

# 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 [ElizabethA.Strain@Staples.com](mailto:ElizabethA.Strain@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](mailto: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](mailto:Angel.Dominguez@summusindustries.com)
- ❖ Cecilia “Cecy” Delgado: [Cecilia.Delgado@staples.com](mailto:Cecilia.Delgado@staples.com) (915) 342-0192
- ❖ Fabiola Tillman: [Fabiola.Tillman@summusindustries.com](mailto: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](mailto:Bill.OConnor@Staples.com)

## 4. Summus Industries Accounting

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