

Who Do I Call? 847-699-3330

Below is a list of the ISG team, along with suggestions for the areas in which we may be able to help you. We're here and happy to help, give us a call anytime.



Mike Gentile,
President & CEO

Ext. 116 or 847-261-0028

Email: mgentile@isg.coop

- Overall comments about ISG
- Assistance with strategic questions about your business
- Unresolved issues with ISG or a supplier
- Call to just catch up

Accounting & Member Services



Jeff Matthews,
Chief Financial Officer

Ext. 124 or 847-261-0047

Email: jmatthews@isg.coop

- Financial questions about your business
- ISG Audit report
- UPS program
- Savings4Members ancillary programs
- Anything finance or accounting related



Diane Pakonen,
Member Services Manager

Ext. 122 or 847-261-0041

Email: dpakonen@isg.coop

- New member paperwork
- Dated goods
- Marketing billings
- Training of member services staff
- Escalated member/vendor issues

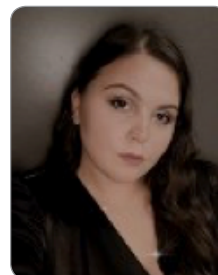


Keshia Anderson,
Controller

Ext. 111 or 847-261-0038

Email: kanderson@isg.coop

- Escalates issues originating in customer service, credit and accounts payable



**Jelena Milicevic, Member Services/
Accounts Receivable Associate**

Ext. 178 or 847-261-0044

Email: jmilicevic@isg.coop

- AP vendor calls
- AP review of monthly vendor statements
- AP bonus reimbursements



Barb Kraus,
Credit Manager

Ext. 126 or 847-261-0040

Email: bkraus@isg.coop

- Credit status and questions
- Reviews credit lines
- Vendor calls about member credit status
- Billing and payment issues
- Outstanding balances/large orders that could affect member credit line
- Cash applications



Marie Schmidt,
Member Services, Office Manager

Ext. 110 or 0, or 847-261-0035

Email: mschmidt@isg.coop

- Reception and switchboard
- Any information related to the ISG office
- Stock certificates

Diane, Jelena and Marie also handle General Member Services questions related to:

- Accounting Center help: making payments and debit entry
- Questions on missing credits, invoices, and billing discrepancies
- Overall website navigation
- General vendor questions
- Assistance with website setup of users
- Tax exempt certificates
- Updating member contacts, addresses and company names



Nory Venancio,
Accounts Payable Coordinator

Ext. 136 or 847-261-0088

Email: nvenancio@isg.coop

- Vendor calls
- ISG event room reimbursements
- Review of monthly vendor statements

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Information Technology



T.J. Crayne,
VP Information Technology

Ext. 137 or 847-261-0051
Email: tcrayne@isg.coop

- Systems capabilities
- Leveraging ISG technical capabilities
- Questions regarding ERP
- EDI strategy



Bob Samborski,
Systems Administrator

Ext. 133 or 847-261-0042
Email: rsamborski@isg.coop

- Member purchase reporting and analysis
- Sales reporting
- Direct Buy files
- Pricing on house files (e.g. DDMS, Red Falcon)



Erik Jensen,
I.T. Administrator

Ext. 132 or 847-261-0031
Email: ejensen@isg.coop

- EDI implementation for vendors and members
- Errors and EDI connection issues

INTEC



Brian Stevenson, Director, Technology and Managed Services

Ext. 143 or 847-261-0036
Email: bstevenson@isg.coop

- Managed services, including print and technology
- INTEC questions
- New technology members
- ISG technology vendor questions



Tanya Ross, Manager, Partner Development and Technology

Ext. 170 or 847-261-0170
Email: tross@isg.coop

- All HP inquires
- Managed services, including print and technology
- INTEC questions
- New technology members
- Technology programs

Merchandising



Jill O'Neill,
VP of Merchandising

Ext. 164 or 847-261-0037
Email: joneill@isg.coop

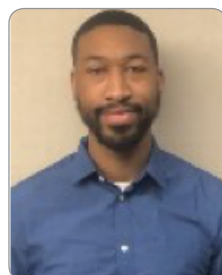
- All product sourcing questions
- Supplier program questions
- Supplier performance issues
- Pricing issues/questions
- Wholesale Carton Programs
- Pinnacle/ISG Plus Programs



William Garza,
Cost Management & Rebate Analyst

Ext. 121 or 847-261-0045
Email: wgarza@isg.coop

- Rebate questions (vendor and member)
- Rebate deposit confirmations
- Rebate reports



Kris Gilliond,
Merchandising Category Analyst

Ext. 113 or 847-261-0030
Email: kgilliond@isg.coop

- Supplier website questions/issues/changes
- Supplier pricing and price files
- Category/product questions

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Sales & Marketing



Charles Forman,
EVP Sales and Marketing

Ext. 118 or 847-261-0033

Email: cforman@isg.coop

- Connections acquisition program
- IS Contract furniture program
- Furniture questions
- Anything sales/marketing related
- General business inquiries



Janet Eshenour,
VP of Marketing

Ext. 128 or 847-261-0080

Email: jeshenour@isg.coop

- All marketing including IntelliWeb, M-Power, flyer and email programs
- Marketing qualifier questions
- Industry Week and virtual events
- NExt. Committee questions



Tom Ashburn,
Director of Member Development

Ext. 131 or 847-261-0083

Email: tashburn@isg.coop

- Maximizing your return on membership
- Operational questions about your business
- Questions about competition
- Questions on other related channel partners
- Taking advantage of buying direct
- What should I be stocking...or destocking?
- Running a cost comparator
- Determining the best membership level for you
- General questions on how to utilize ISG



Brendan Cadman,
Communications Manager

Ext. 117 or 847-261-0034

Email: bcadman@isg.coop

- Maintains and updates ISG website information
- Creates and disseminates member communications
- Provides communication support for members

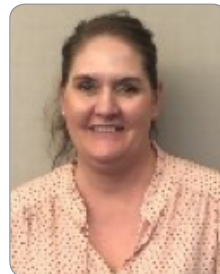


Frank Hoard,
Director, Facility Supply Channel

Ext. 125 or 847-261-0049

Email: fhoard@isg.coop

- Business development and sales strategies for Jan/San, breakroom, food service, medical and safety, packaging and MRO
- PPE and related safety questions
- Vendor program analysis
- Inventory strategies
- All facility supply product sourcing questions
- Available for in person or virtual visits



Joellen Ferrentino,
Marketing Administrator

Ext. 134 or 847-261-0029

Email: jferrentino@isg.coop

- Marketing programs including M-Power, flyer and email programs
- Marketing qualifier questions
- Industry Week and Virtual Events