



BGSU Shredding and Document Destruction Account Information

General Customer Service: customer-relations@stericycle.com Phone: 800-697-4733

- **Customer service manages all service, billing & portal inquiries**
 - Please include your account # in the subject line
 - You will receive an automated email with a reference # pertaining to your inquiry
 - You will receive a direct communication regarding any service or portal related inquiries from the customer service team within 5-7 business days
 - You will receive communication regarding any billing inquiries around 3 billing cycles (90 days)

Contact Information for Inquiries

Sandra Barchak – Sales Support

Contact Regarding:

- Any bin adds/removals
- Service frequency changes
- Account cancellations
- Escalations from Customer Service

Email: Sandra.barchak@stericycle.com

Ronald Purgatorio – Account Manager

Contact Regarding:

- Any contractual items
- Any new site setups
- Escalations from Customer Service

Email: Ronald.purgatorio@stericycle.com

Tiffany Sliteris – Government Purge Rep

Email: Tiffany.sliteris@stericycle.com

Deniz Mahic – Government Team Manager

Contact Regarding:

- Emergency escalations

Email: Deniz.Mahic@stericycle.com

New Account Set Up / Portal Activation

- If you would like to obtain a shred bin for your department, contact Sandra Barchak at the above contact information
- A new account will be created for your department and you will be sent an email containing the account number – this account number is specific to your department.
- After receiving your account number, go to www.myshredit.com and click “Register”.
- Follow the prompts and provide your account customer number.
- Within the portal you can find next service dates, proof of service documents, invoice copies, as well as make requests.
- Any assistance needed with regards to the portal can be directed to customer service

Frequency of Service

- Once in the portal, you will notice that the frequency of your service is preset, per our contract with the vendor to once every four weeks. You will not be able to change the set frequency of your service, but you can modify the service dates as described below.
 - o If you would like to make these pickups less frequent or more frequent, select “Manage Pickups”
 - o A new page will open and will display the pickup scheduled date as it is currently scheduled. On the right side of the page, select “Reschedule”.
 - o A calendar will pop up and you can move your pickup date out another two weeks on top of the four weeks it is already set to, or you can move the date in two weeks so that your service will be sooner than scheduled.
 - o Please note that the shaded-out dates are not available.
- You can continue to move this date out indefinitely until you are ready to have your bins picked up, but you will have to consistently move the date ahead of the service date.

One Time Rental

- Should you need additional services outside of your standard bins such as a onetime rental of a second bin for document removal, digitalization of records, you can request this service by calling the account contact above.

Add a User to the Department Portal

- The original administrator for the department as defined in the portal can add additional users for their departmental portal
 - o Once in the portal, click “Add a New Employee”.
 - o You will be asked to provide their basic information and assign their access level for your account.
 - o When complete click “Add.”

Invoicing Instructions

- You will only receive the invoice associated with your department.
- You will receive an invoice directly from Shred-It to your email only after a service to your department has been completed.
- Invoices should be submitted through Falcons Purch via a payment request.

Physical Location Change for Bins / Office Move

- Please contact the account contact if you physically change or move the bin locations for your department. The account will need to be updated so the drivers know where to find the bin.
- If your department moves to a new location, whether it be in the same building or across campus, please take your bins with you. The bins are tied to your account number and will continue to be serviced and billed to your account. You must notify the account representative of the new location as outlined above.