



# Who Do I Call?

## 847-699-3330



Do you find yourself not quite sure who to call at ISG when you have a question? Below is a list of the ISG team members to contact for anything that pops up! Think of it as an ISG telephone cheat sheet! We're just a phone call away!

### Member Services Team



Diane Pakonen

- Diane Pakonen, Member Services Manager, Ext. 122
- Marie Schmidt, Member Services, Ext.110 or Ext. 0

#### Diane and Marie can be called for:

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



Marie Schmidt

#### Marie Schmidt, Member Services, Office Manager, Ext. 110 or Ext. 0

- Reception and switchboard
- Purchasing, Furniture, Catalog and Pinnacle committee meeting organizer
- Any information regarding the ISG office.



Mike Gentile

#### Mike Gentile, President, Ext. 116

- Overall questions about your business
- ISG Board of Directors contact
- Questions about the wholesalers
- Call me anytime!
- Or call me for any unresolved issues



T. J. Crayne

#### T. J. Crayne, VP Information Technology, Ext. 137

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



Erik Jensen

#### Erik Jensen, I.T. Administrator, Ext. 132

- EDI implementation, vendors and members.
- Errors and EDI connection issues



Bob Samborski

#### Bob Samborski, Systems Administrator, Ext. 133

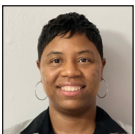
- Member purchase reporting and analysis
- Sales Reporting
- Direct Buy Files
- Pricing on House files (e.g., DDMS, Red Falcon)



Jeff Matthews

#### Jeff Matthews, Chief Financial Officer, Ext. 124

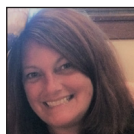
- Financial questions about your business
- IS Audit report



Keshia Anderson

#### Keshia Anderson, Contoller, Ext. 111

- Escalate issues originating in customer service, credit, and accounts payables



Jill O'Neill

#### Jill O'Neill, VP of Merchandising, Ext. 164

- All vendor and program questions
- Vertical markets
- Pack and Ship
- Wholesale carton programs
- All product sourcing questions
- Vendor program questions



Barb Kraus

#### Barb Kraus, Credit Manager, Ext. 126

- Discuss credit status and payment terms
- Review credit lines
- Vendor calls regarding member credit status
- Billing and payment issues
- Outstanding balances/large orders that could affect member credit line
- Cash applications



Kelly Layden

#### Kelly Layden, Rebate Merchandise Manager, Ext. 121

- Rebate questions, both vendor and member
- Rebate deposit confirmations
- Rebate reports
- Catalog pricing/content
- Epicontent
- First in Search questions



Lalain Bowen

#### Lalani Bowen, Accounts Payable Coordinator, Ext. 136

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



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Brian Stevenson

**Brian Stevenson, Director, Technology and Managed Services, Ext. 143**

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



Tanya Ross

**Tanya Ross, Manager, Partner Development and Technology, Ext. 170**

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



Scott Zintz

**Scott Zintz, Managing Director, EPIC Business Essentials, Tel. 630-220-9505**

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- National Account Programs
- Public Sector
- Federal
- Healthcare
- Commercial
- Call me anytime!



Charles Forman

**Charles Forman, EVP Sales & Marketing, Ext. 118**

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- Connections Acquisition Program
- IS Contract Furniture Program
- Furniture questions
- Anything sales and marketing related
- General business inquiries



Frank Hoard

**Frank Hoard, Director, Facility Supply Channel, Ext. 125**

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- Business Development, Facility Supplies Channel
- Jan/San, Break Room, Medical and Safety
- PPE and related safety questions
- Vendor program related questions
- Jan/San program analysis
- All product sourcing questions



Janet Eshenour

**Janet Eshenour, Director of Marketing, Ext. 128**

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- All Marketing including Intelliweb, M-Power, Catalog, Flyer/Email programs
- Marketing Qualifier questions
- Industry Week and Virtual Events
- NEXT Committee questions
- All Marketing questions



Tom Ashburn

**Tom Ashburn, Director of Member Development, Ext. 131**

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