The UMass Amherst - 2016 Xerox Account Management Team

**Dedicated UMass Service and Supplies Hotline:** 1.877.321.9932

- For Service on your devices and staple requests please press “1” for UMass Amherst. Leave a detailed message for Rich Casey – Dedicated to serving UMass Amherst. Please have your Purchase Order number ready for staples.
- For non-billable Supplies (everything except staples), please have your serial number ready. Press “5”, and when prompted, please press “2”. (No PO required for non-billable supplies, such as toner and waste containers.)

**Paniz Gorji**  
Virtual Sales Executive  
Halifax, Nova Scotia, Canada  
1.866.262.9446  
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**Maher Aldine (Mike)**  
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404 Wyman Street - South Building - Suite 220  
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**Pam Ahrens**  
Senior Vice President, Northeast Operations  
United States Customer Operations (USCO)  
(Sales and Operations)

**Ann Marie Smith, VP**  
**Vaughn Wesley, Dir**  
**Roshan Peiris**  
**Rich Casey**

**Actual Escalations:**

C. Yvonne Hickey  
GM, Public Sector Operations, CT & MA  
Cell: 857.241.6317  
yvonne.hickey@xerox.com

**Service/Supply Escalations:**

Roshan Peiris  
Account Operations Manager  
610 Lincoln Street  
Waltham, MA 02451  
Cell: 508.889.9001  
roshan.peiris@xerox.com

UMass Billing Inquiries (including meter discrepancies):

- For devices under the Xerox Managed Services Contract please email: FAS.MSInquiry@xerox.com (1.800.854.3689)
- For devices originally procured via the MHEC Contract please email: DCBCInquiry@xerox.com (1.800.854.3689)

Important: Please have your UMass Amherst PO available at time of order. Thank you.
A separate requisition for each Xerox machine in the department needs to be done.

Please remember when you enter a Xerox requisition to reference the following information:
• The Xerox Model and Serial Number
• The Xerox Work Order Number (WU) for each respective machine
• The dates of service that the new PO covers
• Contract Identifier: University Contract: UD10-SC-0006
• The account code: (should be 767550 – Lease /Rental of Print or Copy Equipment)
• The Commodity – Lease/Rental Equipment
• Attach a copy of the Xerox Services and Solutions Order Agreement to the External Notes part of the purchasing requisition

Be sure to check your Services and Solutions Order Agreement when filling in the pricing amount for each of the following lines.

• Line # 1 Net monthly base charge for the lease of Xerox (Model), Serial (number), WU (number), QTY: X months priced at $____ per month. This covers the date’s XXXXXXX to XXXXXXX.

• Line # 2 Overages black and white billed monthly at $0.XXX per copy. This covers the dates XXXXX to XXXXXXX. QTY: XXXXXXX

If your Xerox machine makes color copies, please add Line # 3

• Line # 3 Overages color LVL2 billed monthly at $0.XXXX per copy. This covers the dates XXXXX to XXXXXXX. QTY: XXXXXXX

If your Xerox machine makes Color Level 3 copies, please add Line # 4

• Line # 4 Overages color LVL3 billed at $0.XXX per copy. This covers the dates XXXXXXX to XXXXXXX. QTY: XXXXXXX