

WHO DO I CALL?

CUSTOMER SERVICE should be your first resource for almost all issues. Customer Service physically prepares the testing materials packets, sends them, and has access to all candidate registry and scheduling information. Customer service does candidate scheduling for exams, and knows how many candidates are in each class, class locations, and dates. They handle cancellations, track the location of your packet/testing materials and when you can expect it to arrive, and help with missing or incorrect testing materials, etc.

CUSTOMER SERVICE NUMBERS PER STATE:

Connecticut: 1-866-257-5892

Maryland: 1-866-257-6470

Pennsylvania: 1-800-795-2350

Virginia: 1-866-257-5240

Washington DC: 1-888-399-7729

Wisconsin: 1-866-257-5424

Wyoming: 1-866-257-5238

If you have **EVALUATOR** scheduling issues, Examples: When and where you prefer to be scheduled, canceling or adding dates, switching dates with another evaluator, etc., contact:

Melissa Sloden, CEP Scheduling Coordinator:

Phone: 1-866-311-3832 ext. 173

Fax: 1-866-257-6506

American Red Cross
430 W. Orange Street
Lancaster, PA 17603

slodenme@usa.redcross.org

Direct all monthly "Availability Calendars" to Melissa via mail, e-mail, or fax. You can find blank Availability Forms on this website also!

If you have **PAYROLL** related issues, Examples: You did not receive a paycheck, you were underpaid/overpaid, etc., contact:

Jennifer Bowermaster, Support Services Mgr.

1-866-311-3832 ext. 218

bowermastj@usa.redcross.org

If you are an evaluator and have **SITE COMPLAINTS/PROBLEMS** or **GRIEVANCES** use the forms supplied in your packets to contact Chris in writing. Contact Chris with all elevated issues of concern:

Christopher Porter, Manager

1-866-311-3832 ext. 145

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430 W. Orange Street
Lancaster, PA 17603

porterc@usa.redcross.org

For **IN-FACILITY** exam information, please see the In-Facility link available on this site. You can download all necessary documentation to get started, and/or request and schedule an exam.