

**TIPS Customer Support Contacts**  
**800-438-8477**

[www.gettips.com](http://www.gettips.com)

**Your TIPS Account Managers**

Name	Position	Appropriate Questions	Extension	Email
Brian Flickinger	Account Manager	Sales & Support issues for the following regions: <b>Alabama, Arizona, Connecticut, Montana, New Jersey, New York, Oregon, Texas, Washington, Africa, Asia, and the Middle East</b>	307	<a href="mailto:flickingerb@gettips.com">flickingerb@gettips.com</a>
Matt Richmond	Account Manager	Sales & Support issues for the following regions: <b>Colorado, Illinois, Iowa, Kentucky, Maine, Minnesota, Nebraska, New Hampshire, and South Dakota,</b>	399	<a href="mailto:richmondm@gettips.com">richmondm@gettips.com</a>
Carlos Palacios	Account Manager	Sales & Support issues for the following regions: <b>Alaska, Florida, Idaho, Indiana, Missouri, Nevada, North Carolina, Ohio, South Carolina, Tennessee, Latin America and the Caribbean</b>	309	<a href="mailto:palaciosc@gettips.com">palaciosc@gettips.com</a>
Kerstin Kapture	Account Manager	Sales & Support issues for the following regions: <b>California, Georgia, Louisiana, Mississippi, New Mexico, Oklahoma, Rhode Island, West Virginia, and Wisconsin</b>	398	<a href="mailto:kapturek@gettips.com">kapturek@gettips.com</a>
Jean Bignell	Account Manager	Sales & Support issues for the following regions: <b>Delaware, District of Columbia, Kansas, Maryland, Michigan, North Dakota, Pennsylvania, Virginia, Wyoming, and Europe</b>	315	<a href="mailto:bignelli@gettips.com">bignelli@gettips.com</a>
Laundra Craig	Account Manager/Sales Administrator	Workshop Scheduling and Sales & Support issues in the following regions: <b>Arkansas, Hawaii, Massachusetts, Utah, Vermont, and Canada</b>	336	<a href="mailto:craigl@gettips.com">craigl@gettips.com</a>

**Other Key Staff Members**

Name	Position	Appropriate Questions	Extension	Email
	Instructional Designer	Program and/or Test Content Questions; Alcohol Responsibility Conference	347	
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Adam Chafetz	President/CEO	Unresolved Issues	325	<a href="mailto:chafetza@gettips.com">chafetza@gettips.com</a>
Trevor Estelle	Vice President, Sales & Marketing	Sales, Workshops, Marketing & Corporate Clients	357	<a href="mailto:estellet@gettips.com">estellet@gettips.com</a>
Don Miller	Purchasing & Facilities Manager	Shipping Issues	344	<a href="mailto:millerd@gettips.com">millerd@gettips.com</a>
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Gary Roberson	Government Relations Manager	State Laws and Regulations	317	<a href="mailto:robersong@gettips.com">robersong@gettips.com</a>