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	StatePostal 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 s	ell/service (If you wish please attach a list):		
USA companies:			
Non-USA companies:			
Are you currently under contract	with the BUNNserve Management program?		

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?					
Circle the format in which you would like to see our publications (PDF, Email, Fax)					
Circle the preferred method to receive work orders (Phone, Fax, Email)					

Service Rate Information

Current End User Rates		Propose	Proposed Rates for Bunn		
Current Labor Rate:	\$/Hr.	Labor Rate:	\$/Hr.		
Current Travel Rate:	\$/Hr.	Travel Rate: Or Travel Zones:	\$/Hr. yes (please attach) no		
Current Mileage Rate:	\$/Mi.	N/A (Must be inc	luded in Travel Rate)		
Current Overtime Rate:	\$/Hr.	Overtime Rate: (incl. Sat. & Sun.	\$/Hr.		
Weekends/Holidays Rate:	\$/Hr.	Holiday Rate:	\$/Hr.		
Our service	e company pr	ovides the following s	ervices: (please check)		
Office Hoursa.m. top.m.		After Hour Service	After Hour Service		
24-Hour Technical Help Line		_ Refrigeration Ser	Refrigeration Service		
Espresso Service		_ Water Testing	Water Testing		
Filter/Drip Coffee Service_		_ Refurbish equipn	Refurbish equipment		
Warehouse Equipment		Installation Servi	Installation Service		
Loaner Equipment		Maintenance Co	Maintenance Contracts		
Toll free phone number		Paging Service_	Paging Service		
Emergency and Holiday Se	ervice	Other	Other		
Check any o	of the following	g training that you hav	e completed at BUNN.		
BrewWISE Training CDS/ULTRA		/ULTRA Training	Espresso Training		
JDF (Juice) Training	FMD	(Hot Powdered) Training	Grinder Training		
Hot Water Training	Omni Training		Liquid Coffee Training		
	ians or staff attend	led the 3-day Certification So ation Exam with a 70% or be	chool in Springfield, IL, Moonachie, NJ, htter?		
Name					
Date were they certified?					
Other Training					