

VENDOR – CUSTOMER SERVICE & SALES CONTACTS

REQUESTOR RESPONSIBILITY

AFTER A PURCHASE ORDER IS SENT TO THE VENDOR IT IS THE REQUESTORS RESPONSIBILITY TO CHECK STATUS, RETURN ITEMS, OR REQUEST ASSISTANCE IN REGARD TO A PO.

CONTACT CUSTOMER SERVICE (NOT SALES) AND HAVE PO# AND VENDOR ORDER# AVAILABLE.



CUSTOMER SERVICE: 888.283.2209 OR CONTACT CUSTOMER SERVICE VIA YOUR OWN PUNCHOUT PAGE BY SEARCHING HELP OR CUSTOMER SERVICE.

If call is related to Punch-out ask to be transferred to Punch-out Tech.

SALES: Sarah Ghareeb, Sr. Customer Advisor, 414.350.5445, ghareeb@amazon.com

WSD Account # - AHDQPINA9UEQV - WSD Prime Membership since JAN 2019



Over one million products
for the ones who get it done®

CUSTOMER SERVICE: 800.472.4643, or contact Lauren Royhman

INSIDE SALES: Lauren Royhman, Gov't Account Relationship Mgr., Northbrook, IL

847.753.5401, lauren.royhman@grainger.com

OUTSIDE SALES: Bob Toth, Madison Heights, MI

248.914.3955, robert.toth@grainger.com

WSD Account# - 803132026, **Contract:** MiDEAL#180000000689, Free Shipping



NATIONAL BUSINESS
FURNITURE

Sales Contact: Rob Armes, Michigan Territory Representative – based out of Rochester Hills, MI

Cell: 248.318.8940, Fax: 248.212.0687, Email: roba@nbf.com

Customer Service: 800.558.1010 (option 2), service@nbf.com, Fax: 800.329.9349

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OFFERS ANNUAL REBATE

WSD Account# - 82081952, Contract: Oakland County #5489, Free Shipping

CUSTOMER SERVICE:

- **National Customer Service Desk - 888.777.4044 or 888.263.3423**
(Returns, Damages, and/or other delivery related issues)
- Billing Support 800.721.6592 - Opt.2 (invoice, credit memo, billing questions)

Peter Anderson, Key Account Contact (Sales)

512.861.2198, Peter.anderson@odpbusiness.com

- Julie Foster, Service Consultant (Specialty)
810.887.9031, julie.forster@officedepot.com
- Lori Gildersleeve, Lead Educational Solutions Manager (Educational)
616.312.9132, laura.gildersleeve@officedepot.com
- Jean-Francis Vellozzo, Business Development Manager (Furniture)
248.372.1651, jeanfrancis.vellozzo@workspaceinteriorsOD.com
- Rob Hirshman, Workspace Facilities, Janitorial/Breakroom (Custodial)
734.664.9119, rob.hirshman@officedepot.com
- Amaury McCormick, Inside Sales/Quotes (Technology)
888.797.7040 x12851, carlos.guzman@officedepot.com
- Kurt Alexander, Printing Services, Solution Architect
404.451.2998, kurt.alexander@officedepot.com
- Brian Putka, Business Solutions Manager (Technology)
330.687.1950, brian.putka@officedepot.com



CUSTOMER SERVICE: – WSD Customer #1026888

Shirley Nicholson, Customer Support Specialist, 248.293.2120,
shirley.nicholson@ricoh-usa.com

SERVICE SUPPORT:

Alan Blades (All other Copiers)
Cell: 248.866.5785

William Finke (Production Copiers)
Cell: 248.866.5286

TECHNICAL SUPPORT:

Hardware: 800.537.4264 - Opt.2 (B/W) Opt.3 (Color)
Software: 800.333.2679 - Opt.4 (PaperCut)

https://my.ricoh-usa.com/OA_HTML/ibeCAcdLogin.jsp
https://my.ricoh-usa.com/OA_HTML/RACIBECustomerService.jsp

VENDOR – CUSTOMER SERVICE & SALES CONTACTS



AFFILIATED COMPANIES: ABILITATIONS – CHILDCRAFT - DELTA ED - FREY SCI - SAX ART - SPORTIME PE

FREE SHIPPING

CUSTOMER SERVICE: PH 888.388.3224, FAX 888.388.6344

FIELD SALES: Kelli Turner, Strategic Accts Rep. 248.320.6830 kelli.turner@schoolspecialty.com

INSIDE SALES: Gretchen Federspiel, 920.243.5569, gretchen.federspiel@schoolspecialty.com

STRATEGIC ACCTS MANAGER: Jill McCririe, 734.255.0930, jill.mccririe@schoolspecialty.com

CONTRACT: Michigan Marketplace - **REMC** Bid Award #210030, WSD Account#415426

Access Customer Care portal without a username or password.

To Check Status/Request Documents/Report Damage/Return Products/Cancel Orders

***** Make sure to have either PO Number, Cart Number OR Sales Order Number *****

***** Call Customer Care at 888-388-3224*****

Visit the customer care portal at

<https://customercare.schoolspecialty.com/track-your-order>

- **Enter zip code, Search by PO number to find order.**
- **From results, Click on your Order Number to pull it up**
- **On the “Available Actions” drop down list, click on Drop Down List**
 - **Request Documents**
 - **Report an Incomplete Order**
 - **Cancel an Order**
 - **Request a Credit/Return or Report Damage**
 - **Billing Related Requests**



OFFERS ANNUAL REBATE, FREE SHIPPING, WSD Acct #DET1066104, Contract: OCSP0 #18.0022

Meet The Team, June 2020

Customer Service

Standing by to assist your associates and answer questions.

Customer Success Consultant

A resource for programmatic requests and special projects.

Account Manager

Your dedicated partner that is an extension of your team.

Category Specialist

Available to provide assessments and recommendations.

Regional Sales Director

Dan's Manager

LEVEL ONE SUPPORT – order status, returns, etc.

- Try **Live Chat** on Staples Advantage
 - Call: 877-826-7755
 - Email: support@staplesadvantage.com
- 8am - 8pm ET

LEVEL TWO SUPPORT – escalations, account maintenance

Name: JAQLYN GRIMM
Phone: 586.925.2070
Email address: Jaqlyn.Grimm@Staples.com

LEVEL THREE SUPPORT – Overall Account Management, Special Quotes, Research, Quarterly Reports

Name: DAN NELSON
Phone: 313.600.7289
Email address: daniel.nelson@staples.com

Name: STEVE MCCABE, Facilities
Phone: 586.453.9130
Email address: Steve.McCabe@Staples.com

Name: DALLAS WAGGONER
Email address: Dallas.Waggoner@Staples.com