



## **Invoicing and Service Data**

### **BUNN® Open Accounts**

Customers may choose to have all BUNNserve® services invoiced to an open BUNN account. Customers must provide BUNNserve with a listing of locations pre-approved for service dispatch or a listing of personnel authorized to request service. It is the customer's responsibility to notify BUNNserve immediately of any changes in approved locations or authorized personnel.

Both Flat Rate and Time and Material Services are available to customers with open accounts.

### **Invoicing to Credit Cards**

Customers may also choose to have services invoiced to approved credit cards. Customers may provide a Credit Card that BUNNserve will maintain securely for all service billings or require callers to provide credit card information prior to dispatching any service call.

Only Flat Rate Services are available to customers paying with credit cards.

### **Terms**

Payment terms are net/30 from the date of the BUNN Invoice. Discounts do not apply to BUNNserve services. There is a 1.5% Service Charge for invoices 15 days past due.

## **Flat Rate Services**

### **Flat Rate Service Dispatch**

Customers are invoiced for Flat Rate Service Dispatch Services when BUNNserve receives the service provider invoice for the associated service. The BUNN Invoice to the customer will include the following:

- Location of service
- Date service was performed
- Model(s) serviced
- S/N(s) of units serviced
- Problem reported
- Corrective actions to resolve problem
- Flat Rate Service Fee(s)

### **Flat Rate Installations, Calibrations, Site Surveys and Preventive Maintenance**

For these services, customers are invoiced at the time service is dispatched. The invoice to the customer will include the following:

- Location of service
- Description of services provided
- Description of Model(s) Serviced
- Flat Rate Fee(s)



## **Time and Material Services**

Customers are invoiced for all Time and Material Services when BUNNserve receives the service provider invoice. The BUNN Invoice to the customer will include the following:

- Location of service
- Itemized Summary of labor, travel, total parts and dispatch fees

Time and Material Invoices will be accompanied with either a copy of the service provider invoice or a BUNNserve Service Summary Report that includes the following:

- Date service was performed
- Model(s) Serviced
- S/N(s) of units serviced
- Problem reported
- Corrective actions to resolve problem
- Specific parts replaced
- Service Provider's actual charges to BUNNserve

## **Service Data**

### **BUNNserve.com**

Customers set up to have all of their services invoiced to an open Bunn account may view all of their service activities on-line @ [www.bunnserve.com](http://www.bunnserve.com). BUNNserve will provide secure access so that customers may access a real-time view of the status every installation, calibration, pm or service call.

### **Reporting**

For customers with 100 or more service events per year, BUNNserve will develop and email periodic service reports at no additional charge.