



# State of New Jersey

DEPARTMENT OF THE TREASURY  
DIVISION OF PURCHASE & PROPERTY  
DISTRIBUTION & SUPPORT SERVICES  
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**To** : DSS Customers  
**Date & Ref** : 830\_Post Go-Live Customer Service Follow Up and Escalation Policy

**Subject** : Post Go-Live Customer Service Follow Up and Escalation Policy

It is my pleasure to announce the successful Go-Live of DSS's new Enterprise Resource Planning/eCommerce, named: NJSCS.

DSS customer service, reporting to DSS Supervisor of Administration, has suitable competencies and the capability of providing high-quality support to DSS customers. In this regard, DSS customers may consider the following customer services escalation policy:

1. **Tier 1: DSS Customer Services Representatives;**

- Mack, Sophia. [Sophia.Mack@treas.nj.gov](mailto:Sophia.Mack@treas.nj.gov)
- Nancy Langevin. [Nancy.Langevin@treas.nj.gov](mailto:Nancy.Langevin@treas.nj.gov)
- Santanello, Donna. [Donna.Santanello@treas.nj.gov](mailto:Donna.Santanello@treas.nj.gov)
- Phone Number: (609) 530-3308

DSS Customers may reach out to their assigned, or any, DSS customer services rep in terms of customer services, order follow up, addressing of concerns, and offering suggestions. If the customer concern has not been resolved, the customer may escalate their concern higher to Tier 2.

2. **Tier 2: Supervisor of DSS AR & AP;**

- Hall, Tynisa. [Tynisa.Hall@treas.nj.gov](mailto:Tynisa.Hall@treas.nj.gov) (609) 530-9104

If the customer concern has still not been resolved, the customer may escalate their concern higher to Tier 3.

3. **Tier 3: DSS Customer Services Representatives;**

- Signoretta, Joseph. [Joseph.Signoretta@treas.nj.gov](mailto:Joseph.Signoretta@treas.nj.gov) (609) 530-9103

The customer may address the unresolved case by providing a timeline of the unresolved concern.

Thank you for your cooperation.

Dr. Ayman Alminawi, EdD  
Chief of Operations  
Distribution and Support Services (DSS)  
Division of Purchase & Property,  
Department of the Treasury

CC: DPP Senior Management  
DSS Management Team  
File