

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.

~~MARCY JARRY~~ ~~520-406-2796~~ ~~mcpjarry~~
SALES: ~~Sarah Ghereeb~~, Sr. Customer Advisor, ~~#14.350.5445~~, ghareeb@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 Account# - 803132026, **Contract:** MiDEAL#180000000689, 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

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

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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

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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: OCSPO #18.0022

Meet The Team, June 2020

Customer Service

Standing by to assist your associates and answer questions.

LEVEL ONE SUPPORT – order status, returns, etc.

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

8am - 8pm ET

Customer Success Consultant

A resource for programmatic requests and special projects.

LEVEL TWO SUPPORT – escalations, account maintenance

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

Account Manager

Your dedicated partner that is an extension of your team.

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

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

Category Specialist

Available to provide assessments and recommendations.

Name: **STEVE McCABE, Facilities**

Phone: **586.453.9130**
Email address: Steve.McCabe@Staples.com

Regional Sales Director

Dan's Manager

Name: **DALLAS WAGGONER**

Email address: Dallas.Waggoner@Staples.com

