



## Vendor Contacts and Ordering Instructions

To assure PEPPM bid protection, all PEPPM orders must be faxed to PEPPM at **800-636-3779**, emailed to [orders@peppm.org](mailto:orders@peppm.org) or placed online through Epsilon eCommerce. In the body of the purchase order, please include the following language: "As per PEPPM".

### Product Line: Ciena

### Introduction

SYNNEX Corporation is a Fortune 117 IT distributor with worldwide operations employing over 45,000 people. In the US, we have 12 distribution centers strategically located nationwide to provide 1-2 day delivery on most stocked product. We have the technical, sales and customer support capabilities to offer PEPPM the best-in-class experience in IT procurement.

#### Sales Contact Information:

Address: SYNEX Corporation  
39 Pelham Ridge Drive  
Greenville, SC 29615

E-mail: [PEPPM@synnex.com](mailto:PEPPM@synnex.com)

Tele: 1-800-456-4822

Customer Service: 1-800-756-1888  
Technical Support: 1-800-756-2888

SYNNEX has agreed to extend Pennsylvania bid pricing to all 50 states, the District of Columbia and Puerto Rico. Use the same contacts above for all of your IT needs.

### Placing an Order via Fax or Email:

1. Locate product and prices on PEPPM.org or through a sales representative.
2. Our posted PEPPM prices are for a quantity of 1. For volume discounts, please send the following information to [PEPPM@synnex.com](mailto:PEPPM@synnex.com): Manufacturer's name, part #, quantity, Enduser Agency, City, State.
3. Select one of the authorized resellers listed below and address the orders to:  
Approved Dealer  
Dealer Address
4. All quotes and purchase orders should state "As per PEPPM."
5. Fax the completed order to **800-636-3779** or email to [orders@peppm.org](mailto:orders@peppm.org).
  - 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.
6. Standard shipping is included on all orders over \$500.00.



## Placing an order Online:

Before placing an online order, make sure that your Ship-to Address has been entered by the individual in your organization that manages your Epylon information. Click on My Profile\_My Ship-to Addresses to view the addresses available on your account. If it is not listed, you must add it before creating the PO form. Ship-to Addresses are added under Accounts\_Ship-to Addresses.

1. Login to Epylon at [www.epylon.com](http://www.epylon.com).
2. Click on the Contracts tab.
  - a. Choose between a "line item" or "contracts" search.
  - b. Select **SYNNEX Corporation** from the Vendor (Awardee) list.
  - c. Click "Search."
3. Add selected line items to a List.
4. Assign a reseller to the item by checking the box next to the item and clicking the "Assign Distributor" button.
5. To request a volume price break, add items to a Spot Price Check form along with your desired quantity and a Response Due Date. The vendor will be notified of your request via email. Once they respond, you'll be notified and can view the response on Epylon. (After viewing a winning response, continue with the instructions that follow.)
6. Add selected items to a Purchase Order form.
7. Click "Submit" after entering a valid PO number and shipping address.
  - a. The PEPPM contract will automatically be referenced in your PO.
  - b. You will retain a copy of the sent purchase order in your Epylon account. A Printable Version is also available.
  - c. The order will immediately be viewable by the vendor.
  - d. Your order will be archived for audit support.
8. Standard shipping is included on all orders over \$500.00.

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

## Reseller Listing

Orders may not be sent directly to these resellers. All orders must be placed through the PEPPM fax number (800-636-3779), email address ([orders@peppm.org](mailto:orders@peppm.org)) or Epylon eCommerce ([www.epylon.com](http://www.epylon.com)) to assure PEPPM bid protection.

Select one of the authorized resellers/dealers listed below and address the orders to:

CDW Government, LLC  
230 N. Milwaukee Ave  
Vernon Hills, IL 60045  
Sarah Rosenfeld  
866-769-8466  
[bids@cdwg.com](mailto:bids@cdwg.com)

ePlus Technology Inc.  
130 Futura Drive  
Pottstown, PA 19464  
Nick D'Archangelo  
610-495-1293  
[peppm@eplus.com](mailto:peppm@eplus.com)



Integration Partners Corporation  
12 Hartwell Avenue  
Lexington, MA 2421  
Louis DePasquale  
781-357-8152  
[SLED@integrationpartners.com](mailto:SLED@integrationpartners.com)

Optiv Security, Inc.  
1144 15th Street, Suite 2900  
Denver, CO 80202  
Linda Qualley  
303-298-0600  
[pubsecreports@optiv.com](mailto:pubsecreports@optiv.com)

SHI International Corp.  
290 Davidson Avenue  
Somerset, NJ 8873  
Nick Grappone  
908-208-3223  
[Nick\\_grappone@shi.com](mailto:Nick_grappone@shi.com)

ViewTech Group, LLC  
1207 Timberline Court  
Southlake, TX 76092  
Miki Clement  
817-717-9540  
[Miki.clement@viewtechgroup.com](mailto:Miki.clement@viewtechgroup.com)

En-Net Services  
712 N East Street  
Frederick, MD 21701  
Greg Gordon  
301-846-9901  
[peppm@en-netservices.com](mailto:peppm@en-netservices.com)