

A/P Best practices:

- For card issues (Amex, Home Depot, Lowes, and Office Depot) please first call the number on the back of your card for immediate cardholder support. In most cases they NEED to speak to the cardholder first to determine the specific issue and all particulars. If they're unable to resolve your issue, please reach Amy Johnson who can help to troubleshoot your issue. Please cc me so I may follow up once I return.
- For ALL Wireless & connectivity issues, please reach the customer support line of the provider first, prior to pursuing support in store. In most cases they NEED to speak to the user directly to determine the specific service or device issue and all particulars. The support department can usually access our account on your behalf without requiring a password, or authorization and can quickly determine what you're issue is. Once the problem is determined they can resolve most service issues instantly or get you to tech support if your issue is equipment related. Their Tech Support department is trained to resolve most device issues remotely, and they have no other agenda than to try to remedy your issue as best as possible. Alternatively the service provided in retail stores is primarily sales focused, and 99% of their teams are NOT trained to resolve device issues but ARE trained to sell new devices and renew contracts instead. Also these days due to privacy & fraud, stores are requiring our company's password even for the most basic support, which is problematic since this info is not provided to phone users, meaning that in-store you can't easily get simple troubleshooting without first reaching a company authorizer for our account information (which can be challenging outside of regular business hours). So please, CALL THE PROVIDER FOR SUPPORT FIRST. If they are unable to resolve your issues, please reach Kathy Spangler or Rich Rebecky for assistance. Please cc me so I may follow up once I return.
- Accounts Payable needs: Please email Kathy (cc me) for any immediate payment needs or questions. Please be sure to provide her all the particulars i.e. Provider/Vendor name & account number (vs generalities such as "my internet bill" etc.) When referring to Subcontract invoices please include the **specific invoice number** and subcontract company name (vs show name only or owner's name). The more specifics you can provide, the more easily she can help you.

A/P Support:

For Accounts Payable matters, please leave a detailed message, and I'll respond upon my return, or for more urgent needs you may contact Kathy Spangler at (415) 339-3492 or at kathy.spangler@coastalintl.com.

For American Express matters please reach American Express directly at (800) 528-2122 (also listed on the back of your card) or please leave a detailed message, and I will respond upon my return, or for more urgent matters, you may contact Amy Johnson at (415) 339-3482 or amy.johnson@coastalintl.com, or Kathy Spangler at (415) 339-3492 or kathy.spangler@coastalintl.com for assistance.

For Wireless matters please call the provider directly for customer service or technical support at the numbers below or if you require authorizations, please leave a detailed message and I will respond upon my return, or for more urgent matters, you may contact Rich Rebecky at (973) 296-5970

or rich.rebecky@coastalintl.com, or Kathy Spangler at (415) 339-3492 or kathy.spangler@coastalintl.com for assistance.

- **Sprint:** Business Care & Tech Support: (800) 927-2199 (24 hrs.) or NationalBizSupport@sprint.com. For installation software downloads go to http://shop2.sprint.com/en/software_downloads/index.shtml
- **T-Mobile:** Business Support Center: (877) 727-5742, Consumer Support Center: (800) 937-8997, or online at http://support.t-mobile.com/community/business_care_chat
- **Verizon:** Enterprise Customer Care: (800) 922-0204, or 611 from your device, or online at <http://verizonwireless.com/support>, or via email @ wfmwestbcsupport@HQ.Verizonwireless.com.

For **Home Depot, Lowes and Office Depot** matters, please call the support number on the back of your card. If they are unable to resolve your issue, please leave me a detailed message and I'll respond upon my return, or for more urgent matters, you may contact Amy Johnson at (415) 339-3482 or amy.johnson@coastalintl.com for assistance, or Kathy Spangler at (415) 339-3492 or kathy.spangler@coastalintl.com for assistance.

For **Shell** Fleet Card matters please call the support number on the back of your card. If they are unable to resolve your issue contact Kathy Spangler who manages this category at (415) 339-3492 or at kathy.spangler@coastalintl.com for assistance.

For **Construction Services** matters, please contact Helen Lau at (415) 339-3494 or helen.lau@coastalintl.com for assistance.

Thank you!!

Christi Gordon