The UMass Amherst - 2013 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
paniz.gorji@xerox.com

Madeleine McKay
Local Account Executive
101 Federal Street
Boston, MA 02110
Cell: 617.777.9216 (preferred)
Office: 617.556.3481
madeleine.mckay@xerox.com

Important: Please have your UMass Amherst PO available at time of order. Thank you.

Pam Ahrens
Senior Vice President, Northeast Operations
United States Customer Operations (USCO)
(Sales and Operations)

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

Account Escalations:
C. Yvonne Hickey
GM, Public Sector Operations, CT & MA
Cell: 857.241.6317
yvonne.hickey@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)
A separate requisition for each Xerox machine in the department needs to be done.

Please remember when you enter the Xerox requisitions for FY14 to reference the following information:

- The FY13 purchase order number that the new PO replaces
- 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
- 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 – FY14 - Net Monthly Base Charge priced at $ ______ per month. Enter number of months x $ ______ per month
- Line # 2 – FY14 – Overages Black & White Estimated Copies priced at $ ________ per copy. Enter number of estimated copies x $ ______ per copy.

If your Xerox machine makes color copies, please add Line # 3
- Line # 3 – FY14 – Overages Color Estimated Copies priced at $ ________ per copy. Enter number of estimated copies x $ ________ per copy.

If your Xerox machine makes Color Level 3 copies, please add Line # 4
- Line # 4 – FY14 – Overages Color Level 3 Estimated Copies priced at $ ______ per copy. Enter number of estimated copies x $ ______ per copy.