

Service Resource Directory

Last Revised Date: **Sep 25, 2023**

Related Directories and Resources:

[On-Demand Fulfillment Teams](#)

[Service of Process \(SOP\) Teams](#)

[Service Team Directory](#)

[WKLS Resource Directory](#) (all contact information for Lien Solutions resources now found here)

Accounts Payable (AP) NY Team

Phone Number: 212-894-8456

Email Address: CLS-CTAP@wolterskluwer.com

Notes: Review vendor invoices, vendor request forms, process urgent invoices/vendor requests, generate payments, create refund checks, and employee check reqs.

Accounts Payable (AP) Offshore Team

Phone Number: N/A

Email Address: CLS-APDEPT@wolterskluwer.com

Notes: Status of checks, cashed check copies, refund status, other inquiries.

Accounts Receivable Team

Phone Number: N/A

Email Address: CLS-CAA@wolterskluwer.com

Notes: All matters related to cash applications, customer requests for vendor info, refunds on orders and CART Requests, including intercompany payment transfer between CT and WK Lien Solutions.

ACH Enrollment Forms

Phone Number: N/A

Email Address: ACHEnrollmentForms@wolterskluwer.com

Notes: When team members receive ACH Enrollment Forms from customers, they should be sent to this email address along with a copy of the customer's invoice.

Affiliate Partner Leadership Team

Phone Number: N/A

Email Address: CLS-AffiliateManagementTeam@wolterskluwer.com

Notes: Utilize this email for assistance with all NRAI affiliate partner-related matters such as CT Sales opportunities/account assignments and CT Service questions. They will help determine if an account is tied to an active partner and provide direction. For questions related to an in-progress order, contact the Partner & Affiliate service team directly. To view a list of our Affiliate Partners, click [HERE](#).

Agent Resignation Team

Phone Number: N/A

Email Address: CLS-AgentResignations@wolterskluwer.com

Notes: When submitting a Dead End Request, with questions regarding a completed dead end, or for an entity where we resigned as the agent - part of Agent Services.

Agent Services Team

Phone Number: 212-894-8504

Email Address: CLS-AgentServices@wolterskluwer.com

Notes: Contact to update State IDs in ARROW and for business entity monitoring (BEM) requests/questions. Agent Services also handles bulk change of address filings when our offices/ reps relocate, Wyoming recordkeeping compliance, and Nevada Custodian of Record compliance. Agent Services is **not** involved in logging state communications. These should all be forwarded to the

Communications (FCOE-SOP STC) Team.

Bankruptcy Team

Phone Number: N/A

Email Address: CLS-Bankruptcy@wolterskluwer.com

Notes: Bankruptcy inquiries, submit bankruptcy documentation

CCH

Phone Number: 800-739-9998

Email Address: N/A

Notes: CCH provides software and information services for tax, accounting, and audit workers.

Chicago SOP Intake Team

Phone Number: 866-620-2899

Email Address: CLS-SOPCHITeam@wolterskluwer.com

Notes: Handles SOP intake in the Chicago office.

CLS CTSB Support

Phone Number: N/A

Email Address: CLS-CTSB-Support@wolterskluwer.com

Notes: Supports internal employees with Small Business/NRAI/MyCT applications.

CLS DM Corp Sales

Phone Number: N/A

Email Address: CLS-DMCorpSales@wolterskluwer.com

Notes: To reach all of James MacLeod's FAI group.

CLS Internal Support

Phone Number: 212-590-9000

Email Address: CLS-InternalSupport@wolterskluwer.com

Notes: Internal desk. Supports internal employees with CT proprietary applications such as E1, ARROW, Tableau, etc.

CLS Phone Support Center

Phone Number: N/A

Email Address: WK-GBSTelecom@wolterskluwer.com

Notes: Supports internal employees with all phone issues. Issues must be submitted to the WK Help Desk via the virtual chatbot (Ask-it), the Rainier portal, Teams live chat, and phone.

CLS Support Center

Phone Number: 800-435-0808

Email Address: CLS-SupportCenter@wolterskluwer.com

Notes: External desk. Supports clients with CT proprietary applications such as CTA, hCue suite, new Hubs, etc.

CLS Telesales Law Firm Team

Phone Number: N/A

Email Address: CLS-TelesalesLawFirmSpecialists@wolterskluwer.com

Notes: To reach the telesales group for law firms.

Collections Team

Phone Number: 212-590-9001

Email Address: CLS-Collections@wolterskluwer.com

Notes: All matters related to collections; dunning notices; 3rd party collection inquiries.

Communications (FCOE SOP STC) Team

Phone Number: N/A

Email Address: FCOE-SOPSTCTeam@wolterskluwer.com

Notes: Handles ALL official state communications and returned mail as a result of these communications. Email or forward physical mail to SOP Communications Team, Wolters Kluwer, 6815 Saukview Drive, St. Cloud, MN 56303. Contact to request scanned copies of communications received by CT as agent that are not SOP.

CORE Team

Phone Number: N/A

Email Address: For audit requests contact CT-CoreAudits@wolterskluwer.com, for other assistance (account maintenance, returned mail) contact CT-CoreAssist@wolterskluwer.com.

Notes: Delivery instruction updates, rep discontinuances, account maintenance and renewal revisions, research (audits).

Corpkit Vendor (Corpkit Legal Supplies)

Phone Number: N/A

Email Address: orders@corpkit.com for order-related matters or marilyn@corpkit.com (Marilyn Reed, handles most of CT's requests)

Notes: Vendor for ordering corporate kits. E1 address book number is 53255.

Credit Team

Phone Number: N/A

Email Address: CLS-Credit@wolterskluwer.com

Notes: Contact regarding credit holds or to increase credit limits.

CT Insight Team

Phone Number: N/A

Email Address: CT-InsightTeam@wolterskluwer.com

Notes: For questions and feedback relating to CT Insight functionality and/or content.

CT ProComply

Phone Number: N/A

Email Address: agent@CTProComply.com

Notes: Contact for ProComply customers.

CT Recognition

Phone Number: N/A

Email Address: CLS-CTRecognition@wolterskluwer.com

Notes: Contact to recognize a colleague's service or team excellence/submit kudos received from a customer or colleague; for posting on CT Service Central.

CT Salesforce Support Team

Phone Number: N/A

Email Address: CTSalesforceSupport@wolterskluwer.com

Notes: Contact for Salesforce support.

CT Segment: Corporation

Phone Number: N/A

Email Address: CTSegmentCorporationAll@wolterskluwer.com

Notes: This group includes all team members, managers, leaders, and directors of the Corporation segment.

CT Segment: Law Firm

Phone Number: N/A

Email Address: CTSegmentLawFirmAll@wolterskluwer.com

Notes: This group includes all team members, managers, leaders, and directors of the Law Firm segment.

CT Segment: Small Business

Phone Number: N/A

Email Address: CTSegmentSmallBusinessAll@wolterskluwer.com

Notes: This group includes all team members, managers, leaders, and directors of the Small Business segment.

CT Service Analytics Team

Phone Number: N/A

Email Address: CTServiceAnalytics@wolterskluwer.com

Notes: This group will create Power BI dashboards and develop reporting capabilities that help service teams and managers.

CT Service Assistant Managers

Phone Number: N/A

Email Address: CTServiceAssistantManagers@wolterskluwer.com

Notes: Includes only "Assistant Service Managers" or "Lead" titles that report into the Service organization.

CT Service Managers

Phone Number: N/A

Email Address: CTCorpServiceManagers@wolterskluwer.com

Notes: Includes only "People Managers" that report into the Service organization.

CT Service Operations

Phone Number: N/A

Email Address: ServiceOps@wolterskluwer.com

Notes: Service Ops works to reconfigure systems, implement processes, and adjust workflows in support of the service organization with the end goal of providing an extraordinary customer experience. The team represents Service on various projects and initiatives to ensure that changes impact our customers and organization positively and assist in making process toward organizational goals.

CT Service Senior Leaders

Phone Number: N/A

Email Address: CLS-CTServiceSeniorLeaders@wolterskluwer.com

Notes: Includes all Assoc. Directors, Directors, and VP individuals that are in the Service organization.

CT Service Support Leads

Phone Number: N/A

Email Address: CTSupportLeads@wolterskluwer.com

Notes: Includes all key individuals in Customer Operations, Training & Development (including Insight and Quality), and Reporting.

CT Service Teams

Phone Number: N/A

Email Address: CTCorpServiceTeams@wolterskluwer.com

Notes: To reach the entire CT Service organization.

CT Service Training Team

Phone Number: N/A

Email Address: CTServiceTrainingTeam@wolterskluwer.com

Notes: To reach the CT Service Training Team. The CT Service Training Team manages training initiatives specifically for service teams.

Cyber (Security) Incident Email

Phone Number: N/A

Email Address: cyberincident@wolterskluwer.com

Notes: Email to use to report potential cyber incidents to the GIS team. See the [Global Acceptable Use Policy](#) for more details.

Delaware Franchise Tax Inquiries

Phone Number: 302-777-0247

Email Address: CLS-DelawareInfo@wolterskluwer.com

Notes: Contact for questions relating to Franchise Tax related matters in DE.

Delaware Status Checks

Phone Number: N/A

Email Address: DelawareStatusChecks@wolterskluwer.com

Notes: Contact for DE audit/CORE requests and general entity status requests. See [Delaware Email Communications One Sheet](#) for more information.

E-Fulfillment Internal (Documents)

Phone Number: N/A

Email Address: CT-E-FulfillmentInternal@wolterskluwer.com

Notes: Handles document orders that can be fulfilled electronically (i.e. certified copies).

Electronic Filings — Central Filing Team

Phone Number: N/A

Email Address: CentralFilingTeam@wolterskluwer.com

Notes: Contact for questions related to electronic filings assigned to the Central Filing Team.

Electronic Filings — Global Fulfillment Team

Phone Number: 614-280-3338

Email Address: GlobalFulfillmentTeam@wolterskluwer.com

Notes: Contact for questions related to electronic filings assigned to the Global Fulfillment Team.

hCue Billing Inquiries

Phone Number: N/A

Email Address: CLS-hCueBilling@wolterskluwer.com

Notes: Contact for hCue billing and invoicing questions.

hCue Support

Phone Number: 800-435-0808

Email Address: support@hcue.com

Notes: Contact for technical or access issues.

IT Service Desk

Phone Number: 518-531-3459

Email Address: *no longer in service*

Notes: Provides CT employees with assistance on non-proprietary computer applications and hardware problems, such as Microsoft Office, network and server issues, and hardware access requests and issues. As of 4/15/23, the IT Service Desk can no longer be emailed. Please utilize alternative communication methods of the Ask-It chatbot, the Rainier Portal, or by phone or Teams live chat. To learn more, click [here](#).

NJInfo

Phone Number: N/A

Email Address: CLS-NJinfo@wolterskluwer.com

Notes: Contact for NJ entity questions; see [NJINFO One Sheet](#) for additional information.

Precedent Team

Phone Number: N/A

Email Address: CLS-Precedent@wolterskluwer.com

Notes: Contact for questions pertaining to statutory updates in CT Insight. See [Precedent Directory](#) for territory assignments.

Refund Workbench

Phone Number: N/A

Email Address: RefundWorkbench@wolterskluwer.com

Notes: Contact for any follow-up questions on unapplied funds. Do not use this email for questions on refund status, which should be checked through the Workbench, or check copy requests older than 1 year.

Relationship Managers

Phone Number: N/A

Email Address: CLS-RM@wolterskluwer.com

Notes: To reach the Relationship Manager team.

Rep Office Management

Phone Number: N/A

Email Address: CLS-RepMgmt@wolterskluwer.com

Notes: Contact for all Rep Office questions.

Representation Services Advisors

Phone Number: N/A

Email Address: CLS-RSA@wolterskluwer.com

Notes: Contact for internal questions on SOP legal advice (Brian Hickman's group).

SEC Research

Phone Number: 800-955-5219

Email Address: david.molenda@wolterskluwer.com

Notes: SEC Research — WK company

Service Manager Response Team

Phone Number: N/A

Email Address: ServiceManagerResponseTeam@wolterskluwer.com

Notes: Group available for service help/questions for managers.

SOP Centralized Delivery — Undeliverable SOP

Phone Number: N/A

Email Address: CLS-SOPCentralizedDelivery@wolterskluwer.com

Notes: Contact ONLY for questions pertaining to SOP that has been returned as undeliverable by UPS. The team communicates with the Centralized Service Team to locate new delivery instructions, and then re-routes the SOP to the customer's updated address.

SOP Support

Phone Number: N/A

Email Address: CLS-CTSOPSupport@wolterskluwer.com

Notes: Contact for SOP queries, research, SOP correction requests, and SOP CRM entry.

Spam Email (Reporting Spam)

Phone Number: N/A

Email Address: spam@wolterskluwer.com

Notes: Email to use to report suspicious emails and/or attachments. As an alternative, click the Report Email button on the far right top corner of Outlook. See the [Global Acceptable Use Policy](#) for more details.

TCS-ARMS — Direct Annual Reports through CTA/MyCT Webcart

Phone Number: N/A

Email Address: TCS-ARMS@wolterskluwer.com

Notes: Questions regarding status of WOs/Webcart Annual Reports that are delayed or not directly filed with the state within the turnaround listed.

TLC Training Team

Phone Number: N/A

Email Address: TLCTrainingTeam@wolterskluwer.com

Notes: To reach the TLC Training Team. Focuses on company-wide initiatives and training.

UCC Business Consultant Team

Phone Number: N/A

Email Address: CLS-CTUCCBC@wolterskluwer.com

Notes: To reach the transactional UCC business consultants.

UCC Hub

Phone Number: N/A

Email Address: CT-NPD-BAU-HUBSTEAM@wolterskluwer.com

Notes: Contact for technical support for UCC Hub orders.

UPS Enterprise Support

Phone Number: 800-877-1497

Email Address: enterprisesupport@UPS.com

Notes: Contact for UPS issues.

Required information for the call:

- Tracking number
- CT Account Number (without this, the call is transferred to general customer service). You can find your team's UPS account number by looking in Address Book Revisions in E1. Once you search your team (search type "STM"), select the grid by your team, then click the phones button. Use the right arrow to see all rows, and you will find your team's UPS number.

VCorp

Phone Number: 888-528-2627

Email Address: publications@vcorpservices.com

Notes: Contact for publication requests. For urgent requests contact 845-625-0623.