

## Useful Information

**Will I be buying my supplies from Spangler or Miller's?** Starting on January 17, 2018 you will be buying your supplies from Miller's. The Howard A. Spangler Company has closed. Miller's reached an agreement with Spangler in which we will be servicing former Spangler customers.

**Will any of my account information change?** Yes. Miller's has set up each Spangler customer with a new account in Miller's computer system. We have transferred your pricing information from Spangler into the Miller's system so your pricing will not change with your new account.

**When will I see the change in my account number?** That change has already occurred. All orders placed after January 17, 2018 will be processed, delivered and invoiced in the Miller's system.

**How can I place my orders?** If Tom or Nataly visited your office to take your order, Nataly Hedrick is now a Miller's employee and she will still be coming by to see you. If you placed your order by phone, you can still call the Spangler phone number however the Miller's phone number is 800-451-3370. If you fax your orders, please fax them to 800-451-3385. You can also email your orders to [orders@millersoffice.com](mailto:orders@millersoffice.com). Any changes in the way you order will be made by you, not Miller's. We bend over backwards to serve you the way you, the customer, wants to be served. We do have a great web ordering system, which, if you are interested, Nataly can arrange a demonstration.

**Will you know the items we have purchased in the past?** Yes. As part of the agreement, Spangler has transferred all of your usage information so we make this transition as seamless as possible for you. If you have a question about what you have previously purchased, just ask and we should be able to help you.

**Who do I pay my old invoices to?** Any product you purchased through Spangler should be paid to Spangler. Only send payment to Miller's for products invoiced from Miller's.

**Will I still be able to pick up product at the Spangler offices in Harrisonburg?** No. As part of Spangler's closing their business, the location is no longer open. You are able to pick-up an order at Miller's Waynesboro location.

**What is the best way to contact Miller's?** Here is our contact information:

**Phone Numbers**

Toll Free: 800.451.3370

Waynesboro: 540.949.5857

Winchester: 540.662.1824

**Fax Number:** 800.451.3370

**Email Orders:** [orders@millersoffice.com](mailto:orders@millersoffice.com)

**Nataly Hedrick:** [nheidrick@millersoffice.com](mailto:nheidrick@millersoffice.com) or 800.451.3370 ext. 4487