

Contact and Escalation Process							
Query	Department	Contact Names	Phone Number	Email	SLA	First Escalation	Senior Escalation
Goods In receiving query	Goods In	Emma Wrigley Maxine Roughly	01932 838 434	receiving.bookings@officedepot.co.uk	48 Hours to allow full investigation	Gareth Davies	John Coffey
Supplier Booking Slots	Goods In	Emma Wrigley Maxine Roughly	01932 838 434	receiving.bookings@officedepot.co.uk	24 Hours	Gareth Davies	John Coffey
Specials	Goods In	Latricia Lynch	01932 838 434	receiving.bookings@officedepot.co.uk	24 Hours	Gareth Davies	John Coffey
Stock Checks	Stock Control	Matthew Hoult Pete Stanford John Berry	TBC	manchesterstockcontrol@officedepot.co.uk	3 Hours	Carl Allen	Neil King
Version Control (<i>Print</i>)	Stock Control	Matthew Hoult Pete Stanford John Berry	TBC	manchesterstockcontrol@officedepot.co.uk	24 Hours	Carl Allen	Neil King
New Store Kits	Kits & Campaigns	Ryan Divney	TBC	campaigns@officedepot.co.uk	1 Hour response time <i>(Resolution dependent upon nature of query)</i>	Craig Moore	Andy Cragg
Campaigns	Kits & Campaigns	Ryan Divney	TBC	campaigns@officedepot.co.uk	1 Hour response time <i>(Resolution dependent upon nature of query)</i>	Craig Moore	Andy Cragg
Returns queries	Logistics Helpdesk	Renata Komoliubio Irina Kovalenko Monika Sikorskyte Nicole Wood	07710 714 747 TBC TBC TBC	logisticshelpdesk@otgrouppltd.co.uk	48 Hours to allow full investigation	Gareth Davies	Amy Lane
PODs <i>(Please ensure you are using LX/Parcel Tracking and checking progress first)</i>	Logistics Helpdesk	Renata Komoliubio Irina Kovalenko Monika Sikorskyte Nicole Wood	07710714 747 TBC TBC TBC	logisticshelpdesk@otgrouppltd.co.uk	1 Hour response time <i>(Resolution dependent upon nature of query)</i>	Craig Moore	Amy Lane
Order Chasing	Logistics Helpdesk	Renata Komoliubio Irina Kovalenko Monika Sikorskyte Nicole Wood	07710 714 747 TBC TBC TBC	logisticshelpdesk@otgrouppltd.co.uk	1 Hour response time <i>(Resolution dependent upon nature of query)</i>	Craig Moore	Amy Lane
Priority Orders	Logistics Helpdesk	Renata Komoliubio Irina Kovalenko Monika Sikorskyte Nicole Wood	07710 714 747 TBC TBC TBC	logisticshelpdesk@otgrouppltd.co.uk	1 Hour response time <i>(Resolution dependent upon nature of query)</i>	Craig Moore	Amy Lane
Same Day Requests	Logistics Helpdesk	Renata Komoliubio Irina Kovalenko Monika Sikorskyte Nicole Wood	07710714 747 TBC TBC TBC	logisticshelpdesk@otgrouppltd.co.uk	1 Hour response time <i>(Resolution dependent upon nature of query)</i>	Craig Moore	Amy Lane
Transport Escalations	Logistics Helpdesk	Renata Komoliubio Irina Kovalenko Monika Sikorskyte Nicole Wood	07710 714 747 TBC TBC TBC	logisticshelpdesk@otgrouppltd.co.uk	1 Hour response time <i>(Resolution dependent upon nature of query)</i>	Craig Moore	Amy Lane