YDS

YAKIMA DOCUMENT SOLUTIONS

SERVICE/SUPPLIES & ANALYST SUPPORT

Service/Supplies & Analyst Support:
(ask for 2nd level analyst support for all network issues)

(855) 328-4181

ESCALATIONS

Within FMP "Request Services," look in the upper right of screen & choose "MPS GCC Escalation." Include as much information as possible in the "Description" field.

- Supplies Escalations
- Break/Fix Service Escalations
- Asset Management Escalations

CUSTOMER RELATIONS

Customer Relations Group
Xerox.Customer.Relations@xerox.com
877-979-8498

Last resort escalations

YAKIMA DOCUMENT SOLUTIONS/SALES REPRESENTATIVE

Yakima Document Solutions/Sales Representative:

Lee Hartung – 509-453-1212

THINGS TO KNOW:

- If you're experiencing any hardware issues, please call service
- If you're experiencing any network issues, please call your ITS department first
- All supplies and service are included in your maintenance contract
- If there are any lingering issues or training questions, please don't hesitate to call your sales representative, Lee Hartung at Yakima Document Solutions