



The Supplier Source

A publication of the Georgia Department of Administrative Services

Your Tier 1 Procurement Support Team



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Meet the Procurement Help Desk

We'd like to introduce you to the members of the Department of Administrative Services' Procurement Help Desk who are responsible for assisting suppliers and employees with our purchasing applications including the Georgia Procurement Registry, eQuote, and Team Georgia Marketplace™. The Procurement Help Desk phone line at 404-657-6000 is available Monday through Friday from 8 a.m. to 5 p.m.

Prior to the January launch of Team Georgia Marketplace™, we contacted the State Office of Customer Service (OCS) to assist us with the volume of calls we were receiving. We needed help to reduce hold times on the phone lines and to improve our customer service. They were trained to answer routine registration calls diverted to them through a telephone tree. Meanwhile, our first tier Help Desk experts focused on the bulk

of calls requiring specific assistance. First tier calls are longer and more detailed, dealing with challenges to registering or submitting bids.

The second tier Help Desk personnel manage higher level situations. This team is comprised of Team Georgia Marketplace™ business analysts who solve logistical problems, including system enhancements.

Help Desk calls peaked in February, but are now diminishing. We appreciate the patience you've shown throughout the transition to Team Georgia Marketplace™, and we continually strive to serve you better.



2nd Tier Help Desk Analysts at Your Service
Above, pictured left to right: Carissa Cox, Mo Moghazy, Mukesh Patel, Maelecheia McKeithen, Barbara Muse