

## VWR – Available Customer Support Tools

### Primary Point of Contact

Lewis McMillan Director, Business Development -State Government Markets 678-288-3150 [lewis\\_mcmillan@vwr.com](mailto:lewis_mcmillan@vwr.com)

### Executive Sponsors

Jay Hexamer Senior Vice President - E&MR, Healthcare & Government 678-288-3099 [jay\\_hexamer@vwr.com](mailto:jay_hexamer@vwr.com)

Jeff Rhoades Director, Contract Management 610-386-1297 [jeff\\_rhoades@vwr.com](mailto:jeff_rhoades@vwr.com)

Matthew Miles Manager, Government Contracts and Operations 856-241-5743 [matthew\\_miles@vwr.com](mailto:matthew_miles@vwr.com)

### Reporting

Matthew Miles Manager, Government Contracts 856-241-5743 [matthew\\_miles@vwr.com](mailto:matthew_miles@vwr.com)

### Admin Fee Payments

Edina Kovacs Manager, Financial Accounting 610-386-1606 [edina\\_kovacs@vwr.com](mailto:edina_kovacs@vwr.com)

Lou Denison Supervisor, Customer Care 630-425-1205 [lou\\_denison@vwr.com](mailto:lou_denison@vwr.com)

**Government Customer Care Support Team** 877-881-1196 [government\\_customerservice@vwr.com](mailto:government_customerservice@vwr.com)

### B2B Integrations

Todd Olsen Manager, B2B Integration 610-386-1283 [todd\\_olsen@vwr.com](mailto:todd_olsen@vwr.com)

**Customer Logistics** 630-425-1015 [mark\\_buttrum@vwr.com](mailto:mark_buttrum@vwr.com)

### Sustainability

Megan Maltenfort Manager, Sustainability 610-386-1228 [megan\\_maltenfort@vwr.com](mailto:megan_maltenfort@vwr.com)

### Small & Diverse Suppliers

Wade Colclough Director, Corporate Diversity 610-386-1634 [wade\\_colclough@vwr.com](mailto:wade_colclough@vwr.com)

### Accounts Receivables

Jeff Shank Credit Liaison, Finance 404-316-7389 [jeff\\_shank@vwr.com](mailto:jeff_shank@vwr.com)

**Click-to-Chat Support** – Internet customers can gain on-line access to a customer service representative, product support specialist or web support technician for instant answers to questions—directly on the webpage they are viewing.

**VWR Technical Support Hotline**- One source for all VWR product technical questions. Committed to real-time response and proven industry solutions Email: [technicalproductsupportNA@vwr.com](mailto:technicalproductsupportNA@vwr.com) Phone: 1-888-VWR-LINE

A listing of all assigned State Captains can be found in VWR’s proposal located on the NASPO ValuePoint website <http://naspo.valuepoint.org/#/contract-details/67/contractor/348>

