**Fulfillment:**

**Order Processing:**

|  |  |  |  |
| --- | --- | --- | --- |
| **##** | **PURPOSE** | **CONTACT - PRIMARY** | **CONTACT - BACKUP** |
| 1 | Special project requests for Tradeshows | AStar (hclb.astarnoida@hcl.com) | Manjeet Verma (manjeet.verma@hcl.com) |
| 2 | Financial reporting, inquiry and balancing | Madasamy Muthukani (mmuthukani@media.advanstar.com) | Chitra Sundaresan (csundaresan@media.advanstar.com) |
| 3 | Financial Services coordination onsite (subscription checks, credit card batches, cash) | Debby Muellner (dmuellner@media.advanstar.com) | Ryan Williams (rwilliams@media.advanstar.com) |
| 4 | PO entry and receipts for pick-and-pack inventory | Anne Murray (amurray@media.advanstar.com) | Debby Muellner (dmuellner@media.advanstar.com) |
| 5 | Pick-and-Pack Warehouse Inventory reporting and inquiry | Anne Murray (amurray@media.advanstar.com) | Debby Muellner (dmuellner@media.advanstar.com) |
| 6 | Fulfillment queries and support on BOOKS and Marketing Products | BOOKS Team (books@superfill.com) | Chitra Sundaresan (csundaresan@media.advanstar.com) |
| 7 | GROUP and BULK renewal requests | BOOKS Team (books@superfill.com) | Chitra Sundaresan (csundaresan@media.advanstar.com) |
| 8 | Circulation system setup (publication setup, subscription cards, demographics, control coding, and list uploads) | SF Specials (sf-specials@media.advanstar.com) | Non Hendrickson (nhendrickson@media.advanstar.com) |
| 9 | Books and Marketing Products setup (products and system configuration) | BOOKS Team (books@superfill.com) | Chitra Sundaresan (csundaresan@media.advanstar.com) |
| 10 | Document retrieval for Fulfillment Audits, Postal Audits, Financial Audits or Legal issues | Debby Muellner (dmuellner@media.advanstar.com) | Ryan Williams (rwilliams@media.advanstar.com) |

If your request is a rush, please mention “RUSH” in the email subject line or call us, to get our immediate attention. Please ensure that your RUSH requests reach us by 1PM CST, so we do our best to process them within the same day.

Please contact us in case of any difficulties or issues that need attention:

|  |  |  |  |
| --- | --- | --- | --- |
| **#** | **Function (Location)** | **CONTACT – LEVEL 1** | **CONTACT – LEVEL 2** |
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| 2 | Tradeshows (Noida) | Manjeet Vermamanjeet.verma@hcl.comPh: 1-408-636-1326 x 70153 | Gurpreet Waliawalia.gurpreet@hcl.comPh: 1-408-636-1326 x 72070 |
| 3 | Fulfillment (Duluth) | Non Hendricksonnhendrickson@media.advanstar.comPh: 1-218-740-7241 | Tamilselvan Manivasagantamilselvan.manivasagan@mpe.hcl.comPh: 1-218-740-6832 |

**Customer Service Representatives – Publications:**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Group** | **Product/ Category** | **Location** | **Contact Person** | **Short Names\*** | **Email Address** | **Contact Phone (U.S) Avaya** |
| HT | Healthcare   | Chennai | Samuel Manoj | Sam | smanoj\_mariaarul@media.advanstar.com | + 714 845 0252x 27160 |
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| DVM | Veterinary Medicine | Chennai | Prakash Sankaran | Prakash | psankaran@media.advanstar.com | +1 714 845 0252 x 27105 |
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| DPROD | DENTAL | Chennai | Samuel Manoj | Sam | smanoj\_mariaarul@media.advanstar.com | + 714 845 0252x 27160 |
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\* All female staff are only indicated.

**E-Media**

Standard Turnaround:

Marketing related orders, systems updates, show exhibitor emails & miscellaneous queries – 48 hours

Editorial-related orders, systems updates, show attendee emails & miscellaneous queries  - 48 hours

Creation of segments, upload of records to lists, moving records from one system to another system, miscellaneous questions with regards to lists or segments or deliverability of mailings, mail deployment systems updates & requests for reports - Request delivery date

Deployment of enewsletters & enewsletter deployment systems updates - Deployment date

|  |  |  |
| --- | --- | --- |
| 1 | Marketing related orders, systems updates, show exhibitor emails & miscellaneous queries   | acidirect@media.advanstar.com |
| 2 | Editorial-related orders, systems updates, show attendee emails & miscellaneous queries   | emediaorders@media.advanstar.com |
| 3 | Creation of segments, upload of records to lists, moving records from one system to another system, miscellaneous questions with regards to lists or segments or deliverability of mailings, mail deployment systems updates & requests for reports   | lyrissupport@media.advanstar.com |
| 4 | Deployment of enewsletters & enewsletter deployment systems updates   | lyrisapproval@media.advanstar.com |

If your order is a rush order, please mention “**RUSH**” in subject line, to get our immediate attention.

Please contact us in case of any difficulties or issues that need attention:

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