

# Tips

## THE UNIVERSITY OF ARIZONA<sup>®</sup> PROCUREMENT AND CONTRACTING SERVICES

CONTRACTING / PRINTING & GRAPHIC SERVICES / PURCHASING / RECEIVING  
SMALL BUSINESS SUPPLIER DIVERSITY / STORES / SURPLUS PROPERTY

JULY / AUGUST 2004 VOLUME 198

### Letter From The Director

Dear Colleague,

In May of this year, Kirk Ketchum, Procurement and Contracting Services Associate Director, conducted a comprehensive survey of all PACS services. Thank you to all who participated in the survey. The information provided will help us immeasurably in establishing our priorities for improving service. The following represents some of the more interesting findings of the survey:

Customers ranked six (6) categories and the following list identifies them in the order of importance:

1. Rapid processing of purchasing requisitions ..... 57.14%
2. Achieve cost savings ..... 28.57%
3. Promote competitive purchasing .... 6.67%
4. Maintain good vendor relations ..... 3.80%
5. Development of e-Purchasing applications ..... 1.92%
6. Avoid negative audit findings ..... 1.90%

An interesting observation of these findings is that most important to customers is rapid processing of orders and one of the least important is development of e-Purchasing applications. It is with the rollout this year of *Arizona BuyWays*, our e-Purchasing solution, that we will see the most dramatic effect on order-processing speed.

The P-card Program received the highest ranking of all PACS services in meeting customer needs with 86.28% of respondents rating this program "very good" or "exceptional." The following lists PACS services in order of their ranking:

1. P-Card Program
2. Stores
3. Purchasing
4. Central Receiving
5. Printing & Graphic Services
6. Medical Receiving
7. Surplus Property
8. Contracting

Other notable findings are PACS areas that have made the most improvement in the past year. Approximately 89% of respondents said that the P-Card Program had become "a little" or "much better." Overall PACS services were rated with a "same," "little," or "much better" at 94%. Five and one-half percent (5.5%) indicated that service had become "worse."

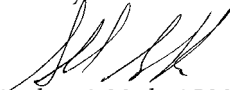


It would be easy to look at the overall responses of customers and conclude that things are going great, and I believe overall that they are. However, a 5.5% negative rating concerns me; and we will spend significant energy this coming year to determine where we need to improve and develop and implement a plan to achieve that improvement. We will never be completely satisfied until we have 100% of university customers believing that our services are exceptional.

We asked for specific comments at the end of the survey and we received a total of 38. We have tried to identify the common themes of these comments and believe that the most significant action we can and must do to improve is in the communication area. We are already meeting to identify strategies for improving in this area. I truly believe that FY 2004-2005 will be a banner year for PACS as we roll out *Arizona BuyWays*, continue the development of our marketing department, and find better and more effective ways to serve you.

Please don't hesitate to contact me by phone at 621-3062 or email at [macks@u.arizona.edu](mailto:macks@u.arizona.edu) if I can assist you in any way.

Sincerely,

  
Stephen G. Mack, C.P.M.  
Director

**Inside:**  
**Supplier Showcase Review**

## Procurement & Contracting Services hosts 2nd Annual Supplier Showcase “Looking into the Future”



*Julius Parker, Jr., Associate Vice President of Business Affairs, visits the Alltel Booth at the supplier showcase*

On April 26 and 27, Procurement and Contracting Services (PACS) hosted its second annual two-day networking event by bringing the campus, local government, and nearby school districts together with our suppliers. Our suppliers included local, national and international businesses. This year’s supplier showcase theme was “Looking into the Future” as we began launching several new upcoming programs and alliances.

### Events

Activities started on Monday, April 26, at 7:30 a.m. with 120 people attending a four-person team scramble golf tournament with lunch and prizes at the Omni Tucson National Golf Resort and Spa. The late April weather was typical (*fantastic*) for Tucson with temperatures in the 80’s and indeed enjoyed by all. The golf was fun and competitive as it was handicapped

and suited to all skill levels. Networking events continued into the evening. At 7:00 p.m. we hosted a reception for our suppliers as they set-up their tables in the Student Union Ballroom for the next day’s supplier showcase.

On Tuesday, April 27, the supplier showcase opened in the Student Union Ballroom at 10:00 a.m. to all of campus and invited local government and school districts. Suppliers displayed their goods and services to you. We also had Procurement and Contracting Services informational sessions regarding new web-based requisitioning through *Arizona Buyways* and purchasing card questions and answers. In all, between 1,500 and 2,000 of you, our valued customers, were in attendance! During the lunch hour complimentary food and beverages were provided for all hungry attendees. Who said there was no such thing as a free lunch? In addition, our suppliers shared free samples and information with you throughout the day. With 95 suppliers in attendance that support our mission at the University of Arizona and you, the Ballroom was packed to near capacity.

### Prizes

Several attendees also won raffle prizes for completing a “Find the Supplier Constellation Circulation Game.” Listed below are the winners and their prizes:

| Winner               | Department                                 | Prize & Provider                           |
|----------------------|--|--|
| Eva Gonzales         | Physics                                    | iPaq Pocket PC (Hewlett-Packard)           |
| LaJeana Hall         | Civil Engineering                          | HP digital camera (Sehi Computer Products) |
| Ana Santilli         | Minority Student<br>Recruitment/Admissions | \$100 UA Bookstore gift certificate (PACS) |
| Cindy Gardner        | Optical Sciences                           | \$50 gift certificate (Office Depot)       |
| Amanda Palma         | Physics                                    | Lute Olson bobble-head doll (Alltel)       |
| Valerie Golembiewski | Residence Life                             | Travel bag (Troxell)                       |
| Isela Gonzales       | Spanish/Portuguese                         | Calculator (Spectrum Chemical)             |
| Cynthia Malbrough    | History                                    | Denim shirt and calendar (Mail-Well)       |
| Jean Mason           | Ecology & Evolutionary<br>Biology          | Denim shirt and calendar (Mail-Well)       |
| Gay Thompson         | Finance                                    | Leather notebook (Sehi Computer Products)  |
| Alex Cook            | Civil Engineering                          | \$25 UA Bookstore gift certificate (PACS)  |
| Gavin Nelson         | Biotechnology Computing                    | 16 Mb flash drive (Gateway)                |

## Sponsors

First, we would like to give a special thank you and acknowledgement to the following sponsors who attended our event. Without their fine support, our event would not be possible.

### Platinum and Reception Sponsor

Alltel

### Platinum Sponsors

AV Innovations  
CCS Presentations Systems/Epson  
Dell Computer  
Gateway  
Hewlett-Packard  
Ikon Business Solutions  
Integrity Networking Systems  
Office Depot  
Tech Depot  
Sun Microsystems  
VWR International  
Walsh Brothers/Steelcase  
Xerox Corporation

### Diamond Sponsors

AAA Pro Moving and Storage/Atlas Movers  
Technology Providers, Inc.  
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### Gold Sponsors

A & M Personnel Services  
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D-Link (Tech Depot Supplier)  
Doubletree Hotel at Reid Park  
Genger and Associates  
Graphic Impact  
IBM Services  
InnSuites-Tucson City Center  
Inside Tucson Business

## Suppliers

We also wish to thank and list our suppliers who attended our Showcase.

Alphagraphics-Broadway  
Alphagraphics Commercial Printing  
Amerisuites-Tucson Airport  
Apple One  
Aqua Perfect of Arizona  
Arizona Imprintables, Inc.  
Arizona Lithographers  
AV Innovations  
Bachem  
Conference Plus  
Corporate Express  
Corporate Interior Systems  
Cox Communications  
Dreamstitch Custom Embroidery  
Enterprise Rent-A-Car  
Euro Design Systems, Inc.  
Fermentas, Inc.  
Fisher Scientific  
Great Projections  
Herod Travel Services  
Insty-Prints  
La Quinta Inn  
Landscape Forms  
Laser & Computer Options Inc.  
Laser Xperts, Inc.  
Loews Ventana Canyon Resort

Mail-Well  
Marriott-Starr Pass  
Marriott-University Park  
Metropolitan Tucson Convention and Visitors  
Bureau  
MTI Solutions  
Native Teledata  
Naughton's  
New England Biolabs  
Newark Electronics  
Omni Tucson National Golf Resort and Spa  
Pilot Consulting  
Qiagen, Inc.  
QRP, Inc.  
Radisson-Tucson City Center  
Roche Applied Science  
SciQuest  
Sehi Computers Products  
Sheraton Hotels of Tucson  
Sigma-Aldrich  
Spectrum Chemicals  
Spectrum Printing Company  
Starbuck Design, Inc.  
The Metal Man, Inc.  
Troxell Communications  
Tucson Convention Center

Vector Impressions, Inc.  
Viscount Suite Hotel  
Walt's Distributing  
Westward Look Resort  
Williams and Associates  
Worldwide Transportation  
Xstamper/FRS/Spectra

#### *Office Depot Suppliers:*

3M  
Acco Brands, Inc.  
Avery Dennison  
Brother International  
Fellowes  
Hewlett-Packard-Office  
Division  
Imation  
Nu-Kote  
Sanford/Rubbermaid  
Smead Manufacturing

#### *Tech Depot (Office Depot) Suppliers:*

Belkin  
D-Link  
Linksys

## Thanks to You

On behalf of University of Arizona Procurement and Contracting Services, Director, Stephen Mack, C.P.M., and the Supplier Showcase Committee: John Bentley, C.P.M.; Todd Knoop; Tom Fiebiger, C.P.M.; Diane Newman; Ernie Webster; Ted Nasser, C.P.M.; Sue Lockwood; Cecilia Ortega; Ruben Perez; Lucy Soriano; Marisa Valdez; Ernette Leslie; Fred Martinez; Richard Torres; and Lynn Geyer. We wish to thank all attendees and suppliers for making the 2004 Supplier Showcase the most successful yet! Please mark your calendars for the next supplier showcase events in 2005, starting with golf on Monday, April 18, and the supplier showcase on Tuesday, April 19.

# PACS YEAR END CALENDAR 2003-2004

## *Purchasing Year End Calendar*

**Monday, July 12, 2004**

Current/Next Fiscal Year (C/N) field will default to "C" (2004-2005)

**Thursday, July 15, 2004**

FRS Down (No Processing dPR/OLR)

*If you have any questions, please contact Lucy Soriano, Operations Coordinator @ 621-7631, or Gail Hanson, Office Automation Specialist Sr. @ 621-5701*

## *Purchasing Card Year End Calendar*

**Tuesday, July 13, 2004**

Purchasing Card transactions posted **Wednesday, June 30, 2004** will load into fiscal year **2003/2004, on Tuesday, July 13, 2004.**

**Wednesday, July 14, 2004**

Purchasing Card transactions posted Thursday, July 1<sup>st</sup>, 2004 will load into fiscal year 2004-2005, on Wednesday, July 14, 2004.

*If you have questions, please contact Misty McCormick, Purchasing Card Administration @ 621-3288*

## *Central Receiving Year End Calendar*

**Wednesday, July 14, 2004**

Last day to submit receiving information to Central Receiving or Medical Receiving. As you know, invoices for shipments received on or before Friday, June 25, 2004, must be paid in Fiscal Year 2003/2004. Invoices cannot be paid until corresponding receiving information has been entered. We are dependent on you for that essential information. This is especially important on purchase orders of several specific types. Those types are **PM and R3.**

The type code appears on your paper Purchase Order (PO) copy above the "**SHIP TO**" address and online, on screen **29C right after the "DATE ENTERED"** and screen **220 right after "DOCUMENT DATE."**

Central Receiving

Fax: 621-3196

Medical Receiving

Fax: 626-2179

*If you have any questions, please contact Richard Torres, Materials Handler @ 621-3877.*

## **How to Handle Contract Signatures**

Contracts that require a signature on behalf of the University can only be signed by the Contracting Office staff (or a buyer if a dPR is involved). Contracts that don't require a dPR should be sent to the Contracting Office for review and signature. Contracts that require a dPR should be sent to Purchasing as an attachment to the dPR and will be handled by the buyer responsible for processing the dPR. If you follow these procedures, your contracts will be handled in the most expeditious manner possible. If you have questions, contact the Contracting Office at 626-3919 or the buyer named on the dPR.

## Ernie Webster Honored April 15

Ernie Webster, University of Arizona Supplier Diversity Manager, was presented with the prestigious Chairman's Award at the Tenth Annual Awards Dinner for the Grand Canyon Minority Supplier Development Council (GCMSDC) in Phoenix. He was recognized for his efforts in providing opportunities for the Minority Businesses of Southern Arizona to network with Phoenix and Tucson area corporations and agencies.



*Pictured left to right: **Ron Williams** (GCMSDC Executive Director), **LeiAnn Rideau** (Motorola and outgoing GCMSDC chair), **Ernie Webster** (award recipient), and **Art Oros**, (Salt River Project and GCMSDC current chair).*

## Stores Blanket Vendors

### Additions: July / August 2004

| Vendor Name       | Vendor Address       | Phone #  | PO #   | Commodity   |
|-------------------|----------------------|----------|--------|---|
| Creative Plastics | 2570 N. Huachuca Dr. | 624-3770 | 958195 | Plastic sheets, tubing, acrylics, glazing, and the fabrication of plastic |

### Changes: July / August 2004

#### Vendor Name

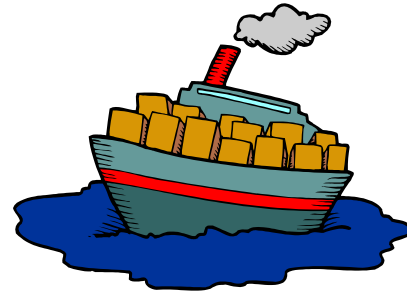
A G Heinze  
Acme Lighting  
Air Liquide  
Demott Business Systems  
Laser Renu  
Livingston's Offset Printing  
Plastikoil of Tucson  
Robbins Equipment Co.  
S H Distributing  
San Xavier Rock and Material  
Scigraphics  
Shamrock Enterprises  
TJ Floor Covering

#### Change made to Vendor

New phone number: 800-325-2246  
No longer a Stores vendor  
No longer a Stores vendor  
New address: 1300 S. Park Ave.  
New phone number: 800-878-9015  
No longer a Stores vendor  
New address: 3865 E. 34<sup>th</sup> St., Ste. 102  
No longer a Stores vendor  
No longer a Stores vendor  
No longer a Stores vendor  
No longer a Stores vendor  
No longer a Stores vendor  
No longer a Stores vendor



Remember Me?  
I brought some  
friends along!



**The Purchasing Card policy to allow Airline Tickets for employee travel has been expanded to include **Primary Mode Transportation** expenses including:  
**Trains, Buses, Shuttles, Boats or Ferries.****

**Primary Mode Transportation is the transportation cost associated with getting from a home base to a travel destination. Transportation expenses incurred while at a travel destination, such as a rental vehicle or taxi may not be purchased on the PCard.**

Please note that the lifted restriction pertains to **UA employees** on travel status and does not apply to non-University persons traveling on behalf of the University.

The process for reconciling transportation expenses for employee travel is identical to that of airline. If an itinerary is included, such as a train itinerary, include it with the documentation.

If a Purchasing Card has already been established with the ability to purchase airline tickets, these additional transportation expenses are already coded to the PCard. You do not have to make any additional request. If a PCard does not have airline ability, and you would like to add transportation onto a PCard, please have your liaison complete a 'change form' at: [http://w3.arizona.edu/~pacs/pcard/Forms Online files/app\\_e.htm](http://w3.arizona.edu/~pacs/pcard/Forms Online files/app_e.htm). Select the button 'Add Airfare/Transportation' and mail the signed form to Purchasing, USA Bldg 300A, Attn: Misty McCormick. The department liaison will be notified when access has been added to the PCards.

Departments who would like to request a new PCard with transportation access need only apply for a new Purchasing card. The PCard individual and departmental applications have been updated with the option to choose 'airfare/transportation' or 'no airfare/transportation' access.

Please contact the PCard Department with any questions at 621-3288.  
Thank you!

# Procurement and Contracting Services Staff Directory 2004-2005

**PURCHASING AND CONTRACTING**  
<http://w3.arizona.edu/~purch/pshome.html>  
University Services Annex, Building 300A  
Tucson, Arizona 85721

| <b>NAME</b>                                      | <b>TITLE</b>   | <b>PHONE</b>                       | <b>FAX</b>                         | <b>E-MAIL</b>   |
|--|--|------------------------------------|------------------------------------|---|
| <b>Stephen Mack, C.P.M.</b><br><i>Lynn Geyer</i> | <b>Director</b><br><i>Admin. Associate to Director</i> | <b>621-5827</b><br><i>621-3062</i> | <b>621-5179</b><br><i>621-5179</i> | <b>macks@u.arizona.edu</b><br><i>lgeyer@u.arizona.edu</i> |
| <b>Kirk Ketcham</b>                              | <b>Associate Director</b>                              | <b>621-9513</b>                    | <b>621-6478</b>                    | <b>ketcham@u.arizona.edu</b>                              |
| <b>Cyndy Caccavale</b>                           | <b>Assistant Director</b>                              | <b>621-3857</b>                    | <b>621-9847</b>                    | <b>caccavac@u.arizona.edu</b>                             |

## **BUSINESS OFFICE**

|  |   |                                    |                                    |   |
|--|---|------------------------------------|------------------------------------|---|
| <b>Ruben Perez</b><br><i>Marisa Valdez</i> | <b>Business Manager, Sr.</b><br><i>Administrative Associate</i> | <b>621-3400</b><br><i>626-2354</i> | <b>626-5428</b><br><i>626-5428</i> | <b>rdp@u.arizona.edu</b><br><i>valdez@u.arizona.edu</i> |
|--|---|------------------------------------|------------------------------------|---|

## **SYSTEM OPERATIONS**

**OLR/dPR ATTACHMENTS "ONLY" FAX No.: 626-8008**

**FRS-OLR/dPR HELPLINE: 626-4000**

**ARIZONA BUYWAYS E-COMMERCE HELPLINE: 626-8979**

|  |   |                                    |                                    |  |
|--|---|------------------------------------|------------------------------------|--|
| <b>Lucy Soriano</b><br><i>Laura Pacuilla</i> | <b>Supervisor/Ops. Coordinator</b><br><i>Office Specialist/front desk</i> | <b>621-7631</b><br><i>621-1747</i> | <b>621-5179</b><br><i>621-5179</i> | <b>soriano@u.arizona.edu</b><br><i>llp@u.arizona.edu</i> |
| <i>Gail Hanson</i>                           | <i>Office Automation Specialist Sr.</i>                                   | <i>621-5701</i>                    | <i>621-5179</i>                    | <i>ghanson@u.arizona.edu</i>                             |
| <i>Jodie North</i>                           | <i>Office Specialist</i>  | <i>626-4829</i>                    | <i>621-5179</i>                    | <i>jodie@email.arizona.edu</i>                           |
| <i>Michelle Ortiz</i>                        | <i>Student Employee</i>   | <i>621-1748</i>                    | <i>621-5179</i>                    | <i>miortiz@email.arizona.edu</i>                         |

## **SUPPLIER DIVERSITY PROGRAM**

|   |  |                                    |                                    |   |
|---|--|------------------------------------|------------------------------------|---|
| <b>Ernie Webster</b><br><i>Diane Newman</i> | <b>Supplier Diversity Manager</b><br><i>UA Mall Events Coordinator</i> | <b>621-2888</b><br><i>626-2630</i> | <b>621-9847</b><br><i>621-2545</i> | <b>ewebster@u.arizona.edu</b><br><i>dnewman@u.arizona.edu</i> |
|---|--|------------------------------------|------------------------------------|---|

## **INFORMATION TECHNOLOGY**

|   |   |                                    |                                    |   |
|---|---|------------------------------------|------------------------------------|---|
| <b>Dan Henkel</b><br><i>Thomas Starling</i> | <b>Spt. Sys. Anlyst. Sr/Team Ldr</b><br><i>Ofc. Automation Specialist Sr.</i> | <b>626-3483</b><br><i>621-9515</i> | <b>626-5428</b><br><i>621-6478</i> | <b>henkeld@u.arizona.edu</b><br><i>starling@u.arizona.edu</i> |
|---|---|------------------------------------|------------------------------------|---|

## **CONTRACTING**

|  |  |                                    |                                    |  |
|--|--|------------------------------------|------------------------------------|--|
| <b>Irma Alvarado-Sipp</b><br><i>Ernette Leslie</i> | <b>Contracts Adm./Team Leader</b><br><i>Administrative Associate</i> | <b>621-0779</b><br><i>626-3919</i> | <b>621-9847</b><br><i>621-9847</i> | <b>alvaradi@u.arizona.edu</b><br><i>ecllesie@u.arizona.edu</i> |
|--|--|------------------------------------|------------------------------------|--|

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**BUYING TEAM 1 / CONTRACT PURCHASING**

|                           |                              |                 |                 |                              |
|---------------------------|------------------------------|-----------------|-----------------|------------------------------|
| <b>Gary Sapp</b>          | <b>Manager of Purchasing</b> | <b>621-1721</b> | <b>626-0042</b> | <b>gsapp@u.arizona.edu</b>   |
| <b>Ted Nasser, C.P.M.</b> | <b>Buyer Sr./Coordinator</b> | <b>621-5449</b> | <b>621-5179</b> | <b>enasser@u.arizona.edu</b> |
| Mark Fastje, C.P.M.       | Buyer Sr.                    | 621-5447        | 626-3697        | mfastje@arizona.edu          |
| Tom Fiebiger, C.P.M.      | Buyer Sr.                    | 621-5933        | 621-6602        | fiebiger@u.arizona.edu       |
| Sue Lockwood              | Buyer Sr.                    | 626-5603        | 621-5179        | slock@arizona.edu            |
| Rob McMullen, C.P.M.      | Buyer Sr.                    | 621-3067        | 621-5179        | rmcmulle@u.arizona.edu       |

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**BUYING TEAM 2 / E-PURCHASING****ARIZONA BUYWAYS E-COMMERCE HELP-LINE: 626-8979**

|                       |  |                 |                 |                               |
|-----------------------|--|-----------------|-----------------|-------------------------------|
| <b>Patty Taylor</b>   | <b>E-Purchasing Manager</b>            | <b>621-3870</b> | <b>621-5179</b> | <b>ptaylor@u.arizona.edu</b>  |
| <i>Neil Schooling</i> | <i>E-Purchasing Project Manager</i>    | 621-7315        | 621-1245        | <i>jnschool@u.arizona.edu</i> |
| <b>Jeff Wilson</b>    | <b>Program Coordinator/Team Leader</b> | <b>621-3097</b> | <b>621-5179</b> | jrwilson@u.arizona.edu        |
| <b>K. Lynn Hosack</b> | <b>Accounting Assistant/Front Desk</b> | <b>621-7305</b> | <b>621-1245</b> | <b>klhosack@u.arizona.edu</b> |
| Samuel Hager          | Accounting Assistant Sr.               | 621-5932        | 621-1245        | shager@email.arizona.edu      |
| Zoila Vasquez         | Accounting Assistant Sr.               | 621-7305        | 621-1245        | vasquezz@email.arizona.edu    |
| Chris Blakley         | E-Purchasing Administrator             | 621-7306        | 621-1245        | blakleyc@u.arizona.edu        |
| Lucy Duvall           | E-Purchasing Coordinator               | 626-8816        | 621-1245        | lduvall@u.arizona.edu         |
| Dawn Butz             | Buyer                                  | 626-6712        | 621-5179        | ddbutz@u.arizona.edu          |
| Denise Puella         | Buyer                                  | 621-3871        | 621-6957        | denisep@u.arizona.edu         |
| Abner Kalyanmasih     | Buyer Associate                        | 621-3873        | 621-6957        | abner@u.arizona.edu           |
| Lila Parga            | Buyer Associate                        | 626-3538        | 626-2179        | lparga@u.arizona.edu          |
| Gloria Zimmerschied   | Buyer Associate                        | 626-7926        | 626-2179        | gloriaz@email.arizona.edu     |

**PURCHASING CARD PROGRAM**

|                 |                               |          |          |                         |
|-----------------|-------------------------------|----------|----------|-------------------------|
| Misty McCormick | Purchasing Card Administrator | 621-3288 | 621-1245 | sandberm@u.arizona.edu  |
| Dureen Berg     | Purchasing Card Coordinator   | 621-3099 | 621-1245 | dberg@email.arizona.edu |

**WAREHOUSE OPERATIONS**  
**21<sup>st</sup> Street & Warren, Bldg 458, PO Box 210458**

|                     |  |                 |                 |                           |
|---------------------|--|-----------------|-----------------|---------------------------|
| <b>Kirk Ketcham</b> | <b>Assoc. Director Warehouse Operations/PPSS</b> | <b>621-9513</b> | <b>621-6478</b> | ketcham@email.arizona.edu |
| Laurie Rodriguez    | Warehouse Manager                                | 621-3438        | 798-0719        | laurier@u.arizona.edu     |
| Herman Lopez        | Program Coordinator                              | 626-3564        | 621-3533        | hglopez@u.arizona.edu     |

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**STORES PRODUCTION**

|                      |                                     |                 |                 |                                  |
|----------------------|-------------------------------------|-----------------|-----------------|----------------------------------|
| <b>Stewart Smith</b> | <b>Materials Supply Storekeeper</b> | <b>621-7975</b> | <b>621-3533</b> | <b>sjsmith@email.arizona.edu</b> |
| Steven Ravicchio     | Materials Supply Storekeeper        | 621-7975        | 621-3439        | ravicchs@email.arizona.edu       |
| Bill Lemaux          | Materials Supply Storekeeper        | 621-7975        | 621-3533        | lemaux@u.arizona.edu             |
| Cliff Tarlton        | Materials Handler Lead              | 621-7975        | 621-3533        | ctarlton@u.arizona.edu           |
| Tony Hartman         | Materials Handler                   | 621-7975        | 621-3533        |                                  |
| Donald Phifer        | Custodian                           | 621-7975        | 621-3533        |                                  |

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**MARKETING**

|                      |                                |          |          |                         |
|----------------------|--------------------------------|----------|----------|-------------------------|
| John Bentley, C.P.M. | Marketing Specialist Associate | 626-7439 | 621-3439 | bentleyj@u.arizona.edu  |
| Todd Knoop           | Marketing Specialist Associate | 626-7439 | 621-3439 | knoop@email.arizona.edu |

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**CENTRAL RECEIVING/AHSC RECEIVING & DELIVERY**

|                      |                                     |                 |                 |                         |
|----------------------|-------------------------------------|-----------------|-----------------|-------------------------|
| <b>Fred Martinez</b> | <b>Materials Handler Supervisor</b> | <b>621-3890</b> | <b>621-3196</b> | fredm@u.arizona.edu     |
| Paul Tippett         | Materials Handler Lead              | 621-3877        | 621-3196        |                         |
| Richard Torres       | Materials Handler                   | 621-3877        | 621-3196        | rmrtorres@u.arizona.edu |
| Dan Chandler         | Materials Handler                   | 621-3877        | 621-3196        | chandler@u.arizona.edu  |
| David Cadena         | Office Specialist                   | 621-3877        | 621-3196        | dcadena@u.arizona.edu   |

**AHSC RECEIVING**

|             |                        |          |          |                       |
|-------------|------------------------|----------|----------|-----------------------|
| Mike Hawley | Materials Handler Lead | 626-4051 | 626-8459 | mhawley@u.arizona.edu |
| Oscar Canez | Materials Handler      | 626-4051 | 626-8459 | opc@u.arizona.edu     |

**DELIVERY**

|                  |                        |          |          |
|------------------|------------------------|----------|----------|
| Johnny Rodriguez | Materials Handler Lead | 621-3877 | 621-3196 |
| Tom Cota         | Materials Handler      | 621-3877 | 621-3196 |
| Thomas Diday     | Materials Handler      | 621-3877 | 621-3196 |
| James Lucas      | Materials Handler      | 621-3877 | 621-3196 |
| John Pernell     | Materials Handler      | 621-3877 | 621-3196 |

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**SURPLUS PROPERTY**

|                        |   |                 |                 |                               |
|------------------------|---|-----------------|-----------------|-------------------------------|
| <b>Oscar Jaramillo</b> | <b>Material Handling Supervisor Sr.</b> | <b>621-1754</b> | <b>798-0719</b> | jaramilo@u.arizona.edu        |
| Dan Garcia             | Materials Handler Supervisor            | 621-1754        | 798-0719        |                               |
| <b>Cecilia Ortega</b>  | <b>Administrative Assistant</b>         | <b>621-1754</b> | <b>798-0719</b> | <b>cbortega@u.arizona.edu</b> |
| Roy Fallstrom          | Materials Handler                       | 621-1754        | 798-0719        | royf@email.arizona.edu        |
| Donald Barton          | Materials Handler                       | 621-1754        | 798-0719        |                               |
| Reuben Beltran         | Equipment Operator                      | 621-1754        | 798-0719        |                               |
| Shalleen Garcia        | Office Specialist                       | 621-1754        | 798-0719        | shalleen@email.arizona.edu    |

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**PRINTING & GRAPHIC SERVICES**  
**West Stadium Rm. 102, PO Box 210058**

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**CUSTOMER SERVICE**

|                    |   |                 |                 |                               |
|--------------------|---|-----------------|-----------------|-------------------------------|
| <b>Pat Machado</b> | <b>Administrative Assistant/Team Leader</b> | <b>621-9526</b> | <b>621-6478</b> | <b>almazanm@u.arizona.edu</b> |
| <b>Pat Salinas</b> | <b>Office Specialist/front desk</b>         | <b>621-2571</b> | <b>621-6478</b> | <b>salinasp@u.arizona.edu</b> |
| Karen Campasano    | Office Specialist, Sr.                      | 621-9514        | 621-6478        | ksc1@email.arizona.edu        |
| Paul Lee           | Office Specialist Sr.                       | 621-6516        | 621-6478        |                               |
| Esteban Maldonado  | Student Employee                            | 621-2571        | 621-6478        |                               |
| David Mendoza      | Student Employee                            | 621-2571        | 621-6478        |                               |

**MAILROOM**

|                        |                                    |                 |                 |                            |
|------------------------|------------------------------------|-----------------|-----------------|----------------------------|
| <b>Georgeanne Tesi</b> | <b>Postal Services Supervisor</b>  | <b>621-9522</b> | <b>621-6478</b> | <b>gtesi@u.arizona.edu</b> |
| Steven Myers           | Printing & Reproduction Svc. Spec. | 621-9522        | 621-6478        | smyers@u.arizona.edu       |
| Lourdes Ogden          | Printing & Reproduction Svc. Clerk | 621-9522        | 621-6478        |                            |
| Olga Espinoza          | Printing & Equipment Operator, Sr. | 621-9522        | 621-6478        |                            |
| Esteban Maldonado      | Student Employee                   | 621-9522        | 621-6478        |                            |

**PRINTING SERVICES**

|                        |  |                 |                 |                          |
|------------------------|--|-----------------|-----------------|--------------------------|
| <b>Howie Zaslavsky</b> | <b>Printing &amp; Repro. Svc. Supervisor</b> | <b>621-9520</b> | <b>621-6478</b> | <b>hjz@u.arizona.edu</b> |
| Fay Colmenero          | Printing & Reproduction Svc. Spec.           | 621-8603        | 621-6478        |                          |
| Al Contreras, Sr       | Printing & Reproduction Svc. Spec.           | 621-8603        | 621-6478        |                          |
| Frank Flores           | Printing & Reproduction Svc. Spec.           | 6212571         | 621-6478        |                          |
| Bertha Morales         | Printing Equipment Operator, Sr.             | 621-8603        | 621-6478        |                          |
| Jim Pothour            | Printing Equipment Operator, Sr.             | 621-8603        | 621-6478        |                          |
| Edward Chadwick        | Printing Equipment Operator                  | 621-8603        | 621-6478        |                          |

**GRAPHICS**

|             |                  |          |          |                       |
|-------------|------------------|----------|----------|-----------------------|
| Heather Sim | Graphic Designer | 621-3858 | 621-6478 | hrs@u.arizona.edu     |
| Todd Barlow | Graphic Designer | 621-9518 | 621-6478 | barlowt@u.arizona.edu |

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## PACS Reference Guide

|                                     | <b>Telephone</b> | <b>Fax</b> |
|-------------------------------------|------------------|------------|
| Purchasing Office                   | 621-1747         | 621-5179   |
| Contracting Office                  | 626-3919         | 621-9847   |
| Stores Accounting Customer Service  | 621-7305         | 621-1245   |
| Purchasing Card Program             | 621-3288         | 621-1245   |
| Supplier Diversity Program          | 621-2888         | 621-9847   |
| Arizona Buyways E-Commerce Helpline | 626-8979         | -          |
| FRS dPR/OLR Helpline                | 626-4000         | -          |
| <hr/>                               |                  |            |
| dPR Attachments - "Only" Fax No.    | -                | 626-8008   |
| <hr/>                               |                  |            |
| Stores (Warehouse) Operations       |                  |            |
| Customer Service Line               | 621-7975         | 621-3533   |
| AHSC Receiving                      | 626-4051         | 626-8459   |
| Central Receiving                   | 621-3877         | 621-3196   |
| Printing & Graphic Services         | 621-2571         | 621-6478   |
| Surplus Property                    | 621-1754         | 798-0719   |

### Web Sites:

PACS Home Page Address:

[http://w3.arizona.edu/~pacs/pacs\\_home.html](http://w3.arizona.edu/~pacs/pacs_home.html)

Purchasing Policy Manual:

<http://w3.arizona.edu/~pacs/purch/manual/manbeg.html>

Credit Card Problems:

<http://w3.arizona.edu/~pacs/purch/home.html>

Printing & Graphic Services:

<http://w3.arizona.edu/~pacs/printinggraphics/home.html>

Tips Newsletter:

[http://w3.arizona.edu/~pacs/pacs\\_home.html](http://w3.arizona.edu/~pacs/pacs_home.html)

**From the PACS Home Page you can "click" to see the individual home pages of all PACS areas.**

## Tips Subscriptions

### New Way to Access Tips Newsletter

Tips can now be accessed online at the following website:

[http://w3.arizona.edu/~pacs/pacs\\_home.html](http://w3.arizona.edu/~pacs/pacs_home.html)

Therefore, if you prefer viewing tips online and no longer wish to receive a paper copy in the mail, **please notify Georgeanne Tesi via email at [gtes@u.arizona.edu](mailto:gtes@u.arizona.edu) or fax at 621-6478**. She will remove your name from the mailing list. If you do nothing, you will continue to receive your copy in the mail.

To change your address:

Send a memo or email to Georgeanne Tesi indicating your old address as it now appears on the mailing label and provide her with your new address. Georgeanne's mailing address is:

Printing & Graphic Services  
Attn: Georgeanne Tesi  
Room 102, West Stadium



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