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.

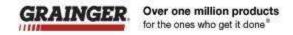
amazon business

<u>CUSTOMER SERVICE</u>: 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, ghareebs@amazon.com

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



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 <u>Account</u># - 803132026, <u>Contract</u>: MiDEAL#18000000689, Free Shipping



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

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

VENDOR – CUSTOMER SERVICE & SALES CONTACTS



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)

<u>Peter Anderson</u>, Key Account Contact (Sales)

512.861.2198, Peter.anderson@odpbusiness.com

- <u>Julie Foster</u>, Service Consultant (Specialty) 810.887.9031, julie.forster@officedepot.com
- <u>Lori Gildersleeve</u>, Lead Educational Solutions Manager (Educational)
 616.312.9132, laura.gildersleeve@officedepot.com
- <u>Jean-Francis Vellozzo</u>, 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, <u>carlos.guzman@officedepot.com</u>
- <u>Kurt Alexander</u>, Printing Services, Solution Architect 404.451.2998, <u>kurt.alexander@officedepot.com</u>
- <u>Brian Putka</u>, Business Solutions Manager (Technology)
 330.687.1950, <u>brian.putka@officedepot.com</u>



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) William Finke (Production Copiers)

Cell: 248.866.5785 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

<u>CUSTOMER SERVICE</u>: <u>PH</u> 888.388.3224, <u>FAX</u> 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: OCSPO #18.0022

Meet The Team. June 2020

