

**NEW ORDER RELATED  
WHO TO CONTACT FOR PROFESSIONAL LUMINAIRE PRODUCTS:**

<b>PROBLEM / ISSUE</b>	<b>SCENARIO</b>	<b>Timeframe to Report Issue from Delivery</b>	<b>Documentation Needed</b>	<b>WHO TO CONTACT</b>
Shipping Error - Wrong item picked	Product shipped different then product ordered	30 Days	Submit request for RGA with: Invoice or PO# Quantity Description of received material Description of ordered material	Order Management [see Territory Breakdown tab]
Visible Freight damage to orders	Goods left Philips dock in good shape, goods damaged in transit	48 hours	Customer to note damage on POD If Customer paid the freight, customer to file the freight claim. If PHILIPS paid the freight, provide Philips with: Invoice or PO # POD BOL and packing slip	Order Management [see Territory Breakdown tab]
Concealed Damage	Exterior box is good, material inside is damaged or pallet breakdown reveals damage	60 days	Invoice or PO # Description of Damage Picture of Damage	Order Management [see Territory Breakdown tab]
Order Entry Key punch Errors	Product shipped different then product ordered	30 Days	Submit request for RGA with: Invoice or PO# Quantity Description of received material Description of ordered material	Order Management [see Territory Breakdown tab]
Shipped Short	Quantity did not match packaging slip	48 hours	Customer to note short shipment on POD Invoice or PO # POD BOL and packing slip	Order Management [see Territory Breakdown tab]
Other Order Events	Miscellaneous events not covered above	60 Days	Invoice or PO# and description of event	Order Management [see Territory Breakdown tab]
Product Returns - Stocked Items (Service Smart Items)	All product returned for credit must be new, undamaged, and in factory sealed packaging. Product returned in original condition will be assessed up to a 20% restocking fee. Requests to return non-defective stocking merchandise can be made once per calendar year without a re-stocking fee. This once per calendar year return cannot exceed 3% of prior 12 month purchases and must be accompanied by an offsetting order of equal or greater value.	1 Year to Report; 30 Days from RGA to return	Submit request for RGA with: Invoice or PO# Quantity Description of received material Description of ordered material	Order Management [see Territory Breakdown tab]
Product Returns - Made-to-Order	Product may not be returned if it is non-standard, made-to-order, or manufactured to Purchaser's specific design or specification (including units with non-standard components or accessories), or is outdated or phase-out stock product.	N/A	N/A	Order Management [see Territory Breakdown tab]

**WARRANTY ORDER (POST INSTALLATION) INITIATED BY CUSTOMER CARE  
WHO TO CONTACT FOR PROFESSIONAL LUMINAIRE PRODUCTS:**

<b>PROBLEM / ISSUE</b>	<b>Scenario</b>	<b>WHO TO CONTACT</b>
Shipping Error - Wrong item picked	Product shipped different then product ordered	Field Service Form <a href="http://www.philips.com/fieldservice">www.philips.com/fieldservice</a>
Freight damage to orders	Goods left Philips dock in good shape, goods damaged in transit	Field Service Form <a href="http://www.philips.com/fieldservice">www.philips.com/fieldservice</a>
Concealed Damage	Exterior box is good, material inside is damaged or pallet breakdown reveals damage	Field Service Form <a href="http://www.philips.com/fieldservice">www.philips.com/fieldservice</a>
Shipped Short	Quantity did not match packaging slip	Field Service Form <a href="http://www.philips.com/fieldservice">www.philips.com/fieldservice</a>
Missing components	Pieces of a fixture missing when you open box (e.g. bag of screws)	Field Service Form <a href="http://www.philips.com/fieldservice">www.philips.com/fieldservice</a>
Manufacturing Error	Product not labelled correct	Field Service Form <a href="http://www.philips.com/fieldservice">www.philips.com/fieldservice</a>
Warranty - Product Defective Issues	Product defect realized in the field	Field Service Form <a href="http://www.philips.com/fieldservice">www.philips.com/fieldservice</a>
Warranty - Defective Part Issues	Defective parts discovered upon installation	Field Service Form <a href="http://www.philips.com/fieldservice">www.philips.com/fieldservice</a>
Warranty - Defective Product Return	Product defect needs to be returned for analysis (RGA)	Field Service Form <a href="http://www.philips.com/fieldservice">www.philips.com/fieldservice</a>

**TERRITORY BREAKDOWN:**

TERRITORY BREAKDOWN:				
CONTACTS:	FOCUS	LOCATION / Zones	Office: 800-334-2212 Direct Dial: 732-563-**** (ext. #)	Email
MARIE VENER	Sr. Mgr / Order Management	Somerset	Ext. 3664	<a href="mailto:marie.vener@philips.com">marie.vener@philips.com</a>
Peter Doerr	Customer Service Mgr	Midwest and Southeast	Ext. 3582	<a href="mailto:peter.doerr@philips.com">peter.doerr@philips.com</a>
Lisa Fedor	Customer Service Mgr	South Central & West	Ext. 3051	<a href="mailto:lisa.fedor@philips.com">lisa.fedor@philips.com</a>
Bill Fugere	Customer Service Mgr	Order Entry Team / N.E. Team	Ext. 3776	<a href="mailto:bill.fugere@philips.com">bill.fugere@philips.com</a>
Melissa Ivy	Customer Service Mgr	Tupelo	662-841-5535	<a href="mailto:melissa.ivy@philips.com">melissa.ivy@philips.com</a>
Art Hopmann	Sr. Manager / Order Management	Tupelo	662-680-6642	<a href="mailto:art.hopmann@philips.com">art.hopmann@philips.com</a>
<b>Northeast Zone:</b>				
Christine Liddawi	Customer Service / Order Management		Ext. 3583	<a href="mailto:christine.liddawi@philips.com">christine.liddawi@philips.com</a>
Bridget Kerness	Customer Service / Order Management		Ext. 3339	<a href="mailto:bridget.kerness@philips.com">bridget.kerness@philips.com</a>
Trish Connors	Customer Service / Order Management		Ext. 3239	<a href="mailto:trish.connors@philips.com">trish.connors@philips.com</a>
Marva Conway	Customer Service / Order Management		Ext. 3436	<a href="mailto:marva.conway@philips.com">marva.conway@philips.com</a>
Arlene Campbell	Customer Service / Order Management		Ext. 3141	<a href="mailto:arlene.campbell@philips.com">arlene.campbell@philips.com</a>
Kim Wilson	Customer Service / Order Management		Ext. 3528	<a href="mailto:kim.wilson@philips.com">kim.wilson@philips.com</a>
Cheryl Riley	Customer Service / Order Management		Ext. 3543	<a href="mailto:cheryl.riley@philips.com">cheryl.riley@philips.com</a>
Michelle Klutkowski	Customer Service / Order Management		Ext. 3516	<a href="mailto:michelle.klutkowski@philips.com">michelle.klutkowski@philips.com</a>
Danielle Labanich	Customer Service / Order Management		Ext. 3659	<a href="mailto:danielle.labanich@philips.com">danielle.labanich@philips.com</a>
Michelle Russello	Customer Service / Order Management		Ext. 3690	<a href="mailto:michelle.russello@philips.com">michelle.russello@philips.com</a>
Claudine Falcone	Customer Service / Order Management		Ext. 3159	<a href="mailto:claudine.falcone@philips.com">claudine.falcone@philips.com</a>
Joanne Arguello	Customer Service / Order Management		Ext. 3548	<a href="mailto:joanne.arguello@philips.com">joanne.arguello@philips.com</a>
<b>Midwest Zone:</b>				
Charlotte Loverdi	Customer Service / Order Management		Ext. 3587	<a href="mailto:charlotte.loverdi@philips.com">charlotte.loverdi@philips.com</a>
Marcy Brice	Customer Service / Order Management		Ext. 3898	<a href="mailto:marcy.brice@philips.com">marcy.brice@philips.com</a>
Zebek Gallagher	Customer Service / Order Management		Ext. 3006	<a href="mailto:zebek.gallagher@philips.com">zebek.gallagher@philips.com</a>
Alexandria Gerardi	Customer Service / Order Management		Ext. 3755	<a href="mailto:alexandria.gerardi@philips.com">alexandria.gerardi@philips.com</a>
Dawn Dickerson	Customer Service / Order Management		Ext. 3090	<a href="mailto:dawn.dickerson@philips.com">dawn.dickerson@philips.com</a>
Wanda Sanford	Customer Service / Order Management		662-842-7212 ext 4101	<a href="mailto:wanda.sanford@philips.com">wanda.sanford@philips.com</a>
Jennifer Yoste	Customer Service / Order Management		662-842-7212 ext 4218	<a href="mailto:jennifer.yoste@philips.com">jennifer.yoste@philips.com</a>
<b>Southeast Territory</b>				
Debbie Baker	Customer Service / Order Management		662-842-7212 ext 4424	<a href="mailto:debbie.s.baker@philips.com">debbie.s.baker@philips.com</a>
Valerie Jones	Customer Service / Order Management		662-842-7212 ext 4438	<a href="mailto:valerie.jones@philips.com">valerie.jones@philips.com</a>
Susan Kessinger	Customer Service / Order Management		662-842-7212 ext 4239	<a href="mailto:susan.kessinger@philips.com">susan.kessinger@philips.com</a>
Terri Thompson	Customer Service / Order Management		662-842-7212 ext 4272	<a href="mailto:terri.thompson@philips.com">terri.thompson@philips.com</a>
<b>South Central Zone:</b>				
Fernanda Swain	Customer Service / Order Management		Ext. 3829	<a href="mailto:fernanda.swain@philips.com">fernanda.swain@philips.com</a>
Channa Dickson	Customer Service / Order Management		Ext. 3242	<a href="mailto:channa.dickson@philips.com">channa.dickson@philips.com</a>
Johanna Nuel	Customer Service / Order Management		Ext. 3647	<a href="mailto:johanna.nuel@philips.com">johanna.nuel@philips.com</a>
Jennifer Yoste	Customer Service / Order Management		662-842-7212 ext 4218	<a href="mailto:jennifer.yoste@philips.com">jennifer.yoste@philips.com</a>
Susan Kessinger	Customer Service / Order Management		662-842-7212 ext 4239	<a href="mailto:susan.kessinger@philips.com">susan.kessinger@philips.com</a>
<b>West Zone:</b>				
Marlon Chacon	Customer Service / Order Management		Ext. 3458	<a href="mailto:marlon.chacon@philips.com">marlon.chacon@philips.com</a>
Cynthia Davis-King	Customer Service / Order Management		Ext. 3181	<a href="mailto:synda.davis-king@philips.com">synda.davis-king@philips.com</a>
Roberta Knowles	Customer Service / Order Management		662-842-7212 ext 6799	<a href="mailto:roberta.knowles@philips.com">roberta.knowles@philips.com</a>
Jackie Shumpert	Customer Service / Order Management		662-842-7212 ext 4231	<a href="mailto:jackie.shumpert@philips.com">jackie.shumpert@philips.com</a>
Jennifer Yoste	Customer Service / Order Management		662-842-7212 ext 4218	<a href="mailto:jennifer.yoste@philips.com">jennifer.yoste@philips.com</a>
Laura Ramirez	Customer Service / Order Management		909-574-1800 ext 100	<a href="mailto:laura.ramirez@philips.com">laura.ramirez@philips.com</a>
Terri Thompson	Customer Service / Order Management		662-842-7212 ext 4272	<a href="mailto:terri.thompson@philips.com">terri.thompson@philips.com</a>
<b>Customer Care</b>				
Ann Greene- Customer Care			Ext. 3553	<a href="mailto:ann.greene@philips.com">ann.greene@philips.com</a>

Zone Leader: Bill Schoettler							
Northeast Territory	Hub:	Agent Name-Number	Customer Service	Back up Cust Svce.	First Escalation	Second Escalation	Territory Manager
New York Metro	Somerset	NY Direct	Joanne Arguello, Claudine Falcone	Joanne Arguello, Claudine Falcone	Nancy Tulner	Marie Vener	Rob Mondillo
New Jersey	Somerset	Burgoyne Sales	Bridget Kerness	Alexandria Gerardi	Nancy Tulner	Marie Vener	Rob Mondillo
New Jersey	Somerset	NJ Direct Team	Trish, Marva	Trish, Marva	Nancy Tulner	Marie Vener	Rob Mondillo
Munro Only	Somerset	BN Yanow	Christine Liddawi	Charlotte Loverdi	Nancy Tulner	Marie Vener	Ron Schoffelmeer
Philadelphia	Somerset	NJ Direct Team	Trish, Marva	Trish, Marva	Nancy Tulner	Marie Vener	Lisette Ditters
Philadelphia	Somerset	Penn Lighting	Christine Liddawi	Trish Connors-Angeli	Nancy Tulner	Marie Vener	Barbara Petrilla
Upstate New York	Somerset	Vertex	Kim Wilson	Arlene Campbell	Bill Fugere	Marie Vener	Vincent Lostumbo
Baltimore/ DC	Somerset	Zanger and Associates- C21	Bridget Kerness	Marcy Brice	Nancy Tulner	Marie Vener	Dan Weitzel
Baltimore/ DC	Somerset	BW Direct Team	Michelle K, Cheryl	Michelle K, Cheryl	Nancy Tulner	Marie Vener	Dan Weitzel
West VA/ Western PA	Somerset	REPCO	Bridget Kerness	Christine Liddawi	Nancy Tulner	Marie Vener	Jim Phelan
Boston	Somerset	Boston Direct Team	Danielle, Michelle R.	Danielle, Michelle R.	Nancy Tulner	Marie Vener	Ron Schoffelmeer
New England	Fall River	Apex Lighing	Arlene Campbell	Kim Wilson	Bill Fugere	Marie Vener	Chuck Polas
Zone Leader: Jeff Ridgell							
Midwest Territory	Hub:	Agent Name-Number	Customer Service	Back up Cust Svce.	First Escalation	Second Escalation	Territory Manager
Central Illinois	Somerset	Meglio and Associates- C55	Johanna Nuel	Christine Liddawi	Peter Doerr	Marie Vener	Mike Nykaza
St. Louis, Missouri	Somerset	Meglio and Associates- C55	Johanna Nuel	Christine Liddawi	Peter Doerr	Marie Vener	Mike Nykaza
St Louis, Missouri	Tupelo	Ward and Burton	Jackie Shumpert	Melissa Ivy	Melissa Ivy	Art Hopmann	Mike Nykaza
Kansas City, Missouri	Tupelo	Key Lighting	Wanda Sanford	Melissa Ivy	Melissa Ivy	Art Hopmann	Sully Sullivan
Detroit, Western MI	Somerset	LOL Direct	Dawn Dickerson	Alexandria Gerardi	Peter Doerr	Marie Vener	James Patnaude
Chicago	Somerset	LOL Direct	Alexandria Gerardi	Dawn Dickerson	Peter Doerr	Marie Vener	Jim Livingstone
Chicago	Somerset	Agents Midwest - McMaster Carr	Marcy Brice	Dawn Dickerson	Peter Doerr	Marie Vener	Jim Livingstone
Iowa	Somerset	NRG	Wanda Sanford	Melissa Ivy	Melissa Ivy	Art Hopmann	Mike Nykaza
Indiana	Somerset	Lester Sales- C23	Zebek Gallagher	Marlon Chacon	Peter Doerr	Marie Vener	Kevin Wood
Kentucky	Somerset	Lester Sales- C24	Zebek Gallagher	Marlon Chacon	Peter Doerr	Marie Vener	Kevin Wood
Minnesota	Somerset	TSR	Charlotte Loverdi	Marcy Brice	Peter Doerr	Marie Vener	Terri Cook-Melloy
ND & SD	Somerset	TSR	Charlotte Loverdi	Marcy Brice	Peter Doerr	Marie Vener	Terri Cook-Melloy
Wisconsin	Somerset	Spectrum Sales- V73	Marcy Brice	Charlotte Loverdi	Peter Doerr	Marie Vener	Terri Cook-Melloy
Cleveland	Somerset	Bright Focus- 535	Zebek Gallagher	Fernanda Swain	Peter Doerr	Marie Vener	Kevin Wood
Columbus	Somerset	Bright Focus- 535	Zebek Gallagher	Fernanda Swain	Peter Doerr	Marie Vener	Kevin Wood
Ohio - Dayton	Tupelo	Brooks and Associates	Jennifer Yoste	Melissa Ivy	Melissa Ivy	Art Hopmann	Kevin Wood
Indiana	Somerset	Archer Lighting- 225	Zebek Gallagher	Marcy Brice	Peter Doerr	Marie Vener	Kevin Wood
Louisville	Somerset	Archer Lighting- 225	Zebek Gallagher	Marcy Brice	Peter Doerr	Marie Vener	Kevin Wood
Wisconsin, Western Dakotas	Somerset	JTH (CK & Ledalite only)	Marcy Brice	Christine Liddawi	Peter Doerr	Marie Vener	Terri Cook-Melloy
Grainger orders only	Somerset	Rowe Thrush	Marcy Brice	Charlotte Loverdi	Peter Doerr	Marie Vener	Jim Livingstone
Global orders only	Somerset	Global Industrial	Charlotte Loverdi	Zebek Gallagher	Peter Doerr	Marie Vener	Jim Livingstone
Indiana	Somerset	CM Buck (Gardco, Hadco, Lumec only)	Johanna Nuel	Charlotte Loverdi	Peter Doerr	Marie Vener	Kevin Wood
Zone Leader: Jim O'Hargan							
Southeast Territory	Hub:	Agent Name-Number	Customer Service	Back up Cust Svce.	First Escalation	Second Escalation	Territory Manager
Florida- Orlando	Tupelo	Sesco	Debbie Baker	Melissa Ivy	Melissa Ivy	Art Hopmann	Thad Hill
Florida - Jacksonville	Tupelo	Sesco	Debbie Baker	Melissa Ivy	Melissa Ivy	Art Hopmann	Thad Hill
Florida- Tallahassee	Tupelo	Sesco	Debbie Baker	Melissa Ivy	Melissa Ivy	Art Hopmann	Thad Hill
Florida- Ft Lauderdale	Tupelo	Sesco	Debbie Baker	Melissa Ivy	Melissa Ivy	Art Hopmann	Thad Hill
Florida - Tampa	Tupelo	Sesco	Valerie Jones	Melissa Ivy	Melissa Ivy	Art Hopmann	Thad Hill
Florida - Ft Myers	Tupelo	Sesco	Valerie Jones	Melissa Ivy	Melissa Ivy	Art Hopmann	Thad Hill
Florida - Penscola	Tupelo	Sesco	Susan Kessinger	Melissa Ivy	Melissa Ivy	Art Hopmann	Thad Hill
Puerto Rico	Tupelo	Sesco	Debbie Baker	Melissa Ivy	Melissa Ivy	Art Hopmann	Thad Hill
Knoxville/Chattanooga	Tupelo	Sesco	Wanda Sanford	Melissa Ivy	Melissa Ivy	Art Hopmann	Dean Kendrick
Nashville, Tenn	Tupelo	Sesco	Valerie Jones	Melissa Ivy	Melissa Ivy	Art Hopmann	Dean Kendrick
Atlanta	Tupelo	Sesco	Valerie Jones	Melissa Ivy	Melissa Ivy	Art Hopmann	Mark Hughes
Central Virginia (Richmond)	Tupelo	Old Dominion Lighting	Terri Thompson	Melissa Ivy	Melissa Ivy	Art Hopmann	Ron Real
Western Virginia (Roanoke)	Tupelo	Old Dominion Lighting	Terri Thompson	Melissa Ivy	Melissa Ivy	Art Hopmann	Ron Real
Eastern Virginia (Portsmouth)	Tupelo	Old Dominion Lighting	Terri Thompson	Melissa Ivy	Melissa Ivy	Art Hopmann	Ron Real
Eastern NC- Greensboro	Tupelo	AllState Lighting Sales	Susan Kessinger	Melissa Ivy	Melissa Ivy	Art Hopmann	Ron Real
Central NC- Raliegh/Durham	Tupelo	AllState Lighting Sales	Susan Kessinger	Melissa Ivy	Melissa Ivy	Art Hopmann	Ron Real
Southern NC- Wilmington	Tupelo	Trident Lighting- 769 sub of AllState	Susan Kessinger	Melissa Ivy	Melissa Ivy	Art Hopmann	Ron Real
Charlotte, NC	Tupelo	EGI	Susan Kessinger	Melissa Ivy	Melissa Ivy	Art Hopmann	Jim Johnson
South Carolina	Tupelo	The Lighting Source	Susan Kessinger	Melissa Ivy	Melissa Ivy	Art Hopmann	Jim Johnson
Alabama	Tupelo	Alabama Lighting	Terri Thompson	Melissa Ivy	Melissa Ivy	Art Hopmann	Dean Kendrick

Zone Leader: John Gusella							
South Central Territory	Hub:	Agent Name-Number	Customer Service	Back up Cust Svce.			Territory Manager
Colorado	Tupelo	Visual Interest	Jennifer Yoste	Melissa Ivy	Melissa Ivy	Art Hopmann	Sully Sullivan
Kansas	Tupelo	Key Lighting	Wanda Sanford	Melissa Ivy	Melissa Ivy	Art Hopmann	Sully Sullivan
Nebraska	Tupelo	NRG	Wanda Sanford	Melissa Ivy	Melissa Ivy	Art Hopmann	Sully Sullivan
Oklahoma, Dallas, Texas, West Texas	Somerset	Electra Sales- C10	Channa Dickson	Marcy Brice	Lisa Fedor	Marie Vener	Justin Cox
Dallas, Texas	Somerset	ALA (Archetecthural Lighting Assoc)	Channa Dickson	Charlotte Loverdi	Lisa Fedor	Marie Vener	Justin Cox
Dallas & West Texas* Routing Only	Somerset	Hossley Lighting (Alkco & Ledalite)	Zebek Gallagher	Kim Wilson	Lisa Fedor	Marie Vener	Justin Cox
Houston, Texas	Somerset	CW Lighting- 673	Fernanda Swain	Bridget Kerness	Lisa Fedor	Marie Vener	Mike Thompson
Houston	Somerset	Showroom Lighting Sales- 568	Fernanda Swain	Cynthia Davis-King	Lisa Fedor	Marie Vener	Mike Thompson
Memphis, TN/ North MS	Somerset	Howard Greene- C33	Charlotte Loverdi	Marlon Chacon	Lisa Fedor	Marie Vener	John Gusella (temporary)
Central MS	Tupelo	Sesco	Susan Kessinger	Melissa Ivy	Melissa Ivy	Art Hopmann	John Gusella (temporary)
San Antonio/Austin, S. Tex	Tupelo	ERT Lighting- K22	Jennifer Yoste	Melissa Ivy	Melissa Ivy	Art Hopmann	John Gusella
New Mexico, El Paso, Tx	Somerset	IW Illuminations	Cynthia Davis-King	Charlotte Loverdi	Lisa Fedor	Marie Vener	John Gusella
Oklahoma LOL Orders, Routing, C/S	Somerset	Lighting & Controls of Oklahoma	Channa Dickson	Fernanda Swain	Lisa Fedor	Marie Vener	Justin Cox
Arkansas	Somerset	Gildner Maddox- 686	Johanna Nuel	Cynthia Davis-King	Lisa Fedor	Marie Vener	John Gusella (temporary)
Lousiana- Shreveport	Somerset	J&E Sales- 230	Johanna Nuel	Kim Wilson	Lisa Fedor	Marie Vener	John Gusella (temporary)
Lousiana- Baton Rouge, New Orleans	Somerset	ArchLume- 228	Marlon Chacon	Johanna Nuel	Lisa Fedor	Marie Vener	John Gusella (temporary)
National Accounts	Somerset	National Accounts	Fernanda Swain	Marlon Chacon	Lisa Fedor	Marie Vener	
Zone Leader: Conrad Smith							
West Territory	Hub:	Agent Name-Number	Customer Service	Back up Cust Svce.			Territory Manager
San Diego, Ca.	Somerset	Philips Direct- San Diego	Cynthia Davis-King	Marlon Chacon	Lisa Fedor	Marie Vener	Madeleine Kent
Hawaii	Tupelo	Dimensions- LD8	Laura Ramirez	Art Hopmann	Art Hopmann		Madeleine Kent
Los Angeles	Tupelo	Prudential- K33	Laura Ramirez	Art Hopmann	Art Hopmann		Steve Reeves
Los Angeles	Somerset	JLA Lighting	Cynthia Davis-King	Dawn Dickerson	Lisa Fedor	Marie Vener	Steve Reeves
Oregon	Somerset	HK Sales and Marketing- C87	Cynthia Davis-King	Channa Dickson	Lisa Fedor	Marie Vener	Petra Miller
Oregon	Tupelo	Northern Illumination	Jennifer Yoste	Art Hopmann	Art Hopmann		Petra Miller
Montana, Wyoming	Somerset	Northern Rockies- K42	Johanna Nuel	Cynthia Davis-King	Lisa Fedor	Marie Vener	Aaron Gull
Alaska	Somerset	HK Sales and Marketing- C89	Cynthia Davis-King	Channa Dickson	Lisa Fedor	Marie Vener	Petra Miller
Washington	Tupelo	Sea-Tac Lighting & Controls- C88	Terri Thompson	Art Hopmann	Art Hopmann		Petra Miller
Northern California/ Fresno	Tupelo	ALR- 856	Roberta Knowles	Jackie Shumpert	Art Hopmann		Ed King
Arizona	Somerset	Philips Direct Team- AZ	Marlon Chacon	Cynthia Davis-King	Lisa Fedor	Marie Vener	John Abberton
Las Vegas	Somerset	Philips Direct Team- NV	Cynthia Davis-King	Marlon Chacon	Lisa Fedor	Marie Vener	John Abberton
Utah	Somerset	Stevens Sales-966	Marlon Chacon	Alexandra Gerardi	Lisa Fedor	Marie Vener	Aaron Gull
Idaho	Somerset	Lumen Sales- 770	Channa Dickson	Johanna Nuel	Lisa Fedor	Marie Vener	Aaron Gull

**WHO TO CONTACT FOR LS&E - LAMPS AND BALLASTS  
NEW ORDER**

<b>Problem/Issue</b>	<b>Order Management Contacts</b>	<b>New Order Related Notes</b>	<b>Customer Care Contacts</b>	<b>Warranty Related Notes</b>
<b>Shipping Error - Wrong item picked</b>	Contact Region, Order Management 1-800-937-5483 or email: IC.Northeast@philips.com IC.Southeast@philips.com IC.Midwest@philips.com IC.Southcentral@philips.com IC.Westcoast@philips.com	Agent/Sales Rep should contact Region Order Desk to order correct material and submit an RGA for incorrect material	<u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a>	
<b>Freight damage to orders</b>	Contact Region, Order Management 1-800-937-5483 or email: IC.Northeast@philips.com IC.Southeast@philips.com IC.Midwest@philips.com IC.Southcentral@philips.com IC.Westcoast@philips.com	Customer should sign damage and file a claim with carrier. Agent/Sales Rep should contact Region Order Desk to order correct material	<u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a>	Agent/Sales Rep should file a claim with the carrier and fill out the on-line Field Service Form for a replacement order
<b>Concealed Damage</b>	Contact Region, Order Management 1-800-937-5483 or email: IC.Northeast@philips.com IC.Southeast@philips.com IC.Midwest@philips.com IC.Southcentral@philips.com IC.Westcoast@philips.com	Customer should sign damage and file a claim with carrier. Agent/Sales Rep should contact Region Order Desk to order correct material	<u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a>	Agent/Sales Rep should file a claim with the carrier and fill out the on-line Field Service Form for a replacement order
<b>Order Entry Key punch Errors</b>	Contact Region, Order Management 1-800-937-5483 or email: IC.Northeast@philips.com IC.Southeast@philips.com IC.Midwest@philips.com IC.Southcentral@philips.com IC.Westcoast@philips.com	Customer should sign damage and file a claim with carrier. Agent/Sales Rep should contact Region Order Desk to order correct material	<u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a>	Agent/Sales Rep should file a claim with the carrier and fill out the on-line Field Service Form for a replacement order
<b>Shipped Short</b>	Contact Region, Order Management 1-800-937-5483 or email: IC.Northeast@philips.com IC.Southeast@philips.com IC.Midwest@philips.com IC.Southcentral@philips.com IC.Westcoast@philips.com		<u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a>	
<b>Request for Credit – Not related to product quality issue</b>	Contact Region, Order Management 1-800-937-5483 or email: IC.Northeast@philips.com IC.Southeast@philips.com IC.Midwest@philips.com IC.Southcentral@philips.com IC.Westcoast@philips.com	Agent/Sales Rep should contact the Region Order Desk or their finance contact		
<b>Missing components</b>	Contact Region, Order Management 1-800-937-5483 or email: IC.Northeast@philips.com IC.Southeast@philips.com IC.Midwest@philips.com IC.Southcentral@philips.com IC.Westcoast@philips.com		<u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a>	

<p><b>Manufacturing Error</b> - Mislabeled product</p>	<p><u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a></p>		<p><u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a></p>	
<p><b>Warranty Issues</b> – Product defect realized in the field</p>	<p><u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a></p>		<p><u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a></p>	
<p><b>Warranty Issues</b> - Defective parts discovered upon installation</p>	<p><u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a></p>		<p><u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a></p>	
<p><b>Warranty</b> - Product defect needs to be returned for analysis (RGA)</p>	<p><u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a></p>		<p><u>For Distributors/Agents/Sales Reps:</u> 1-800-372-3331, Option 1 then Option 3 or <a href="http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/">http://www.lighting.philips.com/us_en/connect/lightingelectronics/replacement/</a></p>	