

BULLETIN

DECEMBER 16, 2024 | BULLETIN 55-24

TO: Greenheck Representatives
FROM: Heather Mroczenski, Order Processor Supervisor
SUBJECT: TAP DOAS Order Processing Update



To continue to service our internal and external customers while preparing for future growth for the TAP and DOAS business units, we are making changes to the current TAPDOASOrderProcessing@greenheck.com email. These changes will also help the Order Processing team prepare for the launch of the RTU business unit in 2025 and provide more visibility of requests for all three business units.

The current "TAPDOASOrderProcessing" email will become obsolete, and we will be transitioning to Product/Business Unit specific emails. When this goes live on **01/02/2025**, an auto-reply email will be generated stating the inbox is no longer being monitored and will provide information for the request to be re-sent.

While the current pre-sale and post-sale emails will remain the same, please use the following emails for DOAS/RTU/TAP questions regarding order status (no ship date provided in RepNet), product changes, cancellations, and move-up/out requests.

- DOASordersupport@greenheckgroup.com
- MUAordersupport@greenheckgroup.com
- ERVordersupport@greenheckgroup.com
- RTUordersupport@greenheckgroup.com

If your request has more than one product, please send the email to all of the Order Processing teams needed. For example, if the request has both MUA and DOAS, one email can be sent, but please include both MUAordersupport@greenheckgroup.com and DOASordersupport@greenheckgroup.com.

If you have any questions or concerns, please feel free to reach out to Heather Mroczenski, TAP/DOAS/RTU Order Processor Supervisor, at Heather.Mroczenski@greenheck.com.