

## 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](mailto: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](mailto: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](mailto:dpakonen@isg.coop)

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

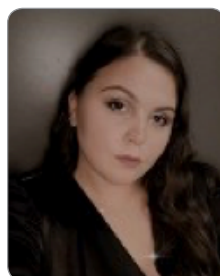


**Keshia Anderson,**  
**Controller**

Ext 111 or 847-261-0038

Email: [kanderson@isg.coop](mailto: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](mailto: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](mailto:bkraus@isg.coop)

- Credit status and questions
- Reviews credit lines
- Vendor calls regarding 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](mailto: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



## Who Do I Call? 847-699-3330

### Sales & Marketing



**Charles Forman,**  
EVP Sales and Marketing

Ext 118 or 847-261-0033  
Email: [cforman@isg.coop](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:jferrentino@isg.coop)

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



## Who Do I Call? 847-699-3330

### Information Technology



**T.J. Crayne,**  
VP Information Technology

Ext 137 or 847-261-0051  
Email: [tcrayne@isg.coop](mailto: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](mailto: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](mailto: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](mailto: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](mailto: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](mailto:joneill@isg.coop)

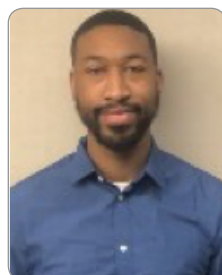
- All product sourcing questions
- Supplier program questions
- Supplier performance issues
- Pricing issues/questions
- Wholesale Carton Programs
- Pinnacle/ISG Plus Programs



**William Garza,**  
Cost Management & Rebate Analyst

Ext 121 or 847-261-0045  
Email: [wgarza@isg.coop](mailto: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](mailto:kgilliond@isg.coop)

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