FISHER SCIENTIFIC CONTACT SHEET

Individual	Title	Responsibilities	Contact Information	Hours available (MDT)
Stephen Haney	SR. Sales Representative	• Quotes for consumables, instrumentation, and equipment • Sourcing catalog and third-party products • vendor technical seminars • Samples • Escalation of issues with Fisher Scientific process support • Fisher Scientific punch-out education/inquiries	Phone: 986-837-0859 Email: stephen.haney@thermofisher.com	Monday through Friday 8AM until 5PM.
Customer Service	Customer Service Representatives	• ETA requests • order confirmations, order changes • RUSH order changes • Scheduled orders • Invoices • POD's, BOL's, tracking information	**Phone: 1-800-766-7000**	Monday through Friday 4AM MDT to 7PM MDT
Mario Salcedo	Fisher Scientific Safety Specialist**	• Clean-room supplies • Sampling and sourcing of safety and ergonomic catalog items*	Phone: 360-726-0630 Email: mario.salcedo@thermofisher.com	Monday through Friday 8AM until 5PM
Andrew Koerber	Fisher Scientific Life Science Specialist**	• Life science applications consulting for reagents specific to Fisher Scientific catalog offering*	Phone: 206-769-2757 Email: andrew.koerber@thermofisher.com	Monday through Friday 8AM to 5PM
Adam Taylor	Fisher Scientific Chemical Specialist**	• Chemical applications and chemical sourcing – specific to Fisher Scientific catalog offering*	Phone: 707-672-5035 Email: Adam.taylor@thermofisher.com	Monday through Friday 8AM to 5PM
Clare Mosko	Thermo Scientific Life Sciences Sales Representative	• Sourcing for Life Technologies, Applied Biosystems, GIBCO, Invitrogen, Pierce Brands	Phone: 442-232-9828 Email: clare.mosko@thermofisher.com	Monday through Friday 8AM to 5PM

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PLEASE EXPECT A RESPONSE FROM THE INITIAL POINT OF CONTACT WITHIN 24 HOURS.

Fisher Scientific Escalation Pathway for Sourcing and Issue resolution

Sourcing? Looking for Product/technology?

YES

Look Fisher Scientific Catalog for product match. **Find it?**

YES → DONE

NO → Have part number? If ***YES,*** contact sales rep to add part number to catalog via third party.

NO → Contact Stephen Haney via **EMAIL**

Consumables: provide application details, chemical use, budget, lead time, documentation, and end goal requirements to establish a spec for sourcing.

Equipment and instrumentation: provide detailed external dimension, electrical, controller, capacity, budget, documentation, lead time, and application requirements to establish a spec for sourcing.

If Stephen is Out of Office, you will be directed via auto response to his backup.

Quality process inquiry? C of C, C of A requests, GMP product quality inquiry (***excluding Change notification requests – those go directly Stephen Haney***)

YES → Contact *Customer Service* Via **PHONE**, provide lot number and part number. OPEN A PIR for product quality inquiries. **Request resolved?**

YES → DONE

NO → Contact Stephen Haney via email with **PO number and details** of issue for escalation/resolution ASAP. If Stephen is Out of Office, you will be directed via auto response to his backup.

Issue Resolution? ETA, Rush order request, damaged shipment, misplaced shipment?

YES → Contact *Customer Service* Via **PHONE. Provide PO number. Issue resolved?**

YES → DONE

NO → Contact Stephen Haney via email with **PO number and details** of issue for escalation/resolution ASAP. If Stephen is Out of Office, you will be directed via auto response to his backup.

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