

# SERVICE PROVIDER PROFILE

Dear Service Provider,

We wish to learn more about your company. Please supply the following information and return it at your earliest convenience. If necessary, you may provide additional sheets for responses. **All information you provide is held in confidence.**

Date\_\_\_\_\_

Company Name\_\_\_\_\_Phone\_\_\_\_\_

Address\_\_\_\_\_Fax\_\_\_\_\_

City\_\_\_\_\_State\_\_\_\_\_Postal Code\_\_\_\_\_

Email Address\_\_\_\_\_Time Zone\_\_\_\_\_

Web site\_\_\_\_\_

Billing Address if Different Than Above\_\_\_\_\_

\_\_\_\_\_

Principal Owner (s)\_\_\_\_\_

Branch Manager\_\_\_\_\_

Service Manager\_\_\_\_\_

Warranty Billing Manager\_\_\_\_\_

Other Key Contacts\_\_\_\_\_

Years in business\_\_\_\_\_

Number of Technicians\_\_\_\_\_

Other company's products you sell/service (If you wish please attach a list):

USA companies:\_\_\_\_\_

\_\_\_\_\_

Non-USA companies:\_\_\_\_\_

\_\_\_\_\_

Are you currently under contract with the BUNNserve Management program?

\_\_\_\_\_

Bunnomatic Corporation  
1400 Stevenson Drive • Springfield, Illinois 62703  
Toll Free (800) 637-8606 • BUNNserve Fax (217) 585-7762 • [bunn@bunnomatic.com](mailto:bunn@bunnomatic.com)

Define your immediate service area \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

How do you provide service to the market outside of your immediate territory?  
\_\_\_\_\_

Do you use a sub contract network? If so, what is the extent of your territory coverage?  
\_\_\_\_\_  
\_\_\_\_\_

What is your success rate on first time fix? \_\_\_\_\_  
How do you measure first time fix? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Do you have Bunn-O-Matic parts in stock? \_\_\_\_\_  
Do you have Bunn-O-Matic parts on your service vehicles? \_\_\_\_\_  
If not would you be willing to make an investment in parts stock? \_\_\_\_\_  
What other manufactures do you stock parts for? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Explain your parts discounts to customers if any \_\_\_\_\_  
\_\_\_\_\_

Do you sell water conditioning products? \_\_\_\_\_  
If so, what brands? \_\_\_\_\_  
\_\_\_\_\_

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