

Texas Tech Health Sciences Center Purchasing Support Guidelines

Standard Operating Procedures for the following functions:

1. Payment Issues – Invoicing/Payment/Credit issues

- Should be addressed to Debra Spears, Summus AR Specialist, at: debra.spears@summusindustries.com or at 281-640-1765 x106
- Debra will forward any questions, concerns or requests to me that require mine or managements assistance.

2. Non-catalog/special quotes –

- All requests for products not within the punch-out platform should be directed to the Staples Resolution Specialists via email @ ediversitysupport@staples.com . They will send a confirmation email upon receipt of the quote request
- Once the quote is entered the resolution specialist will provide the TTUHSC Support Box purchasing@ttuhsc.edu with an email on the outcome of the request and a quote number
- All quote requests **must** include:
 - ❖ **Item Description, QTY requested, Requestors name, Phone# & Ship-to Code**
- All non-catalog PO's should include the email address ediversitysupport@staples.com in the distribution field on the requisition
- The PO will be processed and then an order number, total and ETA will be provided

3. Backorder/shipping problems/Product Knowledge/Price Matching/Order Status

- First point of contact: **Dedicated Summus Customer Service Team at 1-800-527-3068**
- Customer service (**1-800-527-3068; ediversitysupport@staples.com**) can handle most issues related to orders, order status, pricing, drop ships, missing/damaged products

4. Escalation Process –

- If customer support cannot resolve or take care of the issue, please email or call:
 - ❖ Liz Gurrola: Liz.Gurrola@staples.com or 915-342-0192
 - ❖ Fabiola Garza: Fabiola.Garza@summusindustries.com or 281-640-1765 x 102
- If the issue cannot be resolved by Liz and/or Fabiola, please email:
 - ❖ Dave Gorman, Regional Sales Director: david.gorman@Staples.com

5. Account Management Roles:

Liz Gurrola (Strategic Account Leader, Staples) Liz.Gurrola@staples.com

- Ensure that the new processes we have in place for support to the purchasing department are working and will make adjustments as needed
- Issues/concerns are being addressed in a timely manner
- Consultant on current initiatives that Staples/Summus are launching and will continue to provide growth and savings opportunities in all lines of business
- Work directly with end-users and departments to educate them about the Staples Advantage Program and continue to be a valuable resource
- Address any issues pertaining to system projects/problems, new initiatives
- Conduct Business Reviews with Summus

Fabiola Garza's (Account Manager, Summus) Fabiola.Garza@SummousIndustries.com

- Ensure that Summus Industries' efforts meet all the performance criteria necessary to deliver a successful program.
- Work with the Staples team in gathering information to resolve escalated issues
- Participant in customer vendor shows and training events
- Business review
- Oversee Summus Internship program