	11/03/2026	
Implementation of backup printers in Evolution			

Equipment Problem

Printed on:

Tuesday, 17 February 2026

Details			
Number 24-1775	Status Closed	Owner Maung, JoJo	Raised Date 24/01/2024
Source Equipment Problem	Standard		Target Date 30/04/2024
Raised By Person Joel, Clifford	Risk Medium	Raised Against (Department Supplier) Digital Pathology and Informatics	Root Cause Likelihood\Likely
Audit			
Details Zebra specimen label printer (on 24/01/2024) in ACT Pathology Haematology lab - used within the Evolution Blood Bank LIS system stopped functioning. The device a Zebra TLP 2824 plus model is no longer supported or managed by Digital Solution Support Division. This incident was only resolved when a DSD Path IT on-site team member found another unused device of the same model and added a thermal printing ribbon.			
Process EQUIPMENT MAINTENANCE		Riskman Classification PRODUCTS\BLOOD	
Document			Incident Category Equipment Failure
Closed By Maung, JoJo	Closed Date 14/06/2024	Committee Involved	

Immediate (Error Fix) Actions			
Target Date 31/01/2024	Owner Maung, JoJo	Closed Date 17/04/2024	Closed By Maung, JoJo
Details Replace all text in this box with COMPLETED Immediate Actions and assign an Owner with a Target Date. For Immediate Actions that have NOT been done, but are required, add a separate Action. Enter what needs to be done in the Details section of each Action and enter a Target Date and Owner. Enter COMPLETED actions in the Response section of the relevant Action.			

Actions			
Number	Owner	Target Date	Completed Date
Details		Response	
3	Maung, JoJo	30/04/2024	17/04/2024
DSD-434490 Jira ticket raised to request new Zebra ZD411 printer to be networked and replace the legacy Zebra TLP2824 plus device		DSD Pathology Beaker Support team - network configuring the new Zebra printer device, and can communicate with Evolution LIS platform used by ACT Pathology	

1	Maung, JoJo	25/01/2024	25/01/2024
The incident involved:- Zebra TLP2824 Plus -model of a specimen label printer, connected to Evolution system, for blood specimen labels printing (outside of the DHR).- Specimen Label printer, after overnight was no longer printing barcodes aligned and very faded (illegibly) printed. Sangay and I, we attended the lab to troubleshoot the issue. When we couldn't resolve the issue with the known troubleshooting steps – we offered to take the device out of service, for further investigation. In the interim, we were able to source the same specimen label printer (in the process of being re-deployed to Immunopathology, for printing their custom QC specimen labels). Sangay was able to identify the root cause of the issue, being a breakdown of the direct thermal printer. Sangay also re-configured the 'spare' Zebra printer with a thermal printing roll, and also re-aligned the specimen label to accept the label size needed for Haematology/Transfusion (Evolution). Jira Ticket – DSD-415861 for a network config change for the new specimen label printer – was raised to re-install the 'spare' printer to Transfusion, and re-connect to Evolution (by providing the spare device's MAC address, to be accepted on the ACTGOV network).		The 'spare' label printer (from Immunnopath) was re-deployed has been tested with one Evolution specimen label printed, and readable by the instrument bar code scanner.	

Corrective Actions (Prevention)

Target Date 23/02/2024	Owner Maung, JoJo	Closed Date 14/06/2024	Closed By Maung, JoJo
----------------------------------	-----------------------------	----------------------------------	---------------------------------

Details

Digital Solution Support does support a number of other Zebra specimen label printers, that would meet the needs to Haematology/Transfusion's Evolution specimen label printing:- Zebra ZD410,- Zebra ZD421-Zebra ZD621 (we have lots of stock in the Path Admin IT area) That we may need to assess and consider to replace the (Zebra TLP2824 plus) with one of the models supported by the Digital Solutions Support.

Actions

Number	Owner	Target Date	Completed Date
Details	Response		

2	Maung, JoJo	29/03/2024	10/07/2024
Secondly, we may need to configure any new printer being used in Evolution, to be configured and discoverable by Evolution users. We may need to liaise with @Hader, George (Health)/@Brady, Monica (Health) and @Driscoll, Jessica (Health) – to understand what support we would need, to install and deploy a NEW network connected specimen label printer – for Evolution. Whether this printer for Evolution – could be discoverable and used also within the DHR. Ideally, if we can have the same model of label printers for both DHR Epic Beaker and Evolution - this minimises our risks of using non-supported, or non-serviceable label printers in our laboratory environment.			

Follow Up/Verification

Target Date 23/02/2024	Owner Maung, JoJo	Closed Date 14/06/2024	Closed By Matthews, Bill
----------------------------------	-----------------------------	----------------------------------	------------------------------------

Details

Replace all text in this box with COMPLETED Follow Up/Verification Actions and assign an Owner with a Target Date. Follow Up actions confirm the success of the Corrective Actions (Prevention). For Follow Up/Verification Actions that have NOT been done, but are required, add a separate Action. Enter what needs to be done in the Details section of each Action and enter a Target Date and Owner. Enter COMPLETED actions in the Response section of the relevant Action.

Actions

Number	Owner	Target Date	Completed Date
Details	Response		

Report Title:Hardware Details

Run Date and Time:20/02/2026 18:23:06 Australian Eastern Daylight Time (New South Wales)

Run by:Cynthia Chen

Table name:alm_hardware

Hardware

Display name:	299285 - Intermec Label Printer - PM43	Configuration Item:	299285
Model category:	Personal Printer	Model:	Intermec Label Printer - PM43
Class:	Hardware	Quantity:	1

General

Asset tag:	299285	Nominal Location:	North Canberra Hospital - Building 04 Xavier Building - Level 1
Serial number:	26221445043	Stockroom:	
State:	In use	Assigned to:	
Substate:		Used by:	Xavier Building Pathology
Billing Status:	Non Active	Installed:	
Assigned:		Location:	TCH - Building 10 - No Floor Information

Comments:

2025/05/16 SM. Asset captured in the North Canberra Hospital audit May 2025.RITM5419229.

Financial

Disposal

Disposal reason:		Scheduled retirement:	
Beneficiary:		Retired date:	
Resale price:	\$0.00		

Depreciation

Depreciation:		Residual date:	
Depreciation effective date:		Residual value:	\$0.00

Salvage value:	\$0.00	Depreciated amount:	\$0.00
----------------	--------	---------------------	--------

Contracts

Lease contract(lease_id):	Support group:
Warranty expiration:	Supported by:

Allocations

User Details

Primary User:	Primary User Email:
Primary User Last Login:	Last Logged on Date:
MAC Address:	Last User:
Last User Email:	Last User Last Logon:
Environment:	Last Seen on Domain:
Upgrade Reason:	Upgrade Status:

Activities

Work notes:

Related List Title: License Entitlement List

Table name: alm_entitlement

None

Related List Title: Expense Line List

Table name: fm_expense_line

Query Condition: Asset = 299285 - Intermec Label Printer - PM43

Sort Order: Created in descending order

1 Expense Lines

Numb er	Top P ortfoli o	Top T ask	Short descri ption	Projec t man ager	Oracl e Proj ect ID	Short descri ption	Cost t ype	Cost plan	Amou nt	Expor t	Expen se Ap proval	Revie wed	Work notes	Total	INT/C ode	Time card	User	Task
EXP0 11555 0						Autom atically gener ated expen se line for creatio n of asset			\$2,295 .00		New	false						

Report Title: Personal Printer Details

Run Date and Time: 20/02/2026 18:25:18 Australian Eastern Daylight Time (New South Wales)

Run by: Cynthia Chen

Table name: cmdb_ci_personal_printer

Personal Printer			
Name:	299285	Directorate:	HEALTH AND COMMUNITY SERVICES DIRECTORATE
Asset tag:	299285		
Serial number:	26221445043	Agency:	Canberra Health Services - CHS
Install Status:	Installed	Cost center:	Laboratory Haematology
Asset:	299285 - Intermec Label Printer - PM43	Location:	TCH - Building 10 - No Floor Information
Assigned to:		Manufacturer:	Intermec
		Model ID:	Intermec Label Printer - PM43
Description:			

Related Items

Related List Title: Incident List

Table name: incident

Query Condition: Configuration item = 299285

Sort Order: Number in descending order

2 Incidents

▼ Number	Short description	Actions taken	Active	Activity due	Additional assignee list	Approval	Approval history	Approval set	Assigned to	Assignment group
INC1196493	[Emailed 17/06]RE: DSD-533737 Label printer for blood units is not printing correctly. Strips go through the printout so you have to keep writing in the	04/07/2025 11:23:54 - John Cordie (Actions taken) Carlos to confrim next steps if the user want the new printer setup.	false	UNKNOWN		Not Yet Requested			John Cordie	ICT Health
INC1196204	Intermec Printer Label issue		false	UNKNOWN		Not Yet Requested			John Cordie	ICT Health

Related List Title: IP Address List
Table name: cmdb_ci_ip_address

None

Related List Title: DNS Name List
Table name: cmdb_ci_dns_name

None

Report Title: Expense Line Details

Run Date and Time: 20/02/2026 18:24:18 Australian Eastern Daylight Time (New South Wales)

Run by: Cynthia Chen

Table name: fm_expense_line

Expense Line

Number:	EXP0115550	Amount:	
Date:	10/01/2021	Process date:	
Rate Card:		Inherited:	false
Rate type:		Parent:	
Source ID:	Personal Printer: 299285	State:	Processed
Cost plan:		Summary type:	
Cost type:		Expense type:	Opex
		Directorate:	

Short description:

Automatically generated expense line for creation of asset

Work completed by:

Expense Approval:	New	Reviewed:	false
Approved:		Export:	
Approved by:			

Notes

Work notes:

Source

Asset:	299285 - Intermec Label Printer - PM43	Configuration Item:	299285
Fixed asset:		Top Portfolio:	
Contract:		Top Program:	
User:		Project:	
Record was imported:	false	Top Task:	
		Task:	
		Time card:	
		Cost center:	Laboratory Haematology

Report Title:Incident Details

Run Date and Time:20/02/2026 18:28:35 Australian Eastern Daylight Time (New South Wales)

Run by:Cynthia Chen

Table name:incident

Incident

Number:	INC1196204	Caller Directorate:	CANBERRA HEALTH SERVICES - CHS
Caller:	Margaret Macpherson	Channel:	Phone
Affected contact:	Margaret Macpherson	State:	Closed
Location:	North Canberra Hospital - Building 04 Xavier Building - Level 1	On hold reason:	
Opened:	06/06/2025 12:13:20	Cancel Reason:	
Opened by:	Ivan Stavreski	Impact:	3 - Moderate
Child Incidents:	0	Urgency:	3 - Medium
Category:	Hardware	Priority:	4 - Low
Subcategory:	Printer	Assignment group:	ICT Health
Configuration item:	299285	Assigned to:	John Cordie
Configuration item Asset tag:	299285	Time worked:	
Software:		Third Party:	
Business Application:		Third Party Reference:	
Business Application Criticality:			

Short description:

Intermec Printer Label issue

Description:

Contact: Margaret
Number: 62016274
Location: NCH Pathology
Problem: Thermal Roll seems to be wrinkled and the label printouts are coming out in poor quality. It seems there is empty lines across the label. Please refer to attached images.

Guest Email Address:

Task Source:

Escalated to IM:

false

Notes

Watch list:	Work notes list:
-------------	------------------

Additional comments:

11/06/2025 09:39:38 - John Cordie (Additional comments)
Waiting to hear back from Margaret Macpherson or Louise Nauenburg on the action they plan to take.

Work notes:

10/06/2025 09:24:00 - MichaelR Potter (Work notes)
Hi Team
Unfortunately we don't have any support for Intermec printers, Ricoh also doesn't provide any printers that fulfil the process requirements for it. You might be able to get support from Third Party Warranty but since warranty is passed it will come with a cost if they can get parts or a repair done. Otherwise you'll have to contact ICT purchasing to try and get a new equivalent.

06/06/2025 15:33:17 - John Cordie (Work notes)
Hi Team,

Is there anything that can be done for this deceive in terms of having it investigated / repaired ?

06/06/2025 15:32:08 - John Cordie (Work notes)
Louise Nauenburg

to be contacted as well.

06/06/2025 14:22:43 - John Cordie (Work notes)
Spoke with Jessica Driscoll she is going to check with TCH if they have a spare and if they have details on how to run the calibration on the device.

06/06/2025 14:03:59 - John Cordie (Work notes)
Warranty End Date - 04/02/2018 device out of warranty

06/06/2025 13:59:32 - John Cordie (Work notes)
User has tried replacing the Roller and the wrinkles have returned.

06/06/2025 13:18:56 - Kunal Saran (Work notes)
Hi Team,

Can you please assist with this?

From previous cases can see that these printers are managed by the Pathology team but not sure

Thanks

Actions taken:

Related Records

Problem:		Change Request:	
Interaction Number:	IMS1094513	Caused by Change:	
Parent Incident:			

Business Impact

Business impact:

Resolution Information

Knowledge:	false	Resolved by:	John Cordie
Resolution code:	Solved (Work Around)	Resolved:	12/06/2025 09:17:39
Resolution notes:	Louise Nauenburg to order new printer		
SLA breach code:			

Major Incident

Major incident state:

Proposed by:

Proposed:

Promoted by:

Promoted:

Business impact:

Probable cause:

Post Incident Report

Overview:

Findings:

Timeline:

Related List Title:Task SLA List

Table name:task_sla

Query Condition:Task = INC1196204

2 Task SLAs

SLA definition	Active	Business elapsed time	Business pause duration	Business elapsed percentage	Business time left	Stop time	Has breached	Original breach time
P4 Response - Incident	false	1 Hour 40 Minutes		33.49	3 Hours 19 Minutes	06/06/2025 13:59:07	false	06/06/2025 17:18:38
P4 Resolution - Incident	false	1 Day 3 Hours 21 Minutes	9 Hours 38 Minutes	11.4	8 Days 20 Hours 39 Minutes	12/06/2025 09:17:39	false	10/07/2025 12:18:38

Related List Title:CIs Affected List

Table name:task_ci

Query Condition:Task = INC1196204

1 CIs Affected

Configuration Item	Task
299285	INC1196204

Related List Title:Interaction List

Table name:interaction

1 Interactions

Number	Opened	Short description	Opened for	State	Type	Assigned to	Updated	Updated by
IMS1094513	06/06/2025 12:13:20	Intermec Printer Label issue	Margaret Macpherson	Closed Complete	Phone		06/06/2025 12:18:39	Ivan.Stavreski@act.gov.au

A digital scale with a blue frame and a white display area. The display shows the number "19.5" in black digits. Above the display, the word "Labguard" is printed in blue. To the left of the display, there are two small black rectangular buttons. The scale is resting on a red surface.



up confirmation cards



Information cards

Name: [REDACTED]
MRN: [REDACTED]
DOB / Gender (M/F): [REDACTED]
Lab No / SiteID: [REDACTED]

Product: 03-Jul-2005 / M
Batch No: 0813-0659 / NCH ZITA MARY TREAT
Quantity: Privigen AU 20g/200mL
Expiry Date: P100788651
Allocated by: 3
Note/Precautions: 31-Jan-28
marmar

Administrative

Name: [REDACTED]
MRN: [REDACTED]
DOB / Gender (M/F): [REDACTED]
Lab No / SiteID: [REDACTED]

Product: 03-Jul-2005 / M
Batch No: 0813-0659 / NCH ZITA MARY TREAT
Quantity: Privigen AU 20g/200mL
Expiry Date: P100788651
Allocated by: 3
Note/Precautions: 31-Jan-28
marmar

03-Jul-2005 / M
0813-0659 / NCH ZITA MARY TREAT
Privigen AU 20g/200mL
P100788651
3
31-Jan-28
marmar

03-Jul-2005 / M
0813-0659 / NCH ZITA MARY TREAT
Privigen AU 20g/200mL
P100788651
3
31-Jan-28
marmar

Report Title:Incident Details

Run Date and Time:20/02/2026 18:26:42 Australian Eastern Daylight Time (New South Wales)

Run by:Cynthia Chen

Table name:incident

Incident

Number:	INC1196493	Caller Directorate:	CANBERRA HEALTH SERVICES - CHS
Caller:	Melissa Vowles	Channel:	Email
Affected contact:	Melissa Vowles	State:	Closed
Location:		On hold reason:	
Opened:	06/06/2025 12:28:57	Cancel Reason:	
Opened by:	Jessicca Atkins	Impact:	3 - Moderate
Child Incidents:	0	Urgency:	3 - Medium
Category:	Hardware	Priority:	4 - Low
Subcategory:	Printer	Assignment group:	ICT Health
Configuration item:	299285	Assigned to:	John Cordie
Configuration item Asset tag:	299285	Time worked:	
Software:		Third Party:	
Business Application:		Third Party Reference:	
Business Application Criticality:			

Short description:

[Emailed 17/06]RE: DSD-533737 Label printer for blood units is not printing correctly. Strips go through the printout so you have to keep writing in the

Description:

sent to: ICTServiceDesk@act.gov.au
cc: Louise.Nauenburg@act.gov.au,Margaret.Macpherson@act.gov.au,Lauren.Walker@act.gov.au
received from: Melissa.Vowles@act.gov.au

UNOFFICIAL

Good Afternoon,

NCH Pathology Laboratory require a service/check on a critical label printer ACTGov asset: 299285 that is not feeding the thermal printer ribbon smoothly and is therefore missing essential information on blood product label printout.

It has done this occasionally in the past but it is worse now since a significant label jam 4/5/2025 (image attached).

Regards,

Melissa Vowles | Senior Scientist Chemistry| ACT Pathology

Phone: 0251243736 | Email: Melissa.Vowles@act.gov.au [mailto:Melissa.Vowles@act.gov.au]

Canberra Health Services | ACT Government

North Canberra Public Hospital | Mary Potter Circuit, Xavier Building, Ground Floor, Bruce ACT 2617. | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

Creating exceptional health care together. ¢

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Jessica Driscoll <support@act-health.atlassian.net>

Sent: Friday, 6 June 2025 12:04 PM

To: Vowles, Melissa <Melissa.Vowles@act.gov.au>

Subject: DSD-533737 Label printer for blood units is not printing correctly. Strips go through the printout so you have to keep writing in the missing parts

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Reply above this line.

Jessica Driscoll commented:

Closing out as this appears to be a hardware issue.

These printers were purchased by Pathology - please refer to the support sticker on the device for advice on who to contact for support - if it is a white sticker like below please contact DDTS for support on 62079000.

Blue stickers like below are managed by DSD so can be logged in a Jira ticket/escalated through the DSD phone number on 51245000.

Jessica Driscoll resolved this as Done.

View request [https://act-health.atlassian.net/servicedesk/customer/portal/3/DSD-

23/06/2025 12:56:13 - Ash Maharaj (Additional comments)

Hi Melissa

Just following up on previous email. Did you get a chance to place an order for a new printer.

I believe you may have spoken with my colleague John earlier this month in regards to this. The device in question is not one that we are able to repair, and it out of warranty since <04/02/2018>. The best solution I can suggest at this point is ordering a new one or finding a third party that might be able to repair it.

You can place an order for a new one via the following link:

https://actss.service-now.com/ddts?id=sc_cat_item_ddts&sys_id=fe87153428fd260047146ce787e838ae

If a new one is ordered once it arrives it will require some setup from the network side to work.

From our printer service team.

"Unfortunately we don't have any support for Intermecc printers, Ricoh also doesn't provide any printers that fulfil the process requirements for it. You might be able to get support from Third Party Warranty but since warranty is passed it will come with a cost if they can get parts or a repair done. Otherwise you'll have to contact ICT purchasing to try and get a new equivalent. "

Thanks

17/06/2025 10:47:51 - Ash Maharaj (Additional comments)

Hi Melissa

I believe you may have spoken with my colleague John earlier this month in regards to this. The device in question is not one that we are able to repair, and it out of warranty since <04/02/2018>. The best solution I can suggest at this point is ordering a new one or finding a third party that might be able to repair it.

You can place an order for a new one via the following link:

https://actss.service-now.com/ddts?id=sc_cat_item_ddts&sys_id=fe87153428fd260047146ce787e838ae

If a new one is ordered once it arrives it will require some setup from the network side to work.

From our printer service team.

"Unfortunately we don't have any support for Intermecc printers, Ricoh also doesn't provide any printers that fulfil the process requirements for it. You might be able to get support from Third Party Warranty but since warranty is passed it will come with a cost if they can get parts or a repair done. Otherwise you'll have to contact ICT purchasing to try and get a new equivalent. "

Thanks

Work notes:

09/07/2025 15:13:44 - Jamie Reid (Work notes)

Port moved, ISE static group set.

Printer is now online on [REDACTED] and responding to pings.

09/07/2025 13:56:43 - John Cordie (Work notes)

Confirmed device is plugged in as well.

Please move the device currently not operational and client is happy for it to be moved.

09/07/2025 13:52:41 - Jamie Reid (Work notes)

(NCH Xavier building)

09/07/2025 13:52:10 - Jamie Reid (Work notes)

The printer doesn't seem to be online (10.139.240.100 is not responding to pings).

MAC 0007.4de3.5857 is in the wrong vlan - it's in OLD-Proservice vlan.

Please confirm this can and should be moved to PRINTERS, and then I suspect the access will start working.

09/07/2025 13:48:41 - Jamie Reid (Work notes)

Further investigation shows me the firewall rules are already in place.

09/07/2025 13:44:27 - Jamie Reid (Work notes)

Thanks John.

Reading the CHG John provided, we need to add the printer to the Health-Enclave-Print-Source group.

I'll raise a change to do this.

09/07/2025 10:45:30 - John Cordie (Work notes)

Hi Jamie,

No this is not new a system.

Some of the other printer that needed to have fire wall changes were in INC0963472/CHG0107397

10.139.221.80 (TCH Compatibility Label) - is the same style of printer but at TCH not NCH if that helps.

09/07/2025 09:46:35 - Jamie Reid (Work notes)

John, can you please find out if there are other printers that can already print from Evolution?

Is this a new system?

08/07/2025 17:03:38 - John Cordie (Work notes)

Apologise I did not know this printer will need to have File wall ports open to allow Evolution print to it

[REDACTED]	Evolution - Prod	[REDACTED]	Printer - Honeywell PM45	Interfaces	9100	TCP	Bi-Directional	NTT, ACTGOV
[REDACTED]	Evolution - Test	[REDACTED]	Printer - Honeywell PM45	Interfaces	9100	TCP	Bi-Directional	NTT, ACTGOV

07/07/2025 16:02:31 - Yinan Wang (Work notes)

Hi, John

The mac address has been updated. Please restart the printer and let me know if it has any problems.

Yinan

NCS

07/07/2025 15:31:15 - John Cordie (Work notes)

Hi Team,

Printer was setup under RITM5483080 for [REDACTED] this was the Bluetooth Mac address.

Can we please update this to use the wired [REDACTED]

01/07/2025 09:21:46 - John Cordie (Work notes)

MAC address provided is the BlueTooth address Carlos to get the correct MAC

25/06/2025 13:12:19 - John Cordie (Work notes)

Device was setup by Carlos waiting for IP

24/06/2025 16:16:26 - John Cordie (Work notes)

Confirming MAC but appears to be [REDACTED]

24/06/2025 16:16:00 - John Cordie (Work notes)

Asset number 484428. Zebra ZT411

24/06/2025 15:07:58 - John Cordie (Work notes)

Spare printer has been brought over from TCH but not connecting

17/06/2025 15:42:31 - John Cordie (Work notes)

INC1196204 - Louise Nauenburg to order new printer

17/06/2025 10:45:25 - Ash Maharaj (Work notes)

Work Notes as per INC1196204

Hi Margaret,

I believe I spoke with Mel last week in regard to this. The device in question is not one that we are able to repair, and it appears to be out of warranty. The best solution I can suggest at this point is ordering a new one or finding a third party that might be able to repair it.

Specialised ICT Product Enquiry - Digital, Data and Technology Solutions

If a new one is ordered once it arrives it will require some setup from the network side to work.

From our printer service team.

"Unfortunately we don't have any support for Intermec printers, Ricoh also doesn't provide any printers that fulfil the process requirements for it. You might be able to get support from Third Party Warranty but since warranty is passed it will come with a cost if they can get parts or a repair done. Otherwise you'll have to contact ICT purchasing to try and get a new equivalent. "

15/06/2025 14:57:54 - Ivan Stavreski (Work notes)

Hi Team,

For reference similar or same issue, staff is looking into ordering new printers.

INC1196204

INC1182741

Actions taken:

04/07/2025 11:23:54 - John Cordie (Actions taken)

Carlos to confirm next steps if the user wants the new printer setup.

Related Records

Problem:		Change Request:	
Interaction Number:	IMS1094527	Caused by Change:	
Parent Incident:			

Business Impact

Business impact:

Resolution Information

Knowledge:	false	Resolved by:	John Cordie
Resolution code:	Solved (Permanently)	Resolved:	16/07/2025 09:35:12
Resolution notes:	Printer has been setup and confirmed working by Jessica Driscoll		
SLA breach code:			

Major Incident

Major incident state:

Proposed by:		Proposed:	
Promoted by:		Promoted:	

Business impact:

Probable cause:

Post Incident Report

Overview:

Findings:

Timeline:

Related List Title: Task SLA List

Table name: task_sla

Query Condition: Task = INC1196493

2 Task SLAs

SLA definition	Active	Business elapsed time	Business pause duration	Business elapsed percentage	Business time left	Stop time	Has breached	Original breach time
P4 Response - Incident	false	4 Days 10 Hours 15 Minutes		2,125.16	0 Seconds	24/06/2025 15:07:58	true	10/06/2025 13:52:29
P4 Resolution - Incident	false	7 Days 12 Hours 3 Minutes	3 Days 8 Hours 38 Minutes	75.03	2 Days 11 Hours 56 Minutes	16/07/2025 09:35:12	false	14/07/2025 08:52:29

Related List Title: CIs Affected List

Table name: task_ci

Query Condition: Task = INC1196493

1 CIs Affected

Configuration Item	Task
299285	INC1196493

Related List Title: Interaction List

Table name: interaction

None



**Canberra
Health
Services**



Expiry Date: 19 May 25
Allocated by: Karen 22.20.03 May 25
Note/Procedures:

Identification Record
Name: MARTINS CLAIRE LAVINIA





STATUS

PAUSE

DATA

SUPPLIES

NETWORK

06:33 AM
Connection

NETWORKS

Wired

Wired

Wired IP Protocol
AllWired IP Address
[REDACTED]Wired Subnet
[REDACTED]Wired Gateway
[REDACTED]Wired Mac Address
[REDACTED]

Wi-Fi

Firewall Rule Request

#	TOPIC	System	Purpose	Source IP	Source Description	Destination IP	Destination Description	Purpose2	Port(s)	Protocol(s)	Direction	Gateway	Request Date	Completed
	BLOOD	Bloodbank	Interfaces		Evolution - Prod	10.139.240.100	Printer - Honeywell PM45	Interfaces	9100	TCP	Bi-Directional	NTT, ACTGOV	07/08/2025	
	BLOOD	Bloodbank	Interfaces		Evolution - Test	10.139.240.100	Printer - Honeywell PM45	Interfaces	9100	TCP	Bi-Directional	NTT, ACTGOV	07/08/2025	

Report Title:Hardware Details

Run Date and Time:20/02/2026 18:19:42 Australian Eastern Daylight Time (New South Wales)

Run by:Cynthia Chen

Table name:alm_hardware

Hardware

Display name:	299286 - Intermec Label Printer - PM43	Configuration Item:	299286
Model category:	Personal Printer	Model:	Intermec Label Printer - PM43
Class:	Hardware	Quantity:	1

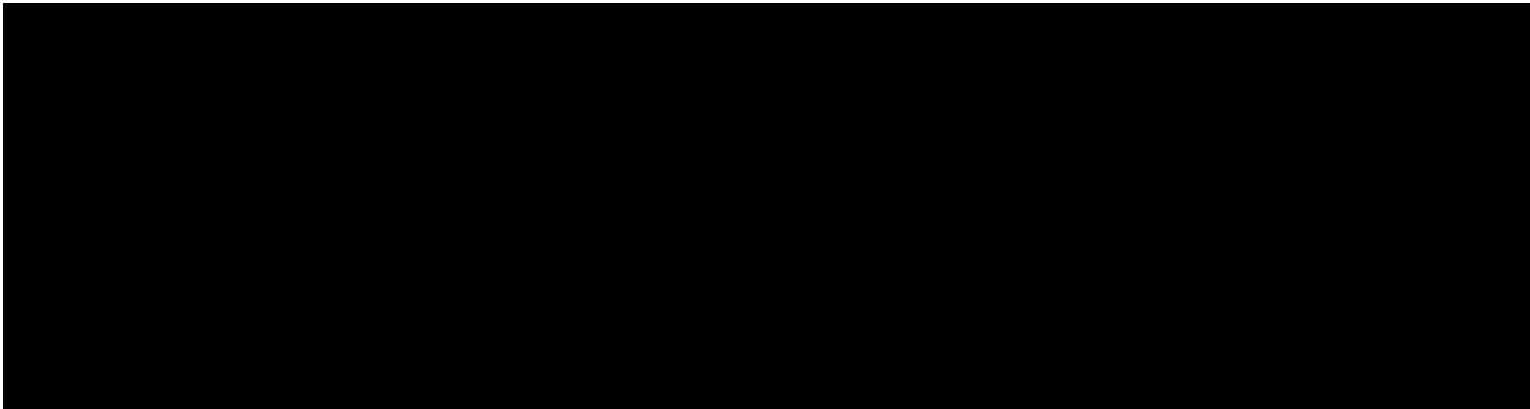
General

Asset tag:	299286	Nominal Location:	Unknown - Unknown - Unknown
Serial number:	26221445040	Stockroom:	
State:	Missing	Assigned to:	
Substate:	Pending Verification	Used by:	
Billing Status:	Non Active	Installed:	
Assigned:		Location:	TCH - Building 10 - No Floor Information

Comments:

2025/08/21 SM. Asset substate updated to Pending Verification.RITM5612120.2025/05/28 SM. Low Risk Assets Written Off CHG0125016.

Financial



Disposal

Disposal reason:		Scheduled retirement:	
Beneficiary:		Retired date:	
Resale price:	\$0.00		

Depreciation

Depreciation:		Residual date:	
Depreciation effective date:		Residual value:	\$0.00
Salvage value:	\$0.00	Depreciated amount:	\$0.00

Contracts

Lease contract(lease_id):	Support group:
Warranty expiration:	Supported by:

Allocations

User Details

Primary User:	Primary User Email:
Primary User Last Login:	Last Logged on Date:
MAC Address:	Last User:
Last User Email:	Last User Last Logon:
Environment:	Last Seen on Domain:
Upgrade Reason:	Upgrade Status:

Activities

Work notes:

Related List Title:

License Entitlement List

Table name:

alm_entitlement

None

Related List Title:

Expense Line List

Table name:

fm_expense_line

Query Condition:

Asset = 299286 - Intermec Label Printer - PM43

Sort Order:

Created in descending order

1 Expense Lines

Numb er	Top P ortfoli o	Top T ask	Short descri ption	Projec t man ager	Oracl e Proj ect ID	Short descri ption	Cost t ype	Cost plan	Amou nt	Expor t	Expen se Ap proval	Revie wed	Work notes	Total	INT/C ode	Time card	User	Task
EXP0 11555 2						Autom atically gener ated expen se line for creatio n of asset			\$2,295 .00		New	false						

Report Title:

Personal Printer Details

Run Date and Time:

20/02/2026 18:21:00 Australian Eastern Daylight Time (New South Wales)

Run by:

Cynthia Chen

Table name:

cmdb_ci_personal_printer

Personal Printer			
Name:	299286	Directorate:	HEALTH AND COMMUNITY SERVICES DIRECTORATE
Asset tag:	299286		
Serial number:	26221445040	Agency:	Canberra Health Services - CHS
Install Status:	Absent	Cost center:	Laboratory Haematology
Asset:	299286 - Intermec Label Printer - PM43	Location:	TCH - Building 10 - No Floor Information
Assigned to:		Manufacturer:	Intermec
		Model ID:	Intermec Label Printer - PM43
Description:			

Related Items

Related List Title:

IP Address List

Table name:

cmdb_ci_ip_address

None

Related List Title:

DNS Name List

Table name:

cmdb_ci_dns_name

None

Report Title: Expense Line Details

Run Date and Time: 20/02/2026 18:18:52 Australian Eastern Daylight Time (New South Wales)

Run by: Cynthia Chen

Table name: fm_expense_line

Expense Line

Number:	EXP0115552	Amount:	
Date:	10/01/2021	Process date:	
Rate Card:		Inherited:	false
Rate type:		Parent:	
Source ID:	Personal Printer: 299286	State:	Processed
Cost plan:		Summary type:	
Cost type:		Expense type:	Opex
		Directorate:	

Short description:

Automatically generated expense line for creation of asset

Work completed by:

Expense Approval:	New	Reviewed:	false
Approved:		Export:	
Approved by:			

Notes

Work notes:

Source

Asset:	299286 - Intermec Label Printer - PM43	Configuration Item:	299286
Fixed asset:		Top Portfolio:	
Contract:		Top Program:	
User:		Project:	
Record was imported:	false	Top Task:	
		Task:	
		Time card:	
		Cost center:	Laboratory Haematology

Display name 299286 - Intermec Label Printer - PM43

Model category Personal Printer

Class Hardware

Configuration Item 299286

Model Intermec Label Printer - PM43

Quantity 1

97

General Financial Disposal Depreciation Contracts Allocations User Details Activities

Warranty Start Date 05/02/2015

Warranty End Date 04/02/2018

Owned by ACT Government

Vendor Datacom Systems (ACT) Pty Ltd now Datacom Sy

Directorate HEALTH AND COMMUNITY SERVICES DIRECTO

Agency Canberra Health Services - CHS

Cost center Laboratory Haematology

INT/Code 63125

Report Title: Requested Item Details
Run Date and Time: 20/02/2026 15:10:21 Australian Eastern Daylight Time (New South Wales)
Run by: Cynthia Chen
Table name: sc_req_item

Requested Item

Number:	RITM5799643	Directorate:	CANBERRA HEALTH SERVICES - CHS
Request:	REQ2332817	Request Type:	ICT
Parent:		Stage:	Ready to Process
Item:	ICT General Enquiry	State:	Awaiting 3rd Party
Affected contact:	Vyvien Wong	Assignment group:	Service Assurance Goods Receipting
Opened by:	JoJo Maung	Assigned to:	Richard Perkov
Opened:	25/11/2025 15:21:10	Time worked:	
Due date:	25/11/2025 15:21:10	Watch list:	
Closed:		Approver list:	
Closed by:		Approval:	Not Yet Requested
Approval set:		Contact type:	Self-service
Business Application:		User input:	
Configuration item:		Follow up:	
		Escalation:	Normal
Quantity:	1	Price:	\$0.00
Estimated delivery:		Recurring price:	\$0.00
Backordered:	false	Recurring price frequency:	

Short description:

ETA is 01/05/2026 CLD53295 Honeywell Printer and Print Head

Work notes:

11/02/2026 14:25:57 - Richard Perkov (Work notes)
From: AU Sales <au-sales@psg.datacom.com>
Sent: Wednesday, 11 February 2026 1:51 PM
To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>
Cc: [REDACTED]
Subject: RE: Datacom - Quote request RITM5799643

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard,

Datacom quote Q115956AU is attached for you request.

Please advise if you need any further assistance.

Kind regards,

[REDACTED] - ACT Support

Email: [REDACTED] | Phone: [REDACTED]

<https://datacom.com>

Attachment: Digital_Canberra_-_Honeywell_RITM5799643_-_Q115956AU.pdf

11/02/2026 11:22:10 - Richard Perkov (Work notes)

From: Maung, JoJo <JoJo.Maung@act.gov.au>

Sent: Wednesday, 11 February 2026 10:53 AM

To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>

Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Peters, Chris <Chris.Peters@act.gov.au>; Zhang, Leah <Leah.Zhang@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>

Subject: RE: Follow-Up: Honeywell/Intermec PM45C - Printers (On Back Order) - RIMT5858923 & RITM5799643

OFFICIAL

Hi Richard,

Thanks for following up and contact the vendor, to enquire if the back order can be expedited.

We'll continue to wait for those back orders for Pathology's Laboratory Haematology and Microbiology labs.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au

11/02/2026 10:42:38 - Richard Perkov (Work notes)

From: Perkov, Richard On Behalf Of DCBR, ICT Purchasing

Sent: Wednesday, 11 February 2026 10:42 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au>

Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Peters, Chris <Chris.Peters@act.gov.au>; Zhang, Leah <Leah.Zhang@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>

Subject: RE: Follow-Up: Honeywell/Intermec PM45C - Printers (On Back Order) - RIMT5858923 & RITM5799643

Hi Jojo,

We followed up with the vendor to understand the reason for the lengthy delays, and they advised is because the item isn't stocked by any of the regular vendors locally. As a result, it has to be sourced externally, and the supplier only manufactures or dispatches it on demand rather than holding stock in their warehouse. This is the main reason for the extended timeframe.

The vendor has explored all possible options to expedite the process; however, since the order is handled by an external supplier, we are required to adhere to their production and shipping schedules. Unfortunately, this means the turnaround is longer than it would be for standard stocked item.

They've acknowledged that these delays are frustrating and have assured us that they are actively monitoring the order to ensure it progresses as quickly as possible.

We have also reached out to other vendors we use and they've all come back with ETA to 12-14 weeks.

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance

Phone: 02 6205 0368| Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

10/02/2026 16:39:02 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Tuesday, 10 February 2026 4:34 PM

To: Perkov, Richard <Richard.Perkov@act.gov.au>; Shared Services ICT <ssict@data3.com.au>; [REDACTED]

Cc: [REDACTED] DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>

Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [IN-CONFIDENCE]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard,

Thanks for your patience.

When we provided the original quote, we advised of the 8–12 week lead time. This is because the item isn't stocked by any of our regular vendors locally. As a result, it has to be sourced externally, and the supplier only manufactures or dispatches it on demand rather than holding stock in their warehouse. This is the main reason for the extended timeframe.

I've tried everything possible to accelerate the timeline; however, as the order is with an external supplier, we're required to follow their production and shipping schedules. Unfortunately, this means the turnaround is longer than it would be for standard stocked items. We completely understand that these delays can be frustrating, and please be assured that we're actively monitoring the order to ensure it progresses as quickly as possible.

Kind Regards,

[REDACTED]
ACT INS Customer Service Representative

[REDACTED]
[REDACTED]
Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

10/02/2026 16:34:06 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Tuesday, 10 February 2026 4:32 PM

To: Perkov, Richard <Richard.Perkov@act.gov.au>; Sales - Kirra Services <sales@kirraservices.com.au>

Cc: [REDACTED] Tech Support - Kirra Services
[REDACTED] <techsupport@kirraservices.com.au>

Subject: RE: Kirra Services - Quote request RITM5799643

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard,

Thanks for your patience.

The supplier just got back to us.

Please see the attachment of the quote.

Please let us know if you need anything else.

Thanks.

Kind Regards,

[REDACTED]
[REDACTED]
[REDACTED]
02 6196 6999
[REDACTED]

A Supply Nation Certified and NSWICC Assured Company
kirraservices.com.au

I acknowledge the Ngunnawal people as the Traditional Custodians of the land on which we live and work. I pay my respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

10/02/2026 16:17:06 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Tuesday, 10 February 2026 3:52 PM

To: Perkov, Richard <Richard.Perkov@act.gov.au>; Sales - Kirra Services <sales@kirraservices.com.au>

Cc: [REDACTED]
[REDACTED] Tech Support - Kirra Services
<techsupport@kirraservices.com.au>

Subject: RE: Kirra Services - Quote request RITM5799643

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard,

Sorry for the delay.

Honeywell is no more with our regular distributor.

They got leftover stock on the following printers only and the general power cable PS4106

SOH
PC45D020000200
HONEYWELL PC45 DIRECT THERMAL, LCD, LATIN FONT, RTC, ETH+WLAN+BT,203DPI, NO POWERCORD 6
PM45A10000000200
HONEYWELL PM45A, FULL TOUCH DISPLAY, ETHERNET, FIXED HANGER, TT, 203 DPI, NO POWER CORD 25
PM45A10000030200
HONEYWELL PM45A, FULL TOUCH DISPLAY, ETHERNET, FIXED HANGER, REWINDER + LABEL TAKEN SENSE, 7
PS4106
3PIN MAINS PLUG TO IEC C13 FEMALE - 1.8M POWERCORD 119

I have reached out to another distributor and chased again just now.

Thanks.
Kind Regards,

[REDACTED]
[REDACTED]
[REDACTED]
02 6196 6999
[REDACTED]

A Supply Nation Certified and NSWICC Assured Company
kirraservices.com.au

10/02/2026 15:24:19 - Richard Perkov (Work notes)

From: Perkov, Richard

Sent: Tuesday, 10 February 2026 3:24 PM

To: [REDACTED] Sales - Kirra Services <sales@kirraservices.com.au>

Cc: [REDACTED]
[REDACTED]

Subject: RE: Kirra Services - Quote request RITM5799643

Hi [REDACTED]

Can we please have an update on the quote requested below?

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance

Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT

Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

10/02/2026 15:21:24 - Richard Perkov (Work notes)

From: Perkov, Richard

Sent: Tuesday, 10 February 2026 3:21 PM

To: 'ACT-Sales-Support@datacom.com.au' <ACT-Sales-Support@datacom.com.au>

Cc: [REDACTED]

Subject: RE: Datacom - Quote request RITM5799643

Hi Team

Can we please have an update on the quote requested below?

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance

Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

09/02/2026 17:09:04 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Monday, 9 February 2026 4:43 PM

To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>

Cc: [REDACTED]

Subject: RE: Ethan Global - Quote request RITM5799643

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon Richard,

Please find attached our quote for the Honeywell items you have requested.

Our supplier informs me that the Printer has a lead time of 12-14 weeks.

Let me know if you have any follow up questions.

Kind regards,

09/02/2026 09:04:30 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Friday, 6 February 2026 5:09 PM

To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>; 'SSICT@ethangroup.com.au' <SSICT@ethangroup.com.au>

Cc: [REDACTED]

Subject: RE: Ethan Global - Quote request RITM5799643

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good afternoon Richard,

Many thanks for the request. We are working on this now.

Kind regards,

[REDACTED]

06/02/2026 16:25:57 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Friday, 6 February 2026 4:11 PM

To: [REDACTED] Shared Services ICT <ssict@data3.com.au>; [REDACTED]

[REDACTED] DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>

Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [IN-CONFIDENCE]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard,

I have asked our vendor and will get back to you asap

Kind Regards,

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

06/02/2026 11:39:04 - Richard Perkov (Work notes)

From: Perkov, Richard

Sent: Friday, 6 February 2026 11:39 AM

To: 'Shared Services ICT' <ssict@data3.com.au>; [REDACTED]

Cc: [REDACTED] 'DDTS, ICT Purchasing' <ICTPurchasing.DDTS@act.gov.au>

Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [IN-CONFIDENCE]

Hi [REDACTED]

Could you please provide a detailed explanation for the delay? This order is critical for the hospital, and we need to relay accurate information to our client.

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance
Phone: 02 6205 0368| Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 |GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

06/02/2026 11:10:33 - Richard Perkov (Work notes)

From: Shared Services ICT, Purchasing On Behalf Of DDTS, ICT Purchasing

Sent: Friday, 6 February 2026 11:10 AM

To: 'SSICT@ethangroup.com.au' <SSICT@ethangroup.com.au>

Cc: [REDACTED]

Subject: Ethan Global - Quote request RITM5799643

Hi Team,

Could you please assist to provide ICT Purchasing with an urgent quote for the item below and stock availability & ETA:

Honeywell Intermec PM42, PM43, PM43C, Printhead 203DPI – Compatible (710-129S-001)

Quantity: 2 x units

Honeywell Printer PM45C Thermal Transfer Full Touch Display with Ethernet/Fixed Hanger/203 DPI and No Power Cord - Requires CAIEC
(PM45CA1000000200)

Quantity: 1 x unit

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance
Phone: 02 6205 0368| Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 |GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city

06/02/2026 11:09:38 - Richard Perkov (Work notes)

From: Shared Services ICT, Purchasing On Behalf Of DDTS, ICT Purchasing

Sent: Friday, 6 February 2026 11:09 AM

To: 'ACT-Sales-Support@datacom.com.au' <ACT-Sales-Support@datacom.com.au>

Cc: [REDACTED]

Subject: Datacom - Quote request RITM5799643

Hi Team,

Could you please assist to provide ICT Purchasing with an urgent quote for the item below and stock availability & ETA:

Honeywell Intermec PM42, PM43, PM43C, Printhead 203DPI – Compatible (710-129S-001)

Quantity: 2 x units

Honeywell Printer PM45C Thermal Transfer Full Touch Display with Ethernet/Fixed Hanger/203 DPI and No Power Cord - Requires CAIEC
(PM45CA1000000200)

Quantity: 1 x unit

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance

Phone: 02 6205 0368| Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 |GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

06/02/2026 11:03:05 - Richard Perkov (Work notes)

From: Tech Support - Kirra Services <techsupport@kirraservices.com.au>

Sent: Thursday, 5 February 2026 10:50 PM

To: Zhang, Leah <Leah.Zhang@act.gov.au>

Cc: [REDACTED] Sales - Kirra Services <sales@kirraservices.com.au>; [REDACTED]
[REDACTED]

Subject: T20260203.0033 - ACTGovt RFQ RITM5799643

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Leah

Hope I find You well

We are chasing distributors, we should have info soon.

Thanks You for the patience.

Kind regards

[REDACTED]
Tech Support

Kirra Services

p: 02 6196 6999

w: kirraservices.com.au e: techsupport@kirraservices.com.au

A SupplyNation Certified Indigenous Business

05/02/2026 15:08:27 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Thursday, 5 February 2026 3:07 PM

To: Perkov, Richard <Richard.Perkov@act.gov.au>; Shared Services ICT <ssict@data3.com.au>; [REDACTED]

Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [IN-CONFIDENCE]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard,

Unfortunately, this printer has long lead time. We're actively checking with the vendor to see if that can be improved, but there hasn't been any update yet.

I will keep you updated if there's any improvement. Thank you.

Kind Regards,

Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

04/02/2026 16:20:05 - Richard Perkov (Work notes)

From: Perkov, Richard

Sent: Wednesday, 4 February 2026 4:20 PM

To: 'Shared Services ICT' <ssict@data3.com.au>; [REDACTED]

Cc: [REDACTED]

Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [PUBLIC]

Hi [REDACTED]

Our client has advised that they now require the order below urgently. Could you please confirm whether the current ETA can be improved?

Additionally, could you advise the reason for the delay?

Thank you.

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance

Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

04/02/2026 11:01:16 - Richard Perkov (Work notes)

From: Firdaws Ahmed - Kirra Services <firdaws@kirraservices.com.au>

Sent: Tuesday, 3 February 2026 6:31 PM

To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>; Sales - Kirra Services <sales@kirraservices.com.au>

Cc: Dom Polegubic - Kirra Services <dom@kirraservices.com.au>; Marina Grgic - Kirra Services <marina@kirraservices.com.au>; Brad Nagle - Kirra Services <brad@kirraservices.com.au>; Milenko Rogic - Kirra Services <milenko@kirraservices.com.au>; Perkov, Richard <Richard.Perkov@act.gov.au>

Subject: Re: Kirra Services - Quote request RITM5799643

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi,

Thanks.

We are chasing for pricing.

Thanks.

Kind Regards,
Mir Firdaws Ahmed.

04/02/2026 11:00:56 - Richard Perkov (Work notes)

From: Zhang, Leah <Leah.Zhang@act.gov.au> On Behalf Of DCBR, ICT Purchasing

Sent: Tuesday, 3 February 2026 4:53 PM

To: Sales - Kirra Services <sales@kirraservices.com.au>; Firdaws Ahmed - Kirra Services <firdaws@kirraservices.com.au>

Cc: Dom Polegubic - Kirra Services <dom@kirraservices.com.au>; Marina Grgic - Kirra Services <marina@kirraservices.com.au>; Brad Nagle - Kirra Services <brad@kirraservices.com.au>; Milenko Rogic - Kirra Services <milenko@kirraservices.com.au>; Perkov, Richard <Richard.Perkov@act.gov.au>

Subject: Kirra Services - Quote request RITM5799643

OFFICIAL

Hi Team,

Could you please assist to provide ICT Purchasing with an urgent quote for the item below and stock availability & ETA:

Honeywell Intermec PM42, PM43, PM43C, Printhead 203DPI – Compatible (710-129S-001)

Quantity: 2 x units

Honeywell Printer PM45C Thermal Transfer Full Touch Display with Ethernet/Fixed Hanger/203 DPI and No Power Cord - Requires CAIEC (PM45CA1000000200)

Quantity: 1 x unit

Kind regards,

Leah Zhang | ICT Purchasing | Service Assurance

Phone: 02 6207 6895 | Email: Leah.Zhang@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

04/02/2026 09:33:17 - Richard Perkov (Work notes)

From: Maung, JoJo <JoJo.Maung@act.gov.au>

Sent: Tuesday, 3 February 2026 11:16 AM

To: Perkov, Richard <Richard.Perkov@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>

Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>

Subject: Follow-Up: Honeywell/Intermec PM45C - Printers (On Back Order) - RIMT5858923 & RITM5799643

OFFICIAL

Good morning Richard and ICT Purchasing team,

Richard, you advised me – that the 2 x Honeywell/Intermec PM45C printers on order for ACT Pathology Haematology and Microbiology lab – were being delayed delivery until May 2026.

I've advised my laboratory teams – and we'd like to enquire whether there are any other suppliers – which DCBR ICT Purchasing team – can search for the SAME printer models, for delivery sooner than May 2026?

- The issue which we have in one of my laboratories – TCH B10 L2 – Transfusion/Haematology – the current Honeywell/Intermec PM43 – is an ageing device, and starting to breakdown – 299286 –
- Single Specimen Label Printer – for blood products issued to TCH Blood Transfusion patients,
- When this specimen printer goes offline – due to numerous issues related to the faulty print device, i.e. specimen label media jamming, printing streaks on barcode – making barcode illegible by barcode readers etc –
- BCP when this label printer goes offline – is handwriting CHS Patient and blood product information by hand – potentially introducing manual transcription errors in a critical -high risk CHS patient care workflow,

Please let us know – if sourcing these items from an alternative supplier is not feasible, so that we can log and document the long delay for this ICT Purchasing request, for ACT Pathology's management of the ICT risks and issues.

Thanks

Jo Jo

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

30/01/2026 09:51:48 - Richard Perkov (Work notes)

From: Maung, JoJo <JoJo.Maung@act.gov.au>

Sent: Friday, 30 January 2026 9:47 AM

To: Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Joel, Clifford <Clifford.JOEL@act.gov.au>; Johnson, Chantelle <Chantelle.Johnson@act.gov.au>
Cc: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Garvey, Claire <Claire.Garvey@act.gov.au>; Wood, Elaine <Elaine.Wood@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; Naumovski, Jovanco <Jovanco.Naumovski@act.gov.au>
Subject: RE: RITM5799643 - Approval requested 04/12/2025

OFFICIAL

Good morning Team,

I've been advised by our DCBR ICT purchasing team- that the Intermec/Honeywell new PM45C – Transfusion Label Printer and printer thermal repair parts on order – won't be received for delivery until 1/05/2026.

So there's going to be a bit longer to wait for the new printer, which needs to replace the existing device.

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au

30/01/2026 09:38:48 - Richard Perkov (Work notes)

****ETA provided to customer via MS teams****

Good morning JoJo the ETA for Job RITM5799643 is 01/05/2026

30/01/2026 09:35:04 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Thursday, 29 January 2026 4:09 PM

To: Perkov, Richard <Richard.Perkov@act.gov.au>; Shared Services ICT <ssict@data3.com.au>; [REDACTED]

Cc: [REDACTED]

[REDACTED] [PUBLIC]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard,

The ETA for this one is 8-12 weeks. Thank you

Kind Regards,
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

29/01/2026 12:06:11 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Thursday, 29 January 2026 12:03 PM

To: Perkov, Richard <Richard.Perkov@act.gov.au>; [REDACTED]

Cc: [REDACTED]

Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [PUBLIC]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard,

The vendor expects to receive 710-129S-001 (Printhead) within this week. The Printer (PM45CA1000000200) ETA looking around 8-12 weeks.

I will keep you updated if there's improvement on the printer lead time. Thank you.

Kind Regards,

Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

27/01/2026 15:01:59 - Richard Perkov (Work notes)

From: Perkov, Richard

Sent: Tuesday, 27 January 2026 3:02 PM

To: 'Shared Services ICT' <ssict@data3.com.au>; [REDACTED]

Cc: [REDACTED]

Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [PUBLIC]

Hi Team

Can we please have the ETA for the job below?

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance

Phone: 02 6205 0368| Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 |GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

20/01/2026 16:34:19 - Richard Perkov (Work notes)

From: Perkov, Richard

Sent: Tuesday, 20 January 2026 4:34 PM

To: Shared Services ICT <ssict@data3.com.au>; [REDACTED]

Cc: [REDACTED]

Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [PUBLIC]

Hi Team

Can we please have the ETA for the job below?

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance
Phone: 02 6205 0368| Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 |GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region

19/01/2026 12:26:22 - Richard Perkov (Work notes)

From: [REDACTED]
Sent: Monday, 19 January 2026 12:03 PM
To: Perkov, Richard <Richard.Perkov@act.gov.au>; [REDACTED] Shared Services ICT <ssict@data3.com.au>
Cc: [REDACTED]
Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [PUBLIC]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Thank you for your order

Regards

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
Website: data3.com.au
Connect with us: Twitter, Facebook, YouTube and LinkedIn
[REDACTED]

19/01/2026 10:40:59 - Richard Perkov (Work notes)

From: Perkov, Richard
Sent: Monday, 19 January 2026 10:40 AM
To: [REDACTED] Shared Services ICT <ssict@data3.com.au>
Cc: [REDACTED]
Subject: RE: DATA#3 - CLD53295 DDTS7899 RITM5799643 [PUBLIC]

Hi Team,

Please see attached Purchase Order CLD53295

Please provide confirmation and ETA within 24hrs of receipt and include Serial No's of the goods in invoice.

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance
Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Please Note:

1. Each invoice must include the POD. If there is no POD, no payments will be made.
2. Invoices must be sent to the following addresses: APINVOICES@act.gov.au and Richard.Perkov@act.gov.au

15/01/2026 17:36:21 - Adnan Taj (Work notes)

From below notes - Richard Perkov already raised a PR DDTS7899 earlier on 23/12/2025. Will discuss with him in the morning if we can organise an approval on that PR or if we need to raise a new one.

15/01/2026 17:33:24 - Adnan Taj (Work notes)

Prices remain unchanged in the refreshed quote.

Client's financial approval was already received few weeks back on the first quote.

Confirmed with Chris Peters over MS Teams to proceed with the purchase.

4:30 pm

Peters, Chris 09/01/2026 11:52 am

Reading through emails and notes I would be confident to proceed with the request. Taj, Adnan could you please get a refresh quote an ...

Hi Peters, Chris, I have the refreshed quote for this RITM5799643 - 1 x Honeywell Printer (PM45C) and 2 x Honeywell Intermec Printhead (compatible to client's requested PM43 model). Prices unchanged and we have financial approval from client matching the quote. Did you get any response from the EUS side? I understand from your message that we are good to proceed with the purchase. Just wanted to reconfirm if I understood correctly.

ETA for the new printer would be 8-12 weeks. Printheads are expected sooner (1-2 weeks)

Sorry, looks like Chris signed off when I was typing the above text. We can discuss tomorrow morning.

Peters, Chris 4:34 pm

Taj, Adnan 15/01/2026 4:30 pm

Hi Peters, Chris, I have the refreshed quote for this RITM5799643 - 1 x Honeywell Printer (PM45C) and 2 x Honeywell Intermec Printhead ...

All good. Thank you. Happy to proceed with the procurement as long as we have the delegates approval. Thank you.

15/01/2026 17:23:45 - Adnan Taj (Work notes)

Quote received.

Vendor's contact emailed the quote to Richard directly yesterday (he was on leave). Just reminded them to send emails to our team's mailbox to avoid this type of situation.

From: Taj, Adnan On Behalf Of DCBR, ICT Purchasing

Sent: Thursday, 15 January 2026 5:22 PM

To: [REDACTED] Shared Services ICT <ssict@data3.com.au>

Cc: [REDACTED] Perkov, Richard <Richard.Perkov@act.gov.au>

Subject: RE: DATA#3 - Quote request RITM5799643 [PUBLIC]

Thank you [REDACTED]

Its always recommended to email through the team's mailbox. Richard was on leave till yesterday and it was not feasible to action your email on time.

Best regards,
Adnan

Adnan Bin Taj | ICT Purchasing Officer | Service Assurance

Phone: (02) 6207 7191 | Email: adnan.taj@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

I may send and respond to emails out of hours at a time that suits me. Please do not feel obliged to respond outside your normal work hours.

From: [REDACTED]

Sent: Thursday, 15 January 2026 10:56 AM

To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>; Shared Services ICT <ssict@data3.com.au>

Cc: [REDACTED] Perkov, Richard <Richard.Perkov@act.gov.au>

Subject: RE: DATA#3 - Quote request RITM5799643 [PUBLIC]

You don't often get email from [REDACTED] [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hello Adna,

This was sent to Richard yesterday and the expired date is end of January.

Many thanks

[REDACTED]

[REDACTED]

[REDACTED]

Data#3 Limited

15/01/2026 10:23:51 - Adnan Taj (Work notes)

From: Taj, Adnan On Behalf Of DCBR, ICT Purchasing

Sent: Thursday, 15 January 2026 10:23 AM

To: 'Shared Services ICT' <ssict@data3.com.au>

Cc: [REDACTED]; Perkov, Richard <Richard.Perkov@act.gov.au>

Subject: RE: DATA#3 - Quote request RITM5799643 [PUBLIC]

Hi Data#3 Team,

Following up on the below request – I have not yet received the correct refreshed quote file. Can you please review and action?

Attached the file that was shared by [REDACTED] on 09 January 2026 (Quote ID: S000505092, Valid till: 31/12/2025).

Best regards,

Adnan

Adnan Bin Taj | ICT Purchasing Officer | Service Assurance

Phone: (02) 6207 7191 | Email: adnan.taj@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

13/01/2026 17:24:51 - Adnan Taj (Work notes)

From: Taj, Adnan On Behalf Of DCBR, ICT Purchasing

Sent: Tuesday, 13 January 2026 5:24 PM

To: 'Shared Services ICT' <ssict@data3.com.au>; [REDACTED]

Cc: [REDACTED]

Subject: RE: DATA#3 - Quote request RITM5799643 [PUBLIC]

Hi Data#3 Team / [REDACTED]

Could you please review the below email and respond? Apologies, I missed to include your team's email address in last email (ssict@data3.com.au).

Best regards,

Adnan

Adnan Bin Taj | ICT Purchasing Officer | Service Assurance

Phone: (02) 6207 7191 | Email: adnan.taj@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

12/01/2026 13:34:13 - Adnan Taj (Work notes)

From: Taj, Adnan On Behalf Of ICTPurchasing.DCBR@act.gov.au

Sent: Monday, 12 January 2026 1:33 PM

To: [REDACTED]

Cc: [REDACTED]

Subject: RE: DATA#3 - Quote request RITM5799643 [PUBLIC]

Hi [REDACTED]

Good afternoon. Looks like a wrong file was attached instead of the refreshed quote. The file still states quote valid until 31/12/2025.

Kindly review.

Best regards,
Adnan

Adnan Bin Taj | ICT Purchasing Officer | Service Assurance
Phone: (02) 6207 7191 | Email: adnan.taj@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

I may send and respond to emails out of hours at a time that suits me. Please do not feel obliged to respond outside your normal work hours.

From: [REDACTED]
Sent: Friday, 9 January 2026 2:19 PM
To: Taj, Adnan <Adnan.Taj@act.gov.au>
Cc: [REDACTED]
Subject: FW: DATA#3 - Quote request RITM5799643 [PUBLIC]

You don't often get email from [REDACTED]. [Learn why this is important](#)

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Dear Adnan

Please see a refreshed quote.

Thank you
Jayne

09/01/2026 13:10:12 - Adnan Taj (Work notes)
Refreshed quote requested.

From: Taj, Adnan On Behalf Of DCBR, ICT Purchasing
Sent: Friday, 9 January 2026 1:09 PM
To: Shared Services ICT <ssict@data3.com.au>
Cc: [REDACTED]
Subject: RE: DATA#3 - Quote request RITM5799643 [IN-CONFIDENCE]

Hi [REDACTED] / Data#3 Team,

Good afternoon. Can you please refresh this attached quote with the longest possible validity?
I hope the price did not increase in this new year.

Best regards,
Adnan

Adnan Bin Taj | ICT Purchasing Officer | Service Assurance
Phone: (02) 6207 7191 | Email: adnan.taj@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

09/01/2026 11:56:57 - Chris Peters (Work notes)

Hi Adnan,

As discussed earlier, could you please obtain a refreshed quote from the supplier? If the price has increased, kindly forward it to the delegate for approval. Let me know if you have any questions.

Cheers!

24/12/2025 13:48:51 - Richard Perkov (Work notes)

Hi Team

Placing job back in Service Assurance ICT Purchasing queue as I'll be on annual leave until the 15th of January

The purchase record DDTS7899 is currently pending approval because we need to confirm if it will be supported by the network or get the ok from the EUS team before its approved / we can create the purchase order and proceed with the purchase

Kind Regards

Richard

ICT Purchasing

23/12/2025 15:00:00 - Richard Perkov (Work notes)

From: Perkov, Richard

Sent: Tuesday, 23 December 2025 2:46 PM

To: Maung, JoJo <JoJo.Maung@act.gov.au>; Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Cordie, John <John.Cordie@act.gov.au>

Cc: Bradbury, Susan <Susan.Bradbury@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>; Peters, Chris <Chris.Peters@act.gov.au>

Subject: RE: - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

Hi Jo Jo

We would like to confirm is the requested printer Honeywell Printer PM45C Thermal Transfer PM45CA1000000200 for job RITM5799643 supported by the network?

If not, we would need confirmation from EUS before we finalise the purchase.

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance

Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

23/12/2025 13:23:18 - James Marsden (Work notes)

Hi Richard,

I believe this request is for a replacement part of an existing printer.

23/12/2025 13:18:01 - Richard Perkov (Work notes)
ICT CHS Asset Management

is the requested printer supported by the network?
Not sure if we would need confirmation from EUS before we finalise the purchase.

Kind Regards

Richard

ICT Purchasing

23/12/2025 11:54:12 - Richard Perkov (Work notes)
DDTS7899 Pending approval

23/12/2025 10:21:47 - James Marsden (Work notes)
Hi team, please see attached completed quote and approval

04/12/2025 16:20:56 - Richard Perkov (Work notes)
ICT CHS Asset Management

Please see attached "Quote RITM5799643.xlsm" file for quote on requested product.
Arrange financial approval and other related information in yellow highlighted cells of the quote file
Then send it back to "Service Assurance ICT Purchasing" team queue by 23/12/2025 to proceed with the purchase.

Note: Please ensure items are correct before arranging approval

Kind Regards

Richard
ICT Purchasing Team

04/12/2025 16:06:47 - Richard Perkov (Work notes)

From: [REDACTED]
Sent: Thursday, 4 December 2025 3:47 PM
To: Perkov, Richard <Richard.Perkov@act.gov.au>
Cc: Shared Services ICT <ssict@data3.com.au>; [REDACTED]
Subject: DATA#3 - Quote request RITM5799643 [IN-CONFIDENCE]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard

Please find attached updated Quotation S000505092 with the Qty change to 2 x Replacement Thermal Print Head – for PM43 – 710-129S-001. Freight has stayed the same.
Thanks Richard.

Kind Regards

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

04/12/2025 15:27:17 - Richard Perkov (Work notes)

From: Perkov, Richard

Sent: Thursday, 4 December 2025 3:27 PM

To: Shared Services ICT <ssict@data3.com.au>

Cc: [REDACTED]

Subject: RE: DATA#3 - Quote request RITM5799643 [IN-CONFIDENCE]

Hi Tanya

Can we please get the quantity changed to x2 for the Replacement Thermal Print Head – for PM43 – 710-129S-001?
Not sure if it might affect the freight charge

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance

Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

04/12/2025 15:19:56 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Thursday, 4 December 2025 3:08 PM

To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>; Shared Services ICT <ssict@data3.com.au>

Cc: [REDACTED]

Subject: DATA#3 - Quote request RITM5799643 [IN-CONFIDENCE]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard

Please find attached Data#3 Quotation S000505092 for the Honeywell items requested.

ETA for the 710-129S-001 is 1-2 weeks.

ETA for the Honeywell Printer PM45C is 8-12 weeks.

Attached is a datasheet with all the Honeywell Printers.

There are Part Numbers in the datasheet for the customer's reference to ensure what has been quoted meets their requirements.

Kind Regards

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]
Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

04/12/2025 14:00:27 - Richard Perkov (Work notes)

From: Perkov, Richard On Behalf Of DCBR, ICT Purchasing

Sent: Thursday, 4 December 2025 2:00 PM

To: 'Shared Services ICT' <ssict@data3.com.au>

Subject: RE: DATA#3 - Quote request RITM5799643 [IN-CONFIDENCE]

Hi [REDACTED]

Can we please have an update on the quote requested below?

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance

Phone: 02 6205 0368| Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 |GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

28/11/2025 14:08:35 - Richard Perkov (Work notes)

From: Perkov, Richard On Behalf Of DCBR, ICT Purchasing

Sent: Friday, 28 November 2025 2:08 PM

To: Shared Services ICT <ssict@data3.com.au>

Subject: RE: DATA#3 - Quote request RITM5799643 [IN-CONFIDENCE]

Hi [REDACTED]

Our customers requirements have changed

Please provide ICT Purchasing with a quote for the following:

2 x Replacement Thermal Print Head – for PM43 – 710-129S-001 - for 2 existing printers (PM43)

1 x Honeywell/Intermec PM45C printer

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance

Phone: 02 6205 0368| Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 |GPO Box 158 Canberra ACT 2912 | www.act.gov.au

I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

28/11/2025 09:52:55 - James Marsden (Work notes)

Requested part number for the PM45C from JoJo via servicenow email

28/11/2025 09:37:35 - Richard Perkov (Work notes)

ICT CHS Asset Management

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and we want to make sure we quote the correct item.

Kind Regards

Richard

ICT Purchasing

28/11/2025 09:34:14 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Thursday, 27 November 2025 4:51 PM

To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>; Shared Services ICT <ssict@data3.com.au>

Cc: Shared Services ICT <ssict@data3.com.au>

Subject: RE: DATA#3 - Quote request RITM5799643 [IN-CONFIDENCE]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard

Do you happen to have the Part # for the PM45C?

There are different variants of the printer and we want to make sure we quote the correct item.

Kind Regards

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

26/11/2025 14:43:24 - Richard Perkov (Work notes)
From: Perkov, Richard On Behalf Of DCBR, ICT Purchasing
Sent: Wednesday, 26 November 2025 2:43 PM
To: 'intact@data3.com.au' <intact@data3.com.au>
Cc: 'Shared Services ICT' <ssict@data3.com.au>
Subject: DATA#3 - Quote request RITM5799643

Hi Team,

Please provide ICT Purchasing with a quote for the following:

- 2 x Honeywell/Intermec PM43 replacement thermal printhead (part no. 710-129S-001)
(product information web page - <https://tritonstore.com.au/honeywell-intermec-pm42-pm43-pm43c-printhead-203dpi-compatible/>)
- 1 x replacement printer model similar to PM43 - PM45C - I believe is the replacement model, for the discontinued PM43

Please respond by COB 01/12/2025.

Kind regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance
Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au
I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

26/11/2025 13:44:53 - MichaelR Potter (Work notes)
Hi Purchasing Team
We don't provide Honeywell/Intermec printers, could you please assist client
Thanks

26/11/2025 13:29:09 - Ash Maharaj (Work notes)
Hi Team, could you please assist with obtaining quotes for the following items:

- Honeywell/Intermec PM43 replacement thermal printhead (part no. 710-129S-001) x 2 Units
<https://tritonstore.com.au/honeywell-intermec-pm42-pm43-pm43c-printhead-203dpi-compatible/>
- quote for replacement printer model similar to PM43 - Possibly PM45C

Thanks

25/11/2025 15:33:17 - Owen Carriage (Work notes)
Hi ICT CHS

Are you able to assist the client with their request

Thanks

Additional comments:

19/01/2026 16:45:47 - JoJo Maung (Additional comments)
reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi Chris,

Just following up on this email, this printer requested for ACT Pathology Laboratory Haematology – is a similar procurement and network configured device for Microbiology.

We just need another unit Intermec/Honeywell PM45C – printer.

See the other email sent recently for a Microbiology Honeywell/Intermec PM45C requested.

Thanks

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au [http://www.canberrahealthservices.act.gov.au/]

‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 9 January 2026 11:44 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - need confirmation from EUS 23/12/2025 DDTS7899 Pending approval - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

09/01/2026 11:43:24 AEDT - Chris Peters Additional comments

Hi Vyvien,

I'm reaching out to gather more information regarding this order as we've been instructed to pass cost to directorate for any request not cover under BAU.

As this is not a catalogue item and we haven't procured these types of units before, we need to confirm their intended use. I understand its to support your Clinical Haematology Laboratory and you have units out there already which were probably procured internally.

We want to know if DCBR will support these devices moving forward, particularly in relation to drivers or any additional software requirements. If no support or additional configuration required from DCBR then we're happy to proceed with the request.

Regards,

Chris Peters | Assistant Director, ICT Purchasing | Service Assurance

Phone: +61 2 6205 9063 | chris.peters@act.gov.au [<mailto:chris.peters@act.gov.au>]

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au [<http://www.act.gov.au>]

23/12/2025 10:14:41 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [<mailto:JoJo.Maung@act.gov.au>]

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Cliford JOEL.

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>] [<mailto:jojo.maung@act.gov.au>] [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | [canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au) [<http://www.canberrahealthservices.act.gov.au>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]>
Sent: Tuesday, 23 December 2025 10:10 AM
To: Wong, Vyvien <Vyvien.Wong@act.gov.au [mailto:Vyvien.Wong@act.gov.au]>; Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>
Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au] [mailto:JoJo.Maung@act.gov.au] [mailto:JoJo.Maung@act.gov.au]

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)
Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au]
[mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au [http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]
[mailto:ServiceDesk_O365@act.gov.au%20[mailto:ServiceDesk_O365@act.gov.au]]>
Sent: Friday, 28 November 2025 9:52 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au] [mailto:JoJo.Maung@act.gov.au%20[mailto:JoJo.Maung@act.gov.au]]>
Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.

Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39025751_3uftFpjg1SD7EjzyqXZ

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.

Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39273579_IPIQ8cW51b1KI8q7zXO

09/01/2026 11:43:24 - Chris Peters (Additional comments)

Hi Vyvien,

I'm reaching out to gather more information regarding this order as we've been instructed to pass cost to directorate for any request not cover under BAU.

As this is not a catalogue item and we haven't procured these types of units before, we need to confirm their intended use. I understand its to support your Clinical Haematology Laboratory and you have units out there already which were probably procured internally.

We want to know if DCBR will support these devices moving forward, particularly in relation to drivers or any additional software requirements. If no support or additional configuration required from DCBR then we're happy to proceed with the request.

Regards,

Chris Peters | Assistant Director, ICT Purchasing | Service Assurance

Phone: +61 2 6205 9063 | chris.peters@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au

23/12/2025 10:14:41 - JoJo Maung (Additional comments)

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Clifford JOEL.

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au [<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Tuesday, 23 December 2025 10:10 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au [http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>

Subject: RITM5799643 - Please provide part number 28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.

Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[https://actss.service-now.com/sharedservices]

Ref:MSG39025751_3uftFpJg1SD7EjzyqXZ

23/12/2025 10:10:21 - James Marsden (Additional comments)

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 - JoJo Maung (Additional comments)

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au [http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: RITM5799643 - Please provide part number 28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Related List Title:

Task SLA List

Table name:

task_sla

Query Condition:

Task = RITM5799643

2 Task SLAs

Active	Business elapsed time	Business pause duration	Business elapsed percentage	Business time left	Actual elapsed time	Stop time	Has breached	Original breach time	Pause duration
true	12 Days 19 Hours 24 Minutes	8 Days 1 Hour 54 Minutes	361.67	0 Seconds	51 Days 1 Hour 24 Minutes		true	09/12/2025 15:21:11	35 Days 22 Hours 24 Minutes
true	11 Days 10 Hours 1 Minute	8 Days 11 Hours	1,336.7	0 Seconds	44 Days 11 Hours 9 Minutes		true	03/12/2025 09:08:35	39 Days 13 Hours 51 Minutes

Related List Title:

Email List

Table name:

sys_email

20 Emails

Created	Recipients	Copied	Subject	Type	Notification type	User ID
19/01/2026 16:45:57	Vyvien.Wong@act.gov.au		Request updated - Ordered 19/01/2026 CLD53295 Honeywell Printer and Print Head - RITM5799643	sent	SMTP	
19/01/2026 16:45:54	Richard.Perkov@act.gov.au		Request updated - Ordered 19/01/2026 CLD53295 Honeywell Printer and Print Head (RITM5799643)	sent	SMTP	

Created	Recipients	Copied	Subject	Type	Notification type	User ID
19/01/2026 16:45:41	ServiceDesk_O365@act.gov.au,Vyvien.Wong@act.gov.au,Chris.Peters@act.gov.au	Chris.Peters@act.gov.au	RE: Request updated - need confirmation from EUS 23/12/2025 DDTS7899 Pending approval - RITM5799643	received	SMTP	JoJo Maung
09/01/2026 11:57:06	Adnan.Taj@act.gov.au		Request RITM5799643 has been assigned to you	sent	SMTP	
09/01/2026 11:57:01	Adnan.Taj@act.gov.au		Request updated - need confirmation from EUS 23/12/2025 DDTS7899 Pending approval (RITM5799643)	sent	SMTP	
09/01/2026 11:43:31	Vyvien.Wong@act.gov.au,JoJo.Maung@act.gov.au		Request updated - need confirmation from EUS 23/12/2025 DDTS7899 Pending approval - RITM5799643	sent	SMTP	
23/12/2025 10:14:50	James.Marsden@act.gov.au		Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 (RITM5799643)	sent	SMTP	
23/12/2025 10:14:42	Vyvien.Wong@act.gov.au		Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643	sent	SMTP	
23/12/2025 10:14:38	ServiceDesk_O365@act.gov.au,Vyvien.Wong@act.gov.au,Cliford.JOEL@act.gov.au,Richard.Perkov@act.gov.au,ICTPurchasing.DCBR@act.gov.au,James.Marsden@act.gov.au	Cliford.JOEL@act.gov.au,Richard.Perkov@act.gov.au,ICTPurchasing.DCBR@act.gov.au,James.Marsden@act.gov.au	RE: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643	received	SMTP	JoJo Maung
23/12/2025 10:10:25	Vyvien.Wong@act.gov.au,JoJo.Maung@act.gov.au		Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643	sent	SMTP	

Created	Recipients	Copied	Subject	Type	Notification type	User ID
08/12/2025 08:17:53	JoJo.Maung@act.gov.au	Vyvien.Wong@act.gov.au	RITM5799643 - Approval requested 04/12/2025	sent	SMTP	James Marsden
03/12/2025 11:22:21	Richard.Perkov@act.gov.au		SLA warning for RITM5799643	sent	SMTP	
02/12/2025 12:31:10	Richard.Perkov@act.gov.au		SLA warning for RITM5799643	sent	SMTP	
01/12/2025 15:53:40	Richard.Perkov@act.gov.au		SLA warning for RITM5799643	sent	SMTP	
28/11/2025 11:22:15	Vyvien.Wong@act.gov.au		Request updated - [Await Cust] [Confirming Part number] Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts - RITM5799643	sent	SMTP	
28/11/2025 11:22:15	James.Marsden@act.gov.au		Request updated - [Await Cust] [Confirming Part number] Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts (RITM5799643)	sent	SMTP	
28/11/2025 11:22:02	ServiceDesk_O365@act.gov.au		RE: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts	received	SMTP	JoJo Maung
28/11/2025 09:51:10	JoJo.Maung@act.gov.au		RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts	sent	SMTP	James Marsden
25/11/2025 15:21:21	JoJo.Maung@act.gov.au		Request received - ICT General Enquiry - RITM5799643	sent	SMTP	
25/11/2025 15:21:18	Vyvien.Wong@act.gov.au		Request received on your behalf - ICT General Enquiry - RITM5799643	sent	SMTP	

Related List Title:

Checklist List

Table name:

checklist

None

Request Updated

Dear JoJo

Your request for **ICT General Enquiry - RITM5799643** has been updated with the following comments:

19/01/2026 16:45:47 AEDT - JoJo Maung
reply from: JoJo.Maung@act.gov.au

Additional comments

OFFICIAL

Hi Chris,

Just following up on this email, this printer requested for ACT Pathology Laboratory Haematology – is a similar procurement and network configured device for Microbiology.

We just need another unit Intermec/Honeywell PM45C – printer.

See the other email sent recently for a Microbiology Honeywell/Intermec PM45C requested.

Thanks

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 9 January 2026 11:44 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - need confirmation from EUS 23/12/2025 DDTS7899 Pending approval - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

09/01/2026 11:43:24 AEDT - Chris Peters Additional comments

Hi Vyvien,

I'm reaching out to gather more information regarding this order as we've been instructed to pass cost to directorate for any request not cover under BAU.

As this is not a catalogue item and we haven't procured these types of units before, we need to confirm their intended use. I understand its to support your Clinical Haematology Laboratory and you have units out there already which were probably procured internally.

We want to know if DCBR will support these devices moving forward, particularly in relation to drivers or any additional software requirements. If no support or additional configuration required from DCBR then we're happy to proceed with the request.

Regards,

Chris Peters | Assistant Director, ICT Purchasing | Service Assurance

Phone: +61 2 6205 9063 | chris.peters@act.gov.au [<mailto:chris.peters@act.gov.au>]

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au

[<http://www.act.gov.au>]

23/12/2025 10:14:41 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [<mailto:JoJo.Maung@act.gov.au>]

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Clifford JOEL.

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

[<mailto:jojo.maung@act.gov.au> [<mailto:jojo.maung@act.gov.au>]]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au

[<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]>
Sent: Tuesday, 23 December 2025 10:10 AM
To: Wong, Vyvien <Vyvien.Wong@act.gov.au [mailto:Vyvien.Wong@act.gov.au]>; Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>
Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au] [mailto:JoJo.Maung@act.gov.au]
[mailto:JoJo.Maung@act.gov.au]]

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]
[mailto:jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]] [mailto:jojo.maung@act.gov.au
[mailto:jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au%20[mailto:jojo.maung@act.gov.au]]]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]
[mailto:ServiceDesk_O365@act.gov.au%20[mailto:ServiceDesk_O365@act.gov.au]]>
Sent: Friday, 28 November 2025 9:52 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]
[mailto:JoJo.Maung@act.gov.au%20[mailto:JoJo.Maung@act.gov.au]]>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvl4DjnJIZIQAQTu

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.
Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39025751_3uftFpjg1SD7EjzyqXZ

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.
Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39273579_IPIQ8cW51b1KI8q7zXO

09/01/2026 11:43:24 AEDT - Chris Peters

Additional comments

Hi Vyvien,

I'm reaching out to gather more information regarding this order as we've been instructed to pass cost to directorate for any request not cover under BAU.

As this is not a catalogue item and we haven't procured these types of units before, we need to confirm

their intended use. I understand its to support your Clinical Haematology Laboratory and you have units out there already which were probably procured internally.

We want to know if DCBR will support these devices moving forward, particularly in relation to drivers or any additional software requirements. If no support or additional configuration required from DCBR then we're happy to proceed with the request.

Regards,
Chris Peters | Assistant Director, ICT Purchasing | Service Assurance
Phone: +61 2 6205 9063 | chris.peters@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au

23/12/2025 10:14:41 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Clifford JOEL.

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au>
Sent: Tuesday, 23 December 2025 10:10 AM
To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>
Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]
[mailto:jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.
Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39025751_3uftFjpg1SD7EjzyqXZ

Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39500145_OVTnSL0xTsYj1290458



Your Request

Dear JoJo

We've received your request for **ICT General Enquiry**.

The reference number is **RITM5799643**.

What's next?

We'll send you emails about this request as it progresses. You can also track its progress or use the Activity Stream to send a message to the Service Desk at [My Requests](#).

Need help?

[Contact the Service Desk](#)

Kind regards

Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG38308136_LOz2AaUdIF6N5xa6xKU

SLA warning for RITM5799643

Item Details:

Number: [RITM5799643](#)
Opened: 2025-11-25 04:21:10
Opened by: JoJo Maung
Affected contact: Vyvien Wong
Item: ICT General Enquiry
Assignment group: Service Assurance ICT Purchasing
Assigned to: Richard Perkov

Short Description: Quote requested 28/11/2025 Request for QUOTE of ICT Computer Parts

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG38470552_YA0jOVEMm83tMQZcHv4

Request Updated

Dear JoJo

Your request for **ICT General Enquiry - RITM5799643** has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden

Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | [canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au)
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39025751_3uftFpjpg1SD7EjzyqXZ

The notes relating to job [RITM5799643](#) have been updated.

Please review to see if further action is required.

Item Details:

Number: [RITM5799643](#)

Opened: 2025-11-25 04:21:10

Opened by: JoJo Maung

Affected contact: Vyvien Wong

Item: ICT General Enquiry

Assignment group: ICT CHS Asset Management

Assigned to: James Marsden

Short Description: [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025

23/12/2025 10:14:41 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Clifford JOEL.

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Tuesday, 23 December 2025 10:10 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)
Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au]
[mailto:jojo.maung@act.gov.au]]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.

Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39025751_3uftFpjpg1SD7EjzyqXZ

Ref:MSG39026148_EFwMA6BkFhYmJDtknEb

SLA warning for RITM5799643

Item Details:

Number: [RITM5799643](#)
Opened: 2025-11-25 04:21:10
Opened by: JoJo Maung
Affected contact: Vyvien Wong
Item: ICT General Enquiry
Assignment group: Service Assurance ICT Purchasing
Assigned to: Richard Perkov

Short Description: Quote requested 28/11/2025 Request for QUOTE of ICT Computer Parts

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG38447412_YwmDVTpLGEfcXyAxmY0

OFFICIAL

Hi James,

Can we please obtain two quotes:

- 1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)
- Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (*he/him*)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Request Updated

Dear JoJo

Your request for **ICT General Enquiry - RITM5799643** has been updated with the following comments:

28/11/2025 11:22:11 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG38387902_3HFE4ZenYvYhTUA5hVZ

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZlQAQTu

Your Request

Dear Vyvien

JoJo Maung has submitted a request for **ICT General Enquiry** on your behalf.

The reference number is **RITM5799643**.

What's next?

We'll send you emails about this request as it progresses. You can also track its progress or use the Activity Stream to send a message to the Service Desk at [My Requests](#).

Need help?

[Contact the Service Desk](#)

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG38308133_uyvzOqxzhs0RKxlgawI

OFFICIAL

Hi Chris,

Just following up on this email, this printer requested for ACT Pathology Laboratory Haematology – is a similar procurement and network configured device for Microbiology.

We just need another unit Intermec/Honeywell PM45C – printer.

See the other email sent recently for a Microbiology Honeywell/Intermec PM45C requested.

Thanks

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 9 January 2026 11:44 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - need confirmation from EUS 23/12/2025 DDTS7899 Pending approval - RITM5799643

Request Updated

Dear JoJo

Your request for **ICT General Enquiry - RITM5799643** has been updated with the following comments:

09/01/2026 11:43:24 AEDT - Chris Peters Additional comments
Hi Vyvien,

I'm reaching out to gather more information regarding this order as we've been instructed to pass cost to directorate for any request not cover under BAU.

As this is not a catalogue item and we haven't procured these types of units before, we need to confirm their intended use. I understand its to support your Clinical Haematology Laboratory and you have units out there already which were probably procured internally.

We want to know if DCBR will support these devices moving forward, particularly in relation to drivers or any additional software requirements. If no support or additional configuration required from DCBR then we're happy to proceed with the request.

Regards,
Chris Peters | Assistant Director, ICT Purchasing | Service Assurance
Phone: +61 2 6205 9063 | chris.peters@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au

23/12/2025 10:14:41 AEDT - JoJo Maung Additional comments
reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Clifford JOEL.

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Tuesday, 23 December 2025 10:10 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [<mailto:JoJo.Maung@act.gov.au>]

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]
[<mailto:jojo.maung@act.gov.au>] [<mailto:jojo.maung@act.gov.au>]]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | [canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au)
[<http://www.canberrahealthservices.act.gov.au/>]

‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]>
Sent: Friday, 28 November 2025 9:52 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au [<mailto:JoJo.Maung@act.gov.au>]>
Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.
Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39025751_3uftFpJg1SD7EjzyqXZ

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39273579_IPIQ8cW51b1Kl8q7zXO

The notes relating to job [RITM5799643](#) have been updated.

Please review to see if further action is required.

Item Details:

Number: [RITM5799643](#)

Opened: 2025-11-25 04:21:10

Opened by: JoJo Maung

Affected contact: Vyvien Wong

Item: ICT General Enquiry

Assignment group: ICT CHS Asset Management

Assigned to: James Marsden

Short Description: [Await Cust] [Confirming Part number] Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

28/11/2025 11:22:11 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)
Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Ref:MSG38387903_1bUuY7vgQtsHTy3UL9A

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Cliford JOEL.

Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Tuesday, 23 December 2025 10:10 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643



 Request Updated

Dear JoJo

Your request for **ICT General Enquiry - RITM5799643** has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | [canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au)
[<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

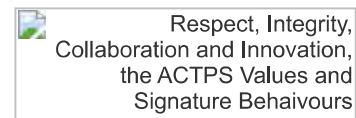
Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.



Ref:MSG39025751_3uftFpJg1SD7EjzyqXZ

The notes relating to job [RITM5799643](#) have been updated.

Please review to see if further action is required.

Item Details:

Number: [RITM5799643](#)

Opened: 2025-11-25 04:21:10

Opened by: JoJo Maung

Affected contact: Vyvien Wong

Item: ICT General Enquiry

Assignment group: Service Assurance ICT Purchasing

Assigned to: Adnan Taj

Short Description: need confirmation from EUS 23/12/2025 DDTS7899 Pending approval

09/01/2026 11:56:57 AEDT - Chris Peters

Work notes

Hi Adnan,

As discussed earlier, could you please obtain a refreshed quote from the supplier? If the price has increased, kindly forward it to the delegate for approval.

Let me know if you have any questions.

Cheers!

Ref:MSG39274204_L3XmPKirQK6smEi30gn

Request RITM5799643 has been assigned to you for fulfillment.

Short Description: need confirmation from EUS 23/12/2025 DDT57899 Pending approval

Click here to view: [LINK](#)

Name: Vyvien Wong

Opened: 25/11/2025 15:21:10 AEDT

Item: ICT General Enquiry

Work notes:

09/01/2026 11:56:57 AEDT - Chris Peters

Work notes

Hi Adnan,

As discussed earlier, could you please obtain a refreshed quote from the supplier? If the price has increased, kindly forward it to the delegate for approval.

Let me know if you have any questions.

Cheers!

24/12/2025 13:48:51 AEDT - Richard Perkov

Work notes

Hi Team

Placing job back in Service Assurance ICT Purchasing queue as I'll be on annual leave until the 15th of January

The purchase record DDT57899 is currently pending approval because we need to confirm if it will be supported by the network or get the ok from the EUS team before its approved / we can create the purchase order and proceed with the purchase

Kind Regards

Richard

ICT Purchasing

23/12/2025 15:00:00 AEDT - Richard Perkov

Work notes

From: Perkov, Richard

Sent: Tuesday, 23 December 2025 2:46 PM

To: Maung, JoJo <JoJo.Maung@act.gov.au>; Gribben, Madeleine <Madeleine.Gribben@act.gov.au>;

Marsden, James <James.Marsden@act.gov.au>; Cordie, John <John.Cordie@act.gov.au>

Cc: Bradbury, Susan <Susan.Bradbury@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>; Peters, Chris <Chris.Peters@act.gov.au>

Subject: RE: - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

Hi Jo Jo

We would like to confirm is the requested printer Honeywell Printer PM45C Thermal Transfer PM45CA1000000200 for job RITM5799643 supported by the network?

If not, we would need confirmation from EUS before we finalise the purchase.

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance

Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury
and Economic Development Directorate | ACT Government
Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 |
www.act.gov.au

Please consider the environment before printing this email. If printing is necessary, print double-sided and
black and white.

Kind regards

ICT Service Desk
[Digital Canberra](#)

Ref:MSG39274206_HAMzoliMHOqAFj2j66z

SLA warning for RITM5799643

Item Details:

Number: [RITM5799643](#)
Opened: 2025-11-25 04:21:10
Opened by: JoJo Maung
Affected contact: Vyvien Wong
Item: ICT General Enquiry
Assignment group: Service Assurance ICT Purchasing
Assigned to: Richard Perkov

Short Description: Quote requested 28/11/2025 Request for QUOTE of ICT Computer Parts

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG38502278_AwmGsHww3cSB0wVt9O6

Request Updated

Dear JoJo

Your request for **ICT General Enquiry - RITM5799643** has been updated with the following comments:

23/12/2025 10:14:41 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Clifford JOEL.

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | [canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au)
[<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Tuesday, 23 December 2025 10:10 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]
[mailto:jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvl4DjnJlZlQAQTu

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.
Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39025751_3uftFpjg1SD7EjzyqXZ

23/12/2025 10:10:21 AEDT - James Marsden

Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | [canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au)
[<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvl4DjnJIZIQAQTu

Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39026138_5Ut70ePjQoZPn72Dp4H

Good morning JoJo & Vyvien,

Please see attached "Quote RITM5799643.xlsm" file for quote on requested product.

Please ensure items are correct before arranging approval.

Arrange financial approval and other related information in yellow highlighted cells of the quote file then reply back to this email with the completed quote and written approval by 23/12/2025 to proceed with the purchase.

Kind Regards,

Ref:MSG38596407_WS6KtEEkKqwyjZvZuF1

The notes relating to job [RITM5799643](#) have been updated.

Please review to see if further action is required.

Item Details:

Number: [RITM5799643](#)

Opened: 2025-11-25 04:21:10

Opened by: JoJo Maung

Affected contact: Vyvien Wong

Item: ICT General Enquiry

Assignment group: Service Assurance Goods Receipting

Assigned to: Richard Perkov

Short Description: Ordered 19/01/2026 CLD53295 Honeywell Printer and Print Head

19/01/2026 16:45:47 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi Chris,

Just following up on this email, this printer requested for ACT Pathology Laboratory Haematology – is a similar procurement and network configured device for Microbiology.

We just need another unit Intermec/Honeywell PM45C – printer.

See the other email sent recently for a Microbiology Honeywell/Intermec PM45C requested.

Thanks

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Friday, 9 January 2026 11:44 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - need confirmation from EUS 23/12/2025 DDTS7899 Pending approval - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

09/01/2026 11:43:24 AEDT - Chris Peters Additional comments

Hi Vyvien,

I'm reaching out to gather more information regarding this order as we've been instructed to pass cost to directorate for

any request not cover under BAU.

As this is not a catalogue item and we haven't procured these types of units before, we need to confirm their intended use. I understand its to support your Clinical Haematology Laboratory and you have units out there already which were probably procured internally.

We want to know if DCBR will support these devices moving forward, particularly in relation to drivers or any additional software requirements. If no support or additional configuration required from DCBR then we're happy to proceed with the request.

Regards,

Chris Peters | Assistant Director, ICT Purchasing | Service Assurance

Phone: +61 2 6205 9063 | chris.peters@act.gov.au [mailto:chris.peters@act.gov.au]

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au [http://www.act.gov.au]

23/12/2025 10:14:41 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Clifford JOEL.

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au]
[mailto:jojo.maung@act.gov.au]]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]>

Sent: Tuesday, 23 December 2025 10:10 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au [mailto:Vyvien.Wong@act.gov.au]>; Maung, JoJo
<JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>

Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au] [mailto:JoJo.Maung@act.gov.au]
[mailto:JoJo.Maung@act.gov.au]]

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)
Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au] [mailto:jojo.maung@act.gov.au]
[mailto:jojo.maung@act.gov.au]] [mailto:jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au
[mailto:jojo.maung@act.gov.au%20[mailto:jojo.maung@act.gov.au]]]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]
[mailto:ServiceDesk_O365@act.gov.au%20[mailto:ServiceDesk_O365@act.gov.au]]>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]
[mailto:JoJo.Maung@act.gov.au%20[mailto:JoJo.Maung@act.gov.au]]>

Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.

Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39025751_3uftFpJg1SD7EjzyqXZ

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.

Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[<https://actss.service-now.com/sharedservices>]

Ref:MSG39273579_IPIQ8cW51b1KI8q7zXO

Ref:MSG39500136_FMn0vQIXaJtZcZ26M2M

Request Updated

Dear JoJo

Your request for **ICT General Enquiry - RITM5799643** has been updated with the following comments:

09/01/2026 11:43:24 AEDT - Chris Peters

Additional comments

Hi Vyvien,

I'm reaching out to gather more information regarding this order as we've been instructed to pass cost to directorate for any request not cover under BAU.

As this is not a catalogue item and we haven't procured these types of units before, we need to confirm their intended use. I understand its to support your Clinical Haematology Laboratory and you have units out there already which were probably procured internally.

We want to know if DCBR will support these devices moving forward, particularly in relation to drivers or any additional software requirements. If no support or additional configuration required from DCBR then we're happy to proceed with the request.

Regards,

Chris Peters | Assistant Director, ICT Purchasing | Service Assurance

Phone: +61 2 6205 9063 | chris.peters@act.gov.au

Customer Engagement Services Branch | Digital Canberra | ACT Government

Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au

23/12/2025 10:14:41 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Clifford JOEL.

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

Friday 2nd January until Friday 16th January, 2026 – Annual Leave

From: Service Desk <ServiceDesk_O365@act.gov.au>

Sent: Tuesday, 23 December 2025 10:10 AM

To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643

Dear JoJo

Your request for ICT General Enquiry - RITM5799643 has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY.1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

[mailto:jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_O365@act.gov.au [mailto:ServiceDesk_O365@act.gov.au]>
Sent: Friday, 28 November 2025 9:52 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>
Subject: RITM5799643 - Please provide part number28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

Need to make changes or cancel this request? Contact the Service Desk [https://actss.service-now.com/sharedservices?id=contact_us] by phone or chat for advice.
Want to see the history of this request? Go to My Requests [https://actss.service-now.com/ddts/?id=ddts_requests].

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

[https://actss.service-now.com/sharedservices]

Ref:MSG39025751_3uftFpjg1SD7EjzyqXZ

23/12/2025 10:10:21 AEDT - James Marsden

Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

Tips and troubleshooting

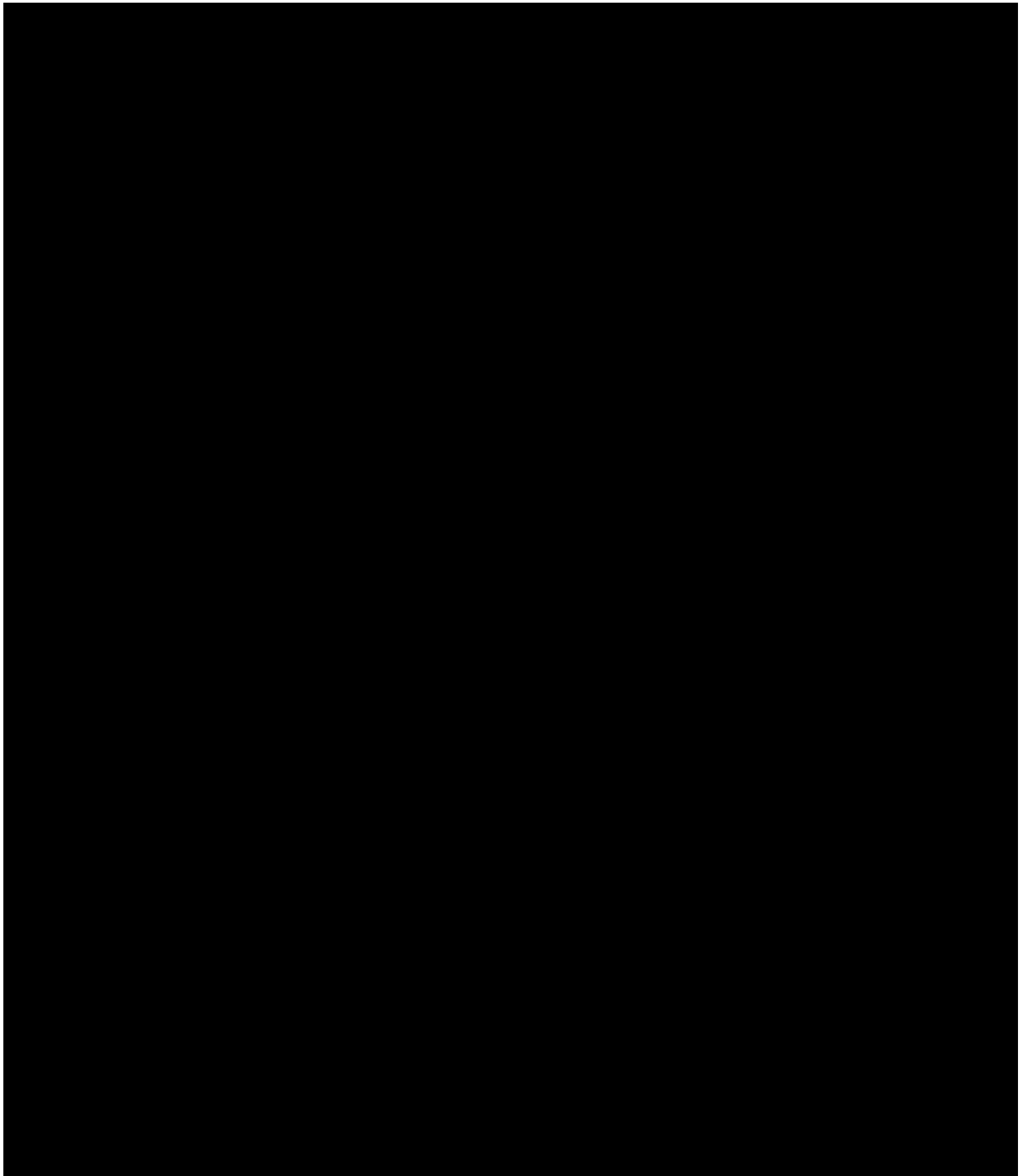
- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39273579_IPIQ8cW51b1KI8q7zXO



From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Tuesday, 23 December 2025 9:56 AM
To: Joel, Clifford; DCBR, ICT Purchasing
Cc: Wong, Vyvien; Sliwinski, Kelly; Garvey, Claire; Perkov, Richard
Subject: RE: For REVIEW and APPROVAL - RITM5799643 - Quote for the Replacement Transfusion Blood Printer and thermal printhead for existing printers (PM43)
Attachments: RE: For REVIEW and APPROVAL - RITM5799643 - Quote for the Replacement Tr... (411 KB); Quote RITM5799643 - Laboratory Haematology (Transfusion) - Blood Products Printer and Parts (05-12-2025).xlsm

Good morning DCBR ICT Purchasing team,

May I please follow up, and confirm that RITM5799643 has been processed yet?

Please see below – the confirmation of approval from my financial delegate (Clifford JOEL) for this purchase – for our Laboratory Haematology at TCH.

Thank you

Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

Thursday 25th of December (Christmas Day)
Friday 26th December (Boxing Day)
Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)
Thursday 1st of January, 2026 (New Year’s Day)

From: Joel, Clifford <Cliford.JOEL@act.gov.au>
Sent: Thursday, 11 December 2025 8:00 AM
To: Maung, JoJo <JoJo.Maung@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>
Cc: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Garvey, Claire <Claire.Garvey@act.gov.au>
Subject: RE: For REVIEW and APPROVAL - RITM5799643 - Quote for the Replacement Transfusion Blood Printer and thermal printhead for existing printers (PM43)

OFFICIAL

Hi Jojo,

Please proceed with purchase. However may we confirm that new printer will be compatible with current blood product labels.

Thank you Jojo for facilitating this.

Kind regards
Clif

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Friday, 5 December 2025 9:54 AM
To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>; Joel, Clifford <Cliford.JOEL@act.gov.au>
Cc: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Garvey, Claire <Claire.Garvey@act.gov.au>
Subject: For REVIEW and APPROVAL - RITM5799643 - Quote for the Replacement Transfusion Blood Printer and thermal printhead for existing printers (PM43)

OFFICIAL

Good morning Clif,

Could you please review the quote attached, supplied by DCBR ICT purchasing team?

Please let me know, if you’d like to progress with the procurement of these items, and we can address the Honeywell/Intermec PM43 printer, which is becoming unreliable over time.

Once the new printer has arrived, I’ll assist in raising the Jira ticket for the device to be installed as a secondary device in use, in parallel with the existing printer.

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics *(he/him)*
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Joel, Clifford <Cliford.JOEL@act.gov.au>
Sent: Thursday, 11 December 2025 8:00 AM
To: Maung, JoJo; DCBR, ICT Purchasing
Cc: Wong, Vyvien; Sliwinski, Kelly; Garvey, Claire
Subject: RE: For REVIEW and APPROVAL - RITM5799643 - Quote for the Replacement Transfusion Blood Printer and thermal printhead for existing printers (PM43)

OFFICIAL

Hi JoJo,

Please proceed with purchase. However may we confirm that new printer will be compatible with current blood product labels.

Thank you JoJo for facilitating this.

Kind regards
Clif

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Friday, 5 December 2025 9:54 AM
To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>; Joel, Clifford <Cliford.JOEL@act.gov.au>
Cc: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Sliwinski, Kelly <Kelly.Sliwinski@act.gov.au>; Garvey, Claire <Claire.Garvey@act.gov.au>
Subject: For REVIEW and APPROVAL - RITM5799643 - Quote for the Replacement Transfusion Blood Printer and thermal printhead for existing printers (PM43)

OFFICIAL

Good morning Clif,

Could you please review the quote attached, supplied by DCBR ICT purchasing team?

Please let me know, if you'd like to progress with the procurement of these items, and we can address the Honeywell/Intermec PM43 printer, which is becoming unreliable over time.

Once the new printer has arrived, I'll assist in raising the Jira ticket for the device to be installed as a secondary device in use, in parallel with the existing printer.

Kind Regards
Jo Jo Maung

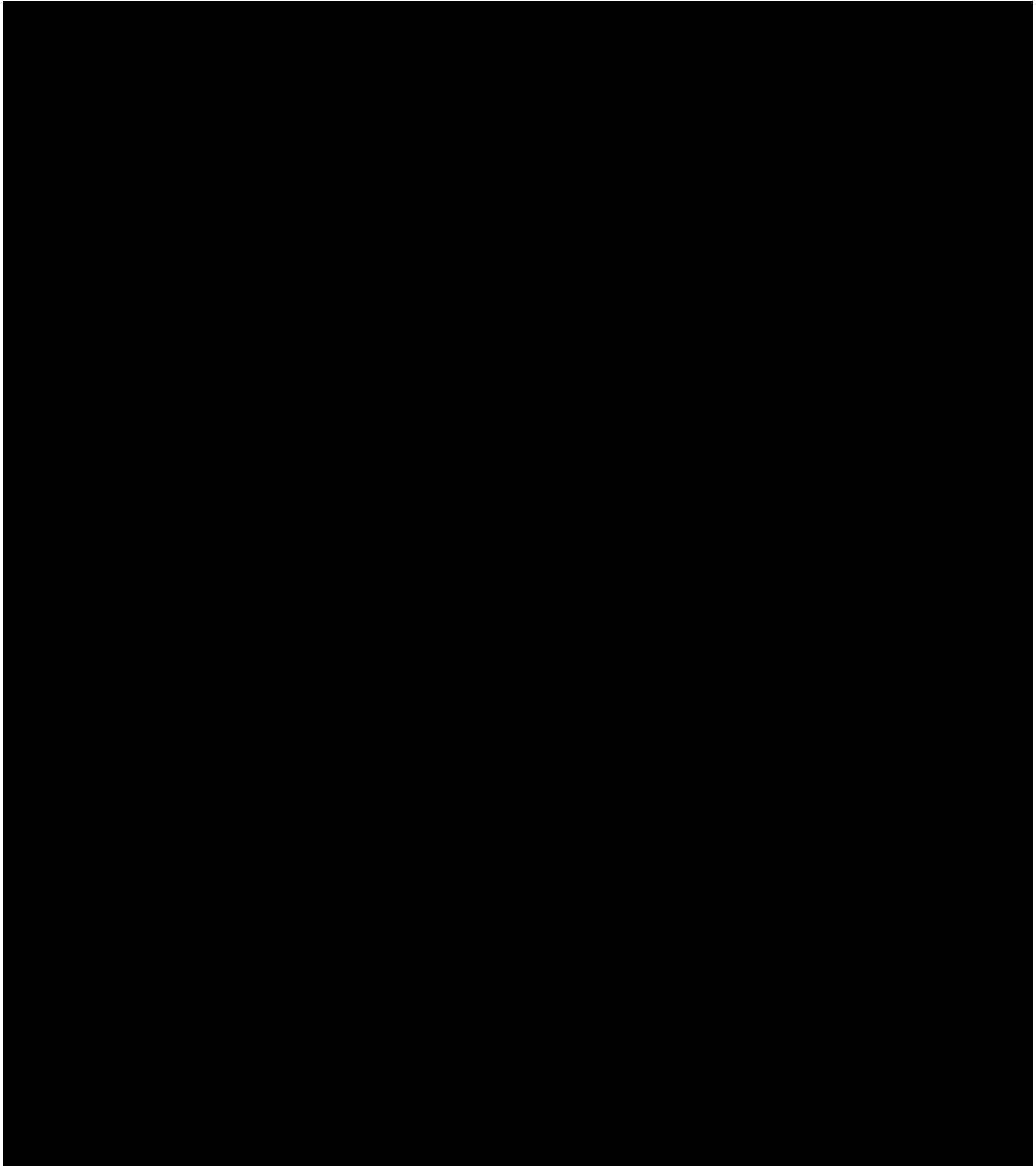
Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.





From: Maung, JoJo
Sent: Tuesday, 23 December 2025 10:14 AM
To: Service Desk; Wong, Vyvien
Cc: Joel, Clifford; Perkov, Richard; DCBR, ICT Purchasing; Marsden, James
Subject: RE: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643
Attachments: RE: For REVIEW and APPROVAL - RITM5799643 - Quote for the Replacement Transfusion Blood Printer and thermal printhead for existing printers (PM43)

OFFICIAL

Hi James,

Thanks for following up – I've responded to DCBR ICT purchasing and Richard Perkov in my emails below and attached.

Please proceed with this ICT purchase – approved by Clifford JOEL.

Kind Regards & Have a Safe & Happy Holidays
 Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
 Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
 ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
 Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

Thursday 25th of December (Christmas Day)
 Friday 26th December (Boxing Day)
 Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)
 Thursday 1st of January, 2026 (New Year's Day)

From: Service Desk <ServiceDesk_O365@act.gov.au>
Sent: Tuesday, 23 December 2025 10:10 AM
To: Wong, Vyvien <Vyvien.Wong@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>
Subject: Request updated - [Quote Sent] [Await Cust] [23/12] Approval requested 04/12/2025 - RITM5799643



Dear JoJo

Your request for **ICT General Enquiry - RITM5799643** has been updated with the following comments:

23/12/2025 10:10:21 AEDT - James Marsden Additional comments

Good morning JoJo & Vyvien,

I'm just following up on this request as i have not received a reply to the emailed quote i sent on the 8/12.

Kind regards,

James

28/11/2025 11:22:11 AEDT - JoJo Maung Additional comments

reply from: JoJo.Maung@act.gov.au

OFFICIAL

Hi James,

Can we please obtain two quotes:

1 quote for Replacement Thermal Print Head – for PM43 – 710-129S-001 - QTY. 2- for 2 existing printers (PM43)

Another quote for Honeywell/Intermec PM45C printer unit QTY. 1

Please don't quote/order 2 QTY. Replacement Printer Thermal Printer head for PM45C model – we don't have any of these printers models in Pathology, and this part cannot/wont be used.

Let me know if you need anymore information I may need to double check between PM45C model and PM45 – due to the media stock roll capacity requirements.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | [canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au) [<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Service Desk <ServiceDesk_0365@act.gov.au>

Sent: Friday, 28 November 2025 9:52 AM

To: Maung, JoJo <JoJo.Maung@act.gov.au>

Subject: RITM5799643 - Please provide part number 28/11/2025 Request for QUOTE of ICT Computer Parts

Good morning JoJo,

Would it be possible to get the Part # for the PM45C?

There are different variants of the printer and the Purchasing team want to make sure they quote the correct item.

Kind Regards,

James

Ref:MSG38383603_xjTCvI4DjnJIZIQAQTu

Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39025751_3uftFpjpg1SD7EjzyqXZ

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Monday, 19 January 2026 4:36 PM
To: Peters, Chris; Perkov, Richard; Gribben, Madeleine; Cordie, John; Wong, Vyvien
Cc: Bradbury, Susan; Maharjan, Nicky
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

Hi Chris,

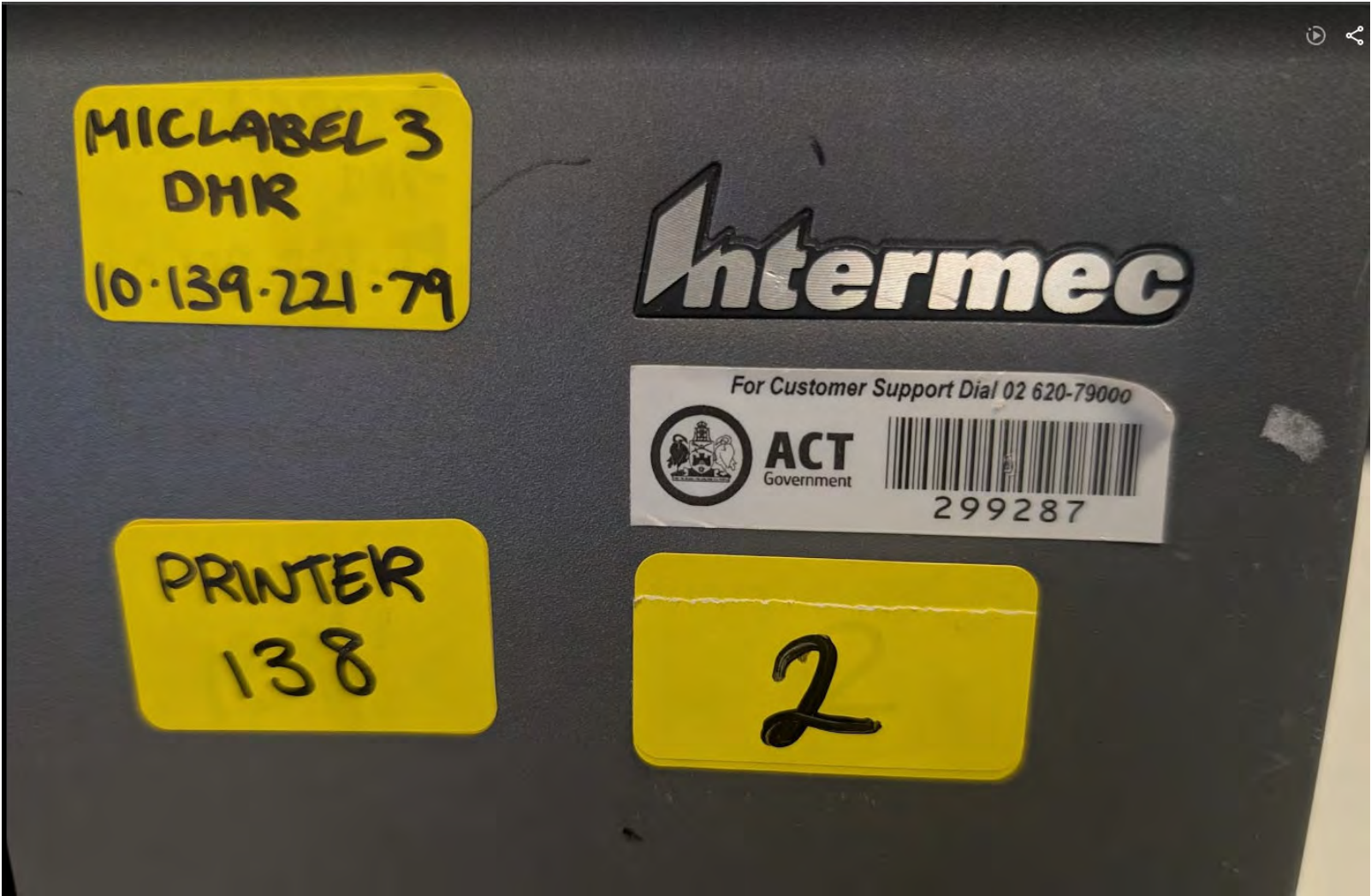
Just following up with you on this RITM request.

DCBR doesn't and hasn't supported these types of devices, other than purchasing and supplying the units for the directorate.

This new printer will need to be networked and configured for use with DHR – but we can work with our Digital Health Group

- As an example of the existing networked device – please refer to:
- Printer Asset no. 299287
- Assigned IP: [REDACTED]





Other networked printers:



So the new printers needs to be networked for use in DHR – similar to the networked device mentioned above.

Thanks

Kind Regards
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Peters, Chris <Chris.Peters@act.gov.au>
Sent: Wednesday, 7 January 2026 9:31 AM
To: Perkov, Richard <Richard.Perkov@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>; Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Cordie, John <John.Cordie@act.gov.au>; Wong, Vyvien <Vyvien.Wong@act.gov.au>
Cc: Bradbury, Susan <Susan.Bradbury@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi Vyvien,

I’m reaching out to gather more information regarding this order as we’ve been instructed to pass cost to directorate for any request not cover under BAU.

As this is not a catalogue item and we haven’t procured these types of units before, we need to confirm their intended use. I understand its to support your Clinical Haematology Laboratory and you have units out there already which were probably procured internally.

We want to know if DCBR will support these devices moving forward, particularly in relation to drivers or any additional software requirements. If no support or additional configuration required from DCBR then we’re happy to proceed with the request.

Regards,
Chris Peters | Assistant Director, ICT Purchasing | Service Assurance
Phone: +61 2 6205 9063 | chris.peters@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 |GPO Box 158 Canberra ACT 2912 | www.act.gov.au
I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region.

From: Perkov, Richard <Richard.Perkov@act.gov.au>
Sent: Tuesday, 23 December 2025 2:46 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>; Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Cordie, John <John.Cordie@act.gov.au>
Cc: Bradbury, Susan <Susan.Bradbury@act.gov.au>; Maharjan, Nicky <Nicky.Maharjan@act.gov.au>; Peters, Chris <Chris.Peters@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi Jo Jo

We would like to confirm is the requested printer Honeywell Printer PM45C Thermal Transfer PM45CA1000000200 for job RITM5799643 supported by the network? If not, we would need confirmation from EUS before we finalise the purchase.

Kind Regards

Richard

Richard Perkov | ICT Purchasing |Service Assurance
Phone: 02 6205 0368| Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT Government
Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au



Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Tuesday, 23 December 2025 2:03 PM
To: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Cordie, John <John.Cordie@act.gov.au>
Cc: Bradbury, Susan <Susan.Bradbury@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi Maddi,

Thanks, if we can cancel your RITM.

[@Perkov, Richard](#) [@Marsden, James](#) and [@Cordie, John](#) – we have 3 tickets in the ServiceNow, but please progress with any one of these three?

Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

- Thursday 25th of December (Christmas Day)
- Friday 26th December (Boxing Day)
- Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)
- Thursday 1st of January, 2026 (New Year’s Day)

From: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>
Sent: Tuesday, 23 December 2025 1:34 PM
To: Perkov, Richard <Richard.Perkov@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>
Cc: Bradbury, Susan <Susan.Bradbury@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi JoJo and all,

When requested by Richard I added the ticket below! Happy to cancel mine 😊

Dear Madeleine

We've received your request for **Specialised ICT Product Enquiry**.

The reference number is **RITM5858979**.

Thanks,

Maddi

Madeleine Gribben | Senior Microbiology Scientist
madeleine.gribben@act.gov.au
Microbiology | Health Professional
ACT Pathology | Canberra Health Services | ACT Government
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Perkov, Richard <Richard.Perkov@act.gov.au>
Sent: Tuesday, 23 December 2025 1:32 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi Jo Jo

Are any of the below job’s duplicate jobs?

- RITM5858923
- RITM5859084
- RITM5858979

If so please advise which aren't required

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance
Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au
I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Tuesday, 23 December 2025 1:22 PM
To: Marsden, James <James.Marsden@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi James and Richard,

Yep, gotcha RITM5859084 has been raised in ServiceNow for this request

Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

Thursday 25th of December (Christmas Day)
Friday 26th December (Boxing Day)
Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)
Thursday 1st of January, 2026 (New Year's Day)

From: Marsden, James <James.Marsden@act.gov.au>
Sent: Tuesday, 23 December 2025 1:14 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi JoJo,

I believe Richard is advising that you log the request through the [Specialised ICT Product Enquiry form](#). Not an ICT Procurement request.

They are two separate forms.

Kind regards,

James Marsden | ICT CHS Refresh Coordinator, Refresh Team

Service Assurance | Customer Engagement Services | Digital Canberra | ACT Government

Phone: 6205 5264 | Refresh Team: 6207 7378 | Email: James.Marsden@act.gov.au

Mon - Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158, Canberra ACT 2601 | act.gov.au

Tues - Fri - Level G, 4 Bowes Street, Phillip ACT 2606 | Canberra ACT 2601

From: Maung, JoJo <JoJo.Maung@act.gov.au>

Sent: Tuesday, 23 December 2025 12:38 PM

To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>

Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>

Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

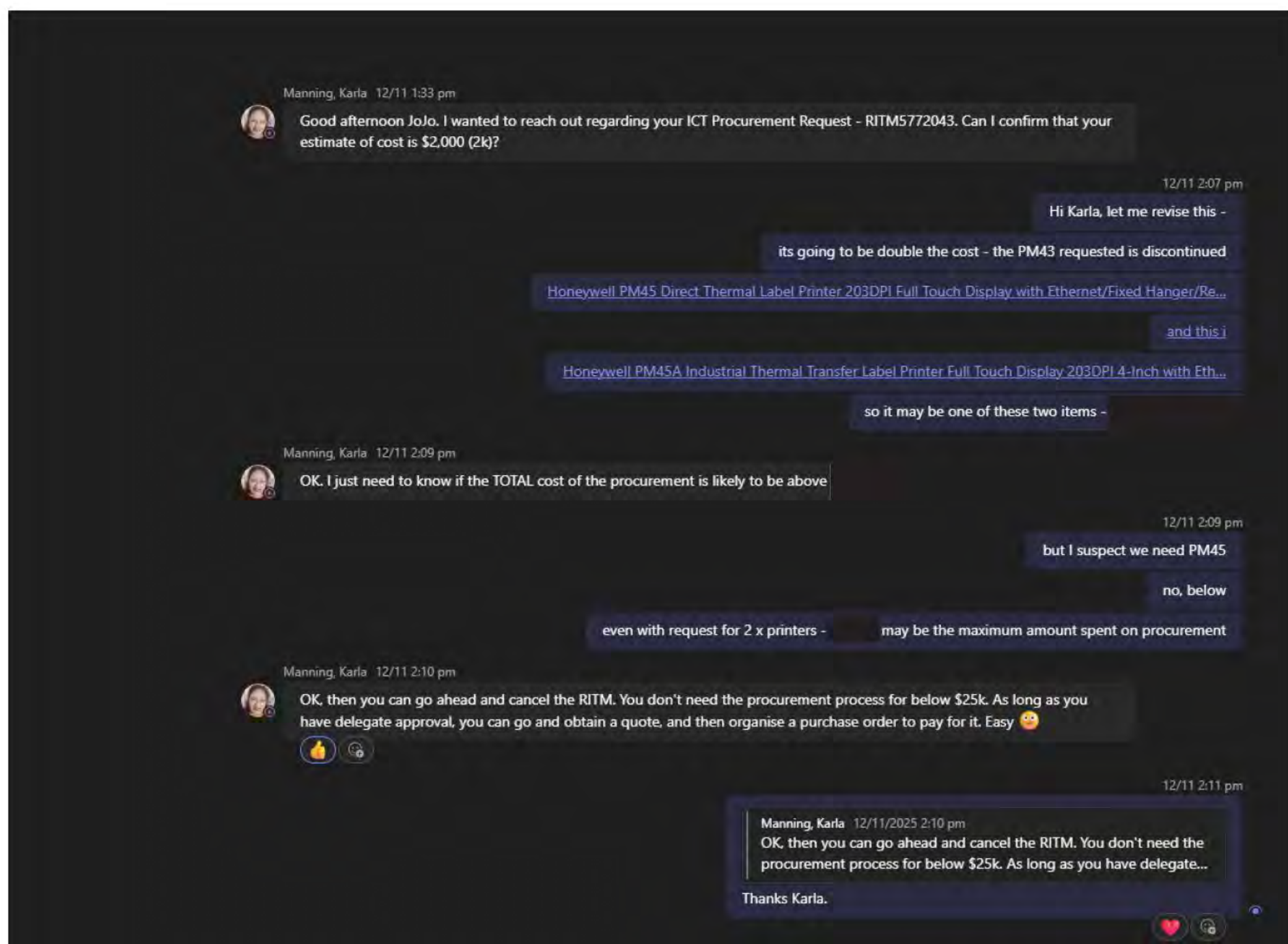
Hi Richard,

That advice is incorrect. Specialise ICT Purchases only handle procurement over \$25, 000.

Please process communicated to me from Specialised ICT Procurement is to raise this with DCBR ICT Purchasing.

Please help us progress this request,

Thanks



Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

From: Perkov, Richard <Richard.Perkov@act.gov.au> **On Behalf Of** DCBR, ICT Purchasing
Sent: Tuesday, 23 December 2025 12:26 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Good Afternoon, Jo Jo

Please request the quote through the Digital Canberra portal link below
[Specialised ICT Product Enquiry - Digital Canberra](#)

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance
Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au
I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Tuesday, 23 December 2025 12:13 PM
To: DCBR, ICT Purchasing <CTPurchasing.DCBR@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>
Subject: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Good afternoon DCBR ICT Purchasing team,

Could you please help us prepare a quote for review and approval, similar to: RITM5799643 – for an Intermec/Honeywell PM45C industrial label printer?
Our Microbiology laboratory at TCH, has identified a bottleneck in their clinical laboratory workflow – with multiple ACT Govt computers and users of DHR – printing to the single Intermec/Honeywell PM43 networked printer in the lab.

We’d like to purchase and install a second networked printer in the lab, and if you can assist us in prepare a quote from the suppliers.

Thank you

Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



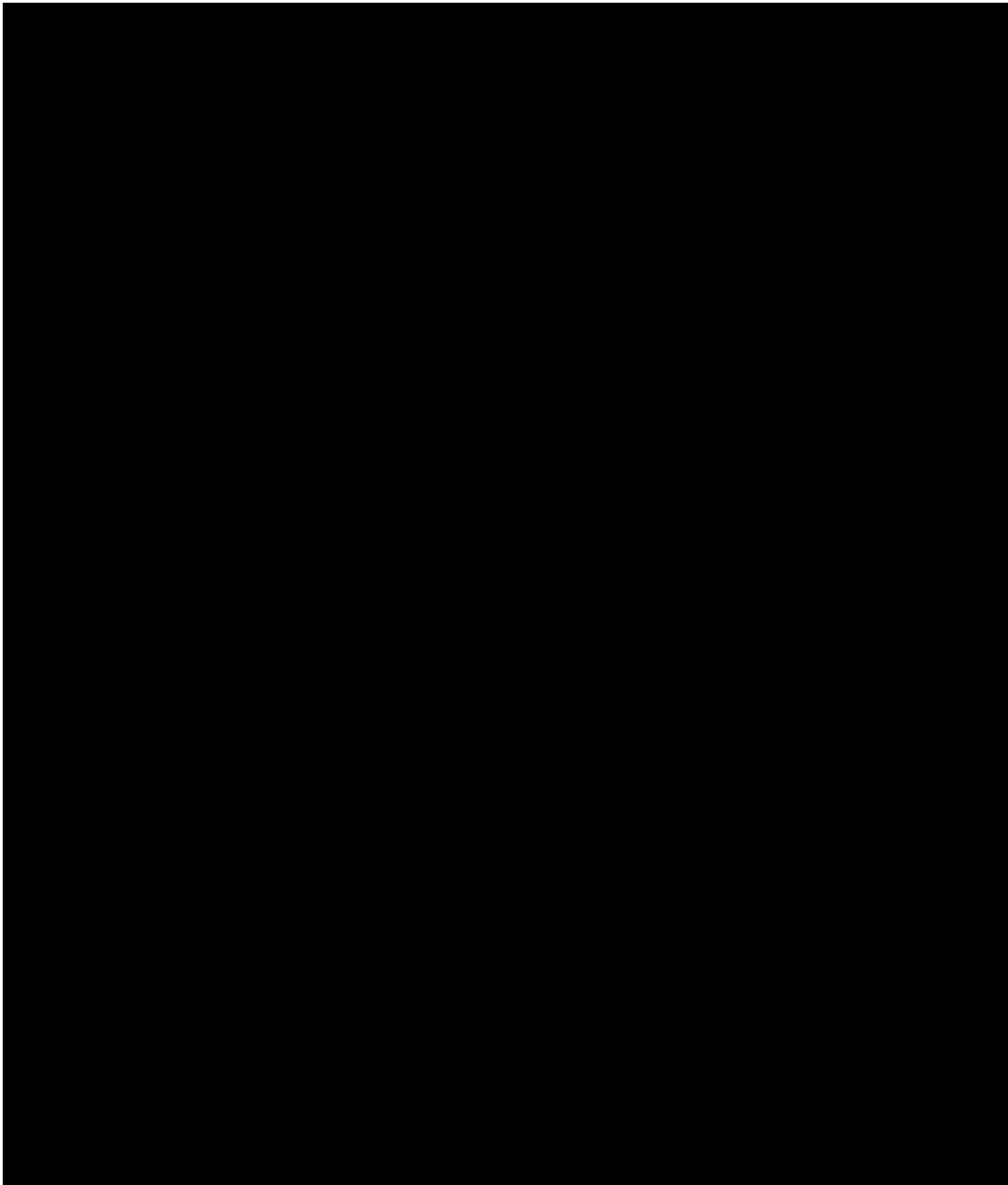
‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

- Thursday 25th of December (Christmas Day)
 - Friday 26th December (Boxing Day)
 - Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)
 - Thursday 1st of January, 2026 (New Year's Day)
-



ACT GOVERNMENT PURCHASE ORDER

GENERAL TERMS AND CONDITIONS FOR SUPPLY OF GOODS OR SERVICES

INVOICE/QUOTE PRICE	The Price of goods or services includes: 1. All taxes, duties and other imposts for which the Supplier is liable; and 2. All amounts payable for the use of patents, copyright, registered designs, royalties, trademarks and other intellectual property rights.
GOODS SERVICES	All goods supplied pursuant to this Order shall be new and unused unless otherwise specified. All services provided pursuant to this Order shall be in accordance with the specification. The Supplier shall indemnify the Territory against all suits, claims and actions arising in any way whether directly or indirectly for the performance of the services.
TERMS OF PAYMENT	Payment will be made only on a correctly rendered invoice. Invoices which fail to correctly quote the Purchase Order number or are otherwise incorrect may be returned unpaid. Payment is due 30 days from receipt of invoice or acceptance of goods, whichever is later. Early settlement will be considered for discounts offered but without prejudice to the standard 30 day payment period.
PACKAGING & MARKING	All goods must be suitably packed at the Supplier's expense to ensure delivery in good order and condition. Each item shall be marked indicating the Territory order number and full delivery point details.
PRICE VARIATIONS	No price variations will be accepted, unless the Supplier has notified the Contact Officer and that officer has accepted the variation.
SPECIFICATION	All goods or services supplied against the Order shall be free from defects in materials and workmanship and at least of merchantable quality and shall conform to any specifications and descriptions set out on the Order.
DELIVERY	All goods or services are to be delivered at the time and place detailed in the Purchase Order. Delivery will be Free Into Store unless otherwise specified.
INSPECTION & ACCEPTANCE	All goods are subject to check and inspection before acceptance, which shall take place at the Territory's delivery point and the Territory may reject any goods supplied incorrectly, damaged in excess of quantities specified on this order, or otherwise found not to be in accordance with these terms and conditions. If the Territory rejects any goods, the Supplier must, at no expense to the Territory, remove the goods and, at the Territory's sole discretion: 1. Replace the rejected goods; 2. Refund any payment for the rejected goods; or 3. Repair the goods to the satisfaction of the Territory.
CANCELLATION	The Territory reserves the right to cancel this Order in whole or in part if delivery is not made by the due delivery date specified in the Order or if the Supplier is in breach of any other term or condition of the Order or if the Supplier becomes insolvent or any formal action is taken against the Supplier in respect of insolvency.
TITLE AND RISK INDEMNITY – INTELLECTUAL PROPERTY RIGHTS	Risk of loss or damage to goods and title shall pass to the Territory on acceptance by the Territory. The Supplier indemnifies the Territory against all loss, damage or expense arising in respect of any action or claim for alleged infringement of any patent, copyright, registered design, royalty, trade mark or any other intellectual property rights, by reason of the purchase, possession or use of the goods.
HAZARDOUS MATERIALS	The Supplier shall provide material safety data sheets for any hazardous substances to be supplied against this Purchase Order.
ASSIGNMENT	The Supplier must not, without consent in writing from the Territory, assign the Supplier's rights under the Contract.
APPLICABLE LAW	The Order will be governed by and construed in accordance with the laws in force in the Australian Capital Territory.
ENTIRE AGREEMENT	These terms & conditions constitute the entire agreement of the parties in relation to purchase of the goods or services specified in this Purchase Order and all other agreements warranties and representations are excluded, except for: 1. Any request for tender issued by the Territory in relation to the goods or services; or 2. Any formal contract executed by both parties prior to the date of this Purchase Order.

PM45 / PM45C / PM65 INDUSTRIAL PRINTER

Configuration Guide



PM45C SHORT DOOR
4-INCH



PM45C LONG DOOR
4-INCH



PM45C MEGA DOME DOOR
4-INCH



PM45
4-INCH



PM65
6-INCH

TABLE OF CONTENTS

1	TABLE OF CONTENTS	32	PM65 6-INCH FEATURE OVERVIEW
2	PM45 4-INCH PRINTING OPTIONS		TEAR OFF
3	PM45 4-INCH MEDIA		FULL TOUCH DISPLAY - THERMAL TRANSFER
	SPECIFICATIONS		FULL TOUCH DISPLAY - THERMAL TRANSFER - WI-FI/ BLUETOOTH (ROW)
	FIXED MEDIA HANGER VS ROTATING MEDIA HANGER		REWINDER + LABEL TAKEN SENSOR
	FULL BATCH REWINDER		FULL TOUCH DISPLAY - THERMAL TRANSFER
6	PM45 4-INCH FEATURE OVERVIEW		FULL TOUCH DISPLAY - THERMAL TRANSFER - WI-FI/ BLUETOOTH (ROW)
	TEAR OFF		FULL TOUCH DISPLAY - PARALLEL INTERFACE- THERMAL TRANSFER
	FULL TOUCH DISPLAY - THERMAL TRANSFER	37	PM65 6-INCH CONFIGURATION MAP
	FULL TOUCH DISPLAY - THERMAL TRANSFER - WI-FI/ BLUETOOTH (ROW)		INDUSTRIAL PRINTER
	FULL TOUCH DISPLAY - THERMAL TRANSFER - WI-FI/ BLUETOOTH (NA)	38	HONEYWELL EDGE SERVICES
	REWINDER + LABEL TAKEN SENSOR		GOLD REPAIR SERVICES - 3 YEAR
	FULL TOUCH DISPLAY - THERMAL TRANSFER		PLATINUM REPAIR SERVICES - 3 YEAR
	FULL TOUCH DISPLAY - DIRECT THERMAL		GOLD REPAIR SERVICES - 5 YEAR
	FULL TOUCH DISPLAY - PARALLEL INTERFACE - THERMAL TRANSFER		PLATINUM REPAIR SERVICES - 5 YEAR
	FULL TOUCH DISPLAY - INDUSTRIAL INTERFACE - THERMAL TRANSFER		PM45 / PM45C/ PM65 - REPAIR SERVICES COVERAGE
	FULL TOUCH DISPLAY - APPLICATOR INTERFACE - THERMAL TRANSFER	41	ACCESSORIES
	FULL TOUCH DISPLAY - THERMAL TRANSFER - RFID (AZ) - WI-FI/ BLUETOOTH (ROW)		PM45 / PM45C/ PM65 - I/O CARDS
15	PM45 4-INCH CONFIGURATION MAP		PM45 / PM45C/ PM65 - WI-FI AND BLUETOOTH CARD
	INDUSTRIAL PRINTER		PM45/ PM45C/ PM65 - WWAN 4G LTE - CELLULAR MODEM
16	PM45C 4-INCH PRINTING OPTIONS		PM45 4-INCH CUTTER
17	PM45C 4-INCH MEDIA		PM45C 4-INCH CUTTER
	SPECIFICATIONS		PM65 6-INCH CUTTER
	RIBBON REWINDER CAPACITY		PM45/ PM45C 4-INCH ROTATION HANGER
	SHORT DOOR, LONG DOOR AND MEGA DOME DOOR LABEL CAPACITY		PM65 6-INCH ROTATION HANGER
20	PM45C 4-INCH SHORT DOOR FEATURE OVERVIEW		PM45C DOORS
	TEAR OFF		SERVICE UPGRADE KIT - PM45/ PM45C 4-INCH INTERNAL REWINDER + LABEL TAKEN SENSOR
	FULL TOUCH DISPLAY - THERMAL TRANSFER		SERVICE UPGRADE KIT - PM65 6-INCH INTERNAL REWINDER + LABEL TAKEN SENSOR
	REWINDER + LABEL TAKEN SENSOR		PM45 FULL BATCH REWINDER
	FULL TOUCH DISPLAY - THERMAL TRANSFER		CONSUMABLES AND CABLES
22	PM45C 4-INCH LONG DOOR FEATURE OVERVIEW	53	MISCELLANEOUS
	TEAR OFF		AC CORDS
	FULL TOUCH DISPLAY - THERMAL TRANSFER	54	APPENDIX
	REWINDER + LABEL TAKEN SENSOR		PM45/ PM45C/ PM65 VS PM43 ACCESSORIES
	FULL TOUCH DISPLAY - DIRECT THERMAL		FRONT DISPLAY - COMPARE PM45 TO PM43
	FULL TOUCH DISPLAY - DIRECT THERMAL - WI-FI/ BLUETOOTH (ROW)		MEDIA COMPARTMENT - COMPARE PM45 TO PM43
	FULL TOUCH DISPLAY - THERMAL TRANSFER		CONNECTIVITY - COMPARE PM45 TO PM43
26	PM45C 4-INCH MEGA DOME DOOR FEATURE OVERVIEW		
	TEAR OFF		
	FULL TOUCH DISPLAY - THERMAL TRANSFER		
	REWINDER + LABEL TAKEN SENSOR		
	FULL TOUCH DISPLAY - THERMAL TRANSFER		
28	PM45C 4-INCH CONFIGURATION MAP		
	COMPACT INDUSTRIAL PRINTER		
29	PM65 6-INCH PRINTING OPTIONS		
30	PM65 6-INCH MEDIA		
	SPECIFICATIONS		
	FIXED MEDIA HANGER VS ROTATING MEDIA HANGER		

PM45 4-INCH PRINTING OPTIONS



Tear Off

Most commonly used, print any number of labels and simply tear the labels off from the printer at the end of the print job. This method of printing is available on any PM45 configuration.



Peel & Present (Standard Self-Strip using Tear Bar)

Self-Strip prints and presents only one label at a time already peeled from the backing strip/ liner, the next label will only be printed once the original label is removed from the media path. Not applicable for all media types, use Peel Off Kit for best results.
PM45Axxxxx3xxxx PM45 with Internal Rewind + LTS



Cutter

A cutter can be added to any configuration of PM45, simply cutting between labels, or at intervals on continuous media. This method of printing is available on any PM45 configuration.



Peel & Present (Enhanced Self-Strip with Peel Off Kit)

Self-Strip prints and presents only one label at a time already peeled from the backing strip/ liner, the next label will only be printed once the original label is removed from the media path.
PM45Axxxxx3xxxx PM45 with Internal Rewind + LTS
50180196-001 Label Dispenser kit



Full Batch Rewinder

The Full Batch Rewinder accessory can rewind a full of 8" media roll. The accessory comes with a bottom extended enclosure, internal rewind mechanism and a cut out base.



Batch Plate with Internal Rewinder

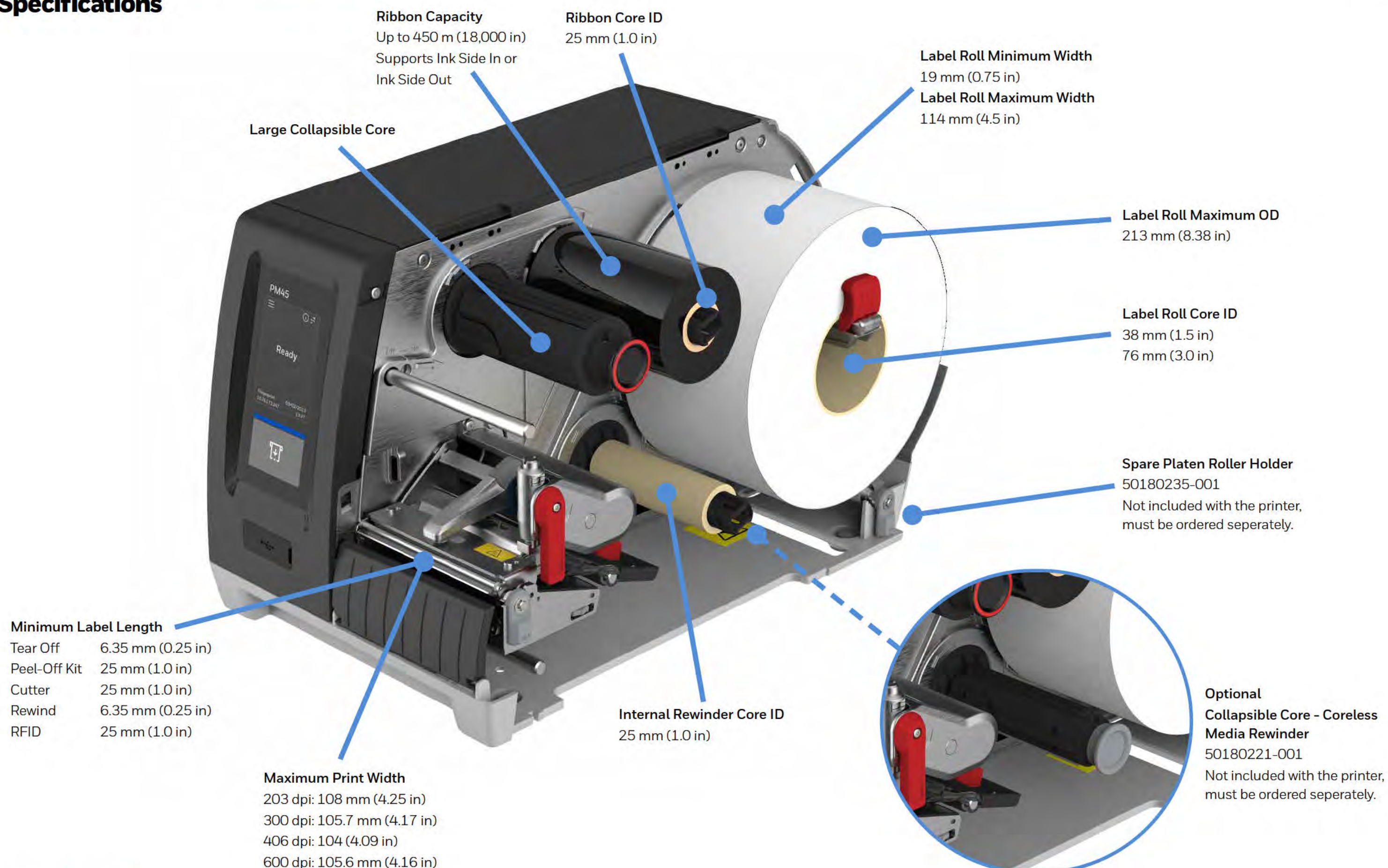
The Batch Plate with Internal Rewinder is used to pre-print labels and rewind them inside the PM45. Depending on the label size up to 1/3 of a full roll can be stored inside the PM45. For full roll to roll batch printing use the Full Batch Rewinder.
PM45Axxxxx3xxxx PM45 with Internal Rewind + LTS

ID = Inside Diameter

OD = Outside Diameter

PM45 4-INCH MEDIA

Specifications

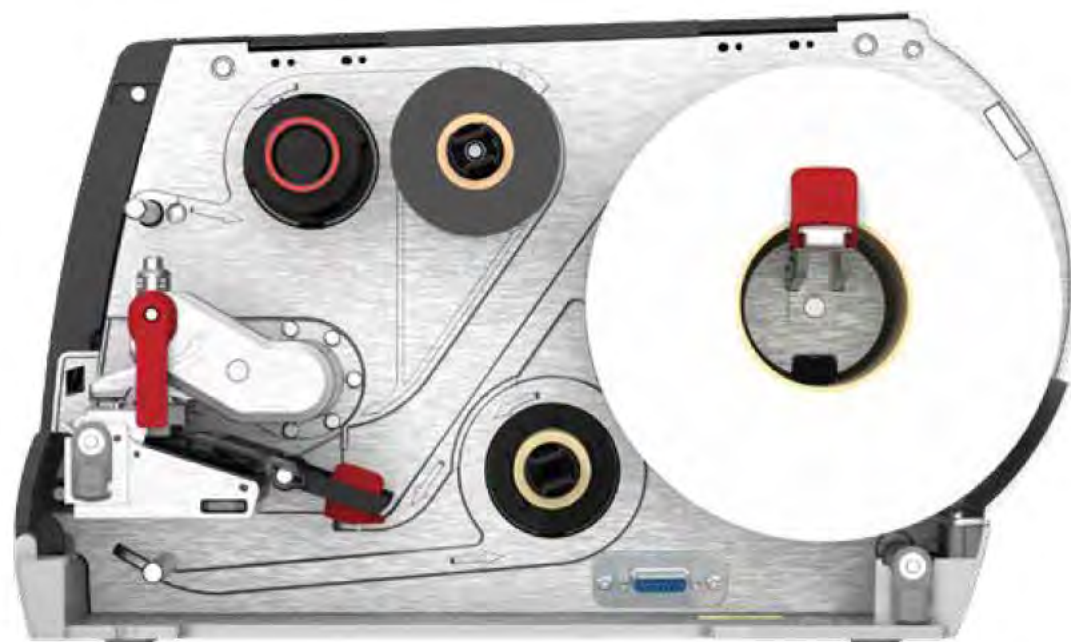


ID = Inside Diameter

OD = Outside Diameter

PM45 4-INCH MEDIA

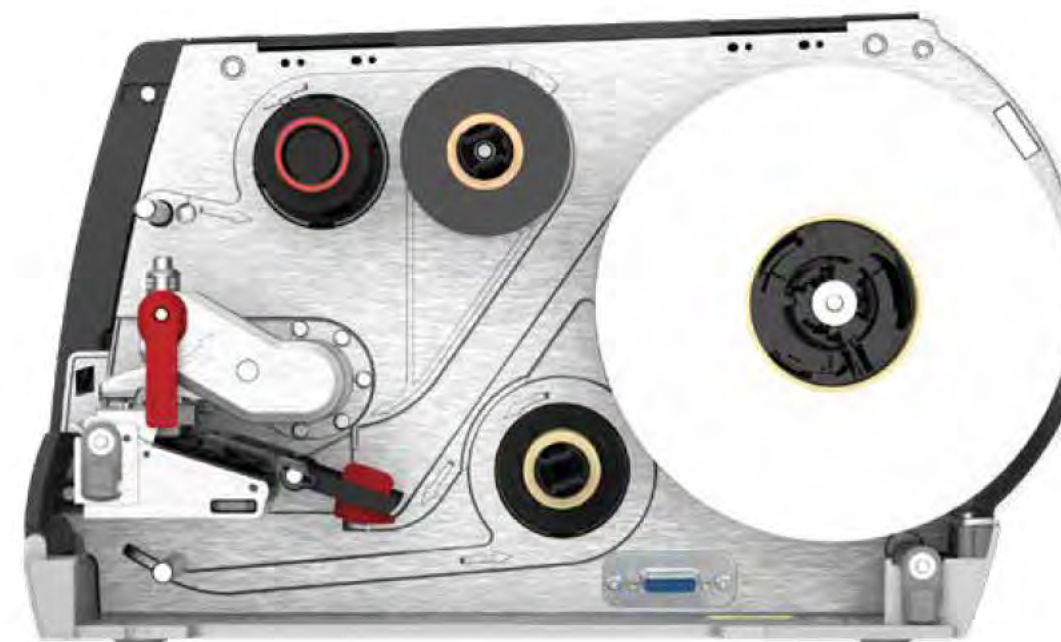
Fixed Media Hanger vs Rotating Media Hanger



Fixed Media Hanger + Label Roll Core 76 mm (3.0 in) ID

Shown with Label Roll 213 mm (8.38 in) OD

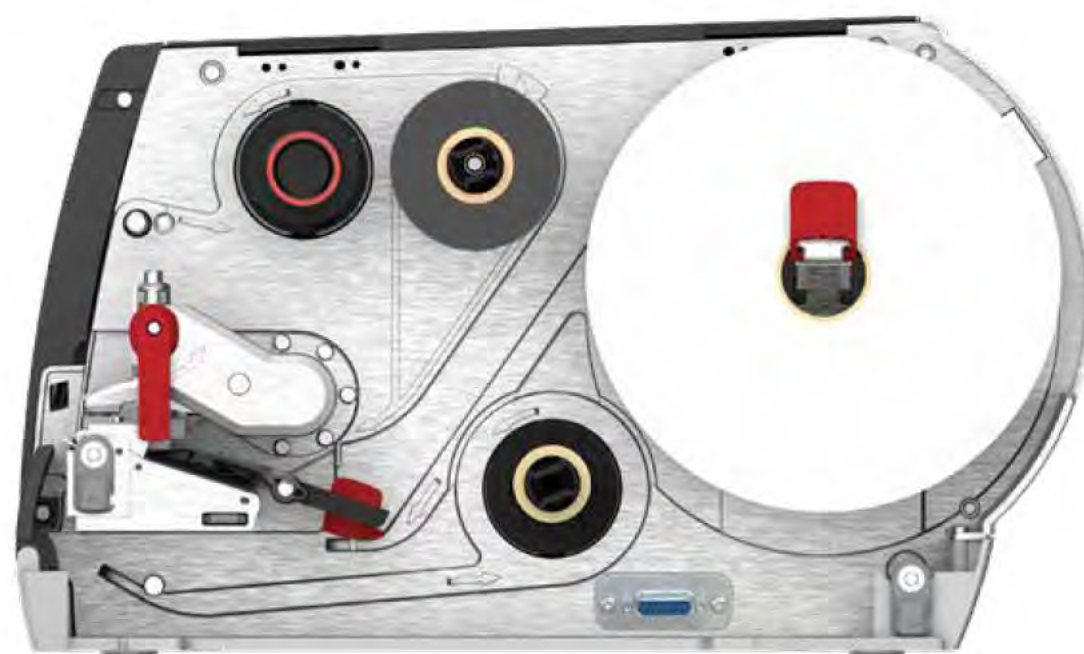
Typical length of material with typical thickness of labels ~ 195 m



Rotating Media Hanger + Label Roll Core 76 mm (3.0 in) ID

Shown with Label Roll 213 mm (8.38 in) OD

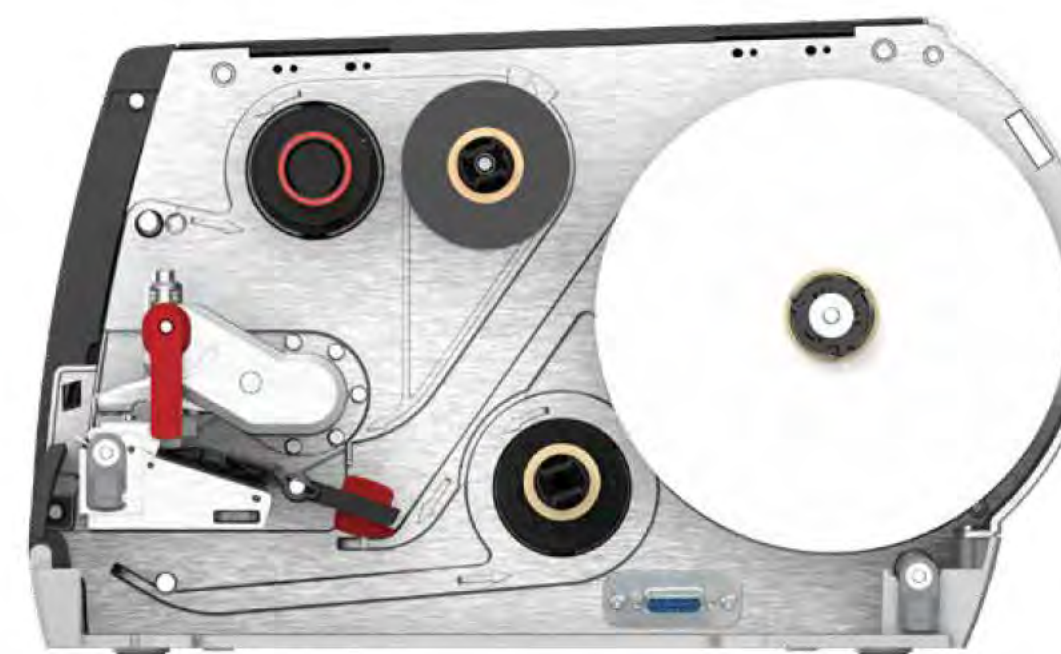
Typical length of material with typical thickness of labels ~ 195 m



Fixed Media Hanger + Label Roll Core 38 mm (1.5 in) ID

Shown with Label Roll 213 mm (8.38 in) OD

Typical length of material with typical thickness of labels ~ 220 m



Rotating Media Hanger + Label Roll Core 38 mm (1.5 in) ID

Shown with Label Roll 213 mm (8.38 in) OD

Typical length of material with typical thickness of labels ~ 220 m

ID = Inside Diameter

OD = Outside Diameter

PM45 4-INCH MEDIA

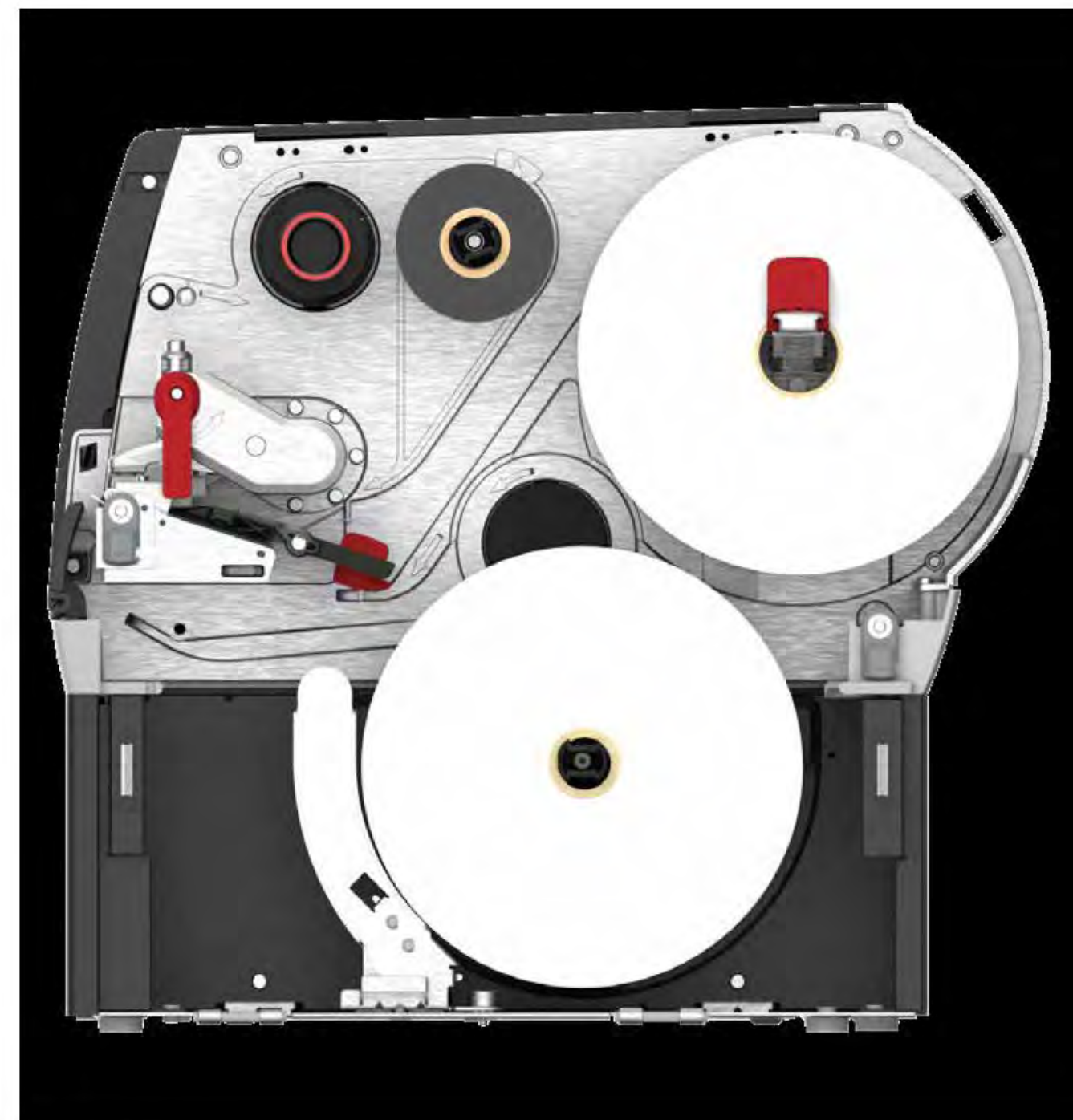
Full Batch Rewinder



Optional
Collapsible Core - Coreless
Media Rewinder
50180221-001
Not included with the printer,
must be ordered separately.

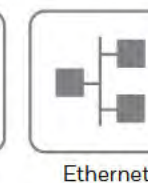
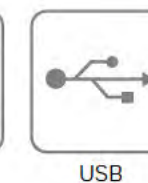


Under Core ID



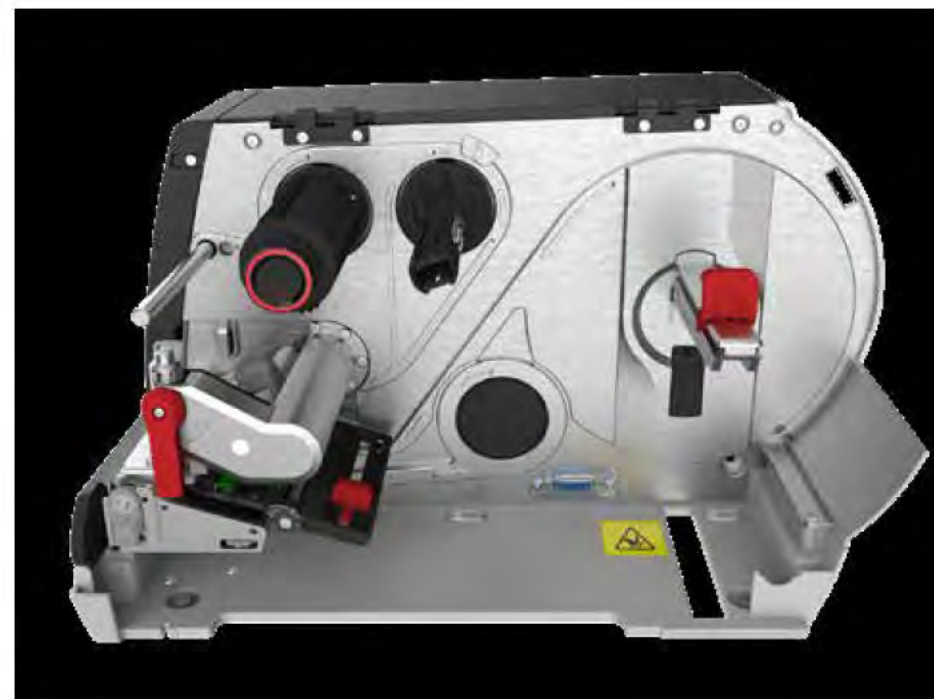
Fixed Media Hanger + Label Roll Core 38 mm (1.5 in) ID
Media Supply: Shown with Label Roll 213 mm (8.38 in) OD
Typical length of material with typical thickness of labels ~ 220 m

Media Rewinder: Shown with Label Roll 213 mm (8.38 in) OD



PM45 4-INCH FEATURE OVERVIEW

Tear Off - Full Touch Display - Thermal Transfer



PM45A - Full Touch - Thermal Transfer - 203 DPI

PM45A10000000200

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45A - Full Touch - Thermal Transfer - 300 DPI

PM45A10000000300

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45A - Full Touch - Thermal Transfer - 406 DPI

PM45A10000000400

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45A - Full Touch - Thermal Transfer - 600 DPI

PM45A10000000600

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45A
- PM45 Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

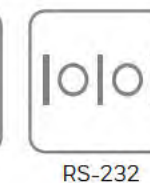
AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45 4-INCH FEATURE OVERVIEW

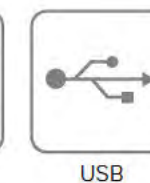
Tear Off - Full Touch Display - Thermal Transfer - Wi-Fi/ Bluetooth (ROW)



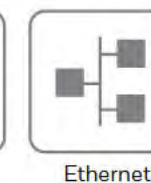
Wi-Fi / BT



RS-232



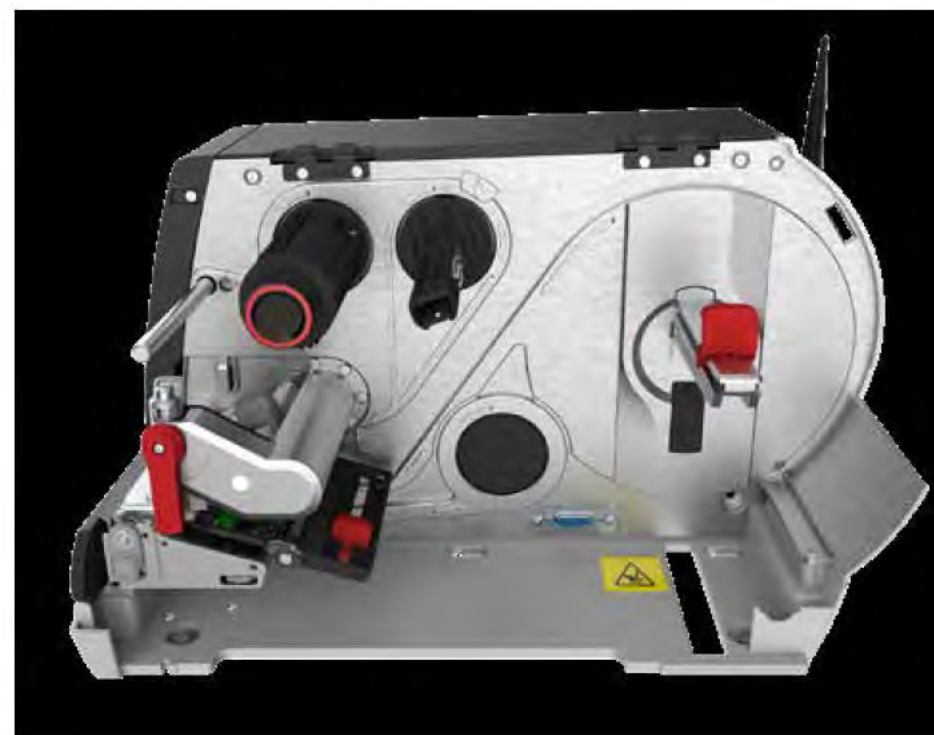
USB



Ethernet



Thermal Transfer (TT) Printing



PM45A - Full Touch - Wi-Fi/ Bluetooth (ROW) - Thermal Transfer - 203 DPI

PM45A12000000200

PM45A, Full Touch Display, Ethernet, Bluetooth V5.0, Wi-Fi Rest of World (ROW) IEEE 802.11 a/b/g/n/ac, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45A - Full Touch - Wi-Fi/ Bluetooth (ROW) - Thermal Transfer - 300 DPI

PM45A12000000300

PM45A, Full Touch Display, Ethernet, Bluetooth V5.0, Wi-Fi Rest of World (ROW) IEEE 802.11 a/b/g/n/ac, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45A - Full Touch - Wi-Fi/ Bluetooth (ROW) - Thermal Transfer - 406 DPI

PM45A12000000400

PM45A, Full Touch Display, Ethernet, Bluetooth V5.0, Wi-Fi Rest of World (ROW) IEEE 802.11 a/b/g/n/ac, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45A - Full Touch - Wi-Fi/ Bluetooth (ROW) - Thermal Transfer - 600 DPI

PM45A12000000600

PM45A, Full Touch Display, Ethernet, Bluetooth V5.0, Wi-Fi Rest of World (ROW) IEEE 802.11 a/b/g/n/ac, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45A
- PM45 Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

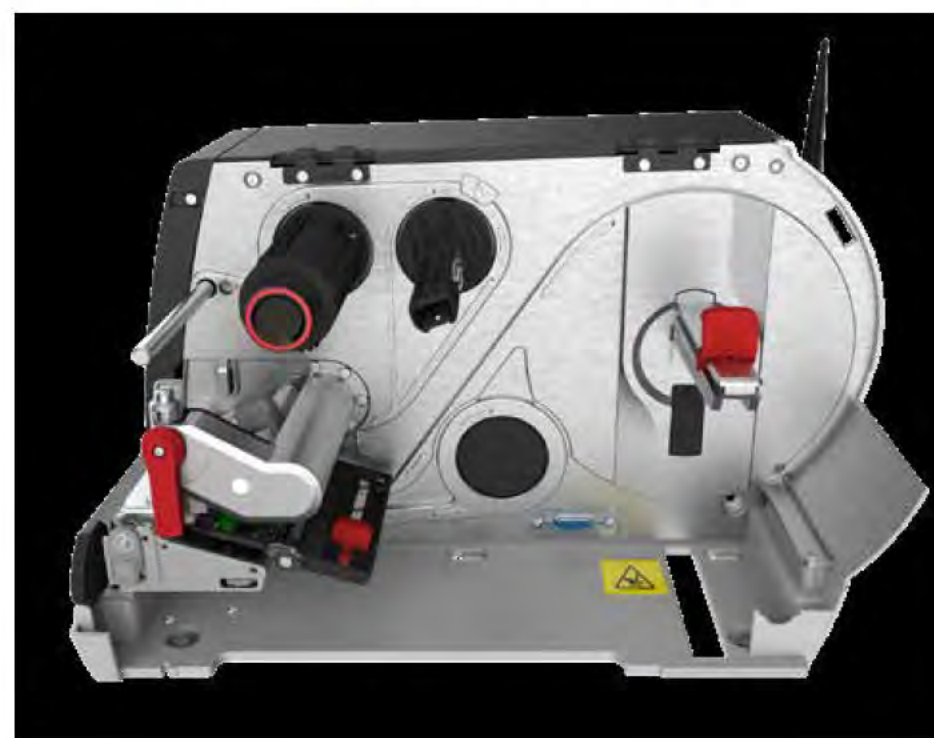
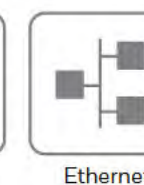
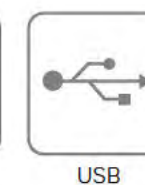
AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45 4-INCH FEATURE OVERVIEW

Tear Off - Full Touch Display - Thermal Transfer - Wi-Fi/ Bluetooth (NA)



PM45A - Full Touch - Wi-Fi/ Bluetooth (NA) - Thermal Transfer - 203 DPI

PM45A11000000201

PM45A, Full Touch Display, Ethernet, Bluetooth V5.0, Wi-Fi Rest of World (NA) IEEE 802.11 a/b/g/n/ac, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, US Power Cord

PM45A - Full Touch - Wi-Fi/ Bluetooth (NA) - Thermal Transfer - 300 DPI

PM45A11000000301

PM45A, Full Touch Display, Ethernet, Bluetooth V5.0, Wi-Fi Rest of World (NA) IEEE 802.11 a/b/g/n/ac, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, US Power Cord

Included in the box:

- PM45A
- PM45 Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- US Power Cord

Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

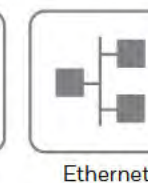
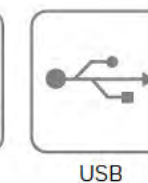
PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

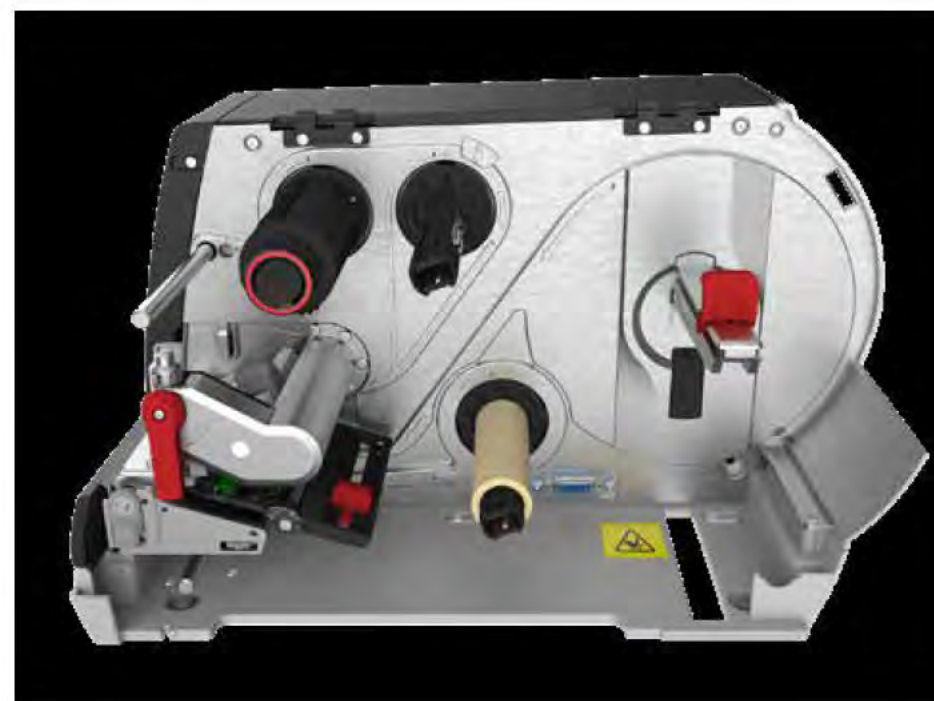
ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year



PM45 4-INCH FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Thermal Transfer



PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Thermal Transfer - 203 DPI

PM45A10000030200

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Thermal Transfer - 300 DPI

PM45A10000030300

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Thermal Transfer - 406 DPI

PM45A10000030400

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Thermal Transfer - 600 DPI

PM45A10000030600

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45A
- PM45 Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINTHEAD-PM3

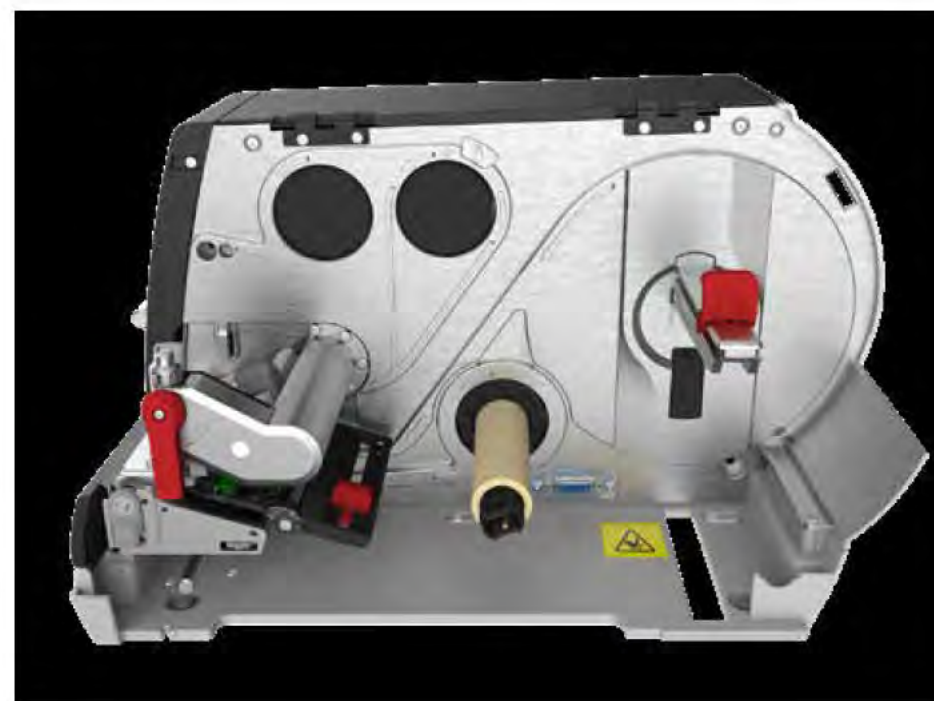
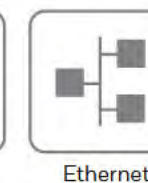
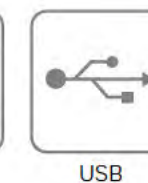
AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45 4-INCH FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Direct Thermal



PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Direct Thermal - 203 DPI

PM45A10000030210

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Direct Thermal (DT), 203 DPI, No Power Cord

Included in the box:

- PM45A
- PM45 Regulatory Sheet (PM45-ML-RS-01)
- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

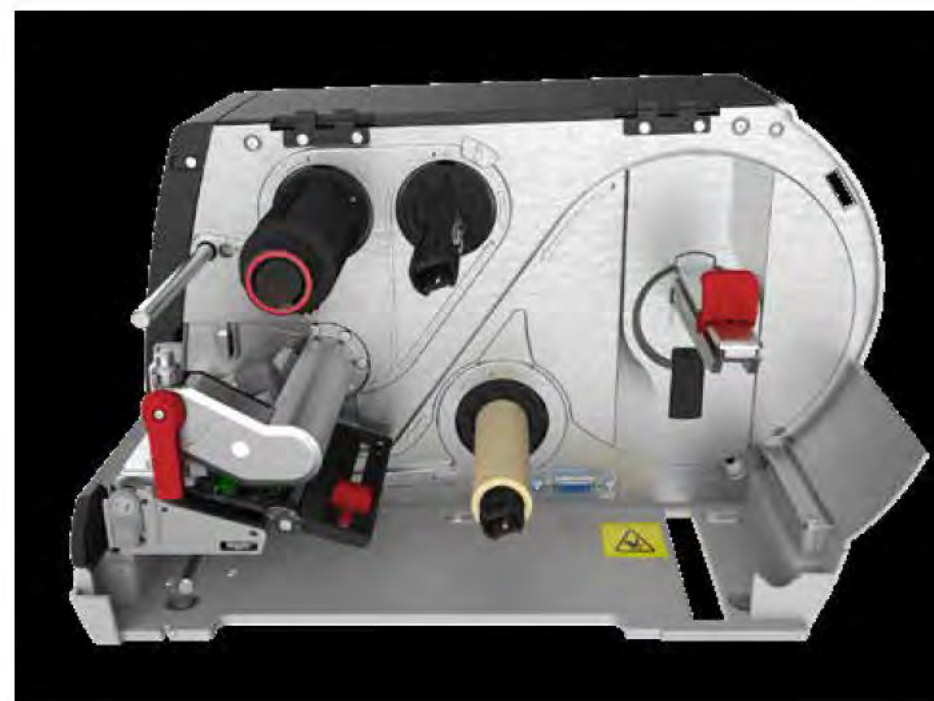
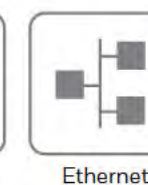
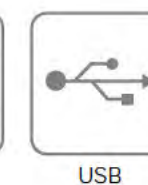
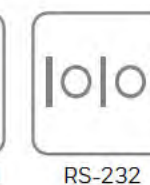
AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45 4-INCH FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Parallel Interface - Thermal Transfer



PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Parallel Interface - Thermal Transfer - 203 DPI

PM45A10010030200

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Parallel Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Parallel Interface - Thermal Transfer - 300 DPI

PM45A10010030300

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Parallel Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Parallel Interface - Thermal Transfer - 406 DPI

PM45A10010030400

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Parallel Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Parallel Interface - Thermal Transfer - 600 DPI

PM45A10010030600

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Parallel Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45A
- PM45 Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

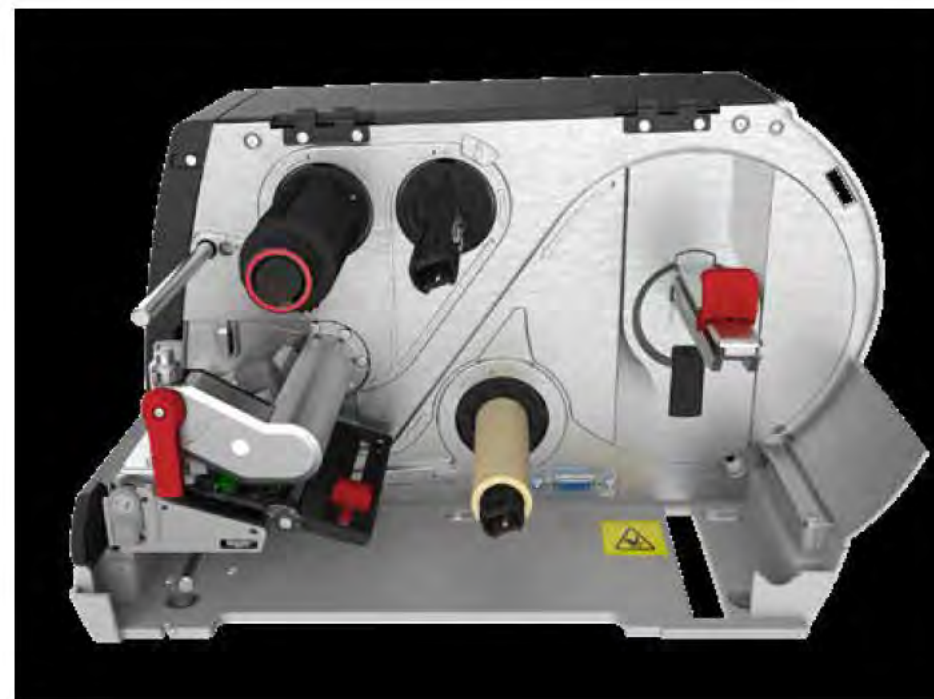
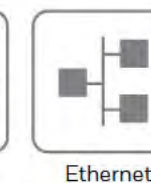
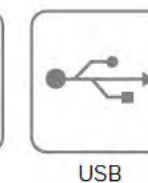
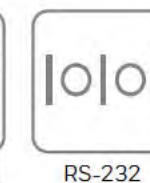
AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45 4-INCH FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Industrial Interface - Thermal Transfer



PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Industrial Interface - Thermal Transfer - 203 DPI

PM45A10020030200

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Industrial Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Industrial Interface - Thermal Transfer - 300 DPI

PM45A10020030300

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Industrial Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Industrial Interface - Thermal Transfer - 406 DPI

PM45A10020030400

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Industrial Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Industrial Interface - Thermal Transfer - 600 DPI

PM45A10020030600

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Industrial Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45A
- PM45 Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

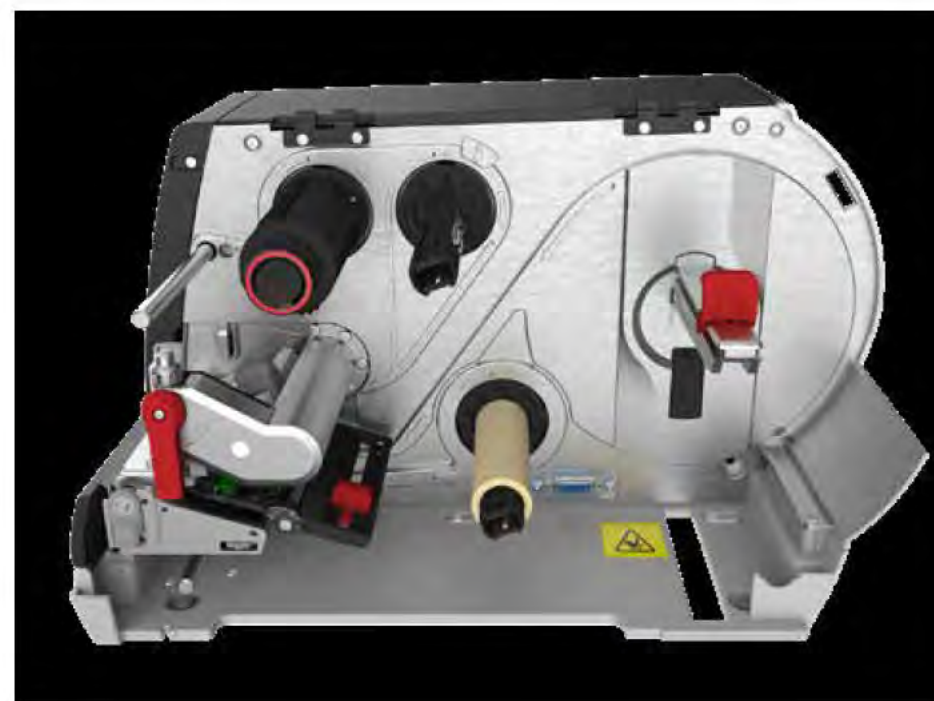
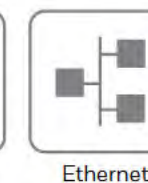
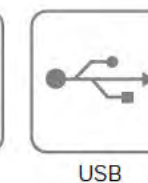
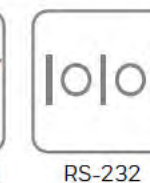
AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45 4-INCH FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Applicator Interface - Thermal Transfer



PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Applicator Interface - Thermal Transfer - 203 DPI

PM45A10030030200

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Applicator Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Applicator Interface - Thermal Transfer - 300 DPI

PM45A10030030300

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Applicator Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Applicator Interface - Thermal Transfer - 406 DPI

PM45A10030030400

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Applicator Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45A - Full Touch - Internal Rewind + Label Taken Sensor - Applicator Interface - Thermal Transfer - 600 DPI

PM45A10030030600

PM45A, Full Touch Display, Ethernet, Fixed Hanger, Applicator Interface, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45A
- PM45 Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

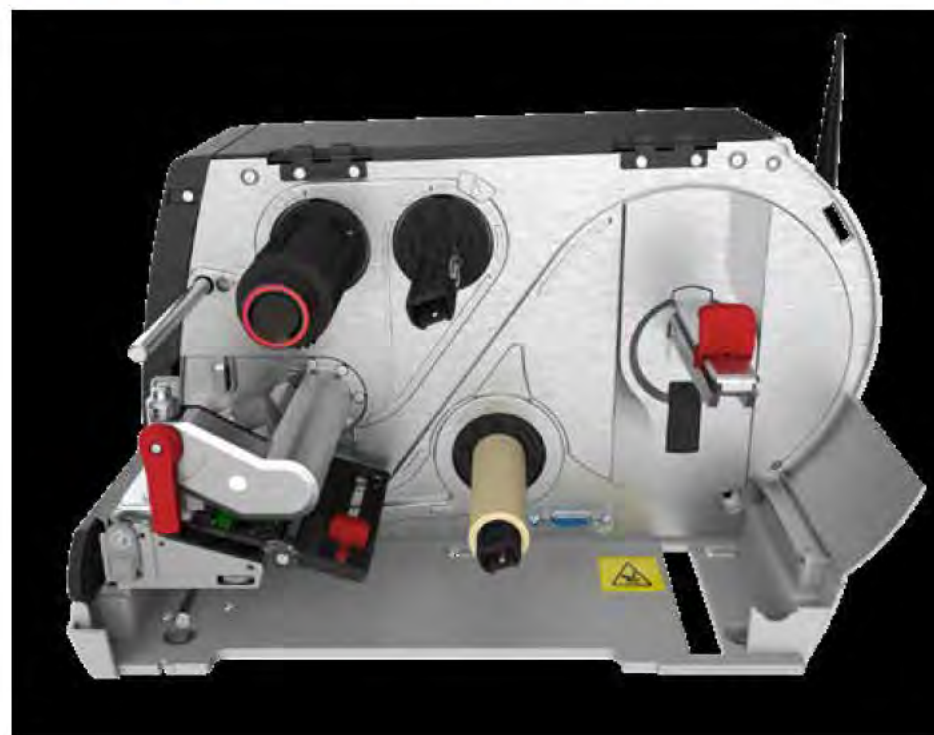
ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45 4-INCH FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Thermal Transfer - RFID (AZ)

Wi-Fi/ Bluetooth (ROW)



PM45A - Full Touch - Wi-Fi/ Bluetooth - Internal Rewind + Label Taken Sensor - UHF RFID - Thermal Transfer - 203 DPI

PM45A12AZ0030200

PM45A, Full Touch Display, Ethernet, Bluetooth V5.0, Wi-Fi Rest of World (ROW) IEEE 802.11 a/b/g/n/ac, UHF RFID Australia / New Zealand (AZ) Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

Included in the box:

- PM45A
- PM45 Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N	PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract
ADD SVCPRINHEAD-PM3	AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract
ADD SVCACC-PRN3	AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45 4-INCH CONFIGURATION MAP

Industrial Printer

										DESCRIPTION	NOTES
VERSION	USER INTERFACE	CONNECTIVITY	I/O OPTION 1	I/O OPTION 2	OPTION 1	MEDIA HANDLING	PRINT OPTION	POWER CORD			
PM45											
A										Standard	2 x USB A Port (USB 2.0 Host), 1 x USB B Port (USB 2.0 Device), 1 x DB9F (RS-232, up to 115.2 KB/s), Real Time Clock (RTC)
G										Trade Agreements Act (TAA) Compliant	2 x USB A Port (USB 2.0 Host), 1 x USB B Port (USB 2.0 Device), 1 x DB9F (RS-232, up to 115.2 KB/s), Real Time Clock (RTC)
	0									Icon User Interface	
	1									Full Touch User Interface	
	2									Icon User Interface + Bluetooth Low Energy (BLE)	Bluetooth Low Energy (BLE) used for communication with PrintSet MC Application
	3									Full Touch User Interface + Bluetooth Low Energy (BLE)	Bluetooth Low Energy (BLE) used for communication with PrintSet MC Application
		0								Ethernet	Ethernet 10/100/1000 Mbps
		1								Ethernet + WLAN North America (NA) + Bluetooth	Available as Kit - Part# 50178327-001 Wi-Fi 5 802.11 a/b/g/n/ac + V5.0 Bluetooth Kit (North America)
		2								Ethernet + WLAN Rest Of World (ROW) + Bluetooth	Available as Kit - Part# 50174832-001 Wi-Fi 5 802.11 a/b/g/n/ac + V5.0 Bluetooth Kit (Rest Of World)
			00							None	
			01							Parallel Interface	Available as Kit - Part# PM45-PAR-01 PARALLEL IEEE 1284 INTERFACE PM45/ PM65
			02							Industrial Interface	Available as Kit - Part# PM45-IND-01 UART + INDUSTRIAL INTERFACE PM45/ PM65
			03							Applicator Interface	Available as Kit - Part# PM45-APPL-01 APPLICATOR INTERFACE PM45/ PM65
			EU							UHF RFID Europe (EU) - 869MHz	Available as Kit - Part# 50180233-001 RFID IM11 INTERFACE EU/ ROW,ASSY,PM45/ PM65
			NA							UHF RFID North America (NA) - 915MHz	Available as Kit - Part# 50180747-001 RFID IM11 INTERFACE NA,ASSY,PM45/ PM65
				00						None	
				01						Parallel Interface	Available as Kit - Part# PM45-PAR-01 PARALLEL IEEE 1284 INTERFACE PM45/ PM65
				02						Industrial Interface	Available as Kit - Part# PM45-IND-01 UART + INDUSTRIAL INTERFACE PM45/ PM65
				03						Applicator Interface	Available as Kit - Part# PM45-APPL-01 APPLICATOR INTERFACE PM45/ PM65
				04						WWAN 4G LTE	Available as Kit - Part# 50179990-001 Cellular Modem,Assy,PM45/ PM65
				AZ						UHF RFID Australia / New Zealand (AZ) - 928MHz	
				EU						UHF RFID Europe (EU) - 869MHz	Available as Kit - Part# 50180233-001 RFID IM11 INTERFACE EU/ ROW,ASSY,PM45/ PM65
				NA						UHF RFID North America (NA) - 915MHz	Available as Kit - Part# 50180747-001 RFID IM11 INTERFACE NA,ASSY,PM45/ PM65
					0					None	
					1					Label Taken Sensor (LTS)	Available as Kit - Part# 715-616S-001 Label Taken Sensor (LTS), Spare Kit, PM43/ PM45/ PM65
					2					Rewinder	Available as Kit - Part# 50178326-001 PM45 Rewinder,Media Internal Sub-Assembly
					3					Rewinder + Label Taken Sensor (LTS)	Available as Kit - Part# 50178326-001 PM45 Rewinder,Media Internal Sub-Assembly + Part# 715-616S-001 Label Taken Sensor (LTS), PM45/ PM65
					4					Full Batch Rewinder	Available as Kit - Part# 50178308-001 KIT, PM45 Full Batch Rewinder (Field option kit)
					5					Full Batch Rewinder + Label Taken Sensor (LTS)	Available as Kit - Part# 50178308-001 KIT, PM45 Full Batch Rewinder (Field option kit) + Part# 715-616S-001 Label Taken Sensor (LTS), PM45/ PM65
						0				Fixed Hanger	
						1				Rotating Hanger	Available as Kit - Part# 203-977-001 KIT, ROTATION HANGER + Part# 203-972-001 - 3 inch Media Core
							20			Thermal Transfer (TT) 203 DPI	Available as Kit - Part# 50180236-001 PRINthead ASSY 203 DPI,PM45/PM45C
							21			Direct Thermal (DT) 203 DPI	Available as Kit - Part# 50180236-001 PRINthead ASSY 203 DPI,PM45/PM45C
							30			Thermal Transfer (TT) 300 DPI	Available as Kit - Part# 50180237-001 PRINthead ASSY 300 DPI,PM45/PM45C
							31			Direct Thermal (DT) 300 DPI	Available as Kit - Part# 50180237-001 PRINthead ASSY 300 DPI,PM45/PM45C
							40			Thermal Transfer (TT) 406 DPI	Available as Kit - Part# 50180238-001 PRINthead ASSY 406 DPI,PM45/PM45C
							41			Direct Thermal (DT) 406 DPI	Available as Kit - Part# 50180238-001 PRINthead ASSY 406 DPI,PM45/PM45C
							60			Thermal Transfer (TT) 600 DPI	Available as Kit - Part# 50180234-001 PRINthead ASSY 600 DPI,PM45/PM45C
							61			Direct Thermal (DT) 600 DPI	Available as Kit - Part# 50180234-001 PRINthead ASSY 600 DPI,PM45/PM45C
								0		None	AC Power Cord C13 Type Connector
								1		US Power Cord	AC Power Cord C13 Type Connector
								2		EU Power Cord	AC Power Cord C13 Type Connector
								6		India Power Cord	AC Power Cord C13 Type Connector





PM45C 4-INCH PRINTING OPTIONS



Tear Off

Most commonly used, print any number of labels and simply tear the labels off from the printer at the end of the print job. This method of printing is available on any PM45C configuration.



Cutter

A cutter can be added to any configuration of PM45C, simply cutting between labels, or at intervals on continuous media. This method of printing is available on any PM45C configuration.



Cutter with Vertical Tray

A vertical tray can be added to the Cutter to present the label upwards within easy reach of the operator, typically used for boarding pass printing in the airline industry.



Peel & Present (Standard Self-Strip using Tear Bar)

Self-Strip prints and presents only one label at a time already peeled from the backing strip/ liner, the next label will only be printed once the original label is removed from the media path. Not applicable for all media types, use Peel Off Kit for best results.
PM45CAxxxxx3xxxx PM45C with Internal Rewind + LTS



Peel & Present (Enhanced Self-Strip with Peel Off Kit)

Self-Strip prints and presents only one label at a time already peeled from the backing strip/ liner, the next label will only be printed once the original label is removed from the media path.
PM45CAxxxxx3xxxx PM45C with Internal Rewind + LTS
50180196-001 Label Dispenser kit.



Batch Plate with Internal Rewinder

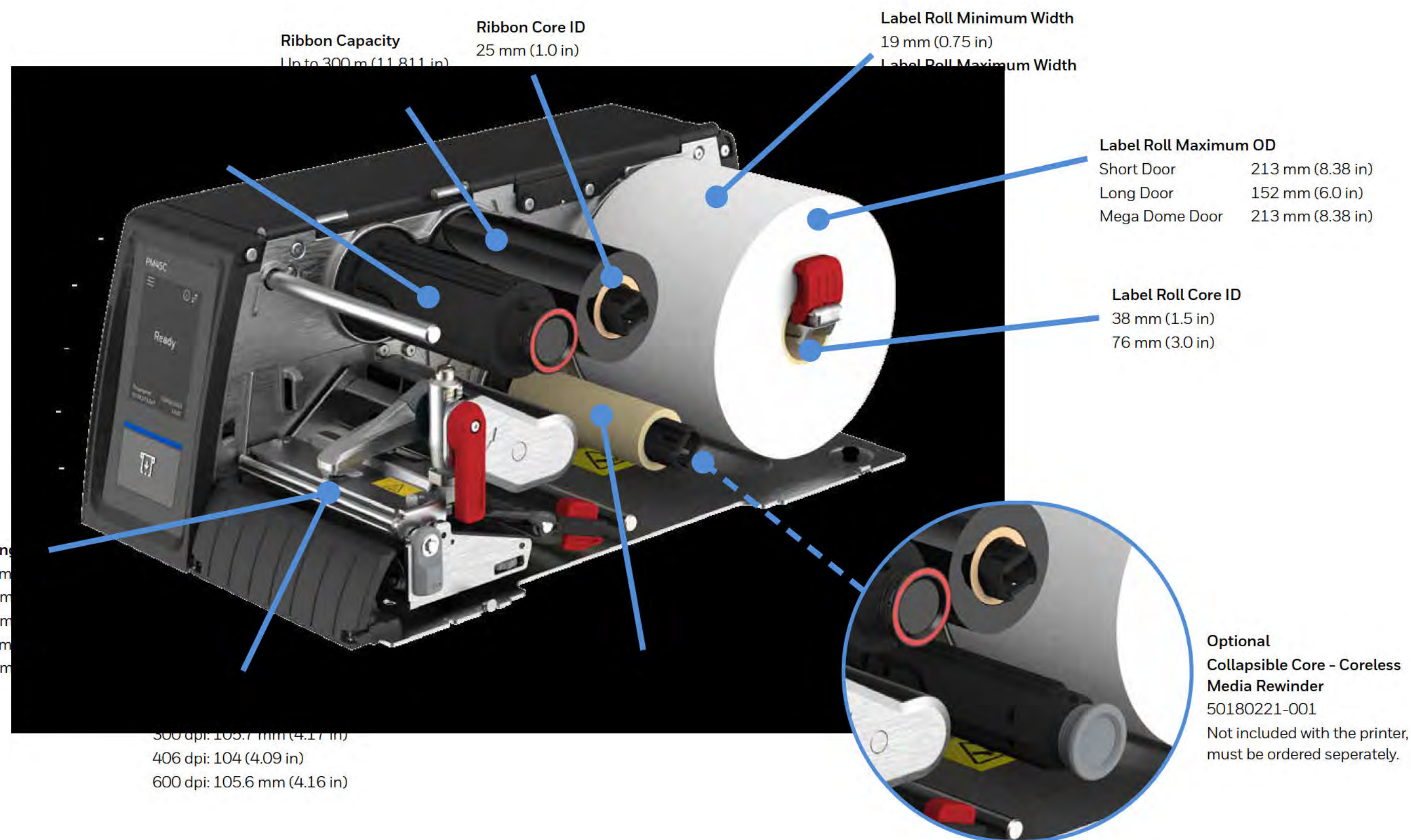
The Batch Plate with Internal Rewinder is used to pre-print labels and rewind them inside the PM45. Depending on the label size up to 1/3 of a full roll can be stored inside the PM45C. For full roll to roll batch printing use the PM45 with Full Batch Rewinder.
PM45CAxxxxx3xxxx PM45C with Internal Rewind + LTS

ID = Inside Diameter

OD = Outside Diameter

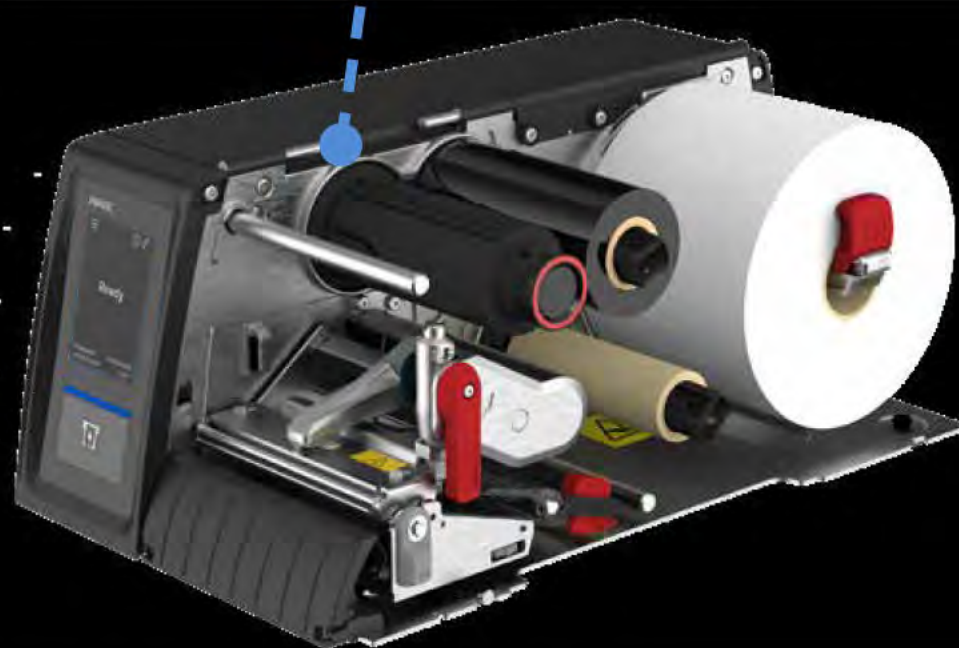
PM45C 4-INCH MEDIA

Specifications



PM45C 4-INCH MEDIA

Ribbon Rewinder Capacity

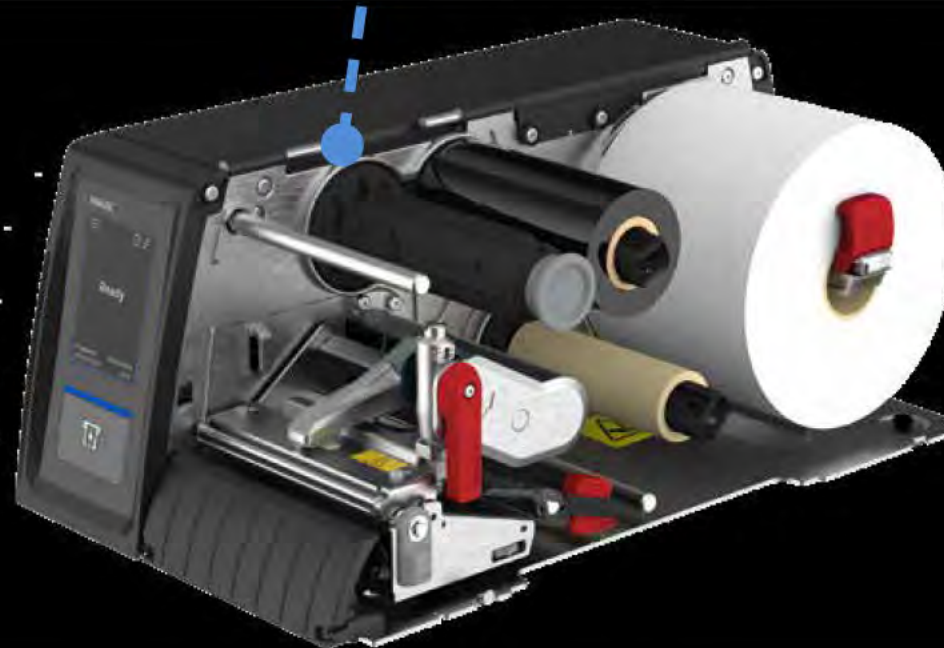


Ribbon Rewind - Large Collapsible Core

Print Precision - Best

Ribbon Removal - Best

50% Ribbon take up capacity from 220m ribbon.

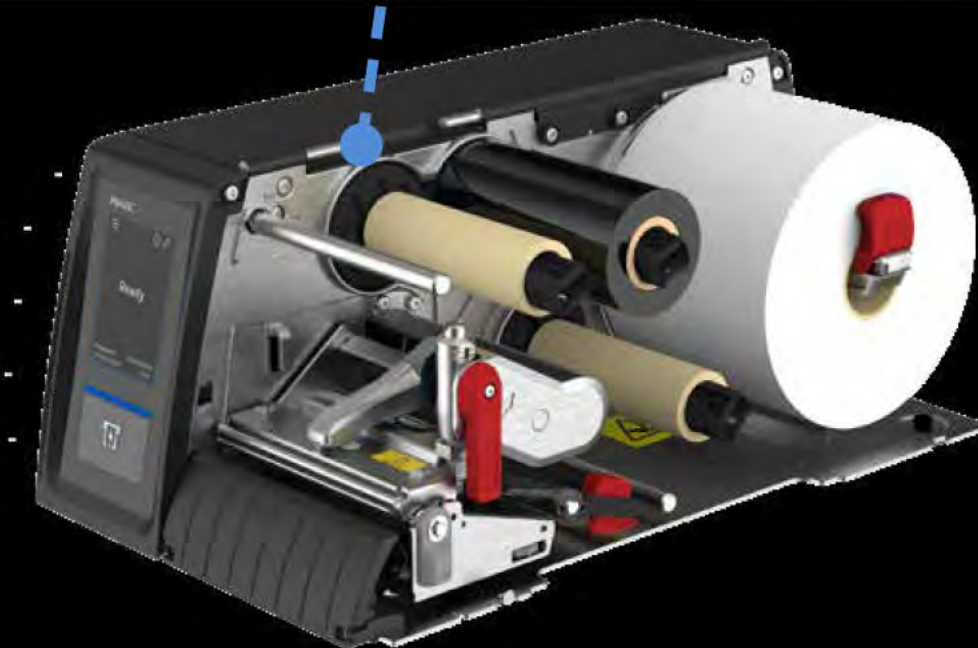


Ribbon Rewind - Small Collapsible Core

Print Precision - Better

Ribbon Removal - Better

80% Ribbon take up capacity from 220m ribbon.



Ribbon Rewind - Empty Core

Print Precision - Good

Ribbon Removal - Good

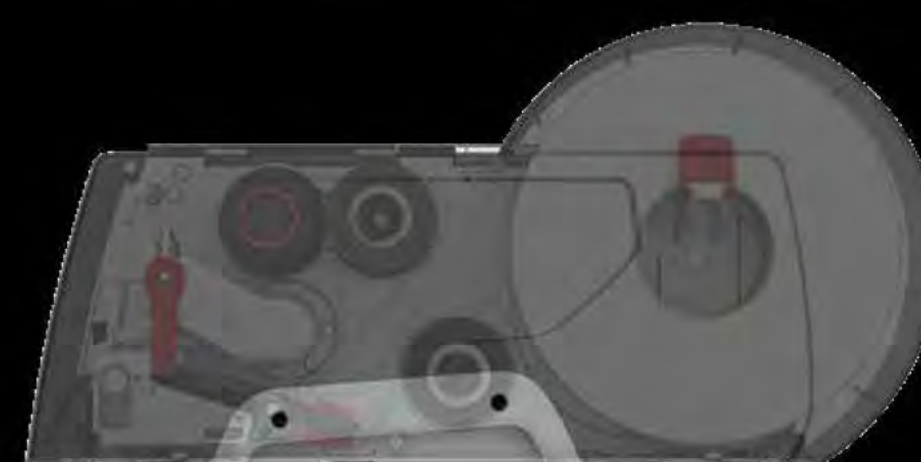
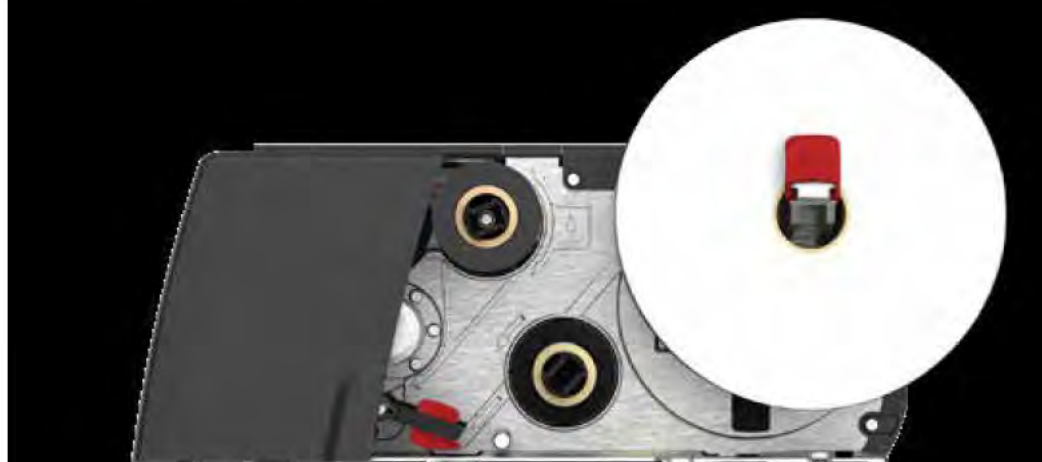
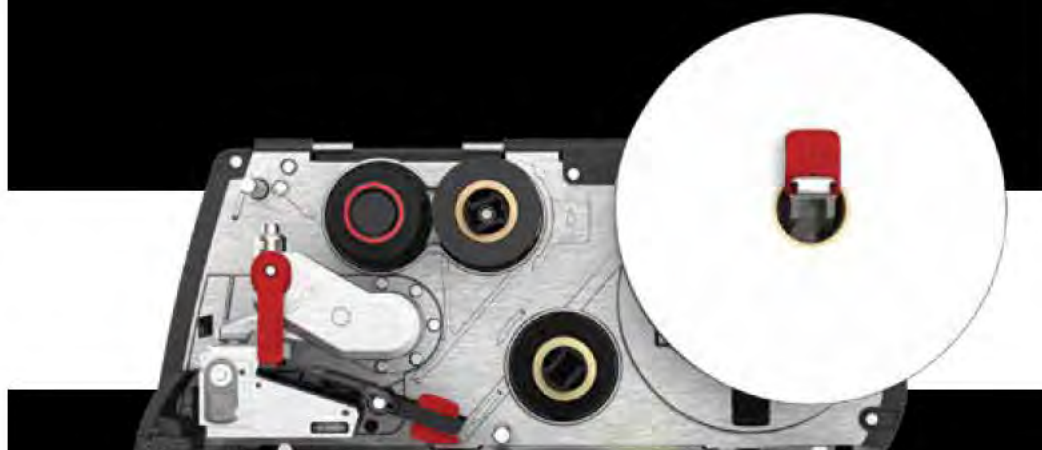
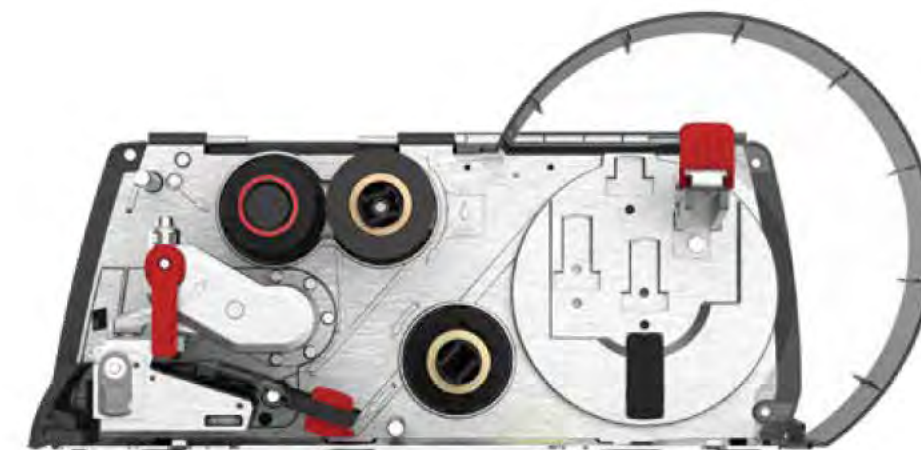
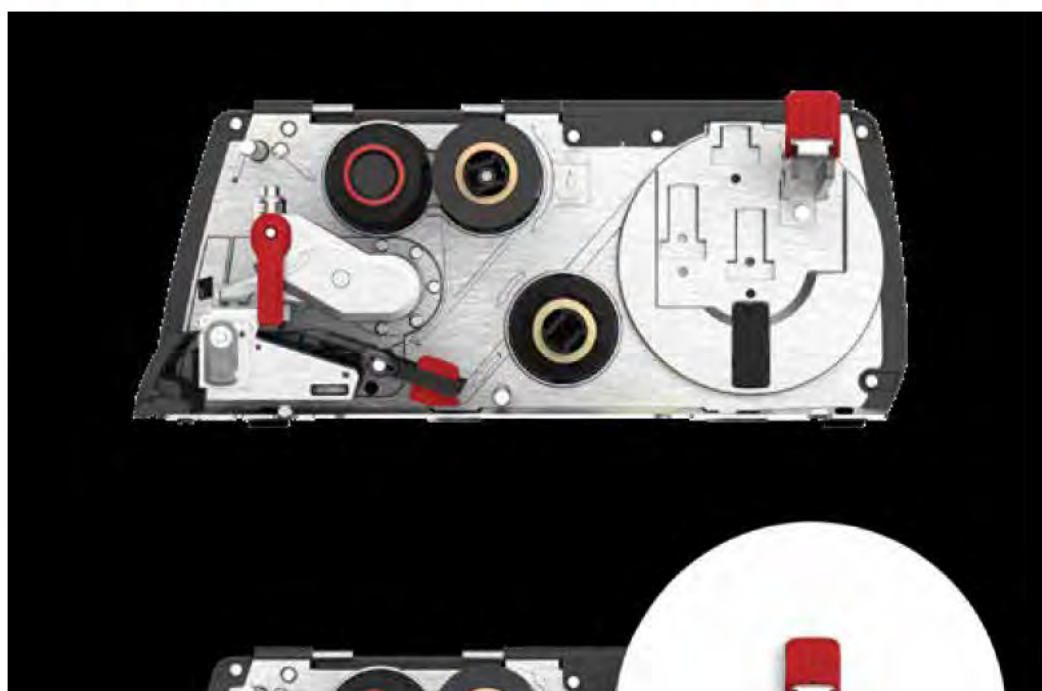
100% Ribbon take up capacity from 220m ribbon.

ID = Inside Diameter

OD = Outside Diameter

PM45C 4-INCH MEDIA

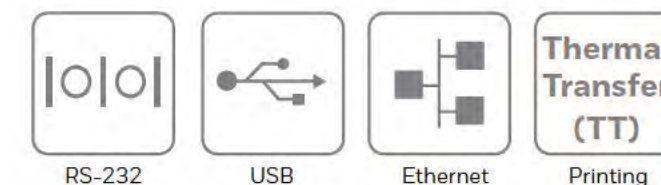
Short Door, Long Door and Mega Dome Door Label Capacity



Fixed Media Hanger + Label Roll Core 38 mm (1.5 in) ID
 Shown with Label Roll: 213 mm (8.38 in) OD
 Label Roll Maximum: 213 mm (8.38 in) OD
 Typical length of material with typical thickness of labels ~ 220 m

Fixed Media Hanger + Label Roll Core 38 mm (1.5 in) ID
 Shown with Label Roll: 152 mm (6.0 in) OD
 Label Roll Maximum: 152 mm (6.0 in) OD
 Typical length of material with typical thickness of labels ~ 108 m

Shown with Label Roll: 213 mm (8.38 in) OD
 Label Roll Maximum: 213 mm (8.38 in) OD
 Typical length of material with typical thickness of labels ~ 195 m



PM45C 4-INCH SHORT DOOR FEATURE OVERVIEW

Tear Off - Full Touch Display - Thermal Transfer



PM45C - Full Touch - Short Door - Thermal Transfer - 203 DPI

PM45CA1010000200

PM45 Compact, Full Touch Display, Ethernet, Short Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45C - Full Touch - Short Door -Thermal Transfer - 300 DPI

PM45CA1010000300

PM45 Compact, Full Touch Display, Ethernet, Short Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45C - Full Touch - Short Door -Thermal Transfer - 406 DPI

PM45CA1010000400

PM45 Compact, Full Touch Display, Ethernet, Short Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45C - Full Touch - Short Door -Thermal Transfer - 600 DPI

PM45CA1010000600

PM45 Compact, Full Touch Display, Ethernet, Short Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45C
- PM45C Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

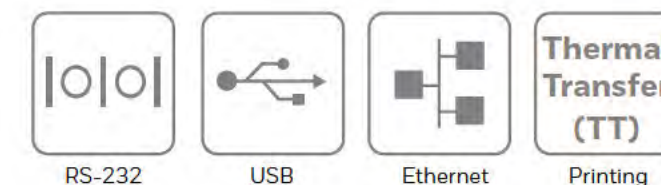
PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINTHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year



PM45C 4-INCH SHORT DOOR FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Thermal Transfer



PM45C - Full Touch - Short Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 203 DPI

PM45CA1010030200 PM45 Compact, Full Touch Display, Ethernet, Short Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45C - Full Touch - Short Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 300 DPI

PM45CA1010030300 PM45 Compact, Full Touch Display, Ethernet, Short Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45C - Full Touch - Short Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 406 DPI

PM45CA1010030400 PM45 Compact, Full Touch Display, Ethernet, Short Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45C - Full Touch - Short Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 600 DPI

PM45CA1010030600 PM45 Compact, Full Touch Display, Ethernet, Short Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45C
- PM45C Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core
- Batch Plate (653-679-001) - Not installed in PM45C



- No Power Cord



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVC PM45-SG3N	PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract
ADD SVCPRINHEAD-PM3	AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract
ADD SVCACC-PRN3	AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45C 4-INCH LONG DOOR FEATURE OVERVIEW

Tear Off - Full Touch Display - Thermal Transfer

RS-232

USB

Ethernet

Thermal Transfer (TT) Printing



PM45C - Full Touch - Long Door - Thermal Transfer - 203 DPI

PM45CA1000000200 PM45 Compact, Full Touch Display, Ethernet, Long Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45C - Full Touch - Long Door - Thermal Transfer - 300 DPI

PM45CA1000000300 PM45 Compact, Full Touch Display, Ethernet, Long Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45C - Full Touch - Long Door - Thermal Transfer - 406 DPI

PM45CA1000000400 PM45 Compact, Full Touch Display, Ethernet, Long Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45C - Full Touch - Long Door - Thermal Transfer - 600 DPI

PM45CA1000000600 PM45 Compact, Full Touch Display, Ethernet, Long Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45C
- PM45C Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core

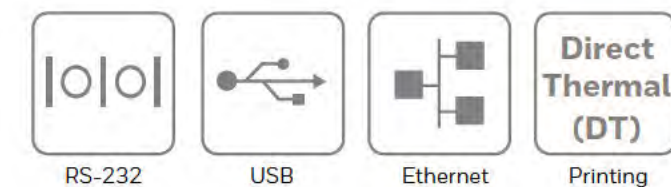


- No Power Cord

Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N	PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract
ADD SVCPRINHEAD-PM3	AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract
ADD SVCACC-PRN3	AddOn, Edge Service, Accessory Service, Printer, 3 Year



PM45C 4-INCH LONG DOOR FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Direct Thermal



PM45C - Full Touch - Long Door - Internal Rewind + Label Taken Sensor - Direct Thermal - 203 DPI

PM45CA1000030210

PM45 Compact, Full Touch Display, Ethernet, Long Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Direct Thermal (DT), 203 DPI, No Power Cord

Included in the box:

- PM45C
- PM45C Regulatory Sheet (PM45-ML-RS-01)
- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45C



- Ribbon Core (048524)



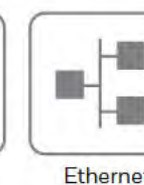
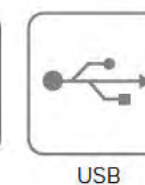
Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N	PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract
ADD SVCPRINHEAD-PM3	AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract
ADD SVCACC-PRN3	AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45C 4-INCH LONG DOOR FEATURE OVERVIEW

**Rewinder + Label Taken Sensor - Full Touch Display - Direct Thermal -
Wi-Fi/ Bluetooth (ROW)**



PM45C - Full Touch - Long Door - Internal Rewind + Label Taken Sensor - Wi-Fi/ Bluetooth - Direct Thermal - 203 DPI

PM45CA1200030210

PM45 Compact, Full Touch Display, Ethernet, Bluetooth V5.0, Wi-Fi Rest of World (ROW) IEEE 802.11 a/b/g/n/ac Long Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Direct Thermal (DT), 203 DPI, No Power Cord

Included in the box:

- PM45C
- PM45C Regulatory Sheet (PM45-ML-RS-01)
- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45C



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

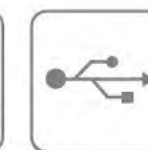
AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

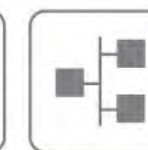
AddOn, Edge Service, Accessory Service, Printer, 3 Year



RS-232



USB



Ethernet



Thermal Transfer (TT) Printing

PM45C 4-INCH LONG DOOR FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Thermal Transfer



PM45C - Full Touch - Long Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 203 DPI

PM45CA1000030200

PM45 Compact, Full Touch Display, Ethernet, Long Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45C - Full Touch - Long Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 300 DPI

PM45CA1000030300

PM45 Compact, Full Touch Display, Ethernet, Long Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45C - Full Touch - Long Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 406 DPI

PM45CA1000030400

PM45 Compact, Full Touch Display, Ethernet, Long Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45C - Full Touch - Long Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 600 DPI

PM45CA1000030600

PM45 Compact, Full Touch Display, Ethernet, Long Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45C
- PM45C Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45C



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

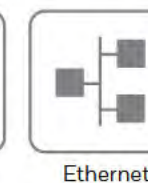
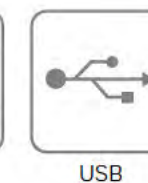
PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year



PM45C 4-INCH MEGA DOME DOOR FEATURE OVERVIEW

Tear Off - Full Touch Display - Thermal Transfer



PM45C - Full Touch - Mega Dome Door - Thermal Transfer - 203 DPI

PM45CA1020000200

PM45 Compact, Full Touch Display, Ethernet, Mega Dome Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45C - Full Touch - Mega Dome Door - Thermal Transfer - 300 DPI

PM45CA1020000300

PM45 Compact, Full Touch Display, Ethernet, Mega Dome Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45C - Full Touch - Mega Dome Door - Thermal Transfer - 406 DPI

PM45CA1020000400

PM45 Compact, Full Touch Display, Ethernet, Mega Dome Door Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45C - Full Touch - Mega Dome Door - Thermal Transfer - 600 DPI

PM45CA1020000600

PM45 Compact, Full Touch Display, Ethernet, Mega Dome Door, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45C
- PM45C Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

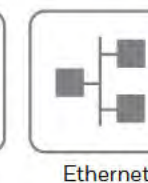
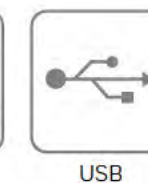
PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINTHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year



PM45C 4-INCH MEGA DOME DOOR FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Thermal Transfer



PM45C - Full Touch - Mega Dome Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 203 DPI

PM45CA1020030200

PM45 Compact, Full Touch Display, Ethernet, Mega Dome Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 203 DPI, No Power Cord

PM45C - Full Touch - Mega Dome Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 300 DPI

PM45CA1020030300

PM45 Compact, Full Touch Display, Ethernet, Mega Dome Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 300 DPI, No Power Cord

PM45C - Full Touch - Mega Dome Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 406 DPI

PM45CA1020030400

PM45 Compact, Full Touch Display, Ethernet, Mega Dome Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 406 DPI, No Power Cord

PM45C - Full Touch - Mega Dome Door - Internal Rewind + Label Taken Sensor - Thermal Transfer - 600 DPI

PM45CA1020030600

PM45 Compact, Full Touch Display, Ethernet, Mega Dome Door, Fixed Hanger, Rewinder + Label Taken Sensor, Real Time Clock (RTC), Thermal Transfer (TT), 600 DPI, No Power Cord

Included in the box:

- PM45C
- PM45C Regulatory Sheet (PM45-ML-RS-01)
- Collapsible Core



- No Power Cord

- Batch Plate (653-679-001) - Not installed in PM45C



- Ribbon Core (048524)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM45-SG3N

PM45 / PM45C, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM45C 4-INCH CONFIGURATION MAP

Compact Industrial Printer

										DESCRIPTION	NOTES
VERSION	USER INTERFACE	CONNECTIVITY	MEDIA COVER	I/O OPTION 1	OPTION 1	MEDIA HANDLING	PRINT OPTION	POWER CORD			
PM45C											
A										Standard	1 x USB A Port (USB 2.0 Host), 1 x USB B Port (USB 2.0 Device), 1 x DB9F (RS-232, up to 115.2 KB/s), Real Time Clock (RTC)
	0									Icon User Interface	
	1									Full Touch User Interface	
	2									Icon User Interface + Bluetooth Low Energy (BLE)	Bluetooth Low Energy (BLE) used for communication with PrintSet MC Application
	3									Full Touch User Interface + Bluetooth Low Energy (BLE)	Bluetooth Low Energy (BLE) used for communication with PrintSet MC Application
		0								Ethernet	Ethernet 10/100/1000 Mbps
		1								Ethernet + WLAN North America (NA) + Bluetooth	Available as Kit - Part# 50178327-001 Wi-Fi 5 802.11 a/b/g/n/ac + V5.0 Bluetooth Kit (North America)
		2								Ethernet + WLAN Rest Of World (ROW) + Bluetooth	Available as Kit - Part# 50174832-001 Wi-Fi 5 802.11 a/b/g/n/ac + V5.0 Bluetooth Kit (Rest Of World)
			0							Long Door	 Available as Kit - Part# PM45C-LD-KIT Door, Long Assy, PM45C
			1							Short Door	 Available as Kit - Part# PM45C-SD-KIT Door, Short Assy, PM45C
			2							Mega Dome Door	 Available as Kit - Part# PM45C-MD-KIT Door, Mega Dome Assy, PM45C
				00						None	
				01						Parallel Interface	Available as Kit - Part# PM45-PAR-01 PARALLEL IEEE 1284 INTERFACE PM45/ PM65
				02						Industrial Interface	Available as Kit - Part# PM45-IND-01 UART + INDUSTRIAL INTERFACE PM45/ PM65
				03						Applicator Interface	Available as Kit - Part# PM45-APPL-01 APPLICATOR INTERFACE PM45/ PM65
				EU						UHF RFID Europe (EU) - 869MHz	Available as Kit - Part# 50180233-001 RFID IM11 INTERFACE EU/ ROW, ASSY, PM45/ PM65
				NA						UHF RFID North America (NA) - 915MHz	Available as Kit - Part# 50180747-001 RFID IM11 INTERFACE NA, ASSY, PM45/ PM65
					0					None	
					1					Label Taken Sensor (LTS)	Available as Kit - Part# 715-616S-001 Label Taken Sensor (LTS), Spare Kit, PM43/ PM45/ PM65
					2					Rewinder	Available as Kit - Part# 50178326-001 PM45 Rewinder, Media Internal Sub-Assembly
					3					Rewinder + Label Taken Sensor (LTS)	Available as Kit - Part# 50178326-001 PM45 Rewinder, Media Internal Sub-Assembly + Part# 715-616S-001 Label Taken Sensor (LTS), PM45/ PM65
						0				Fixed Hanger	
						1				Rotating Hanger	Available as Kit - Part# 203-977-001 KIT, ROTATION HANGER + Part# 203-972-001 - 3 inch Media Core
							20			Thermal Transfer (TT) 203 DPI	Available as Kit - Part# 50180236-001 PRINthead ASSY 203 DPI, PM45/PM45C
							21			Direct Thermal (DT) 203 DPI	Available as Kit - Part# 50180236-001 PRINthead ASSY 203 DPI, PM45/PM45C
							30			Thermal Transfer (TT) 300 DPI	Available as Kit - Part# 50180237-001 PRINthead ASSY 300 DPI, PM45/PM45C
							31			Direct Thermal (DT) 300 DPI	Available as Kit - Part# 50180237-001 PRINthead ASSY 300 DPI, PM45/PM45C
							40			Thermal Transfer (TT) 406 DPI	Available as Kit - Part# 50180238-001 PRINthead ASSY 406 DPI, PM45/PM45C
							41			Direct Thermal (DT) 406 DPI	Available as Kit - Part# 50180238-001 PRINthead ASSY 406 DPI, PM45/PM45C
							60			Thermal Transfer (TT) 600 DPI	Available as Kit - Part# 50180234-001 PRINthead ASSY 600 DPI, PM45/PM45C
							61			Direct Thermal (DT) 600 DPI	Available as Kit - Part# 50180234-001 PRINthead ASSY 600 DPI, PM45/PM45C
								0		None	AC Power Cord C13 Type Connector
								1		US Power Cord	AC Power Cord C13 Type Connector
								2		EU Power Cord	AC Power Cord C13 Type Connector
								6		India Power Cord	AC Power Cord C13 Type Connector







PM65 6-INCH PRINTING OPTIONS



Tear Off

Most commonly used, print any number of labels and simply tear the labels off from the printer at the end of the print job. This method of printing is available on any PM65



Cutter

A cutter can be added to any configuration of PM65, simply cutting between labels, or at intervals on continuous media. This method of printing is available on any PM65



Set Strip prints and presents only one label at a time already peeled from the backing strip/ liner, the next label will only be printed once the original label is removed from the media path. Not applicable for all media types, use Peel Off Kit for best results.
PM65Axxxxx3xxxx PM65 with Internal Rewind + LTS



Set Strip prints and presents only one label at a time already peeled from the backing strip/ liner, the next label will only be printed once the original label is removed from the media path.
PM65Axxxxx3xxxx PM65 with Internal Rewind + LTS
PM65-LD Label Dispenser kit



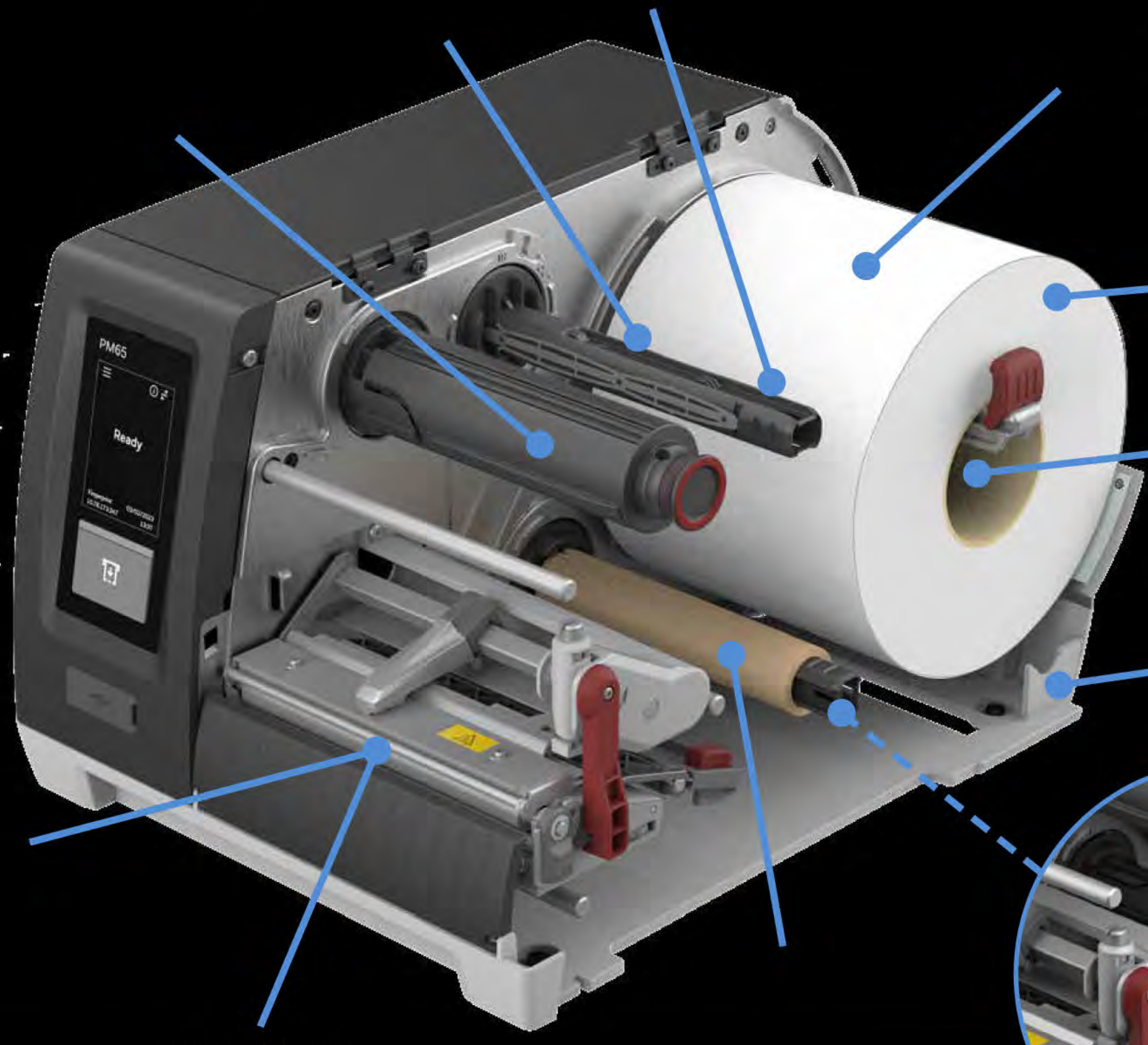
The Batch Print with Internal Rewind is used to pre-print labels and rewind them inside the PM65. Depending on the label size up to 1/3 of a full roll can be stored inside the PM65.
PM65Axxxxx3xxxx PM65 with Internal Rewind + LTS

ID = Inside Diameter

OD = Outside Diameter

PM65 6-INCH MEDIA

Specifications



Minimum Width
(in)

Maximum Width
(in)

Label Roll Maximum OD
213 mm (8.38 in)

Label Roll Core ID
38 mm (1.5 in)
76 mm (3.0 in)

Spare Platen Roller Holder
PM65-PR
Not included with the printer,
must be ordered separately.

Collapsible Core - Coreless
Media Rewinder
PM65-CC

Minimum Label Length	
Tear Off	6.35
Peel-Off Kit	25 m
Cutter	25 m
Rewind	6.35
RFID	25 m

Maximum Print width
203 dpi: 167.4 mm (6.59 in)
300 dpi: 167.4 mm (6.59 in)

ID = Inside Diameter

OD = Outside Diameter

PM65 6-INCH MEDIA

Fixed Media Hanger vs Rotating Media Hanger



Fixed Media Hanger + Label Roll Core 76 mm (3.0 in) ID

Shown with Label Roll 213 mm (8.38 in) OD

Typical length of material with typical thickness of labels ~ 195 m



Rotating Media Hanger + Label Roll Core 76 mm (3.0 in) ID

Shown with Label Roll 213 mm (8.38 in) OD

Typical length of material with typical thickness of labels ~ 195 m



Fixed Media Hanger + Label Roll Core 38 mm (1.5 in) ID

Shown with Label Roll 213 mm (8.38 in) OD

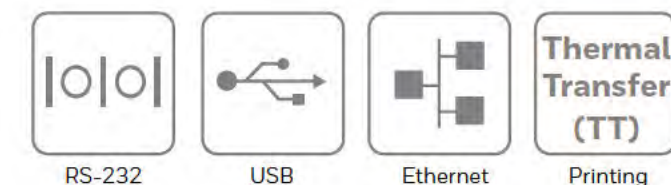
Typical length of material with typical thickness of labels ~ 220 m



Rotating Media Hanger + Label Roll Core 38 mm (1.5 in) ID

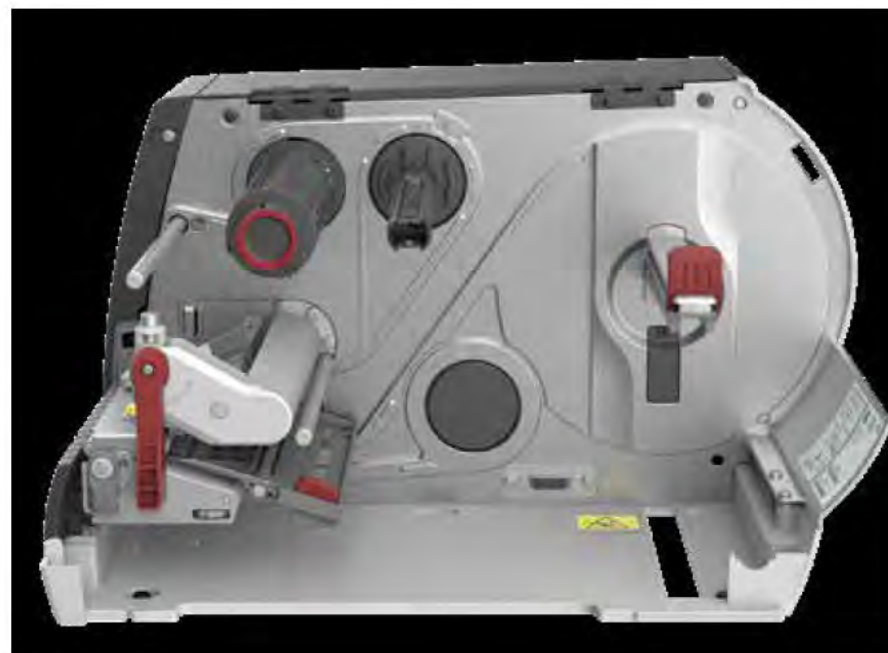
Shown with Label Roll 213 mm (8.38 in) OD

Typical length of material with typical thickness of labels ~ 220 m



PM65 6-INCH FEATURE OVERVIEW

Tear Off - Full Touch Display - Thermal Transfer



PM65A - Full Touch - Thermal Transfer - 203 DPI

PM65A10000000200

PM65A, 6-inch, Full Touch Display, Ethernet, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 203 DPI, US & EU Power Cord

PM65A - Full Touch - Thermal Transfer - 300 DPI

PM65A10000000300

PM65A, 6-inch, Full Touch Display, Ethernet, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 300 DPI, US & EU Power Cord

Included in the box:

- PM65A
- PM65 Regulatory Sheet (PM65-ML-RS-01)
- Collapsible Core



- US & EU Power Cord

Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM65-SG3N

PM65, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

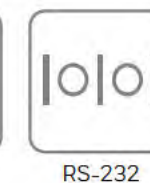
AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM65 6-INCH FEATURE OVERVIEW

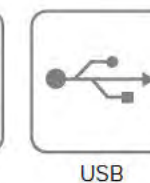
Tear Off - Full Touch Display - Thermal Transfer - Wi-Fi/ Bluetooth (ROW)



Wi-Fi / BT



RS-232



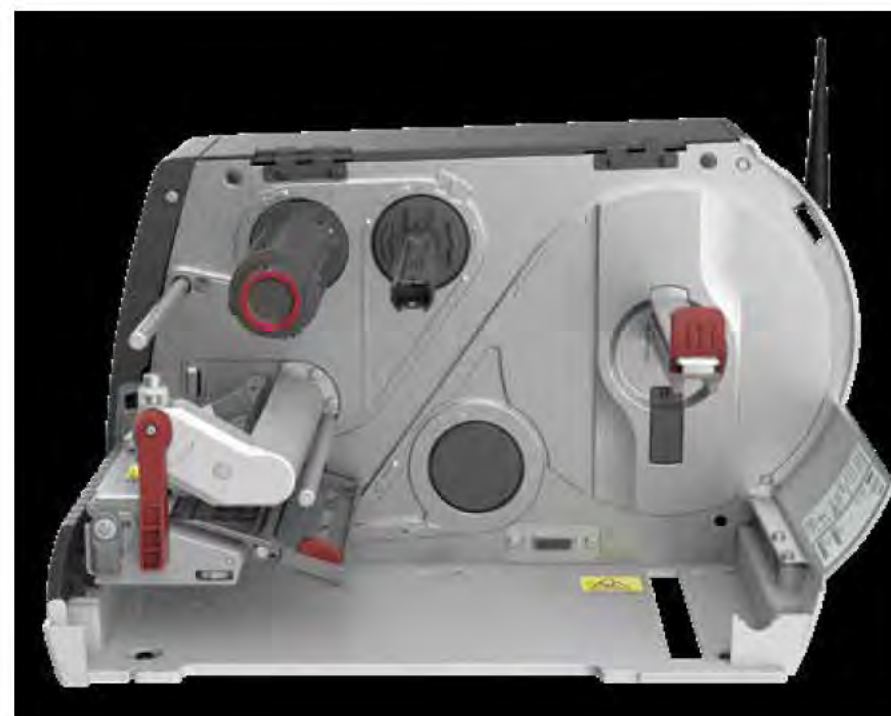
USB



Ethernet



Thermal Transfer (TT) Printing



PM65A - Full Touch - Wi-Fi/ Bluetooth (ROW) - Thermal Transfer - 203 DPI

PM65A12000000200

PM65A, 6-inch, Full Touch Display, Ethernet, Bluetooth V5.2, Wi-Fi6 Rest of World (ROW) IEEE 802.11 a/b/g/n/ac/ax, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 203 DPI, US & EU Power Cord

PM65A - Full Touch - Wi-Fi/ Bluetooth (ROW) - Thermal Transfer - 300 DPI

PM65A12000000300

PM65A, 6-inch, Full Touch Display, Ethernet, Bluetooth V5.2, Wi-Fi6 Rest of World (ROW) IEEE 802.11 a/b/g/n/ac/ax, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 300 DPI, US & EU Power Cord

Included in the box:

- PM65A
- PM65 Regulatory Sheet (PM65-ML-RS-01)
- Collapsible Core



- US & EU Power Cord

Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM65-SG3N

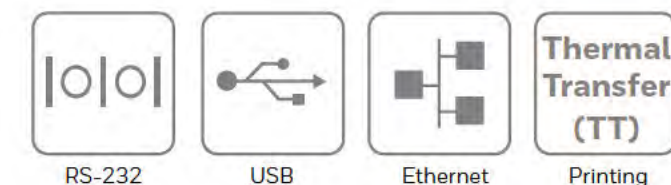
PM65, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINTHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

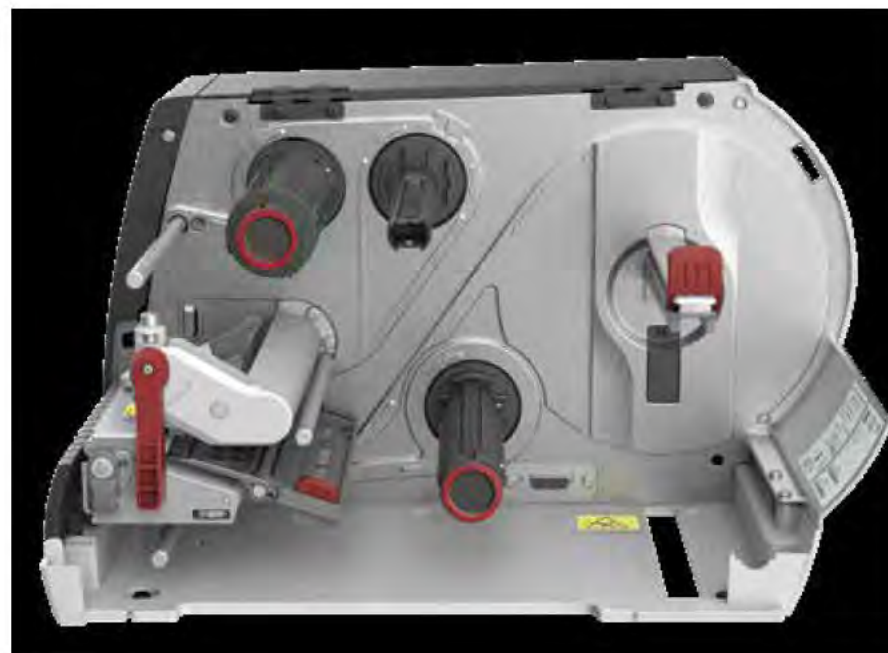
ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year



PM65 6-INCH FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Thermal Transfer



PM65A - Full Touch - Internal Rewind + Label Taken Sensor - Thermal Transfer - 203 DPI

PM65A10000030200

PM65A, 6-inch, Full Touch Display, Ethernet, Rewinder + Label Taken Sensor, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 203 DPI, US & EU Power Cord

PM65A - Full Touch - Internal Rewind + Label Taken Sensor - Thermal Transfer - 300 DPI

PM65A10000030300

PM65A, 6-inch, Full Touch Display, Ethernet, Rewinder + Label Taken Sensor, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 300 DPI, US & EU Power Cord

Included in the box:

- PM65A
- PM65 Regulatory Sheet (PM65-ML-RS-01)
- Large Collapsible Core



- Collapsible Core



- US & EU Power Cord

- Batch Plate (3011-4458-001) - Not installed in PM65



- Ribbon Core (3011-4421-001)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM65-SG3N

PM65, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINTHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

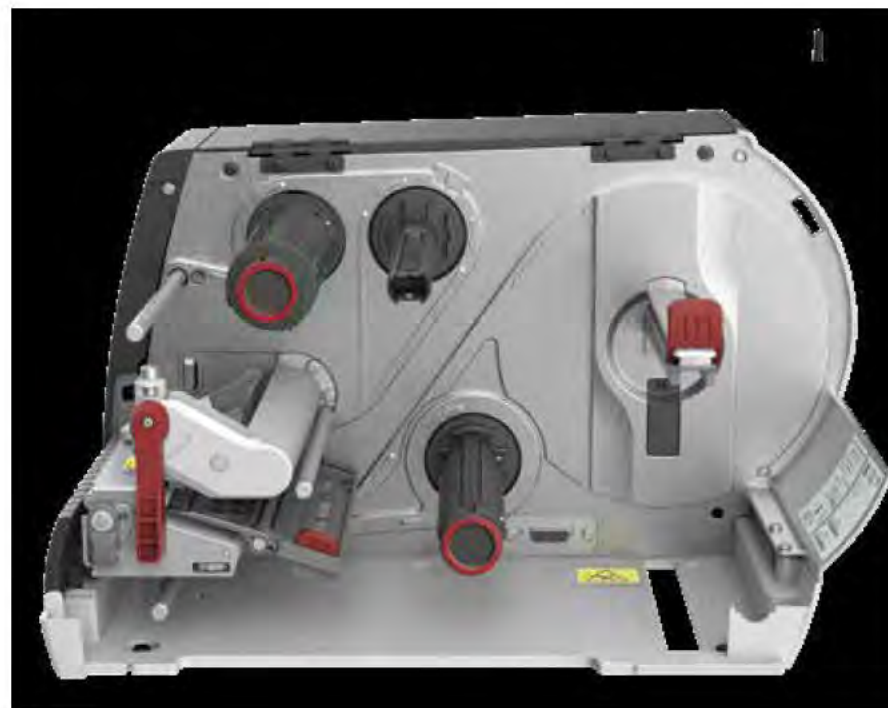
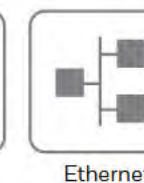
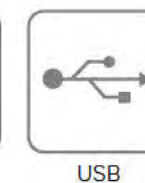
ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM65 6-INCH FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Thermal Transfer

Wi-Fi/ Bluetooth (ROW)



PM65A - Full Touch - Internal Rewind + Label Taken Sensor - Wi-Fi/ Bluetooth (ROW) - Thermal Transfer - 203 DPI

PM65A12000030200

PM65A, 6-inch, Full Touch Display, Ethernet, Bluetooth V5.2, Wi-Fi6 Rest of World (ROW) IEEE 802.11 a/b/g/n/ac/ax, Rewinder + Label Taken Sensor, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 203 DPI, US & EU Power Cord

PM65A - Full Touch - Internal Rewind + Label Taken Sensor - Wi-Fi/ Bluetooth (ROW) - Thermal Transfer - 300 DPI

PM65A12000030300

PM65A, 6-inch, Full Touch Display, Ethernet, Bluetooth V5.2, Wi-Fi6 Rest of World (ROW) IEEE 802.11 a/b/g/n/ac/ax, Rewinder + Label Taken Sensor, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 300 DPI, US & EU Power Cord

Included in the box:

- PM65A
- PM65 Regulatory Sheet (PM65-ML-RS-01)
- Large Collapsible Core



- Collapsible Core



- US & EU Power Cord

- Batch Plate (3011-4458-001) - Not installed in PM65



- Ribbon Core (3011-4421-001)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM65-SG3N

PM65, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

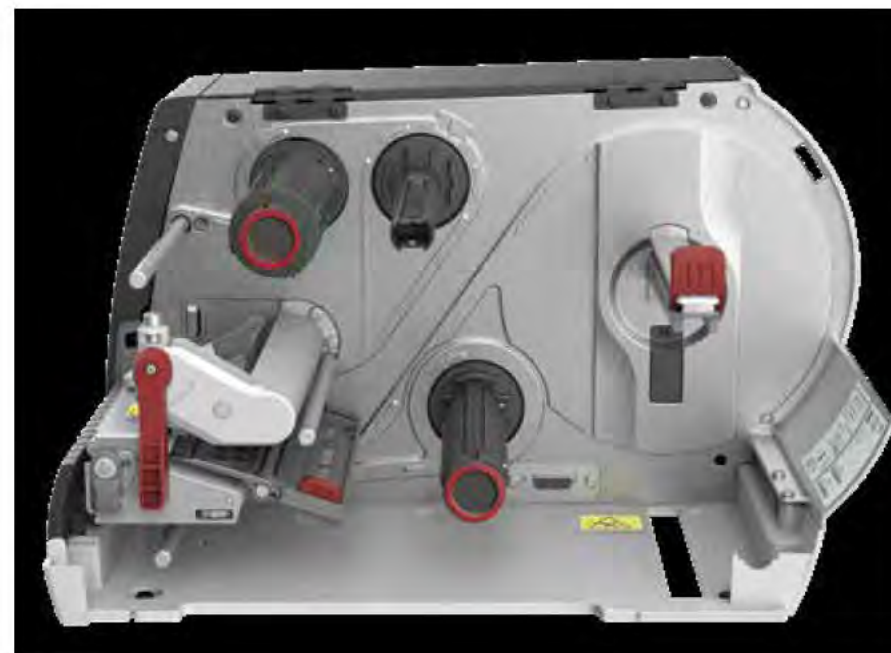
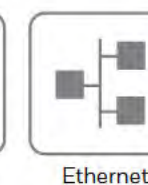
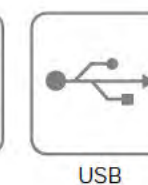
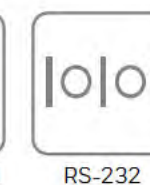
AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM65 6-INCH FEATURE OVERVIEW

Rewinder + Label Taken Sensor - Full Touch Display - Parallel Interface- Thermal Transfer



PM65A - Full Touch - Internal Rewind + Label Taken Sensor - Parallel Interface - Thermal Transfer - 203 DPI

PM65A10010030200

PM65A, 6-inch, Full Touch Display, Ethernet, Parallel Interface, Rewinder + Label Taken Sensor, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 203 DPI, US & EU Power Cord

PM65A - Full Touch - Internal Rewind + Label Taken Sensor - Parallel Interface - Thermal Transfer - 300 DPI

PM65A10010030300

PM65A, 6-inch, Full Touch Display, Ethernet, Parallel Interface, Rewinder + Label Taken Sensor, Fixed Hanger, Real Time Clock (RTC), Thermal Transfer (TT) 300 DPI, US & EU Power Cord

Included in the box:

- PM65A
- PM65 Regulatory Sheet (PM65-ML-RS-01)
- Large Collapsible Core



- Collapsible Core



- US & EU Power Cord

- Batch Plate (3011-4458-001) - Not installed in PM65



- Ribbon Core (3011-4421-001)



Note: Not all printer combinations are available in every region.
Check your local Price Book to see which part numbers are available for sale.

Honeywell Repair Services

SVCPM65-SG3N

PM65, Edge Service, Gold Maintenance Contract, 3 Year, New Contract

ADD SVCPRINHEAD-PM3

AddOn, Edge Service, Printhead Refresh Service, 203 or 300 DPI, 3-Year Contract

ADD SVCACC-PRN3

AddOn, Edge Service, Accessory Service, Printer, 3 Year

PM65 6-INCH CONFIGURATION MAP

Industrial Printer

PM65										DESCRIPTION	NOTES
VERSION	USER INTERFACE	CONNECTIVITY	I/O OPTION 1	I/O OPTION 2	OPTION 1	MEDIA HANDLING	PRINT OPTION	POWER CORD			
A									Standard	2 x USB A Port (USB 2.0 Host), 1 x USB B Port (USB 2.0 Device), 1 x DB9F (RS-232, up to 115.2 KB/s), Real Time Clock (RTC)	
	0								Icon User Interface		
	1								Full Touch User Interface		
		0							Ethernet	Ethernet 10/100/1000 Mbps	
		1							Ethernet + WLAN North America (NA) + Bluetooth	Available as Kit - Part# PM45-WL-NA Wi-Fi 6 802.11 a/b/g/n/ac/ax + V5.2 Bluetooth Kit (North America)	
		2							Ethernet + WLAN Rest Of World (ROW) + Bluetooth	Available as Kit - Part# PM45-WL-ROW Wi-Fi 6 802.11 a/b/g/n/ac/ax + V5.2 Bluetooth Kit (Rest Of World)	
			00						None		
			01						Parallel Interface	Available as Kit - Part# PM45-PAR-01 PARALLEL IEEE 1284 INTERFACE PM45/ PM65	
			02						Industrial Interface	Available as Kit - Part# PM45-IND-01 UART + INDUSTRIAL INTERFACE PM45/ PM65	
			03						Applicator Interface	Available as Kit - Part# PM45-APPL-01 APPLICATOR INTERFACE PM45/ PM65	
			EU						UHF RFID Europe (EU) - 869MHz	Available as Kit - Part# 50180233-001 RFID IM11 INTERFACE EU/ ROW,ASSY,PM45/ PM65	
			NA						UHF RFID North America (NA) - 915MHz	Available as Kit - Part# 50180747-001 RFID IM11 INTERFACE NA,ASSY,PM45/ PM65	
				00					None		
				01					Parallel Interface	Available as Kit - Part# PM45-PAR-01 PARALLEL IEEE 1284 INTERFACE PM45/ PM65	
				02					Industrial Interface	Available as Kit - Part# PM45-IND-01 UART + INDUSTRIAL INTERFACE PM45/ PM65	
				03					Applicator Interface	Available as Kit - Part# PM45-APPL-01 APPLICATOR INTERFACE PM45/ PM65	
				04					WWAN 4G LTE	Available as Kit - Part# 50179990-001 Cellular Modem,Assy,PM45/ PM65	
				EU					UHF RFID Europe (EU) - 869MHz	Available as Kit - Part# 50180233-001 RFID IM11 INTERFACE EU/ ROW,ASSY,PM45/ PM65	
				NA					UHF RFID North America (NA) - 915MHz	Available as Kit - Part# 50180747-001 RFID IM11 INTERFACE NA,ASSY,PM45/ PM65	
					0				None		
					1				Label Taken Sensor (LTS)	Available as Kit - Part# 715-616S-001 Label Taken Sensor (LTS), Spare Kit, PM43/ PM45 / PM65	
					2				Rewinder	Available as Kit - Part# PM65-MR-001 PM65 Rewinder,Media Internal Sub-Assembly	
					3				Rewinder + Label Taken Sensor (LTS)	Available as Kit - Part# PM65-MR-001 PM65 Rewinder,Media Internal Sub-Assembly + Part# 715-616S-001 Label Taken Sensor (LTS), PM45/PM65	
						0			Fixed Hanger		
						1			Rotating Hanger	Available as Kit - Part# PM65-RH KIT, ROTATION HANGER + Part# 203-972-001 - 3 inch Media Core (requires 2 x 203-972-001)	
							20		Thermal Transfer (TT) 203 DPI	Available as Kit - Part# PM65-TPH-203 PRINTHEAD ASSY 203 DPI,PM65	
							21		Direct Thermal (DT) 203 DPI	Available as Kit - Part# PM65-TPH-203 PRINTHEAD ASSY 203 DPI,PM65	
							30		Thermal Transfer (TT) 300 DPI	Available as Kit - Part# PM65-TPH-300 PRINTHEAD ASSY 300 DPI,PM65	
							31		Direct Thermal (DT) 300 DPI	Available as Kit - Part# PM65-TPH-300 PRINTHEAD ASSY 300 DPI,PM65	
								0	US & EU Power Cord	AC Power Cord C13 Type Connector	
								1	US Power Cord	AC Power Cord C13 Type Connector	
								2	EU Power Cord	AC Power Cord C13 Type Connector	
								6	India & China Power Cord	AC Power Cord C13 Type Connector	



HONEYWELL EDGE SERVICES

PM45 / PM45C/ PM65 – Repair Services

Honeywell Edge Services give you the confidence of having leading-class technologies combined with service and support plans that are designed to keep you operational for longer.

Gold Repair Services – 3 Year

The most flexible contract in the industry. The Edge Services Gold Support contract allows you to select the right coverage for your organization, including 5-Day Depot Repairs and:

Service Overview

- Repair or replacement of damaged components, wear and tear, and accidental damage.
- Flexibility to add any Add-On Service

PART NUMBER	DESCRIPTION
SVCPM45-SG3N	PM45/ PM45C, Edge Service, GOLD Maintenance Contract, 5 Day Turnaround, 3 Year , New Contract
SVCPM65-SG3N	PM65, Edge Service, GOLD Maintenance Contract, 5 Day Turnaround, 3 Year , New Contract

Add-On Accessory Replacement Service

Provides replacement cables, interface cards or platen rollers should they be damaged or stop working.

ADD	SVCACC-PRN3	AddOn, Edge Service, Accessory Service , Printer, 3 Year
-----	-------------	---

Add-On Printhead Refresh Service

Provides replacement 203 or 300 DPI printhead at 18 months after purchase.

ADD	SVCPRINthead-PM3	AddOn, Edge Service, Printhead Refresh Service, 203 or 300 dpi, 3 Year , 2 replacement printheads
-----	------------------	--

Add-On Device Replacement Service

Replacement devices should a device be damaged beyond repair.

ADD	SVCREPLACE-PRN3	AddOn, Edge Service, Device Replacement, Printer, 3 Year
-----	-----------------	---

Add-On Cutter Replacement Service

Provides replacement cutters should they be damaged or stop working.

ADD	SVCCUTTER1-PRN3	AddOn, Edge Service, Cutter Service for Printers, 3 Year
-----	-----------------	---

Add-On Spare Management Service

Manages every aspect of your spare pool.

ADD	SVCSPAREMGMT-PRN3	AddOn, Edge Service, Advanced Exchange, Printer, 3 Year . Customer owned spare pool, Minimum Purchase required, contact your local Honeywell Service Representative for more information.
-----	-------------------	--

Add-On 2-Day Turnaround Depot Upgrade

Upgrade your Gold Maintenance Contract from 5-Day to 2-Day turnaround at the repair depot.

ADD	SVC2DAYDEPOT-PRN3	AddOn, Edge Service, 2-Day Depot Upgrade, 3-Year Agreement, Requires purchase of a 3 Year Gold Maintenance Contract.
-----	-------------------	---

Platinum Repair Services – 3 Year

The Edge Services Platinum Support contract is the only total support contract in the industry today offering 2-Day Depot Repairs or Spare Pool Management with 3-year contract, that includes:

Service Overview

- Repair or replacement of damaged components
- SVCREPLACE-PRN3 - Replacement devices should a device be damaged beyond repair
- SVCACC-PRN3 - Accessory replacement service
- SVCPRINthead-PM3 - Provides 2 x replacement 203 or 300 DPI printheads.
- SVCSPAREMGMT-PRN3 - Spare pool management (optional, minimum quantity required)
- SVCCUTTER1-PRN3 - Provides replacement cutters should they be damaged or stop working.
- Telephone-based technical support

PART NUMBER	DESCRIPTION
SVCPM45-SP3N	PM45/PM45C, Edge Service, PLATINUM, 2 Day Turnaround, 3 Year, New Contract
SVCPM65-SP3N	PM65, Edge Service, PLATINUM, 2 Day Turnaround, 3 Year, New Contract



HONEYWELL EDGE SERVICES

PM45 / PM45C/ PM65 – Repair Services

Honeywell Edge Services give you the confidence of having leading-class technologies combined with service and support plans that are designed to keep you operational for longer.

Gold Repair Services – 5 Year

The most flexible contract in the industry. The Edge Services Gold Support contract allows you to select the right coverage for your organization, including 5-Day Depot Repairs and:

Service Overview

- Repair or replacement of damaged components, wear and tear, and accidental damage.
- Flexibility to add any Add-On Service

PART NUMBER	DESCRIPTION
SVCPM45-SG5N	PM45/ PM45C, Edge Service, GOLD Maintenance Contract, 5 Day Turnaround, 5 Year , New Contract
SVCPM65-SG5N	PM65, Edge Service, GOLD Maintenance Contract, 5 Day Turnaround, 5 Year , New Contract

Add-On Accessory Replacement Service

Provides replacement cables, interface cards or platen rollers should they be damaged or stop working.

ADD	SVCACC-PRN5	AddOn, Edge Service, Accessory Service , Printer, 5 Year
-----	-------------	---

Add-On Printhead Refresh Service

Provides replacement 203 or 300 DPI printhead at 18 and 36 months after purchase.

ADD	SVCPRINthead-PM5	AddOn, Edge Service, Printhead Refresh Service, 203 or 300 dpi, 5 Year , 3 replacement printheads
-----	------------------	--

Add-On Device Replacement Service

Replacement devices should a device be damaged beyond repair.

ADD	SVCREPLACE-PRN5	AddOn, Edge Service, Device Replacement, Printer, 5 Year
-----	-----------------	---

Add-On Cutter Replacement Service

Provides replacement cutters should they be damaged or stop working.

ADD	SVCCUTTER1-PRN5	AddOn, Edge Service, Cutter Service for Printers, 5 Year
-----	-----------------	---

Add-On Spare Management Service

Manages every aspect of your spare pool.

ADD	SVCSPAREMGMT-PRN5	AddOn, Edge Service, Advanced Exchange, Printer, 5 Year . Customer owned spare pool, Minimum Purchase required, contact your local Honeywell Service Representative for more information.
-----	-------------------	--

Add-On 2-Day Turnaround Depot Upgrade

Upgrade your Gold Maintenance Contract from 5-Day to 2-Day turnaround at the repair depot.

ADD	SVC2DAYDEPOT-PRN5	AddOn, Edge Service, 2-Day Depot Upgrade, 3-Year Agreement, Requires purchase of a 5 Year Gold Maintenance Contract.
-----	-------------------	---

Platinum Repair Services – 5 Year

The Edge Services Platinum Support contract is the only total support contract in the industry today offering 2-Day Depot Repairs or Spare Pool Management with 5-year contract, that includes:

Service Overview

- Repair or replacement of damaged components
- SVCREPLACE-PRN5 - Replacement devices should a device be damaged beyond repair
- SVCACC-PRN5 - Accessory replacement service
- SVCPRINthead-PM5 - Provides 3 x replacement 203 or 300 DPI printheads.
- SVCSPAREMGMT-PRN5 - Spare pool management (optional, minimum quantity required)
- SVCCUTTER1-PRN5 - Provides replacement cutters should they be damaged or stop working.
- Telephone-based technical support

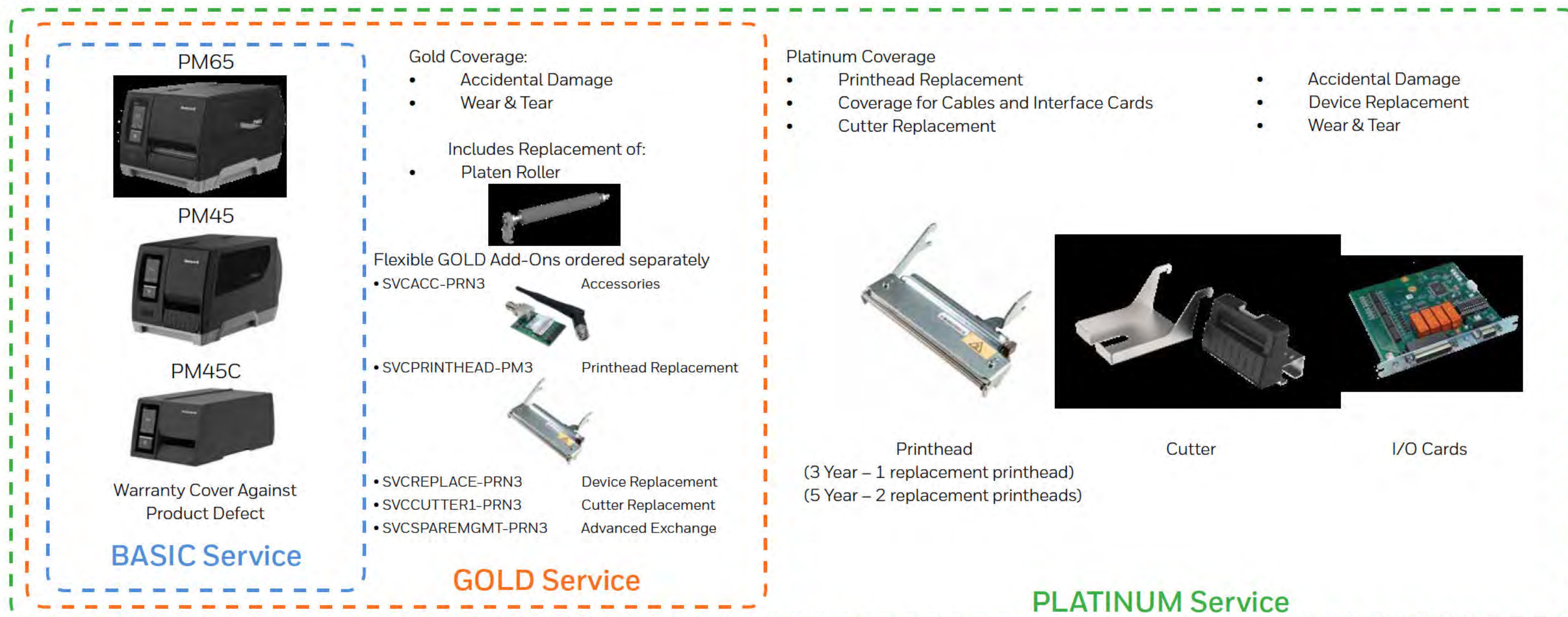
PART NUMBER	DESCRIPTION
SVCPM45-SP5N	PM45/PM45C, Edge Service, PLATINUM, 2 Day Turnaround, 5 Year, New Contract
SVCPM65-SP5N	PM65, Edge Service, PLATINUM, 2 Day Turnaround, 5 Year, New Contract



HONEYWELL REPAIR SERVICES

PM45 / PM45C/ PM65 - Repair Services Coverage

For Best-In-Class Service



MODEL	COVERAGE	PART NUMBER	DESCRIPTION
PM45 / PM45C	BASIC	SVCPM45-EXW3	PM45/PM45C, BASIC, 10-15 Day Turnaround, 3 Years (1 Year Factory Warranty + 2 Year Extended)
PM65	BASIC	SVCPM65-EXW3	PM65, BASIC, 10-15 Day Turnaround, 3 Years (1 Year Factory Warranty + 2 Year Extended)
PM45 / PM45C	GOLD	SVCPM45-SG3N	PM45/PM45C, Edge Service, GOLD Maintenance Contract, 5 Day Turnaround, 3 Year, New Contract
PM65	GOLD	SVCPM65-SG3N	PM65, Edge Service, GOLD Maintenance Contract, 5 Day Turnaround, 3 Year, New Contract
	ADD	SVCACC-PRN3	AddOn, Edge Service, Accessory Service, Printer, 3 Year.
	ADD	SVCPRINHEAD-PM3	AddOn, Edge Service, 203 or 300 DPI Printhead Refresh Service, 3-Year Contract, 2 replacement printheads
	ADD	SVCREPLACE-PRN3	AddOn, Edge Service, Device Replacement, Printer, 3 Year
	ADD	SVCCUTTER1-PRN3	AddOn, Edge Service, Cutter Service for Printer, 3-Year
	ADD	SVCSPAREMGMT-PRN3	AddOn, Edge Service, Advanced Exchange, Printer, 3 Year. Customer owned spare pool, Minimum Purchase required.
PM45 / PM45C	PLATINUM	SVCPM45-SP3N	PM45/PM45C, Edge Service, PLATINUM, 2 Day Turnaround, 3 Year, New Contract
PM65	PLATINUM	SVCPM65-SP3N	PM65, Edge Service, PLATINUM, 2 Day Turnaround, 3 Year, New Contract

ACCESSORIES

PM45 / PM45C/ PM65 – I/O Cards

Expand your I/O with additional interface cards.

Warning: The I/O Cards must only be installed by an authorized service technician, as you need to open the printer and physically install the cards in the printer.



PM45/ PM65 has 2 x I/O Expansion Slots



PM45C has 1 x I/O Expansion Slot



PART NUMBER	DESCRIPTION
PM45-IND-01	UART + INDUSTRIAL INTERFACE PM45/ PM65



PART NUMBER	DESCRIPTION
PM45-APPL-01	APPLICATOR INTERFACE PM45/ PM65



PART NUMBER	DESCRIPTION
PM45-PAR-01	KIT, PARALLEL PORT, PM45/ PM65
Use with Part# 1-974022-018 Parallel Cable	



PART NUMBER	REGION	DESCRIPTION
50180747-001	North America	RFID IM11 INTERFACE NA,ASSY,PM45/ PM65
50180233-001	EU / ROW	RFID IM11 INTERFACE EU/ ROW,ASSY,PM45/ PM65

ACCESSORIES

PM45 / PM45C/ PM65 - Wi-Fi and Bluetooth Card

The Wi-Fi and Bluetooth card can be easily added to any PM45, PM45C or PM65 printer.



PM45/ PM65 Rear I/O View

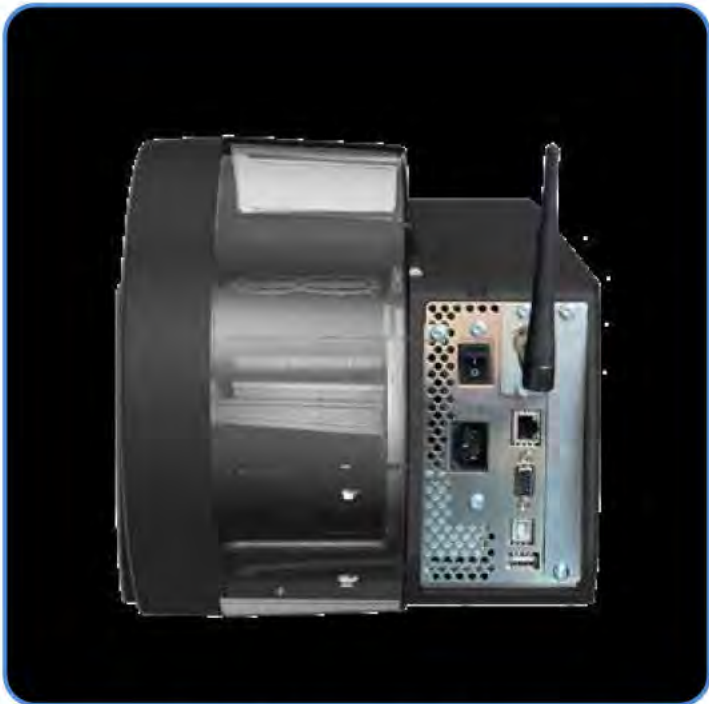


PM45 Wi-Fi/ BT Card

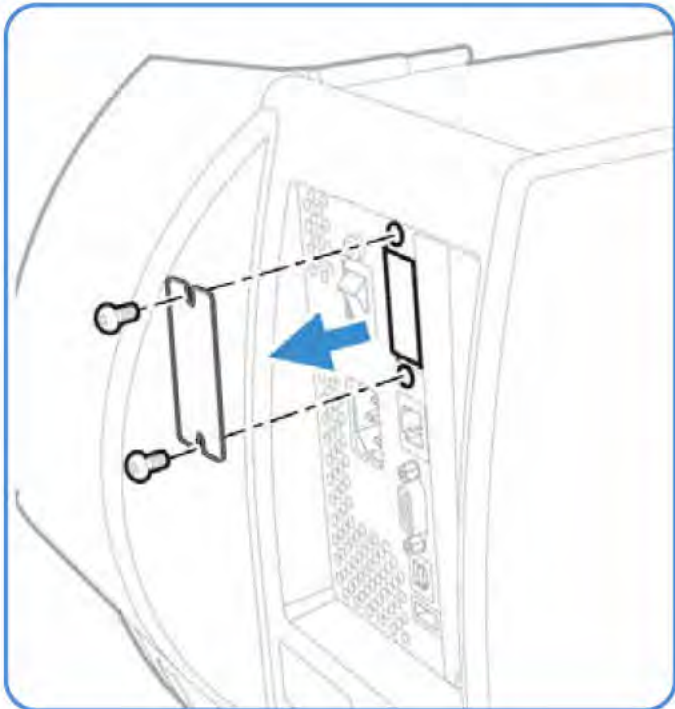


PM65 Wi-Fi/ BT Card

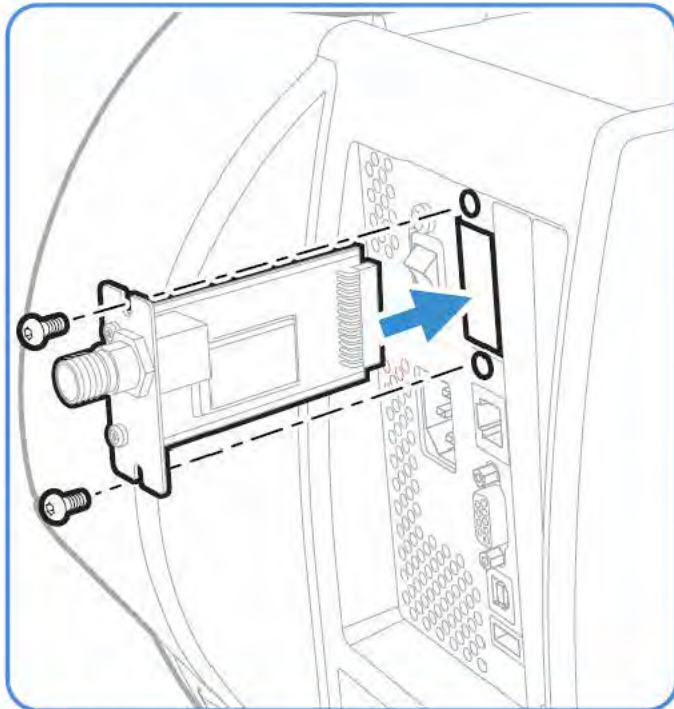
PART NUMBER	REGION	MODEL	DESCRIPTION
50178327-001	North America	PM45/PM45C	Wi-Fi 5 802.11 a/b/g/n/ac + V5.0 Bluetooth Kit (North America)
50174832-001	EU / Rest Of World	PM45/PM45C	Wi-Fi 5 802.11 a/b/g/n/ac + V5.0 Bluetooth Kit (Rest Of World)
PM65-WL-NA	North America	PM65	Wi-Fi 6 802.11 a/b/g/n/ac/ax + V5.2 Bluetooth Kit (North America)
PM65-WL-ROW	EU / Rest Of World	PM65	Wi-Fi 6 802.11 a/b/g/n/ac/ax + V5.2 Bluetooth Kit (Rest Of World)



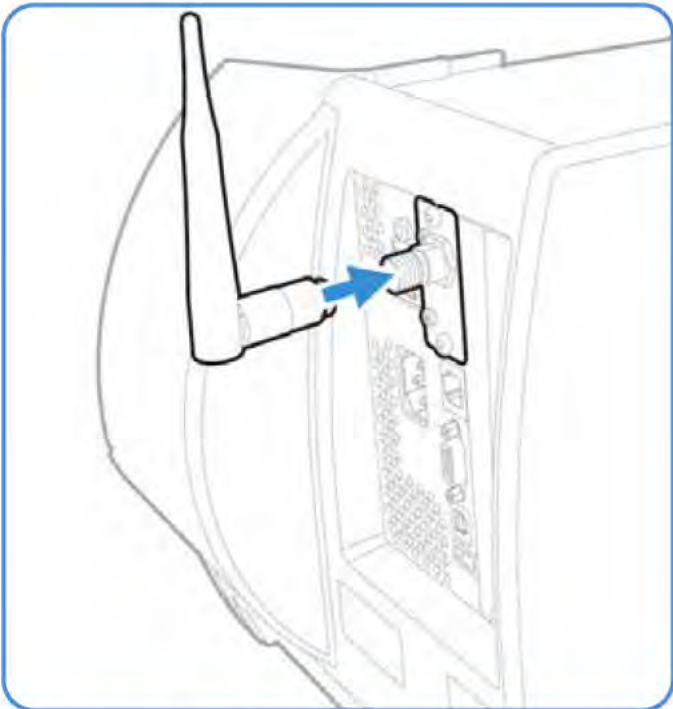
PM45C Rear I/O View



Remove cover plate



Insert Wi-Fi/ Bluetooth board



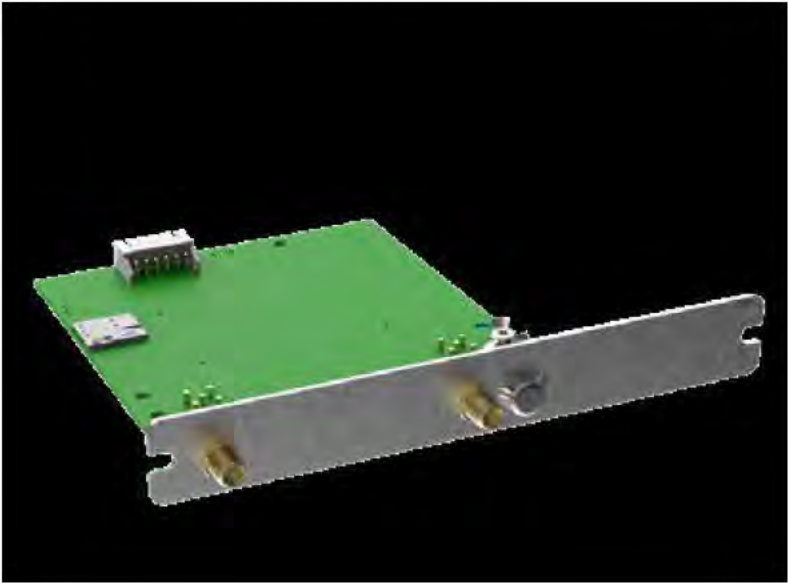
Connect antenna

ACCESSORIES

PM45/ PM45C/ PM65 – WWAN 4G LTE – Cellular Modem

Expand your I/O with additional interface cards. Note, the PM45 can only install this Modem Card on I/O slot 2, it is not compatible with slot 1.
Warning: The I/O Cards must only be installed by an authorized service technician, as you need to open the printer and physically install the cards in the printer.

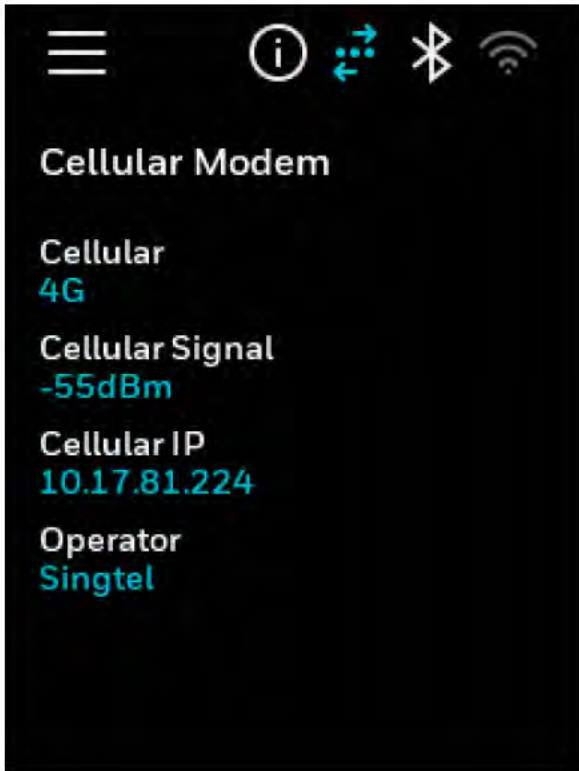
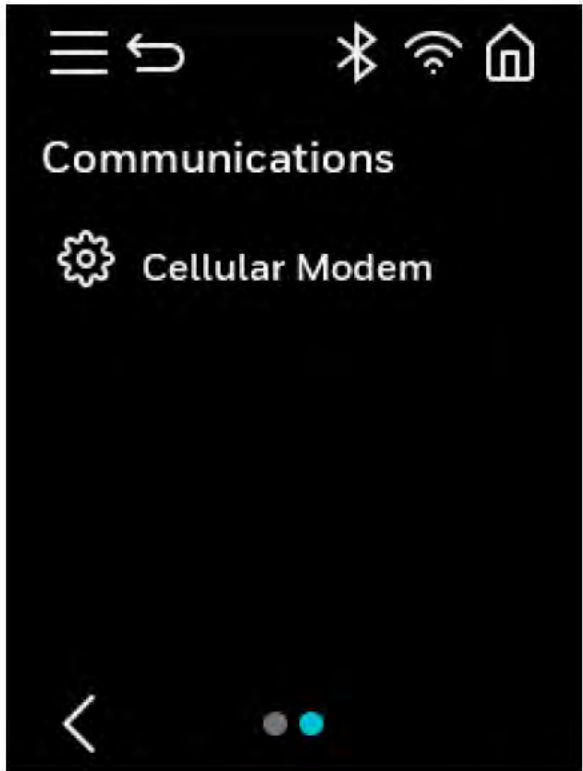
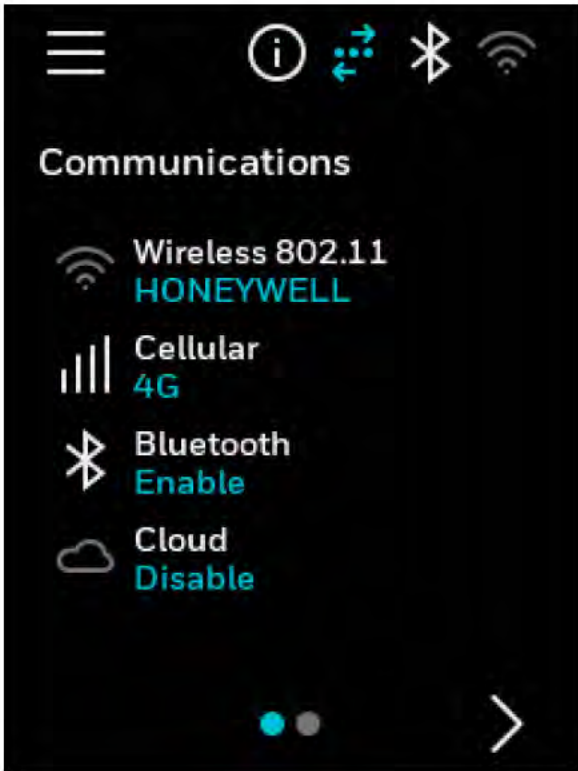


PART NUMBER	DESCRIPTION
50179990-001	Cellular Modem,Assy,PM45/ PM65 (includes antennas)



PM45 WWAN Rear I/O View



ACCESSORIES

PM45 4-inch Cutter

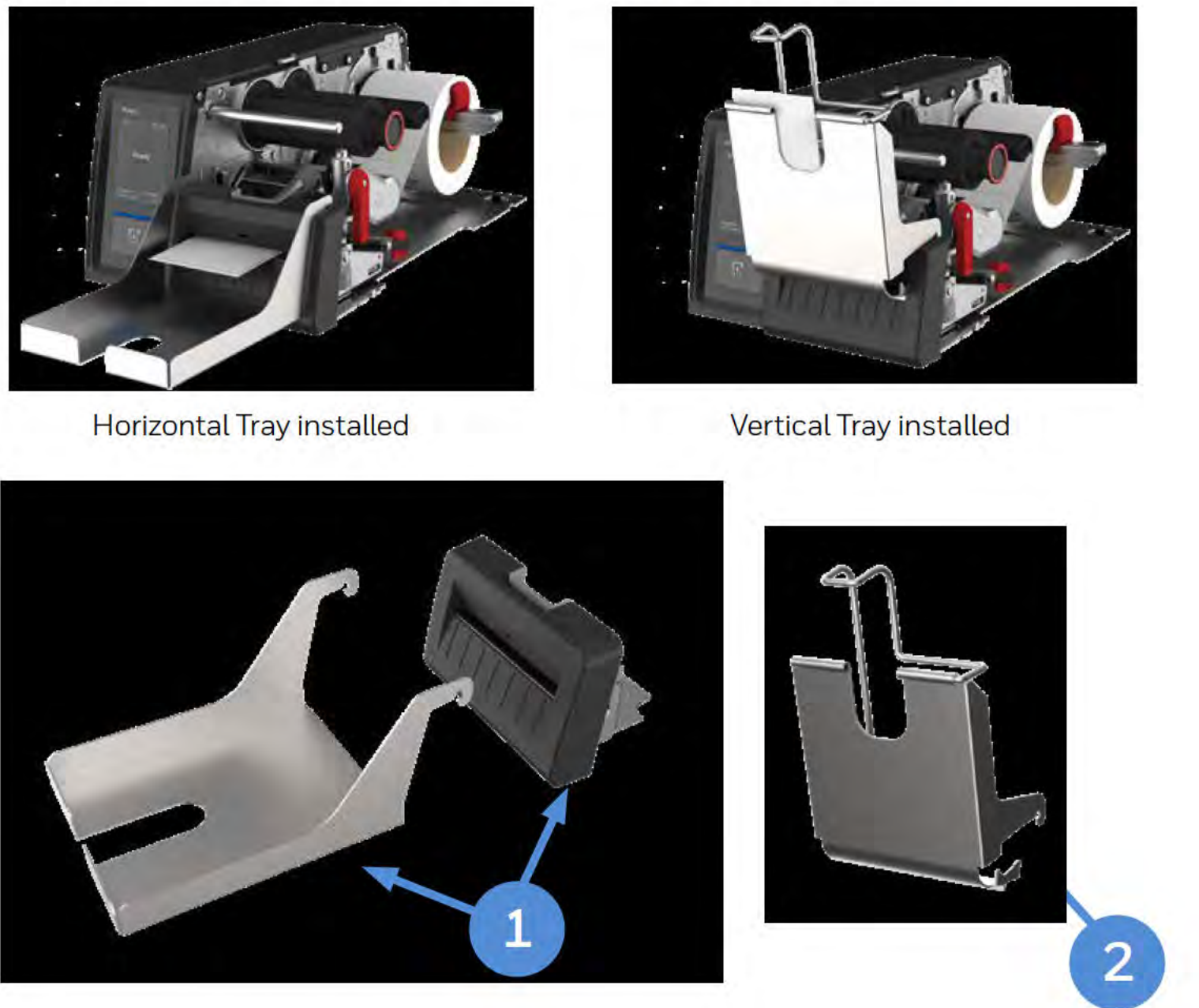
In cut-off printing, each label is automatically cut from the media roll immediately after the label is printed. You can print on non-adhesive, continuous label stock, and also self-adhesive labels with a liner.



PART NUMBER	DESCRIPTION
1 50180206-001	Cutter Kit for PM45 (includes cutter tray)

PM45C 4-inch Cutter

In cut-off printing, each label is automatically cut from the media roll immediately after the label is printed. You can print on non-adhesive, continuous label stock, and also self-adhesive labels with a liner. Optionally, a vertical tray can be added to the cutter, typically used in the airline industry.



PART NUMBER	DESCRIPTION
1 50180201-001	Cutter Kit for PM45C (includes cutter tray)
2 203-993-001	Cutter Vertical Tray, Accessories Kits

ACCESSORIES

PM65 6-inch Cutter

In cut-off printing, each label is automatically cut from the media roll immediately after the label is printed. You can print on non-adhesive, continuous label stock, and also self-adhesive labels with a liner.



PM65 with Cutter (No Side Door)



PM65 with Cutter (Side Door)



	PART NUMBER	DESCRIPTION
1	PM65-CUTTER	Cutter Kit for PM65 (includes cutter tray)

ACCESSORIES

PM45/ PM45C 4-inch Rotation Hanger

The rotation hanger enables consistent feeding of the media stock and also includes a low paper detection feature, recommended when large rolls of media are used or when printers are mounted on their side. The 4-inch kit is compatible with both PM45 and PM45C printers.

Warning: The rotation hanger must only be installed by an authorized service technician, as you need to open the printer and physically install the hanger and media sensor in the printer.



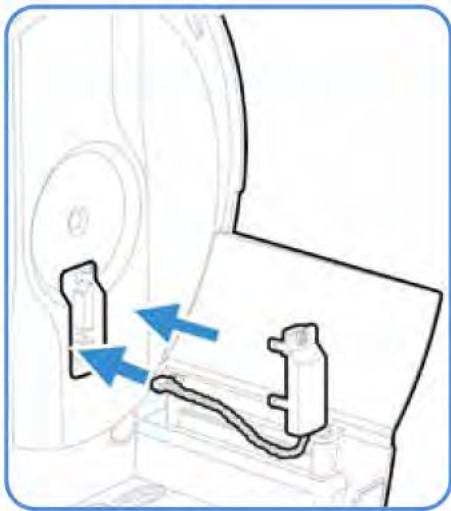
Standard Media Hanger



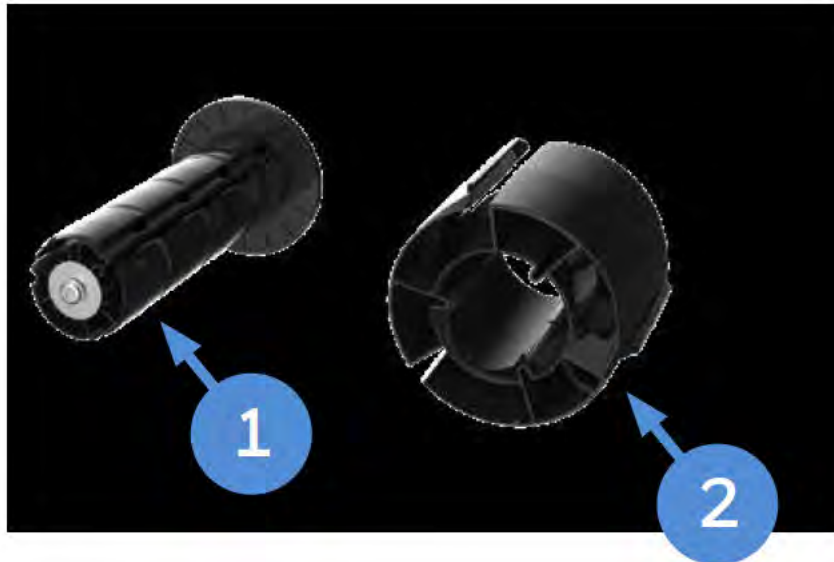
Rotation Hanger



Rotation Hanger with Media



Media Sensor



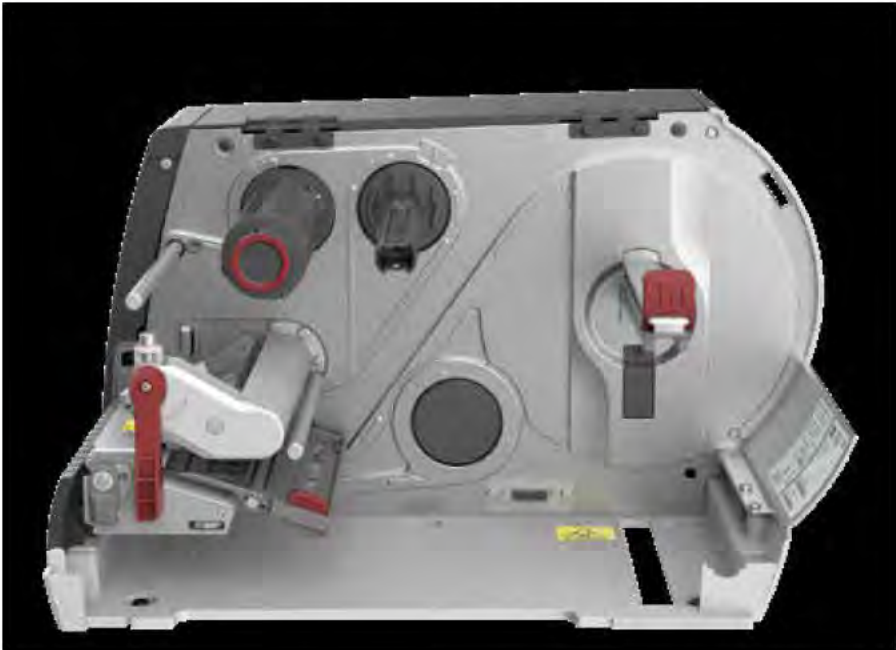
	PART NUMBER	DESCRIPTION
1	203-977-001	KIT, ROTATION HANGER (includes media sensor)
2	203-972-001	KIT, CORE 3 INCH (3 inch adapter (3" Dolly))

ACCESSORIES

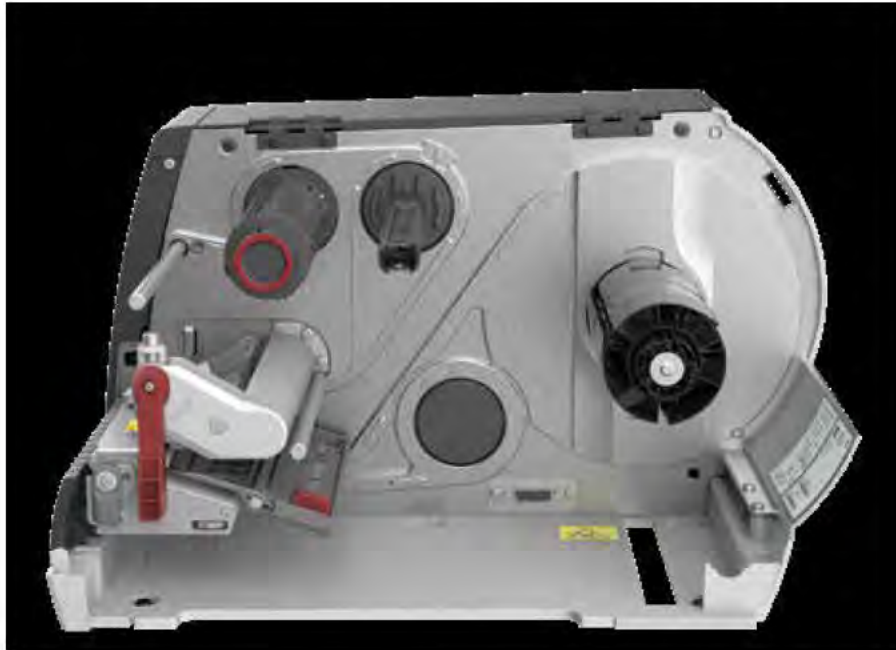
PM65 6-inch Rotation Hanger

The rotation hanger enables consistent feeding of the media stock and also includes a low paper detection feature, recommended when large rolls of media are used or when printers are mounted on their side. The 6-inch kit is compatible with PM65 printers.

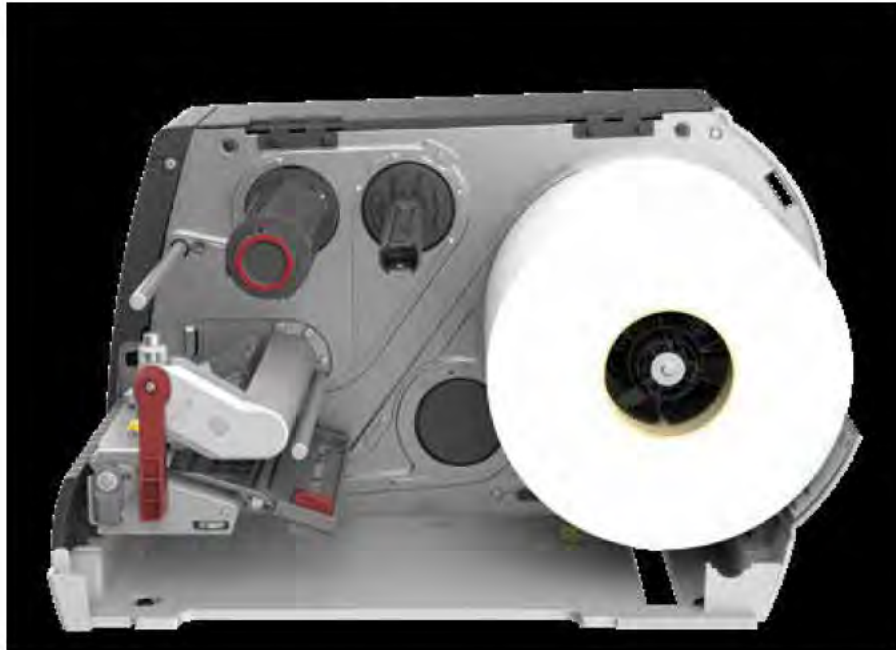
Warning: The rotation hanger must only be installed by an authorized service technician, as you need to open the printer and physically install the hanger and media sensor in the printer.



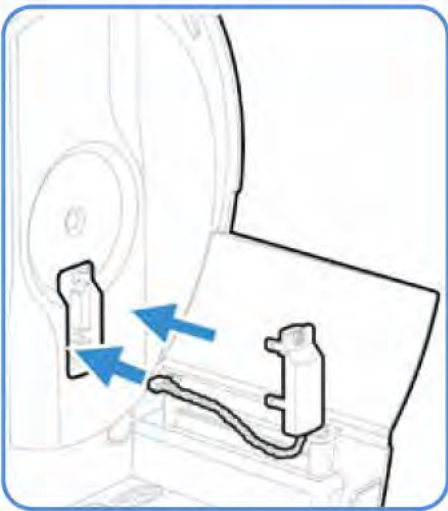
Standard Media Hanger



Rotation Hanger



Rotation Hanger with Media



Media Sensor



	PART NUMBER	DESCRIPTION
1	PM65-RH	KIT, ROTATION HANGER (includes media sensor)
2	203-972-001	KIT, CORE 3 INCH (3 inch adapter (3' Dolly))

NOTE: PM65 requires 2 x 203-972-001 to be purchased to span the 6-inch hanger width

ACCESSORIES

PM45C Doors

The PM45C doors are interchangeable, any configuration of PM45C can be converted to either Short, Long or Mega Dome Door.



Short Door



Long Door



Mega Dome Door



1



2



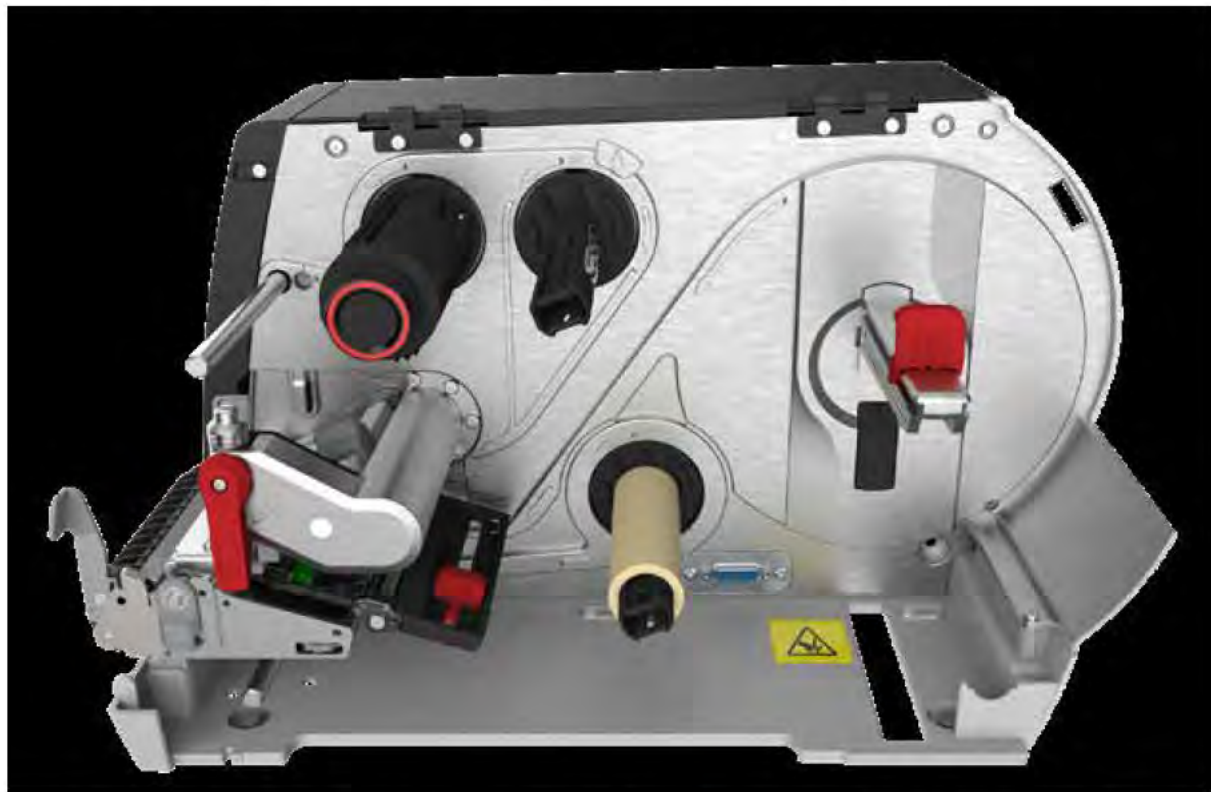
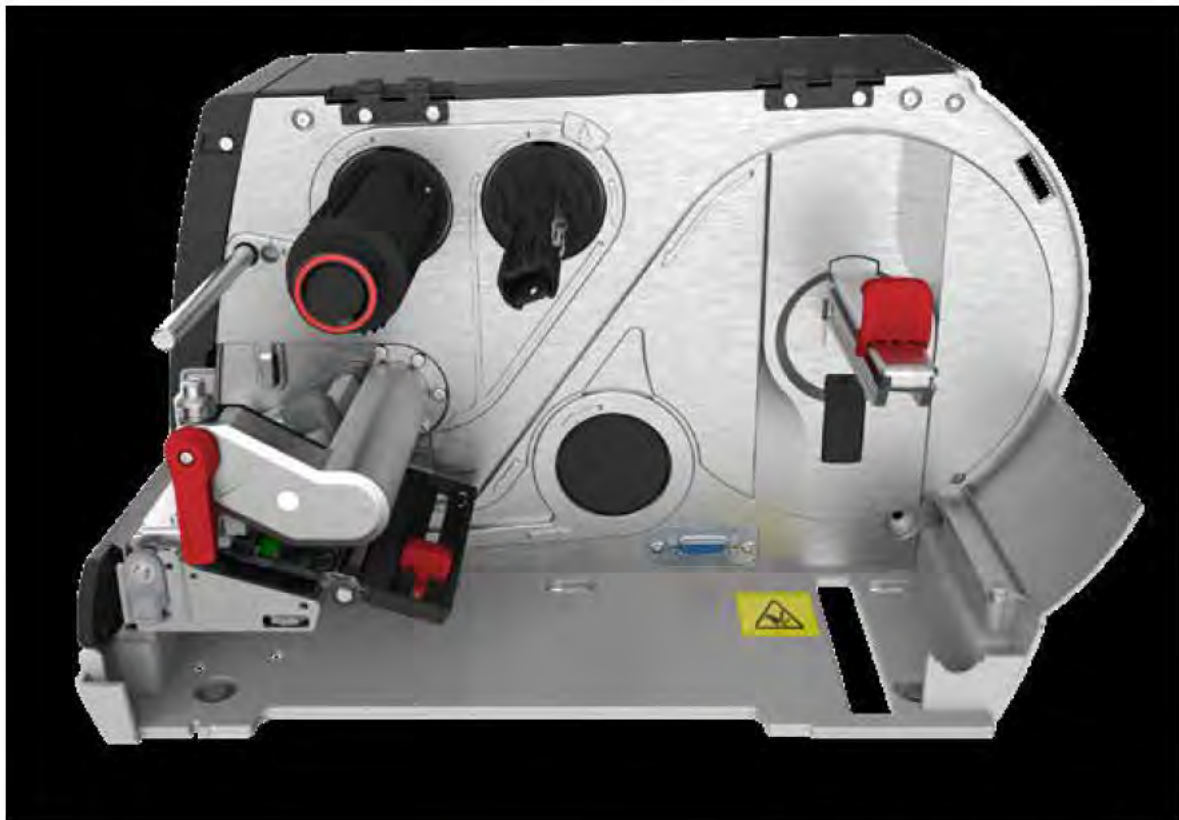
3

	PART NUMBER	DESCRIPTION
1	PM45C-SD-KIT	Door, Short Assy, PM45C
2	PM45C-LD-KIT	Door, Long Assy, PM45C
3	PM45C-MD-KIT	Door, Mega Dome Assy, PM45C

ACCESSORIES

Service Upgrade Kit - PM45/ PM45C 4-inch Internal Rewinder + Label Taken Sensor

This kit is for upgrading the PM45 or PM45C with the 4-inch Internal Rewinder and Label Taken Sensor (LTS) option.
Warning: The Internal Rewinder and Label Taken Sensor must only be installed by an authorized service technician, as you need to open the printer and physically install the rewriter and sensor in the printer.



PM45Axxxxxx3xxxx

PM45 with Internal Rewinder + LTS



Label Dispenser

1



2



Label Taken Sensor

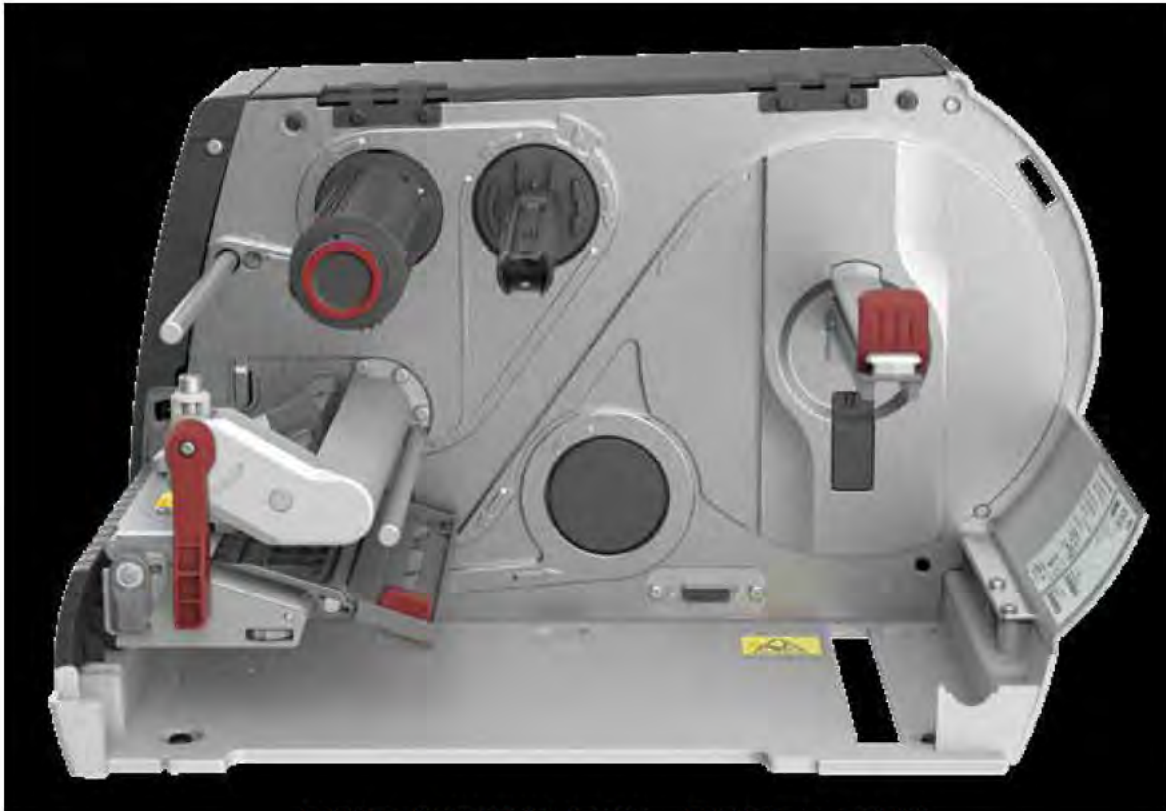
3

	PART NUMBER	DESCRIPTION
1	50180196-001	Label Dispenser, PM45
2	50178326-001	PM45 Rewinder,Media Internal Sub-Assembly
3	715-616S-001	Label Taken Sensor (LTS), Spare Kit, PM43/ PM45/ PM65

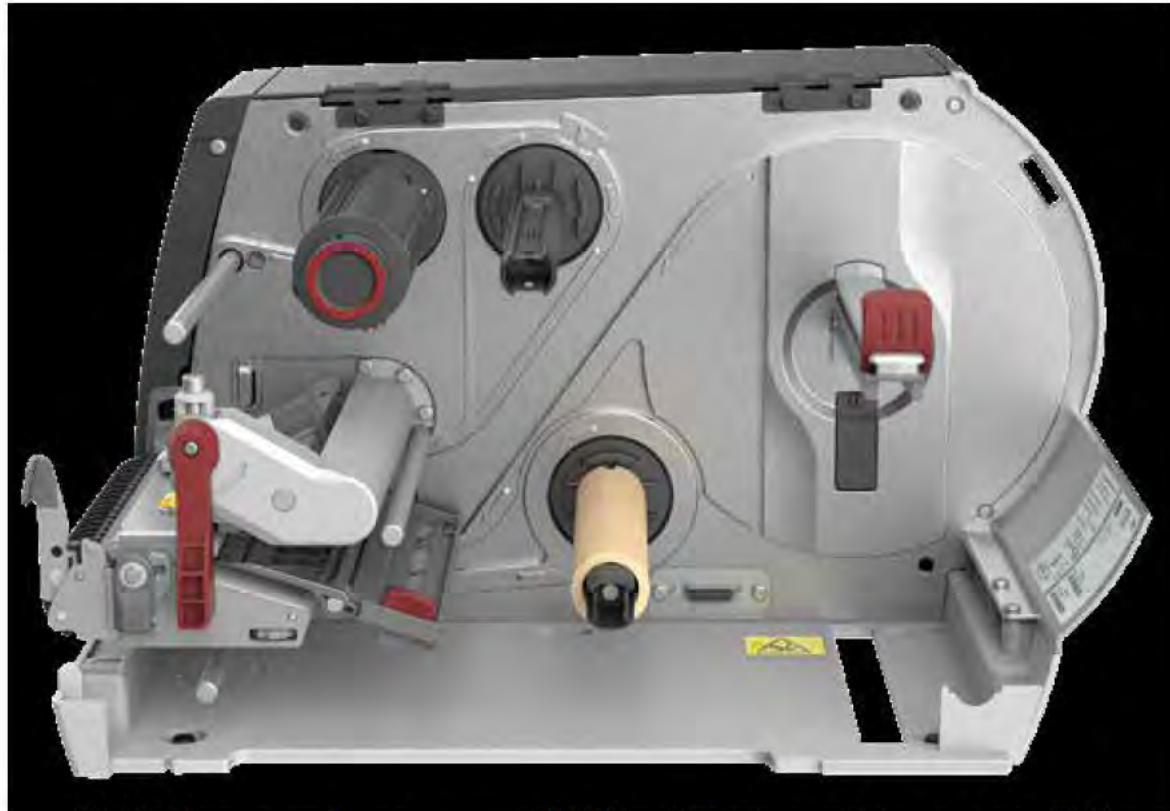
ACCESSORIES

Service Upgrade Kit - PM65 6-inch Internal Rewinder + Label Taken Sensor

This kit is for upgrading the PM65 with the 6-inch Internal Rewinder and Label Taken Sensor (LTS) option.
Warning: The Internal Rewinder and Label Taken Sensor must only be installed by an authorized service technician, as you need to open the printer and physically install the rewriter and sensor in the printer.



PM65Axxxxxx0xxxx PM65 Tear Off

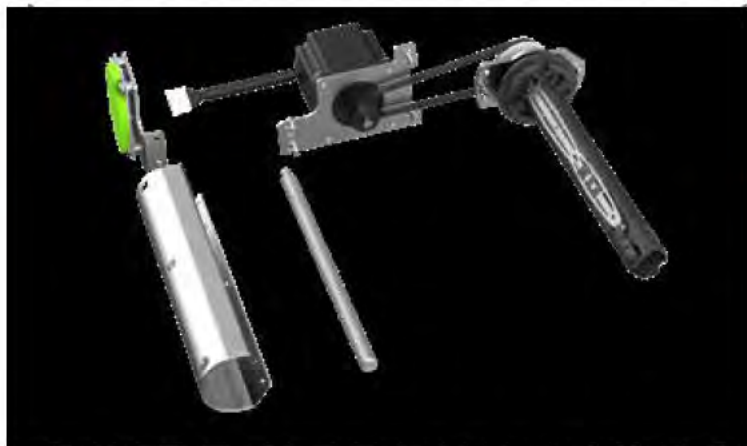


PM65Axxxxxx3xxxx PM65 with Internal Rewinder + LTS



Label Dispenser

1



2



Label Taken Sensor

3

	PART NUMBER	DESCRIPTION
1	PM65-LD	Label Dispenser, PM65
2	PM65-MR-001	PM65 Rewinder,Media Internal Sub-Assembly
3	715-616S-001	Label Taken Sensor (LTS), Spare Kit, PM43/ PM45/ PM65

ACCESSORIES

PM45 Full Batch Rewinder

The Full Batch Rewinder is used to pre-print a whole roll of labels and rewind them.
Warning: The Full Batch Rewinder must only be installed by an authorized service technician, as you need to open the printer and physically install the rewinder.



Exploded View



Side View with Empty Core



Side View with Collapsible Core

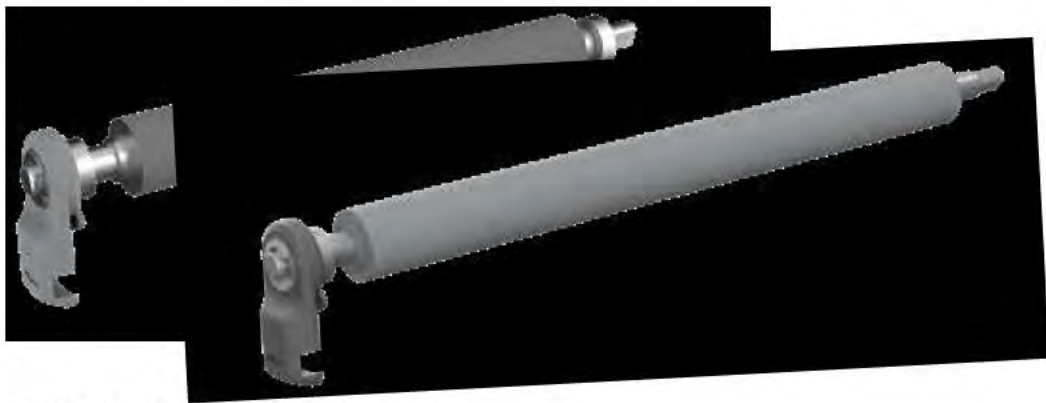
	PART NUMBER	DESCRIPTION
	50178308-001	KIT, PM45 Full Batch Rewinder (Field option kit)
OPTIONAL	50180221-001	PM45 Collapsible Core

ACCESSORIES

Consumables and Cables



PART NUMBER	MODEL	DESCRIPTION
50180236-001	PM45/PM45C	PM45/ PM45C 203 DPI Printhead Assembly, 4"
50180237-001	PM45/PM45C	PM45/ PM45C 300 DPI Printhead Assembly, 4"
50180238-001	PM45/PM45C	PM45/ PM45C 406 DPI Printhead Assembly, 4"
50180234-001	PM45/PM45C	PM45/ PM45C 600 DPI Printhead Assembly, 4"
PM65-TPH-203	PM65	PM65 203 DPI Printhead Assembly, 6"
PM65-TPH-300	PM65	PM65 300 DPI Printhead Assembly, 6"



PART NUMBER	DESCRIPTION
50180235-001	Kit, PM45/PM45C, 4-inch Platen Roller
PM65-PR	Kit, PM65, 6-inch Platen Roller



PART NUMBER	DESCRIPTION
321-576-004	USB (USB-A to USB-B) cable, 6.5 ft. (2 m) length



PART NUMBER	DESCRIPTION
1-974022-018	Parallel (IEEE 1284) cable, 5.9 ft. (1.8 m) length



PART NUMBER	DESCRIPTION
1-974024-018	RS-232 (DB9F to DB9M) cable, 5.9 ft. (1.8 m) length



PART NUMBER	DESCRIPTION
1-110501-00	Cleaning Card for 4" wide printers (4.5"x6"), box of 25
1-110601-00	Cleaning Card for 6" wide printers, box of 25 PX6i,PX6ie,PM65,PX65

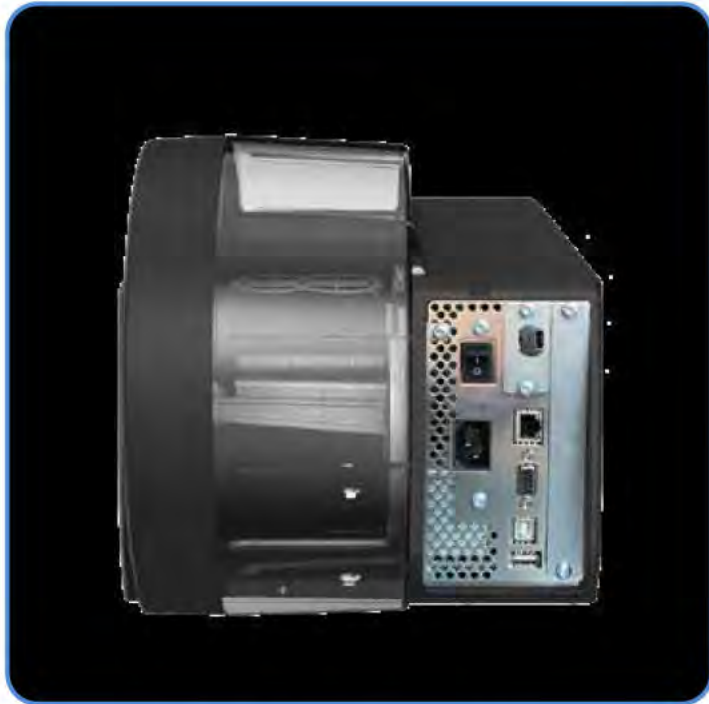
MISCELLANEOUS

AC Cords

Regional Power Cords



PM45 Rear I/O View



PM45C Rear I/O View



AC Power - C13 Type Connector



PM65 Rear I/O View

PART NUMBER	TYPE	DESCRIPTION
3013-1460-001	C13	AC Power Cord, 1.5m, Argentina
3013-1457-001	C13	AC Power Cord, 1.5m, Australia/ New Zealand
3013-1452-001	C13	AC Power Cord, 1.5m, Brazil
3013-1454-001	C13	AC Power Cord, 1.5m, Europe (EU)
3013-1456-001	C13	AC Power Cord, 1.5m, India
3013-1458-001	C13	AC Power Cord, 1.5m, Israel
3013-1455-001	C13	AC Power Cord, 1.5m, Korea
3013-1462-001	C13	AC Power Cord, 1.5m, South Africa
3013-1459-001	C13	AC Power Cord, 1.5m, UK
3013-1453-001	C13	AC Power Cord, 1.5m, USA

APPENDIX

PM45/ PM45C/ PM65 vs PM43 Accessories

ACCESSORIES										
Category	Description	PM45	PM45C	PM65	PM43	PM43C	Is the PM45 part the same as PM43?	Is the PM43 part compatible with PM45?	Customer Installable	Notes
Platen Roller	Platen Roller Kit	 50180235-001	 50180235-001	 PM65-PR	 710-118S-001 or 710-118S-002	 710-118S-001 or 710-118S-002	No	No	Yes	New design optimised for print precision
	Linerless Platen Roller Kit	-	-	-	203-994-001	203-994-001				No Linerless support on PM45
Printheads	203 DPI Printhead Assembly	50180236-001	50180236-001	PM65-TPH-203	710-129S-001	710-129S-001	No	No	Yes	New design optimised for print precision
	300 DPI Printhead Assembly	50180237-001	50180237-001	PM65-TPH-300	710-179S-001	710-179S-001	No	No	Yes	New design optimised for print precision
	406 DPI Printhead Assembly	50180238-001	50180238-001	-	710-180S-001	710-180S-001	No	No	Yes	New design optimised for print precision
	600 DPI Printhead Assembly	50180234-001	50180234-001	-	710-129-004FRE	710-129-004FRE	No	No	Yes	New design optimised for print precision
Collapsible Core	Collapsible Core - Ribbon Take-up	 50174871-001FRE	 50174871-001FRE	 PM65-LCC	 203-971-001	 203-971-001	No	Yes	Yes	PM45 ribbon collapsible core is wider diameter
	Collapsible Core-(Coreless Media) Rewinder	 50180221-001	 50180221-001	 PM65-CC	 203-971-001	 203-971-001	No	Yes	Yes	4-Inch is a colour change only
Wi-Fi / Bluetooth	Kit, Wireless LAN, North America (NA)	50178327-001 (a/b/g/n/ac)	50178327-001 (a/b/g/n/ac)	PM65-WL-NA (a/b/g/n/ac/ax)	270-189-001 (b/g/n) 270-189-003 (a/b/g/n)	270-189-001 (b/g/n) 270-189-003 (a/b/g/n)	No	No	Yes	
	Kit, Wireless LAN, Rest Of World (ROW)	50174832-001 (a/b/g/n/ac)	50174832-001 (a/b/g/n/ac)	PM65-WL-ROW (a/b/g/n/ac/ax)	270-189-002 (b/g/n) 270-189-004 (a/b/g/n)	270-189-002 (b/g/n) 270-189-004 (a/b/g/n)	No	No	Yes	
RFID	RFID UHF North America (NA)	50180747-001	50180747-001	50180747-001	270-177-014	270-177-014	No	No	No	Upgrade Kit - Requires authorized technician to install
	RFID UHF Europe (EU) / Rest Of World (ROW)	50180233-001	50180233-001	50180233-001	270-177-005	270-177-005	No	No	No	Upgrade Kit - Requires authorized technician to install
Cutter	Cutter Kit	 50180206-001	 50180201-001	 PM65-CUTTER	 203-991-002	 203-992-002	No	Yes	Yes (PM45/ PM65 Only)	4-inch is a colour change only
Interface Boards	Applicator	PM45-APPL-01	PM45-APPL-01	PM45-APPL-01	-	-	No	No	No	Upgrade Kit - Requires authorized technician to install
	DUART Industrial Interface Card	-	-	-	270-191-001	270-191-001	No	No	No	Upgrade Kit - Requires authorized technician to install
	Industrial Interface Board	PM45-IND-01	PM45-IND-01	PM45-IND-01	270-192-001	270-192-001	No	No	No	Upgrade Kit - Requires authorized technician to install
	Parallel Port Card	PM45-PAR-01	PM45-PAR-01	PM45-PAR-01	270-188-001	270-188-001	No	No	No	Upgrade Kit - Requires authorized technician to install
	USB Hub Interface Card	-	-	-	270-190-001	270-190-001	No	No	No	Upgrade Kit - Requires authorized technician to install
	WWAN 4G LTE	50179990-001	50179990-001	50179990-001	-	-	No	No	No	Upgrade Kit - Requires authorized technician to install
Media Supply Options	3" Media Core	203-972-001	203-972-001	203-972-001 (2 kits needed)	203-972-001	203-972-001	Yes	Yes	Yes	
	Rotation Hanger Kit	203-977-001	203-977-001	PM65-RH	203-977-001	203-977-001	Yes	Yes	Yes	
	Large Media Arm Edge Guide	 50180192-001	 50180192-001	 50180192-001	 203-973-001	 203-973-001	No	Yes	Yes	Colour change only
Label Dispenser	Label Dispenser	 50180196-001	 50180196-001	 PM65-LD	 203-974-001	 203-974-001	No	Yes	Yes	4-Inch is a colour change only
Rewinder	Internal Rewinder/Peel Off Kit	50178326-001	50178326-001	PM65-MR-001	710-090S-001	710-090S-001	No	No	No	Electronics are different between PM43 and PM45
	Full Roll Rewinder (Full Batch) Kit	50178308-001	-	-	203-976-001	-	No	No	No	Electronics are different between PM43 and PM45
Media Lock	Media Lock	-	-	203-970-001	203-970-001	-	-	-	-	Not supported on PM45

APPENDIX

Front Display - Compare PM45 to PM43

Compare the LCD/ Keyboard assembly.



PM43



PM45

APPENDIX

Media Compartment - Compare PM45 to PM43

Compare the media setup.



PM43



PM45

APPENDIX

Connectivity - Compare PM45 to PM43

Compare the previous communication ports.



PM43



PM45

MISCELLANEOUS

Disclaimer

Disclaimer

Honeywell International Inc. (“HII”) reserves the right to make changes in specification and other information contained in this document without prior notice, and the reader should in all cases consult HII to determine whether any such changes have been made. The information in this publication does not represent a commitment on the part of HII.

HII shall not be liable for technical or editorial errors or omissions contained herein; nor for incidental or consequential damages resulting the furnishing, performance, or use of this material.

This document contains proprietary information that is protected by copyright. All rights are reserved. No part of this document may be photocopied, reproduced, or translated into another language with-out prior written consent of HII.

Web Address: www.honeywellaidc.com

The Bluetooth trademarks are owned by Bluetooth SIG, Inc., U.S.A and licensed to Honeywell.

Other product names mentioned in the manual may be trademarks of registered trademarks of their respective companies and are the property of their respective owners.

All rights reserved.

For more information
automation.honeywell.com

**Honeywell Safety and
Productivity Solutions**
855 S Mint St
Charlotte, NC 28202
800-582-4263
www.honeywell.com

Report Title: Requested Item Details

Run Date and Time: 20/02/2026 15:14:04 Australian Eastern Daylight Time (New South Wales)

Run by: Cynthia Chen

Table name: sc_req_item

Requested Item			
Number:	RITM5858923	Directorate:	CANBERRA HEALTH SERVICES - CHS
Request:	REQ2379104	Request Type:	ICT
Parent:		Stage:	Completed
Item:	ICT General Enquiry	State:	Closed Complete
Affected contact:	JoJo Maung	Assignment group:	ICT Health
Opened by:	JoJo Maung	Assigned to:	John Cordie
Opened:	23/12/2025 12:08:09	Time worked:	
Due date:	23/12/2025 12:08:09	Watch list:	
Closed:	19/01/2026 14:17:05	Approver list:	
Closed by:	John Cordie	Approval:	Not Yet Requested
Approval set:		Contact type:	Self-service
Business Application:		User input:	
Configuration item:		Follow up:	
		Escalation:	Normal
Quantity:	1	Price:	\$0.00
Estimated delivery:		Recurring price:	\$0.00
Backordered:	false	Recurring price frequency:	
Short description:			
Work Happening under - RITM5858979 DCBR ICT Purchasing Enquiry - Intermec/Honeywell industrial printer PM45C			
Work notes:			

19/01/2026 14:17:05 - John Cordie (Work notes)

Status set to closed complete.

23/12/2025 14:37:25 - Richard Perkov (Work notes)

ICT Health

Appears to be a duplicate please cancel if needed

Kind Regards

Richard

ICT Purchasing

23/12/2025 14:35:35 - Richard Perkov (Work notes)

From: Maung, JoJo <JoJo.Maung@act.gov.au>

Sent: Tuesday, 23 December 2025 2:03 PM

To: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Cordie, John <John.Cordie@act.gov.au>

Cc: Bradbury, Susan <Susan.Bradbury@act.gov.au>

Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi Maddi,

Thanks, if we can cancel your RITM.

@Perkov, Richard @Marsden, James and @Cordie, John – we have 3 tickets in the ServiceNow, but please progress with any one of these three?

Kind Regards & Have a Safe & Happy Holidays

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Nggunawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)

[REDACTED]

From: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>
Sent: Tuesday, 23 December 2025 1:34 PM
To: Perkov, Richard <Richard.Perkov@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>
Cc: Bradbury, Susan <Susan.Bradbury@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi JoJo and all,

When requested by Richard I added the ticket below! Happy to cancel mine

Dear Madeleine
We've received your request for Specialised ICT Product Enquiry.
The reference number is RITM5858979.
Thanks,

Maddi

Madeleine Gribben | Senior Microbiology Scientist
madeleine.gribben@act.gov.au
Microbiology | Health Professional
ACT Pathology | Canberra Health Services | ACT Government
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Perkov, Richard <Richard.Perkov@act.gov.au>
Sent: Tuesday, 23 December 2025 1:32 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi Jo Jo

Are any of the below job's duplicate jobs?

RITM5858923
RITM5859084
RITM5858979

If so please advise which aren't required

Kind Regards

Richard

Richard Perkov| ICT Purchasing |Service Assurance
Phone: 02 6205 0368| Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 |GPO Box 158 Canberra ACT 2912 | www.act.gov.au
I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Additional comments:

19/01/2026 14:17:05 - John Cordie (Additional comments)
This Printer is being ordered under Case number RITM5858979 no further action under this case

23/12/2025 14:52:26 - John Cordie (Additional comments)
Work Happening under - RITM5858979

Related List Title: Task SLA List

Table name: task_sla

Query Condition: Task = RITM5858923

1 Task SLAs

Active	Business elapsed time	Business pause duration	Business elapsed percentage	Business time left	Actual elapsed time	Stop time	Has breached	Original breach time	Pause duration
false	5 Days 12 Hours 21 Minutes	5 Hours 47 Minutes	155.72	0 Seconds	26 Days 20 Hours 15 Minutes	19/01/2026 14:17:05	true	09/01/2026 12:08:11	5 Hours 53 Minutes

Related List Title: Email List

Table name: sys_email

8 Emails

Created	Recipients	Copied	Subject	Type	Notification type	User ID
19/01/2026 14:17:10	JoJo.Maung@act.gov.au		Request completed - Work Happening under - RITM5858979 DCBR ICT Purchasing Enquiry - Intermec/Honeywell industrial printer PM45C - RITM5858923	sent	SMTP	

Created	Recipients	Copied	Subject	Type	Notification type	User ID
19/01/2026 14:17:10	JoJo.Maung@act.gov.au		Request updated - Work Happening under - RITM5858979 DCBR ICT Purchasing Enquiry - Intermec/Honeywell industrial printer PM45C - RITM5858923	sent	SMTP	
09/01/2026 12:08:18	Anthony.Putland@act.gov.au		SLA breach warning for RITM5858923	sent	SMTP	
09/01/2026 12:08:11	Anthony.Putland@act.gov.au		SLA breach warning for RITM5858923	sent	SMTP	
06/01/2026 16:23:19	John.Cordie@act.gov.au		SLA warning for RITM5858923	sent	SMTP	
02/01/2026 12:08:18	John.Cordie@act.gov.au		SLA warning for RITM5858923	sent	SMTP	
23/12/2025 14:52:33	JoJo.Maung@act.gov.au		Request updated - DCBR ICT Purchasing Enquiry - Intermec/Honeywell industrial printer PM45C - RITM5858923	sent	SMTP	
23/12/2025 12:08:11	JoJo.Maung@act.gov.au		Request received - ICT General Enquiry - RITM5858923	sent	SMTP	

Related List Title: Checklist List

Table name: checklist

None

Request Updated

Dear JoJo

Your request for **ICT General Enquiry - RITM5858923** has been updated with the following comments:

23/12/2025 14:52:26 AEDT - John Cordie

Additional comments

Work Happening under - RITM5858979

Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39039925_Qn1m4s7OswYmMWBk8kA

SLA breach warning for RITM5858923

Item Details:

Number: [RITM5858923](#)
Opened: 2025-12-23 01:08:09
Opened by: JoJo Maung
Affected contact: JoJo Maung
Item: ICT General Enquiry
Assignment group: ICT Health
Assigned to: John Cordie

Short Description: Work Happening under - RITM5858979 DCBR ICT Purchasing Enquiry - Intermec/Honeywell industrial printer PM45C

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG39274799_UOc2CUIFoEBZACC1fBo

SLA warning for RITM5858923

Item Details:

Number: [RITM5858923](#)
Opened: 2025-12-23 01:08:09
Opened by: JoJo Maung
Affected contact: JoJo Maung
Item: ICT General Enquiry
Assignment group: ICT Health
Assigned to: John Cordie

Short Description: Work Happening under - RITM5858979 DCBR ICT Purchasing Enquiry - Intermec/Honeywell industrial printer PM45C

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG39203470_X9wORIAniJPZ2kqKFXS

SLA warning for RITM5858923

Item Details:

Number: [RITM5858923](#)
Opened: 2025-12-23 01:08:09
Opened by: JoJo Maung
Affected contact: JoJo Maung
Item: ICT General Enquiry
Assignment group: ICT Health
Assigned to: John Cordie

Short Description: Work Happening under - RITM5858979 DCBR ICT Purchasing Enquiry - Intermec/Honeywell industrial printer PM45C

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG39123884_ofVWWpz91bG6jjfYNjf

Your Request

Dear JoJo

We've received your request for **ICT General Enquiry**.

The reference number is **RITM5858923**.

What's next?

We'll send you emails about this request as it progresses. You can also track its progress or use the Activity Stream to send a message to the Service Desk at [My Requests](#).

Need help?

[Contact the Service Desk](#)

Kind regards

Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39033322_RbXEICKS4kL3T9s3Vlr

Your Request

Dear JoJo

Your request for **ICT General Enquiry - RITM5858923** has been completed.

See the history of this request in [My Requests](#).

If your request hasn't been resolved to your satisfaction, let us know.

My request isn't complete

Share your feedback

How happy are you with the service you received for this request?



Click a smiley face button to go to our website and rate our service. We use your feedback to improve our processes and your experience.

Buttons don't work? Email us at CustomerServiceOneGov@act.gov.au.

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39490837_0plsmxaC2DiC2aIm2q0

SLA breach warning for RITM5858923

Item Details:

Number: [RITM5858923](#)
Opened: 2025-12-23 01:08:09
Opened by: JoJo Maung
Affected contact: JoJo Maung
Item: ICT General Enquiry
Assignment group: ICT Health
Assigned to: John Cordie

Short Description: Work Happening under - RITM5858979 DCBR ICT Purchasing Enquiry - Intermec/Honeywell industrial printer PM45C

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG39274793_b0MMzYZCiatSAVQtMya

Request Updated

Dear JoJo

Your request for **ICT General Enquiry - RITM5858923** has been updated with the following comments:

19/01/2026 14:17:05 AEDT - John Cordie

Additional comments

This Printer is being ordered under Case number RITM5858979 no further action under this case

23/12/2025 14:52:26 AEDT - John Cordie

Additional comments

Work Happening under - RITM5858979

Tips and troubleshooting

- Need to make changes or cancel this request? [Contact the Service Desk](#) by phone or chat for advice.
- Want to see the history of this request? Go to [My Requests](#).

Kind regards

ICT Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG39490835_4fz5QXhN1RYtpDUIMsh

From: Maung, JoJo
Sent: Tuesday, 23 December 2025 2:03 PM
To: Gribben, Madeleine; Perkov, Richard; Marsden, James; Cordie, John
Cc: Bradbury, Susan
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi Maddi,

Thanks, if we can cancel your RITM.

@Perkov, Richard @Marsden, James and @Cordie, John – we have 3 tickets in the ServiceNow, but please progress with any one of these three?

Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

Thursday 25th of December (Christmas Day)
Friday 26th December (Boxing Day)
Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)
Thursday 1st of January, 2026 (New Year’s Day)



From: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>
Sent: Tuesday, 23 December 2025 1:34 PM
To: Perkov, Richard <Richard.Perkov@act.gov.au>; Maung, JoJo <JoJo.Maung@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>
Cc: Bradbury, Susan <Susan.Bradbury@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi JoJo and all,

When requested by Richard I added the ticket below! Happy to cancel mine 😊

Dear Madeleine

We've received your request for **Specialised ICT Product Enquiry**.

The reference number is **RITM5858979**.

Thanks,

Maddi

Madeleine Gribben | Senior Microbiology Scientist
madeleine.gribben@act.gov.au
Microbiology | Health Professional
ACT Pathology | Canberra Health Services | ACT Government
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

From: Perkov, Richard <Richard.Perkov@act.gov.au>
Sent: Tuesday, 23 December 2025 1:32 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi Jo Jo

Are any of the below job’s duplicate jobs?

RITM5858923
RITM5859084
RITM5858979

If so please advise which aren’t required

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance
Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au
I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Tuesday, 23 December 2025 1:22 PM
To: Marsden, James <James.Marsden@act.gov.au>; DCBR, ICT Purchasing <CTPurchasing.DCBR@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi James and Richard,

Yep, gotcha RITM5859084 has been raised in ServiceNow for this request

Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

Thursday 25th of December (Christmas Day)
Friday 26th December (Boxing Day)
Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)
Thursday 1st of January, 2026 (New Year’s Day)



From: Marsden, James <James.Marsden@act.gov.au>
Sent: Tuesday, 23 December 2025 1:14 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Hi JoJo,

I believe Richard is advising that you log the request through the [Specialised ICT Product Enquiry form](#). Not an ICT Procurement request.

They are two separate forms.

Kind regards,

James Marsden | ICT CHS Refresh Coordinator, Refresh Team
Service Assurance | Customer Engagement Services | Digital Canberra | ACT Government
Phone: 6205 5264 | Refresh Team: 6207 7378 | Email: James.Marsden@act.gov.au
Mon - Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158, Canberra ACT 2601 | act.gov.au
Tues - Fri - Level G, 4 Bowes Street, Phillip ACT 2606 | Canberra ACT 2601

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Tuesday, 23 December 2025 12:38 PM
To: DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; Manning, Karla <Karla.Manning@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

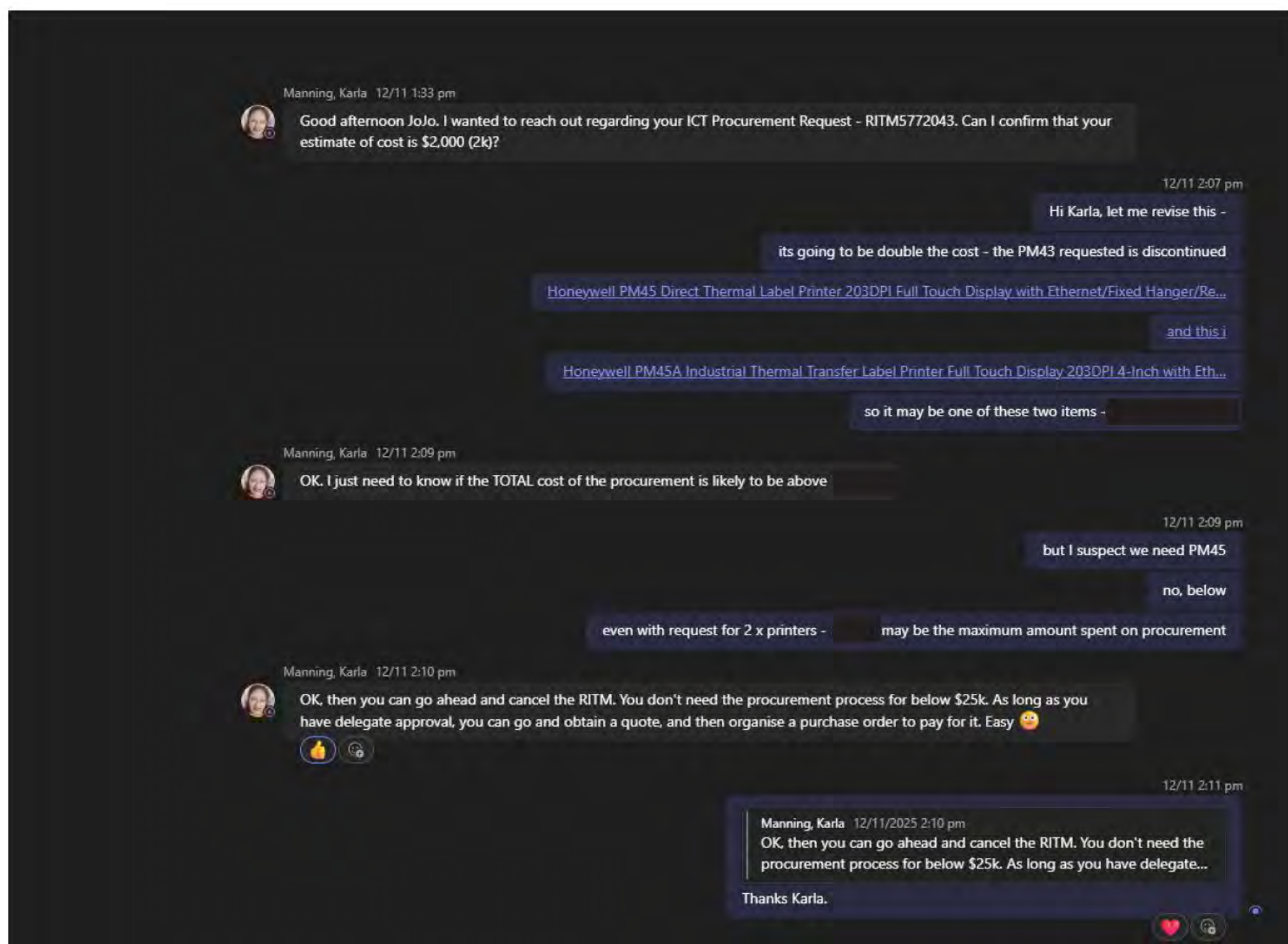
Hi Richard,

That advice is incorrect. Specialise ICT Purchases only handle procurement over \$25, 000.

Please process communicated to me from Specialised ICT Procurement is to raise this with DCBR ICT Purchasing.

Please help us progress this request,

Thanks



Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

Thursday 25th of December (Christmas Day)

Friday 26th December (Boxing Day)

Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)

Thursday 1st of January, 2026 (New Year's Day)



From: Perkov, Richard <Richard.Perkov@act.gov.au> **On Behalf Of** DCBR, ICT Purchasing
Sent: Tuesday, 23 December 2025 12:26 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>
Subject: RE: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Good Afternoon, Jo Jo

Please request the quote through the Digital Canberra portal link below
[Specialised ICT Product Enquiry - Digital Canberra](#)

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance
Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au
Customer Engagement Services Branch | Digital Canberra | ACT Government
Winyu House, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2912 | www.act.gov.au
I acknowledge the Ngunnawal people as traditional custodians of the ACT and recognise any other people or families with connection to the lands of the ACT and region. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

From: Maung, JoJo <JoJo.Maung@act.gov.au>
Sent: Tuesday, 23 December 2025 12:13 PM
To: DCBR, ICT Purchasing <CTPurchasing.DCBR@act.gov.au>
Cc: Gribben, Madeleine <Madeleine.Gribben@act.gov.au>; Bradbury, Susan <Susan.Bradbury@act.gov.au>; Marsden, James <James.Marsden@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>
Subject: RITM5858923 - NEW Request for Microbiology Lab (Intermec/Honeywell PM45C) printer purchase

UNOFFICIAL

Good afternoon DCBR ICT Purchasing team,

Could you please help us prepare a quote for review and approval, similar to: RITM5799643 – for an Intermec/Honeywell PM45C industrial label printer?
Our Microbiology laboratory at TCH, has identified a bottleneck in their clinical laboratory workflow – with multiple ACT Govt computers and users of DHR – printing to the single Intermec/Honeywell PM43 networked printer in the lab.

We’d like to purchase and install a second networked printer in the lab, and if you can assist us in prepare a quote from the suppliers.

Thank you

Kind Regards & Have a Safe & Happy Holidays
Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)
Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au
ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



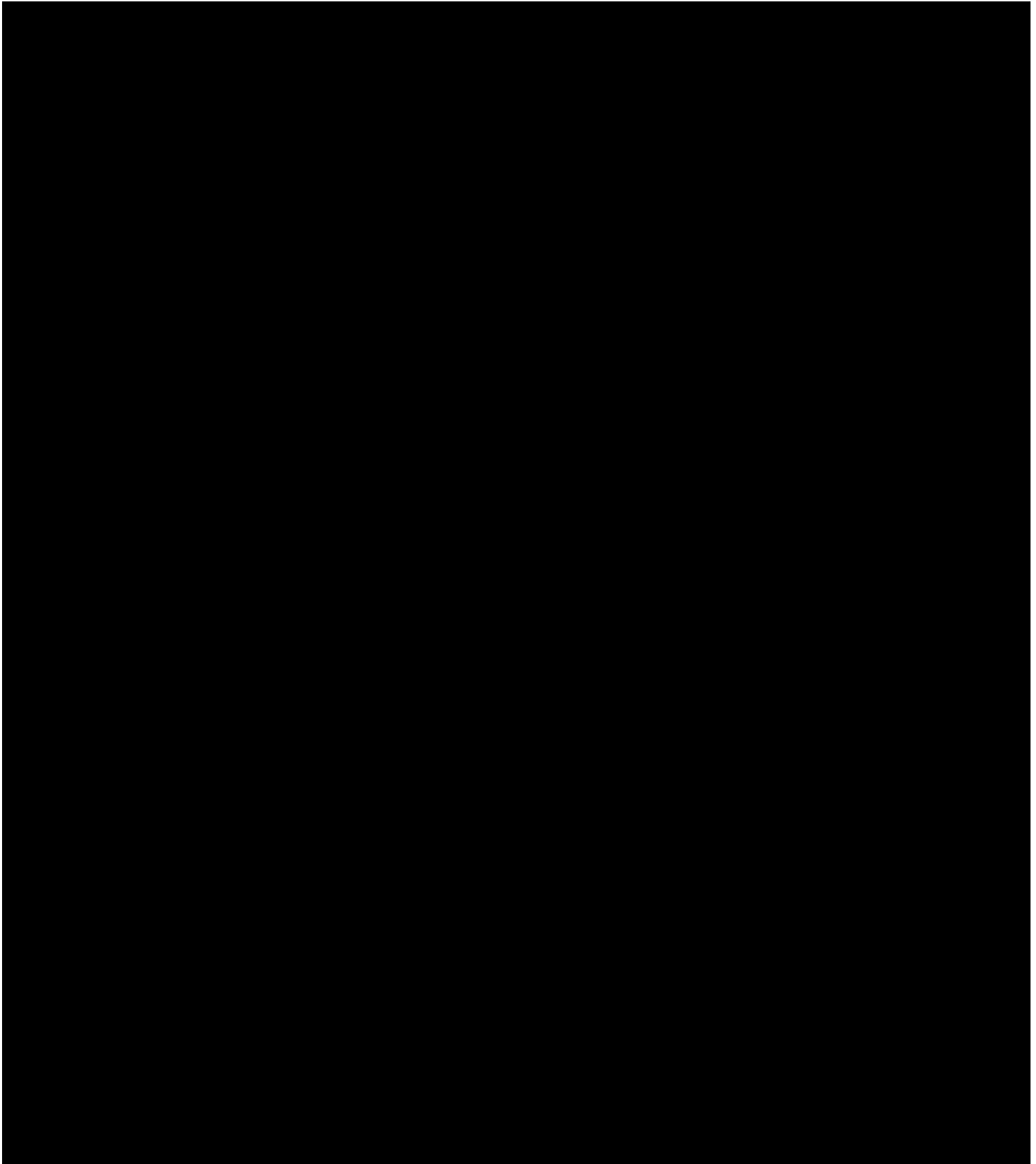
‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region. We acknowledge and respect their continuing culture and contribution to the life of this region.



Planned Leave

- Thursday 25th of December (Christmas Day)
- Friday 26th December (Boxing Day)
- Monday 29th December until Wednesday 31st December, 2025 – (ACT Govt Shutdown Period)
- Thursday 1st of January, 2026 (New Year’s Day)
- Friday 2nd January until Friday 16th January, 2026 – Annual Leave



Report Title: Requested Item Details
Run Date and Time: 20/02/2026 15:12:48 Australian Eastern Daylight Time (New South Wales)
Run by: Cynthia Chen
Table name: sc_req_item

Requested Item

Number:	RITM5951312	Directorate:	CANBERRA HEALTH SERVICES - CHS
Request:	REQ2450912		
Parent:		Request Type:	ICT
Item:	ICT General Enquiry	Stage:	Ready to Process
Affected contact:	JoJo Maung	State:	Awaiting Customer
Opened by:	JoJo Maung	Assignment group:	ICT Health
Opened:	12/02/2026 13:47:23	Assigned to:	Ash Maharaj
Due date:	12/02/2026 13:47:23	Time worked:	
Closed:		Watch list:	
Closed by:		Approver list:	
Approval set:		Approval:	Not Yet Requested
Business Application:		Contact type:	Self-service
Configuration item:		User input:	
		Follow up:	
		Escalation:	Normal
Quantity:	1	Price:	\$0.00
Estimated delivery:		Recurring price:	\$0.00
Backordered:	false	Recurring price frequency:	

Short description:

Approval requested 18/02/2026- Honeywell PM43 - Thermal Direct Print Head (Part No. 710 129S 001) URGENT

Work notes:

18/02/2026 11:29:40 - Richard Perkov (Work notes)
ICT Health

Please see attached "Quote RITM5951312.xlsm" file for quote on requested product.
Arrange financial approval and other related information in yellow highlighted cells of the quote file
Then send it back to "Service Assurance ICT Purchasing" team queue by 27/02/2026 to proceed with the purchase.

Note ETA is 3 to 4 weeks after the order is placed subject to change

Kind Regards

Richard
ICT Purchasing Team

18/02/2026 11:10:58 - Richard Perkov (Work notes)

From: [REDACTED]
Sent: Wednesday, 18 February 2026 10:51 AM
To: Perkov, Richard <Richard.Perkov@act.gov.au>
Cc: [REDACTED] Shared Services ICT <ssict@data3.com.au>

Subject: Due 17/2 - DATA#3 - Quote request RITM5951312 [IN-CONFIDENCE]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard

- Option 1 is Compatible 3rd party (Non Genuine) - \$536.96 ex
- Option 2 is Genuine OEM Part - \$717.39 ex

Both models quoted will work, if you can confirm the model of choice, we can update the quote.
Thanks Richard, we will make sure that the quote is clearer in future.

Kind Regards

Phone: [REDACTED] | 1300 650 711

Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

Data#3's ACT office is moving!

From May 2026, we'll be located at Level 1, 55 Wentworth Ave Kingston, ACT 2604. More details to follow!

18/02/2026 10:40:31 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Wednesday, 18 February 2026 10:28 AM

To: Perkov, Richard <Richard.Perkov@act.gov.au>

Cc: [REDACTED]

Subject: Due 17/2 - DATA#3 - Quote request RITM5951312 [IN-CONFIDENCE]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Richard

Thanks for your email.
I am just checking with vendor now on the best Option out of the 2 offered.
I will confirm shortly.
Sorry for the confusion.

Kind Regards

Phone: [REDACTED] | 1300 650 711

Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

Data#3's ACT office is moving!

From May 2026, we'll be located at Level 1, 55 Wentworth Ave Kingston, ACT 2604. More details to follow!

17/02/2026 16:46:11 - Richard Perkov (Work notes)

From: Perkov, Richard

Sent: Tuesday, 17 February 2026 4:46 PM

To: Shared Services ICT <ssict@data3.com.au>

Cc: [REDACTED]

Subject: RE: Due 17/2 - DATA#3 - Quote request RITM5951312 [INTERNAL ONLY]

Good afternoon, [REDACTED]

Could you please confirm the difference between Option 1 and Option 2 on the quote? Both appear to describe the same items but are priced differently. If there are any differences, could you please update the quote so that only the most suitable option is presented for the 2 x Honeywell PM43 Thermal Printheads (Part No. 710 129S 001) – PM43 203 dpi?

Kind regards,

Richard

Richard Perkov | ICT Purchasing | Service Assurance

Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

17/02/2026 16:26:43 - Richard Perkov (Work notes)

From: [REDACTED]

Sent: Tuesday, 17 February 2026 4:19 PM

To: Perkov, Richard <Richard.Perkov@act.gov.au>

Cc: [REDACTED]; Shared Services ICT <ssict@data3.com.au>

Subject: RE: Due 17/2 - DATA#3 - Quote request RITM5951312 [INTERNAL ONLY]

Caution: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Good Afternoon Richard,

Please find attached our quotation of S000526412, as per your request.

Many Thanks,

[REDACTED]
[REDACTED]

[REDACTED]

Website: data3.com.au

Connect with us: Twitter, Facebook, YouTube and LinkedIn

13/02/2026 14:22:24 - Richard Perkov (Work notes)

From: Perkov, Richard On Behalf Of DCBR, ICT Purchasing

Sent: Friday, 13 February 2026 2:21 PM

To: 'intact@data3.com.au' <intact@data3.com.au>

Cc: 'Shared Services ICT' <ssict@data3.com.au>

Subject: DATA#3 - Quote request RITM5951312

Hi Team,

Please provide ICT Purchasing with a quotation, including the ETA, for the items listed below

- 2 x Honeywell PM43 Thermal Printhead (Part No. 710-129S-001) - PM43 203 dpi.

Please respond by 17/02/2026.

Kind Regards

Richard

Richard Perkov | ICT Purchasing | Service Assurance

Phone: 02 6205 0368 | Email: richard.perkov@act.gov.au

Customer Engagement Services Branch | Digital, Data and Technology Solutions | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 1, Winyu House, 125 Gungahlin Place, Gungahlin ACT 2912 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

Please consider the environment before printing this email. If printing is necessary, print double-sided and black and white.

Additional comments:

16/02/2026 16:18:47 - JoJo Maung (Additional comments)
reply from: JoJo.Maung@act.gov.au

UNOFFICIAL

Good afternoon Clif,

I've also raised RITM5957738 – requesting from DCBR team, any documents and service maintenance logs for 299286 Printer.

Can you please refer to:

DHG-575552- Pathology Printer to be re-located - Digital Support - Jira Service Management [<https://act-health.atlassian.net/servicedesk/customer/portal/3/DHG-575552>], and

DHG-455957 - Q3 - Currently the transfusion lab at both TCH and NCH receive notification for all blood and blood product requests via a printout. We would like to explore BCP and/or redundancy options for when the printer is not functional. - Digital Support - Jira Service Management [<https://act-health.atlassian.net/servicedesk/customer/portal/3/DHG-455957>]

Where ACT Pathology has successfully demonstrated that we have proactively attempted to mitigate the risks of an unplanned or unexpected outage for our Blood products Printers.

Where we have a secondary spare device located at TCH CSB Bldg 5. Frozen Section Lab, for the TCH Campus.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | [canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au) [<http://www.canberrahealthservices.act.gov.au/>]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Maung, JoJo

Sent: Monday, 16 February 2026 3:57 PM

To: Service Desk <ServiceDesk_O365@act.gov.au>; Putland, Anthony <Anthony.Putland@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>

Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>

Subject: FW: FOI - RITM5951312, RITM5858923 & RITM5799643

Good afternoon DCBR Helpdesk and ICT DCBR Purchasing Team,

ACT Pathology Laboratory Haematology has received a Freedom of Information (FOI) request – related to the management of a blood products printer (Intermec/Honeywell) Industrial Printer – which we are currently addressing to replace.

This printer outage many weeks ago, resulted in an incident – which caused some delays in issuing blood products at TCH – due to the Blood Products

printer experiencing technical issues.

The two or three SN tickets are:

RIMT5858923, RITM5951312. RITM5799643

This is the same printer, which we have ordered a replacement for – and have been advised of delayed back order until May 2025.

If you can please share any ServiceNow notes for RITM5951312, RIMT5858923 & RITM5799643 – we need to share with the complainant is seeking information on how we are currently mitigating the risk of another printer outage.

Thanks

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au [http://www.canberrahealthservices.act.gov.au/]

'Creating exceptional health care together.'

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Joel, Clifford <Cliford.JOEL@act.gov.au [mailto:Cliford.JOEL@act.gov.au]>

Sent: Monday, 16 February 2026 3:43 PM

To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>

Subject: FOI

UNOFFICIAL

Hi JoJo,

I need your help access the RITM5951312 and all documentation on any work we are trying to do with the blood bank printer. The complainant has requested access to documents associated with plans to mitigate risk.

Happy to come down if you are at your desk

Kind regards

Cliford Joel | Chief Scientist Haematology

Phone: (02) 5124 2828 | Fax: (02) 5124 2823 | Email: cliford.joel@act.gov.au [mailto:cliford.joel@act.gov.au]

ACT Pathology | Canberra Health Services | ACT Government

Canberra Hospital | Building 10 Level 1 | PO Box 11, Woden ACT 2606 |health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

Related List Title: Task SLA List

Table name: task_sla

Query Condition: Task = RITM5951312

2 Task SLAs

Active	Business elapsed time	Business pause duration	Business elapsed percentage	Business time left	Actual elapsed time	Stop time	Has breached	Original breach time	Pause duration
true	22 Hours 37 Minutes		110.35	0 Seconds	4 Days 21 Hours 7 Minutes		true	18/02/2026 09:22:24	
true	1 Day 7 Hours 42 Minutes		37.3	2 Days 5 Hours 17 Minutes	5 Days 21 Hours 42 Minutes		false	26/02/2026 13:47:24	

Related List Title: Email List

Table name: sys_email

6 Emails

Created	Recipients	Copied	Subject	Type	Notification type	User ID
18/02/2026 13:01:46	JoJo.Maung@act.gov.au		RITM5951312 - Approval requested 18/02/2026-Honeywell PM43 - Thermal Direct Print Head (Part No. 710 129S 001) URGENT	sent	SMTP	Ash Maharaj
17/02/2026 12:45:06	Richard.Perkov@act.gov.au		SLA warning for RITM5951312	sent	SMTP	
16/02/2026 16:18:55	Richard.Perkov@act.gov.au		Request updated - Quote requested with ETA included 13/02/2026-Honeywell PM43 - Thermal Direct Print Head (Part No. 710 129S 001) (RITM5951312)	sent	SMTP	

Created	Recipients	Copied	Subject	Type	Notification type	User ID
16/02/2026 16:18:44	ServiceDesk_O365@act.gov.au,Anthony.Putland@act.gov.au,Richard.Perkov@act.gov.au,ICTPurchasing.DCBR@act.gov.au,Cliford.JOEL@act.gov.au,Kelly.Sliwinski@act.gov.au	Cliford.JOEL@act.gov.au,Kelly.Sliwinski@act.gov.au	RE: FOI - RITM5951312, RIMT5858923 & RITM5799643	received	SMTP	JoJo Maung
16/02/2026 16:07:32	Richard.Perkov@act.gov.au		SLA warning for RITM5951312	sent	SMTP	
12/02/2026 13:47:24	JoJo.Maung@act.gov.au		Request received - ICT General Enquiry - RITM5951312	sent	SMTP	

Related List Title: Checklist List

Table name: checklist

None

The notes relating to job [RITM5951312](#) have been updated.

Please review to see if further action is required.

Item Details:

Number: [RITM5951312](#)

Opened: 2026-02-12 02:47:23

Opened by: JoJo Maung

Affected contact: JoJo Maung

Item: ICT General Enquiry

Assignment group: Service Assurance ICT Purchasing

Assigned to: Richard Perkov

Short Description: Quote requested with ETA included 13/02/2026- Honeywell PM43 - Thermal Direct Print Head (Part No. 710 129S 001)

16/02/2026 16:18:47 AEDT - JoJo Maung

Additional comments

reply from: JoJo.Maung@act.gov.au

UNOFFICIAL

Good afternoon Clif,

I've also raised RITM5957738 – requesting from DCBR team, any documents and service maintenance logs for 299286 Printer.

Can you please refer to:

DHG-575552- Pathology Printer to be re-located - Digital Support - Jira Service Management [<https://act-health.atlassian.net/servicedesk/customer/portal/3/DHG-575552>], and

DHG-455957 - Q3 - Currently the transfusion lab at both TCH and NCH receive notification for all blood and blood product requests via a printout. We would like to explore BCP and/or redundancy options for when the printer is not functional. - Digital Support - Jira Service Management [<https://act-health.atlassian.net/servicedesk/customer/portal/3/DHG-455957>]

Where ACT Pathology has successfully demonstrated that we have proactively attempted to mitigate the risks of an unplanned or unexpected outage for our Blood products Printers.

Where we have a secondary spare device located at TCH CSB Bldg 5. Frozen Section Lab, for the TCH Campus.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [<mailto:jojo.maung@act.gov.au>]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | [canberrahealthservices.act.gov.au](http://www.canberrahealthservices.act.gov.au) [<http://www.canberrahealthservices.act.gov.au/>]

‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Maung, JoJo

Sent: Monday, 16 February 2026 3:57 PM

To: Service Desk <ServiceDesk_O365@act.gov.au>; Putland, Anthony <Anthony.Putland@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>

Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>

Subject: FW: FOI - RITM5951312, RIMT5858923 & RITM5799643

Good afternoon DCBR Helpdesk and ICT DCBR Purchasing Team,

ACT Pathology Laboratory Haematology has received a Freedom of Information (FOI) request – related to the management of a blood products printer (Intermec/Honeywell) Industrial Printer – which we are currently addressing to replace.

This printer outage many weeks ago, resulted in an incident – which caused some delays in issuing blood products at TCH – due to the Blood Products printer experiencing technical issues.

The two or three SN tickets are:

RIMT5858923, RITM5951312. RITM5799643

This is the same printer, which we have ordered a replacement for – and have been advised of delayed back order until May 2025.

If you can please share any ServiceNow notes for RITM5951312, RIMT5858923 & RITM5799643 – we need to share with the complainant is seeking information on how we are currently mitigating the risk of another printer outage.

Thanks

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au [mailto:jojo.maung@act.gov.au]

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au
[http://www.canberrahealthservices.act.gov.au/]

‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.

From: Joel, Clifford <Clifford.JOEL@act.gov.au [mailto:Clifford.JOEL@act.gov.au]>

Sent: Monday, 16 February 2026 3:43 PM

To: Maung, JoJo <JoJo.Maung@act.gov.au [mailto:JoJo.Maung@act.gov.au]>

Subject: FOI

UNOFFICIAL

Hi Jojo,

I need your help access the RITM5951312 and all documentation on any work we are trying to do with the blood bank printer. The complainant has requested access to documents associated with plans to mitigate risk.

Happy to come down if you are at your desk

Kind regards

Clifford Joel | Chief Scientist Haematology

Phone: (02) 5124 2828 | Fax: (02) 5124 2823 | Email: cliford.joel@act.gov.au [mailto:cliford.joel@act.gov.au]

ACT Pathology | Canberra Health Services | ACT Government

Canberra Hospital | Building 10 Level 1 | PO Box 11, Woden ACT 2606 |health.act.gov.au

RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

Ref:MSG40174739_yie7vy31fopgUEO6QRV



Your Request

Dear JoJo

We've received your request for **ICT General Enquiry**.

The reference number is **RITM5951312**.

What's next?

We'll send you emails about this request as it progresses. You can also track its progress or use the Activity Stream to send a message to the Service Desk at [My Requests](#).

Need help?

[Contact the Service Desk](#)

Kind regards

Service Desk

Please do not reply to this email. This is an automatically generated message and replies are not monitored.

Ref:MSG40092370_YUY2kLMukhwZjTeSbTB

UNOFFICIAL

Good afternoon Clif,

I've also raised RITM5957738 – requesting from DCBR team, any documents and service maintenance logs for 299286 Printer.

Can you please refer to:

DHG-575552- [Pathology Printer to be re-located - Digital Support - Jira Service Management](#), and

DHG-455957 - [Q3 - Currently the transfusion lab at both TCH and NCH receive notification for all blood and blood product requests via a printout. We would like to explore BCP and/or redundancy options for when the printer is not functional. - Digital Support - Jira Service Management](#)

Where ACT Pathology has successfully demonstrated that we have proactively attempted to mitigate the risks of an unplanned or unexpected outage for our Blood products Printers.

Where we have a secondary spare device located at TCH CSB Bldg 5. Frozen Section Lab, for the TCH Campus.

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

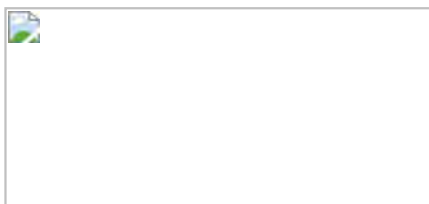
Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.

We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Maung, JoJo

Sent: Monday, 16 February 2026 3:57 PM

To: Service Desk <ServiceDesk_O365@act.gov.au>; Putland, Anthony <Anthony.Putland@act.gov.au>; Perkov, Richard <Richard.Perkov@act.gov.au>; DCBR, ICT Purchasing <ICTPurchasing.DCBR@act.gov.au>

Cc: Joel, Clifford <Clifford.JOEL@act.gov.au>

Subject: FW: FOI - RITM5951312, RIMT5858923 & RITM5799643

Good afternoon DCBR Helpdesk and ICT DCBR Purchasing Team,

ACT Pathology Laboratory Haematology has received a Freedom of Information (FOI) request – related to the management of a blood products printer (Intermec/Honeywell) Industrial Printer – which we are currently addressing to replace.

This printer outage many weeks ago, resulted in an incident – which caused some delays in issuing blood products at TCH – due to the Blood Products printer experiencing technical issues.

The two or three SN tickets are:

RITM5858923, RITM5951312. RITM5799643

This is the same printer, which we have ordered a replacement for – and have been advised of delayed back order until May 2025.

If you can please share any ServiceNow notes for RITM5951312, RIMT5858923 & RITM5799643 – we need to share with the complainant is seeking information on how we are currently mitigating the risk of another printer outage.

Thanks

Kind Regards

Jo Jo Maung

Jo Jo Maung | Manager, Digital Pathology and Informatics (he/him)

Phone: 02 5124 7756 | Email: jojo.maung@act.gov.au

ACT Pathology – Pathology Administration Support | Canberra Health Services | ACT Government

Building 10, Level 1 – The Canberra Hospital, Garran, ACT 2602 | canberrahealthservices.act.gov.au



‘Creating exceptional health care together.’

Canberra Health Services acknowledges the Ngunnawal people as traditional custodians of the ACT and recognises any other people or families with connection to the lands of the ACT and region.
We acknowledge and respect their continuing culture and contribution to the life of this region.



From: Joel, Clifford <Cliford.JOEL@act.gov.au>
Sent: Monday, 16 February 2026 3:43 PM
To: Maung, JoJo <JoJo.Maung@act.gov.au>
Subject: FOI

UNOFFICIAL

Hi Jojo,

I need your help access the RITM5951312 and all documentation on any work we are trying to do with the blood bank printer. The complainant has requested access to documents associated with plans to mitigate risk.

Happy to come down if you are at your desk

Kind regards

Clifford Joel | Chief Scientist Haematology
Phone: (02) 5124 2828 | Fax: (02) 5124 2823 | Email: cliford.joel@act.gov.au
ACT Pathology | Canberra Health Services | ACT Government
Canberra Hospital | Building 10 Level 1 | PO Box 11, Woden ACT 2606 | health.act.gov.au
RELIABLE | PROGRESSIVE | RESPECTFUL | KIND

SLA warning for RITM5951312

Item Details:

Number: [RITM5951312](#)
Opened: 2026-02-12 02:47:23
Opened by: JoJo Maung
Affected contact: JoJo Maung
Item: ICT General Enquiry
Assignment group: Service Assurance ICT Purchasing
Assigned to: Richard Perkov

Short Description: Quote requested with ETA included 13/02/2026- Honeywell PM43 - Thermal Direct Print Head (Part No. 710 129S 001)

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG40174115_c1P3Sd87d4tRZA4Rfyt

SLA warning for RITM5951312

Item Details:

Number: [RITM5951312](#)

Opened: 2026-02-12 02:47:23

Opened by: JoJo Maung

Affected contact: JoJo Maung

Item: ICT General Enquiry

Assignment group: Service Assurance ICT Purchasing

Assigned to: Richard Perkov

Short Description: Quote requested with ETA included 13/02/2026- Honeywell PM43 - Thermal Direct Print Head (Part No. 710 129S 001)

[Unsubscribe](#) | [Notification Preferences](#)

Ref:MSG40194815_xIrZZ4wwpyZPXW3TpIz

Hi Jojo

Please see attached "Quote RITM5951312.xlsm" file for quote on requested product.

Please arrange financial approval and other related information in yellow highlighted cells of the quote file

Please send details back to our team queue by 27/02/2026 to proceed with the purchase.

Note ETA is 3 to 4 weeks after the order is placed subject to change

Thanks

Ref:MSG40227154_GgoMnBVTGl2AvlNnqqx

