



August 1, 2022

Dear University of Missouri End Users of the Staples program:

We would like to announce a couple of staffing changes within Staples that will impact the University of Missouri. Rick Payne, Key Account Manager, and Joe Stow, Customer Success Consultant, are both retiring from Staples. Joe's last day will be August 19<sup>th</sup>, and his successor is Rannie Williamson. Rick will continue to work with the new Key Account Manager, Jeff Hirsch, until the account is fully transitioned.

In addition to the change in staffing, we will be making a change to a new third-party courier in the Columbia and Rolla markets effective August 8, 2022. The Kansas City and St Louis campus locations will continue to be delivered by Staples fleet.

Watco was selected as the new third-party courier in your market through a rigorous process. This decision was based on the caliber of their management and delivery drivers, their equipment, and more specifically, their ability to provide timely and excellent customer service. Your satisfaction is our top priority, and it is our goal to make sure you receive a positive delivery experience no matter how you get your order.

We appreciate your support as we implement these changes. Should you have any questions, please see the contact information for the new team members. We look forward to earning your business everyday.

Sincerely,  
Your Staples Account Team

Jeff Hirsch, Key Account Manager  
[Jeff.Hirsch@staples.com](mailto:Jeff.Hirsch@staples.com)  
314-258-4737

Rannie Williamson, Customer Success Consultant  
[Rannie.williamson@staples.com](mailto:Rannie.williamson@staples.com)

Diana Albrecht, Inside Key Account Manager  
[diana.albrecht@staples.com](mailto:diana.albrecht@staples.com)

Customer Service  
[supportsa@staples.com](mailto:supportsa@staples.com)  
877-826-7755