

J&J VENDING PANTRY CUSTOMERS



We know it's
about so much
more than
snacks; let's
make you look
good!

A Guide to Getting the Most Out of Your Customer Experience

Everything you need to know about when things go right (and
ugh...when things go wrong).

delivery details

WHEN, WHERE, HOW

Delivery Time

Our team starts EARLY (anywhere from 12am-4am). And if possible we like to deliver before your office gets buzzing.

If it's possible we'd like to have a key card/code/access to security to let us in the building outside of your standard business hours.

If not possible, no worries. Just let us know the earliest time we can arrive and we will make it work.

What Gets Delivered

That depends. If you placed the order, we'll deliver exactly what was ordered (you will be notified of any shortages prior to delivery).

If we manage inventory then we fill based on your menu and par sheet. J&J Merchandisers learn the needs of your account and project their orders based on patterns they observe, your feedback and our knowledge of your office.

What's Included

With each delivery your dedicated J&J Merchandiser will:

- Stock based on FIFO (first in, first out)
- Clean all displays
- Clean and fill all coffee machines
- Store any extra product in specified service areas
- Place an order for next delivery (if applicable)



Siren Snacks are a plant-based protein snack, made from yellow peas. The company was founded in SF.



Sound Tea-Infused Sparkling waters represent one of the fastest growing segments of the beverage industry.

oh no!

WHAT TO DO IF THINGS GO WRONG

Let us know ASAP

A coffee machine isn't working, you didn't get something you should have, you don't think your J&J Merchandiser is doing a good job, etc. If anything is not going right let J&J's Support Team know ASAP.



support@jandjvendinginc.com



510-675-0910

Feel free to include your dedicated J&J Koala-T Controller (aka your account rep) on all emails but be sure to send an email directly to support@jandjvendinginc.com to ensure the quickest turn around time

Put out a sign

We have a template for you to use (if you like), on the last page of this PDF. We recommend laminating it and placing it out if an issue happens mid workday (if our drivers notice it, they'll place the sign for you).

Putting out a sign will help prevent your inbox from being flooded with 500 emails in 30 seconds and will help everyone rest assured knowing help is on the way.



get the template at the end of this pdf



WE'RE SORRY

WE ARE AWARE THIS MACHINE IS TEMPORARILY OUT OF SERVICE

▼

HELP IS ON THE WAY
FACILITIES HAS BEEN NOTIFIED

DATE REPORTED:



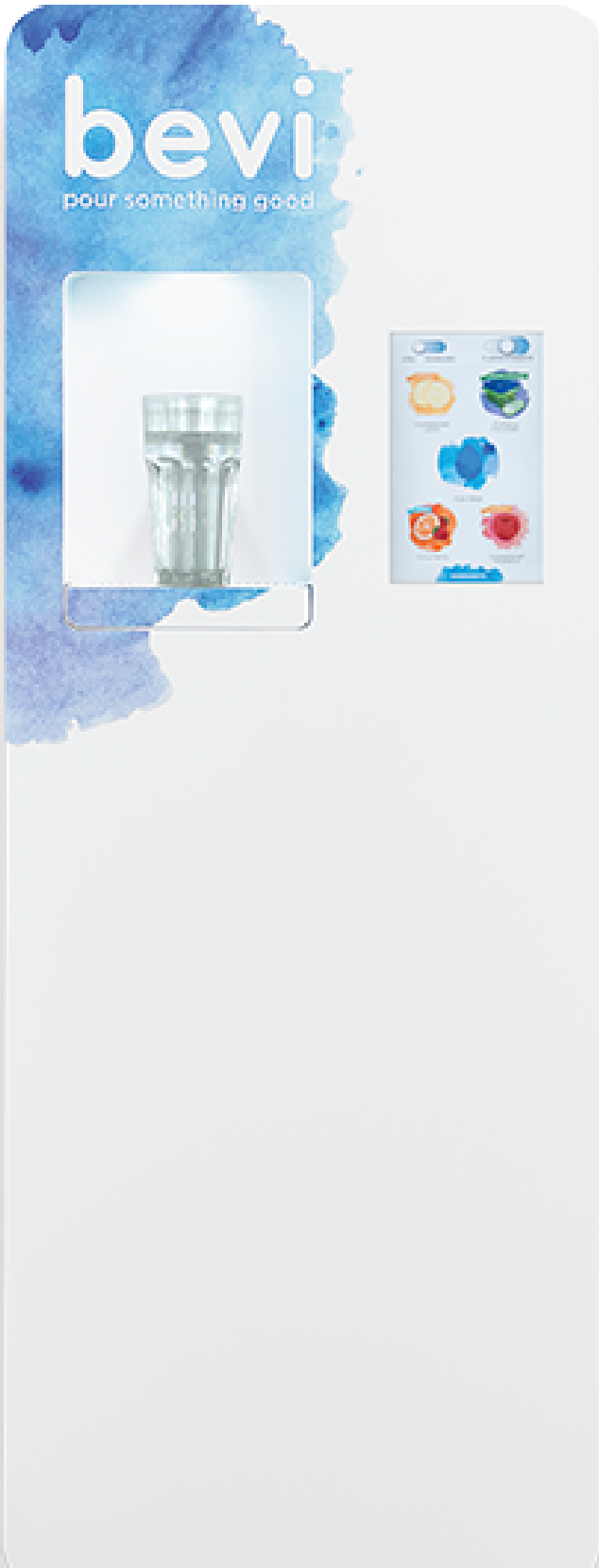
ESTIMATED REPAIR DATE:

FAQS

WHAT WE GET ASKED MOST OFTEN

How quickly will you fix broken equipment?

Our agreement says we'll respond to all service calls 24-48 hours after the call is received. That said we try to get to all coffee related issues the same day (if call is received before 1PM).



How often can I change my menu?

As often as you like.

Once a month you'll receive a full service review that details what was most popular, what was least popular and highlights new items in J&J's inventory. This is a great time to make menu changes (your J&J Rep will make some suggestions based on your unique usage).

If you want to make changes mid month just let Support know. They'll need 48 hours to process the request and then you can expect to see it on your shelves with your next delivery (after the 48 hour window).

How can I request a change in service?

Whether you want to try a new coffee, discontinue a snack or change your delivery date/time, the best way to share this information is by emailing support@jandjvendinginc.com and your J&J Rep.

We ask that you communicate with support rather than sharing with your Merchandiser. Although our Merchandisers are there to help they also have a lot of stops to make before they end their day. It's very easy to get distracted and forget a request a customer made. Emailing Support will ensure your request is handled quickly and efficiently.

How far in advance do I place my order?

If you are placing your own orders we ask that they get submitted to the system 48 hours before your anticipated delivery date. If less time than that is given a rush delivery fee of \$50 will be applied.

Do I need to stock the shelves/coolers?

If you have J&J Vending's Full Line Pantry Service (meaning we are on location more than one day a week) you should not need to fill your shelves before our next delivery. If you receive orders from J&J Vending once a week, you may need to fill shelves and coolers from overstock between deliveries.

Do I have to clean the coffee machine?

Yes and no. All of the heavy scrubbing and dirty work will be done by our team members while on location. However, if J&J does not service your pantry every work day, there is a good chance that between deliveries you may need to: empty a waste bin, change a filter roll or perform a daily rinse.



These 4 machines need a daily rinse.

Is there a purchase minimum?

Every contract is different depending on the equipment that is leased from J&J Vending. However all orders must be a minimum of \$300.

What happens if I need to remove/relocate equipment?

If you need to have equipment removed or relocated we ask that you give our team a 30 day notice. We are a small but mighty team that is growing quickly (aka the calendar is very full). In order to honor existing commitments and our team members' lives outside of work we ask for the full 30 days to properly plan. If it's possible, we can certainly try to move things quicker; however, per the agreement, you may be billed a \$100 relocation fee per unit. All equipment relocated with a 30 day notice will be moved at no charge to your company.

How can we stay connected?

Okay, no one actually asks that, but....since we're talking about it, make sure you say hello on all the social platforms. You can also listen to our PODCAST, where we talk all things work/life balance and interview many of the founders behind the local brands you love.



@jjvending

The Vendor's Daughter Podcast

THE EXTRAS

GOING BEYOND DELIVERY

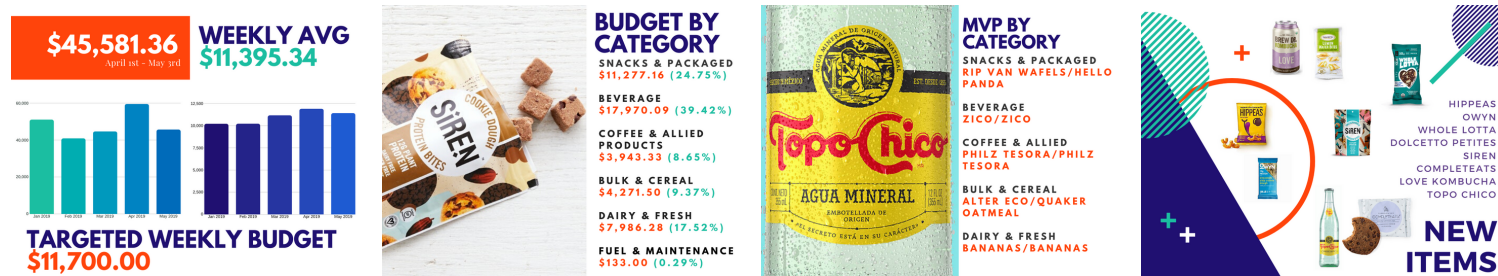
We really want to be a good partner to all of our customers. The first page says "we know it's about more than snacks; let's make you look good!"

The thing is we know that you have a lot on your plate, we know it doesn't bode well when the CEO's favorite drink is out of stock or the coffee machine goes down and we know that when things go wrong, everyone in the office is going to look at you to fix it. We can't promise that a machine isn't going to break or that we'll never make a mistake but we can promise to communicate openly, to resolve issues quickly and to proactively meet your needs so that your day goes just a little bit smoother.

Here are some of the things you can expect from J&J in addition to our contractual obligations.

MONTHLY BUDGET REVIEWS

In these reviews we will discuss any service related issues that have not already been addressed, review the spend (ensuring we are staying in budget), look at the data to see what your most popular items are and what your least popular items are, discuss making changes to your menu.



24/7 ACCESS

You can have direct access to your account via our online portal. Here you can see photos that were taken with each day's delivery as well as view all invoices.

SNACK FAIRS

We love to help coordinate office experiences. If you would like to have a snack fair for your team we are happy to help host and can coordinate the setup of various vendor booths.

EDUCATION/TRENDS

We'll keep you up-to-date on all the local snack and beverage trends. We know snacks are part of the competitive process when it comes to hiring and retraining quality employees; we'll make sure your snack and beverage program is the best in town. We also have a database of Lunch & Learn presentations at your disposal.



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