

Initiate an Escalation Request

In order to track an issue escalation, the customer should initiate an escalation request by sending email to support@ww-supply.com. In either case, the customer should provide as many details relevant to the issue as is possible, including: A short summary of the issue from the customer's point of view, including a description of the areas in which WORLDWIDE SUPPLY did not perform as expected;

- The date and time of the initial request;
- Any available documentation on the issue such as email exchanges, telephone logs, faxes, etc.

Once the initial escalation request is received via email, a time stamped response will be issued that will alert the customer that the escalation request has been received.

Communicate directly with responsible WORLDWIDE SUPPLY staff

To ensure WORLDWIDE SUPPLY and the customer both understand the circumstances surrounding the escalation request and the perceived issue, the customer should communicate with WORLDWIDE SUPPLY staff any details not provided in the opening of the escalation ticket regarding the status of the original request that triggered the escalation and any particular conditions that may have precipitated the issue using the escalation ticket number. WORLDWIDE SUPPLY staff will respond with an acknowledgement within two (2) business hours. Within two (2) business hours following the acknowledgement, WORLDWIDE SUPPLY staff will respond with a description of a proposed remedy. Regular communications will continue between WORLDWIDE SUPPLY staff and the customer until the escalation request and the underlying issue is resolved.

Contact the WORLDWIDE SUPPLY Sales Operations Manager

If the customer feels they are not getting an adequate response to their request from WORLDWIDE SUPPLY staff, they should contact the WORLDWIDE SUPPLY Operations Manager, referencing the escalation ticket.

The WORLDWIDE SUPPLY Operations Manager will respond with an acknowledgement to the escalation request within one (1) business hour. Within one (1) business hour following the acknowledgement, the WORLDWIDE SUPPLY Operations Manager will respond with a description of a proposed remedy. Regular communications will continue between the WORLDWIDE SUPPLY Operations Manager and/or WORLDWIDE SUPPLY staff and the customer until the request is resolved.

Contact the WORLDWIDE SUPPLY COO

If the customer feels they are not getting an adequate response to their escalation to the WORLDWIDE SUPPLY Operations Manager, they should contact the WORLDWIDE SUPPLY COO.

The WORLDWIDE SUPPLY COO will respond with an acknowledgement to the escalation request within (30) minutes with a proposed remedy that will include a timeline for resolution of the issue when possible. The WORLDWIDE SUPPLY COO will coordinate with the WORLDWIDE SUPPLY Operations Manager and WORLDWIDE SUPPLY Staff to ensure that communications with the customer are effective and timely until the issue is resolved.

Contact the WORLDWIDE SUPPLY CEO

If the customer feels they are not getting an adequate response to their request to the WORLDWIDE SUPPLY COO, they should contact the CEO.

The CEO will respond with an acknowledgement to the escalation request within one (1) business day. The causes of the WORLDWIDE SUPPLY's inability to fulfill the terms of the request will be reviewed and a determination will be made by the CEO as to whether systemic changes are needed to address this issue and/or potential future instances of the circumstances that resulted in the issue. Within three (3) business days following the acknowledgement of the escalation, the results of this review will be provided to the customer.

Contact information for WORLDWIDE SUPPLY staff

<u>Title</u>	<u>Name</u>	<u>Email Address</u>	<u>Cell No.</u>
Account Rep			
Sales Operations Mgr	Debbie Miller	dmiller@ww-supply.com	201.787.7766
COO	Jim Smith	jsmith@ww-supply.com	973.903.9405
CEO	Jay VanOrden	jvanorden@ww-supply.com	973.903.9420