

Texas Tech University Purchasing Support Guidelines for Summus/Staples Program

1. Non-Catalog Item/Price Match/Special quotes

NON-CATALOG ITEM: Item found on the Staples.com site and **not** within punch-out.

PRICE MATCH: Price that is found lower on the Staples.com site vs. Punch-out.

- ❖ May be purchased by submitting a NON-CATALOG PO request to your Procurement office. Request must include the Staples.com “screenshot” as a quote.
- ❖ All non-catalog PO’s should be made out to SUMMUS and emailed to Patricia.Benavides@Staples.com for order processing. PO will be processed, order number assigned, total and ETA will be provided.

2. Order Status/shipping problems/Product Knowledge>Returns/Misc. Issues

- First point of contact: **Dedicated Summus Customer Service Team at 1-800-527-3068**
- Customer service (**1-800-527-3068; summus@ediversitynetwork.com**) can handle most issues related to orders, pricing questions, drop ships, missing/damaged products
- Please note that NO “reorder or replacement” allowed for punchout orders; new order must be submitted.

3. Escalation Process

If customer support cannot resolve or take care of the issue, please email or call

- ❖ Angel Dominguez, Angel.Dominguez@summusindustries.com
- ❖ Cecilia “Cecy” Delgado: Cecilia.Delgado@staples.com (915) 342-0192
- ❖ Fabiola Tillman: Fabiola.Tillman@summusindustries.com (281) 640-1765 x 102
- ❖ If the issue cannot be resolved by Cecy and/or Fabiola, please email:
 - ❖ Bill O’Connor, Regional Sales Director (RSD): Bill.OConnor@Staples.com

4. Summus Industries Accounting

- *Primary Email Contact:*
 - Debbie Spears
 - (281)640-1765, Ext. 106
 - invoices@summusindustries.com