



## Vendor Contacts and Ordering Instructions

All PEPPM orders should be faxed to PEPPM at 800-636-3779 or placed online through Epylon eCommerce.

### Awarded Catalog Category:

Refurbished Computer Systems & Parts (CA & PA)  
General Hardware & Software (PA Only)

## Introduction

### About CXtec

For more than three decades, CXtec has provided new and pre-owned networking, voice, data center and cabling technologies worldwide. We put our own brand of certified pre-owned equal2new® hardware through a rigorous diagnostic inspection and testing process and back it with an industry-leading warranty, thereby setting the standard for reconditioned equipment. All our hardware offerings can be backed by RapidCare™, our next business day advance hardware replacement. We offer an Asset Recovery program that provides cash, credit or trade for used hardware, and IT asset disposal services including data and physical destruction, and a Certificate of Equipment Recycling. CXtec is an ISO-certified company committed to maximizing value for our customers through needs-based, customized solutions. We're a long-standing member of the United Network Equipment Dealer Association (UNEDA), an alliance of more than 300 of the top pre-owned network equipment dealers worldwide. Technology @ Your Pace®, our trademark philosophy, means we provide customized solutions that fit each customer's individualized needs, and they all come standard with the exceptional customer service and technical support for which CXtec is famous.

### CXtec Education Team

Take your technology infrastructure to the head of the class with CXtec.

As an educational institution, you have more than just viruses and file sharing to worry about. You're also faced with trying to secure the flow of information between your staff and students. And as if these challenges weren't daunting enough, you're continually up against budgetary constraints. You need an all-in-one provider who can offer an efficient and cost-effective way to meet your educational networking needs.

Put your worries at ease with CXtec. Our experienced and knowledgeable education team will help your facility design, integrate and implement a custom-tailored solution. Our trademark Technology @ Your Pace® philosophy means we work around your financial

needs to come up with a solution designed just for you. And since new technology might not always be the best option for you, we offer our exclusive equal2new® certified pre-owned hardware that comes with the industry's most stringent performance guarantee. If it's cables you're after, we offer the CABLExpress® brand as a perfect fit for all your cabling needs. No matter what type of solution we customize for you, we'll work within your budget and time frame to meet your needs.

Simply put, nobody understands your security and financial challenges quite like CXtec. No matter what type of networking hardware you need, you can count on CXtec to help you meet your networking objectives.

### Meet the CXtec Education Team!

CXtec's Education Team has some of the company's longest and most successful employees working in the vertical. Each rep is well versed in the technology trends in their particular territory as well as each state's unique purchasing requirements. Eleven reps handle over 3,000 accounts across the United States. We're dedicated to our customers, and we look forward to exceeding your expectations every day. Here's our team:

**Phone Number: 800-318-7563**

Sales Rep	Title	Role	Email	Physical Location	Ext.	States
Amber Clark	Acct Exec	Sales	<a href="mailto:aclark@cxtec.com">aclark@cxtec.com</a>	Syracuse, NY	2459	TX OK NE KS IA SD ND
Kasey Hollister	Acct Exec	Sales	<a href="mailto:khollister@cxtec.com">khollister@cxtec.com</a>	Yuma, AZ	2166	MI IN KY CA
Michele Bull	Vertical Champ	Sales	<a href="mailto:mbull@cxtec.com">mbull@cxtec.com</a>	Williamstown, NY	2317	AZ NM CO UT
Don Scalise	Acct Exec	Sales	<a href="mailto:dscalise@cxtec.com">dscalise@cxtec.com</a>	Buffalo, NY	2608	NY OH IL
Mike Nardella	Acct Exec	Sales	<a href="mailto:mnardella@cxtec.com">mnardella@cxtec.com</a>	Syracuse, NY	2384	PA NY MA MD ME RI CT VT DE DC
Mike Van Riper	Acct Exec	Sales	<a href="mailto:mvanriper@cxtec.com">mvanriper@cxtec.com</a>	Syracuse, NY	2237	PA NY MA MD ME RI CT VT DE DC
Sarah Byron	Acct Exec	Sales	<a href="mailto:sbyron@cxtec.com">sbyron@cxtec.com</a>	Syracuse, NY	2343	GA FL LA
Susan Martell	Acct Exec	Sales	<a href="mailto:smartell@cxtec.com">smartell@cxtec.com</a>	Syracuse, NY	2216	NC SC VA WV
James Mara	Acct Exec	Sales	<a href="mailto:jmara@cxtec.com">jmara@cxtec.com</a>	Syracuse, NY	2578	AL AR TN MO MS
Stephanie Bushey	Acct Exec	Sales	<a href="mailto:sbushey@cxtec.com">sbushey@cxtec.com</a>	Syracuse, NY	2050	CA OR WA ID MT WY AK HI NV
Mike Featherstone	Sales Mgr	Sales	<a href="mailto:mfeatherstone@cxtec.com">mfeatherstone@cxtec.com</a>	Syracuse, NY	2156	N/A

Our World Headquarters and Technology Certification and Distribution Center are located in beautiful upstate New York. Listed below is our Mailing addresses and contact information:

**Physical Address**

5404 South Bay Road  
Syracuse, NY 13212

**Mailing Address**

5404 South Bay Road  
PO Box 4799 Syracuse, NY 13221-4799

**Remit To Address**

CXtec  
PO Box 5211 - Dept 116003  
Binghamton, NY 13902-5211

**Phone & Fax:**

Phone: 800.318.7563  
Fax: 315.455.1800

Web sites: [www.cxtec.com](http://www.cxtec.com) or [www.cablexpress.com](http://www.cablexpress.com)

## How To Use & Navigate the CXtec PEPPM Online Catalog Store

### Online Catalog Store

1. Log on to the catalog store at by clicking the store front link on PEPPM website for the CXtec award or [www.cxtec.com/peppm](http://www.cxtec.com/peppm)
2. You can search for product two ways:
  - You can use the **Category List** on the left hand side of the page and drill down further to list all choices within a category by manufacturer and then by specific part number.
  - You can search by manufacturer part number in the **SEARCH** box. Then click **GO**.
3. Once you've found your item, click on it. Add it to your cart.
4. At the Cart screen, you can change quantities and remove items from your cart. Press **"UPDATE CART"** after changes are made to save them.
5. Press **"CONTINUE SHOPPING"** to add more items to your cart.
6. Repeat steps 1-5 until your cart is complete.
7. Feel free to add any note you wish to your cart regarding quantities, bulk discounts, timeframe for delivery, or technical information. We'll do our best to respond to your needs in a timely fashion.
8. When your cart is complete, press **"REQUEST A QUOTE"**.
9. Please supply your email information, then press **"GO"**.
10. **Required fields** are name, company, & phone. Please fill in the required fields then press **"SUBMIT QUOTE"**.
11. You will receive an email confirmation that your quote has been submitted. Please reference the **Cart ID#** when calling with questions.
12. **PLEASE NOTE:** Carts are not saved on the PEPPM catalog site! The only way to save a cart is to **"REQUEST A QUOTE"**.
13. Your completed quote will be emailed to you within 24 hours. If you have questions in the note field, we will contact you shortly after your submission is received to address them.
14. For immediate assistance with orders or if you have any questions, please call **Michele Bull**, CXtec Contract Manager, at 800.318.7563 x2317.
15. **FAX the CXtec quote & your Purchase Order to 800-636-3779.**

## Placing an Order via Fax:

1. Click on the "CXtec" link located on [www.peppm.org](http://www.peppm.org), shop, add selected items to a cart and request a PEPPM quote or contact one of the above listed CXtec representatives.
2. Once you receive your PEPPM quote from CXtec:
3. Address the orders to:  
**CXtec**  
**5404 South Bay Road**  
**Syracuse, NY 13212**
4. All quotes and orders should state "As per PEPPM 2010 Catalog Bid."
5. Fax the completed order to **800-636-3779**.
  - a. Your order will be reviewed and edited by PEPPM Staff.
  - b. You will be contacted to make any necessary corrections.
  - c. Your order will be issued to the vendor within 24 hours during the business week after all (if any) corrections are made.
  - d. Your order will be archived for audit support.

For any assistance using Epylon, contact [service@epylon.com](mailto:service@epylon.com) or call 888-211-7438.

Orders may not be faxed directly to the Awarded Vendor. All orders must be placed through the PEPPM fax number (800-636-3779).