



Who to Call?-Dayton

Customer Relations

- **Branch Manager-** Brian Swallows | [614-738-4329](tel:614-738-4329)
- **CSR Department -** [614-837-4026](tel:614-837-4026)
- **Mailing out Physical Invoices –** Alisha Straszheim | Task or call-[614-955-8150](tel:614-955-8150)
- **Warranties/Portable A/C or Heater–** Caerlina Williams | [614-867-0066](tel:614-867-0066)
- **Mail Out Estimates –** Alisha Straszheim | [614-955-8150](tel:614-955-8150)
- **SMA Renewal Questions-Task** [Tyler Cosgray](#)

Finance

- **Wells Fargo -**
 - Joanna Gerardi (M-F, 7 AM – 3 PM) | [614-589-8928](tel:614-589-8928)
 - Jahnava Latorre (M-F, 3 PM – 9 PM + Weekends) | [567-303-2228](tel:567-303-2228)
- **Aqua Financing –** Jahnava Latorre | [567-303-2228](tel:567-303-2228)
- **Goodleap Financing –**
 - Joanna Gerardi (M-F, 7AM-3PM) [614-589-8928](tel:614-589-8928)
 - Jahnava Latorre M-F, 3PM-9PM + Weekends) [567-303-2228](tel:567-303-2228)

Human Resources

- **401k/Benefits–** Joanna Gerardi | [614-589-8928](tel:614-589-8928)
- **Uniforms–** Caerlina Williams | [614-867-0066](tel:614-867-0066)
- **Clocking in/out Issues-**
 - Install Dept/Office- Caerlina Williams | [614-867-0066](tel:614-867-0066)
 - Service Dept- Dispatch Phone | [614-490-7511](tel:614-490-7511)
- **Time off Request Issues/Install-** Caerlina Williams | [614-867-0066](tel:614-867-0066)
- **Time off Request Issues/Service-** Joyce Morris | [614-816-4483](tel:614-816-4483)
- **GMS General Questions**
 - Joanna Gerardi (M-F, 7 AM – 3 PM) | [614-589-8928](tel:614-589-8928)
 - Jahnava Latorre (M-F, 3 PM – 9 PM + Weekends) | [567-303-2228](tel:567-303-2228)
- **Certifications/Testing –**Brian Swallows | [614-738-4329](tel:614-738-4329)
- **Oil Changes–** Chad Smith | [614-738-3948](tel:614-738-3948)
- **Dispatch/Job Cancellation –** Dispatch Phone | [614-490-7511](tel:614-490-7511)
- **Payroll Questions –** Tiki Porter | [740-243-7463](tel:740-243-7463)

Logistics/Vehicles

- **Manages Fleet/Accidents Warehouse Manager-** Chad Smith | [614-738-3948](tel:614-738-3948)



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- **Need Towed-** Dispatch Phone-[614-490-7511](tel:614-490-7511)

I.T. Department

- **IT Questions/iPad/iPhone/Nearby Now** – Mike McGrew | [614-374-8001](tel:614-374-8001)

Marketing Department

- **Pricebook/Coupons/Specials** – Josiah Roberts | [740-243-7396](tel:740-243-7396)
- **Business Cards/Badges** – Josiah Roberts | [740-243-7396](tel:740-243-7396)

Sales or Estimates

- **Price Drops/Special Payment Plan Terms** – Mic Mohler | [614-462-0670](tel:614-462-0670)
- **Parts/Repair Pricing/Discounts** – Caerlina Williams | [614-867-0066](tel:614-867-0066)
- **Instant Online Quotes** – Contact Salesman #2
- **Equipment Availability or Compatibility -**
 - Chad Smith (M-F, 7 AM -3 PM & Every other Weekend) | [614-738-3948](tel:614-738-3948)
 - Caerlina Williams (M-F, 7 AM -3 PM & Every other Weekend) | [614-867-0066](tel:614-867-0066)
- **General Sales Questions -**
 - Brian Swallows | [614-738-4329](tel:614-738-4329)
- **Sizing Questions -**
 - Steve Bowermeister | [614-381-2048](tel:614-381-2048)

Scheduling

- **Duct Cleaning/Scheduling a Job** – CSR Department | [614-837-4026](tel:614-837-4026)
- **Installations - Michelle Bowersmith** (M-F, 7 AM -3 PM) | [614-832-0995](tel:614-832-0995)
- **Installations** – Paula Marteney (After 3PM & Weekends) | [740-564-2695](tel:740-564-2695)
- **Process a Payment/Can't Collect-** Caerlina Williams | [614-867-0066](tel:614-867-0066)
- **Refusal to Collect due to Incomplete Job-** Brian Swallows | [614-738-4329](tel:614-738-4329)

Tools/Parts

- **Truck Stock** – Mike Wise | [614-935-4146](tel:614-935-4146)
- **Tools/Tool Account-** Alisha Straszheim | [614-955-8150](tel:614-955-8150)