

CONTACT LIST QUICK REFERENCE

Problem	Source	Status	Contact	Note
Question on PAR or Credit request	Direct Ship/ Drop Ship	NOT pricing review	direct.ship.PAR@freightliner.com	Subj line: PAR/Credit request Number and vendor name
Question on PAR or Credit request	PDC	NOT pricing review	Facing PDC	Subj line: PAR/Credit request Number
Question on Credit request	any	Pricing Review	brittany@freightliner.com	Subj line: Credit request Number Subj line: Current invoice number - new invoice # must be issued by pricing
Invoice won't print(error)	any	open	PartPricing@freightliner.com	
Need invoice copies	any	complete	Dealer Help desk	Will refer to correct source for invoice
Need credit memo copies	any	complete	Dealer Help desk	Will refer to correct source for invoice
Paragon training issues	any	any	Dealer Help desk	Will refer to someone who can help
Parts received, not invoiced	Direct ship	any	PartSales-Quote@Freightliner.com	458 PO, Dealer code, part number, date received
Parts received, not invoiced	Drop Ship	any	Corp-CSR@Freightliner.com	458 PO, Dealer code, part number, date received
		Dealer Help Desk	Freightliner or TBB	503-745-8220
			Sterling,Western Star	503-745-6211