



Caserri Vending Group

Phone: (413) 658.5313

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"Putting Service in Every Selection!"

Vending Services Proposal



Full Service Beverage : Snacks : Office Coffee : Bulk Candy : Stickers : Novelties

VENDING EQUIPMENT DESCRIPTION

Caserri Vending Group will provide you with state of the art vending machines made by the leading manufacturers in the industry. The equipment to be provided shall be in accordance with your requirements. Caserri Vending Group will select and provide the most efficient equipment size for your location by considering the intensity of traffic, number of staff, visitors, and customers in the building and the space provided for our machines. Vending machines to be provided are equipped with dollar bill changers.

SERVICE SCHEDULE

We can service the machines as often as needed. One full time route person will be assigned to your area and will be in charge of stocking, inspecting, replacing expired product and general maintenance of all the vending machines items on a regular basis. During the first week of service our representative will be present at your location to communicate with your staff in order to meet their particular needs. Periodic visits to the location will follow to stay current with your preferences. Our goal is to maximize participation by our customers. Guaranteeing you will be able to consistently find the variety and quality of products you prefer attains this goal.

REPAIRS & PREVENTIVE MAINTENANCE

Caserri Vending Group will provide you with state of the art equipment. Given this fact, we anticipate a trouble free operation of our vending machines. However, we have a qualified and skilled service technician available to handle repairs. The service person assigned will be responsible to complete any necessary repairs in a timely manner and will inform you of any pending or overnight shutdown of equipment if any are needed. It is Caserri Vending Group's policy that if any equipment has continual mechanical problems, we will replace it.

Seventy-five percent of all maintenance calls are related to coin changer malfunctions. Caserri Vending Group has successfully addressed this problem by providing only top quality changers in all our equipment. Our industry standard changers have proven to be the most reliable in the industry and our additional investment has enhanced our services by reducing the number of coin related maintenance calls. Also, as part of our quality control, our service personnel are trained to do preventive maintenance as part of their scheduled service calls. Every two months all coin mechanisms are cleaned and every six months all electric motors are lubricated and checked for worn parts and/or potential problem areas.

RESPONSE TIME AND CELLULAR ACCESS

Clearly displayed on the front of all our machines is our service phone number for anyone to call (1-413-658-5313). All calls will be handled by our service mechanics who are equipped with cellular service at all times to insure a prompt response.

REIMBURSEMENT OF LOST MONEY

Most of our machines are equipped with I-vend, a revolutionary vend sensing system. I-Vend improves vending reliability by immediately re-establishing customer credits or refunds customer money whenever the machine fails to vend the selected product. For our machines not equipped with I-Vend, our route personnel and service technicians are instructed to make immediate refunds when informed by an individual while on location.

FINANCIAL

Caserri Vending Group will provide service and maintain all vending equipment at no cost to you. Our goal is to provide you with both quality vending services and possible commission funds. To this end we offer two pricing options. The first option offers low pricing and no commission through the use of subsidized vending. The second option offers commission payouts based on your company's employee count and monthly revenue. Commissions are paid quarterly with a full accounting report.

RECYCLING

Caserri Vending Group values quality of the environment and uses recycled paper products. To the extent possible we utilize recyclable food containers and will work with you to promote and encourage recycling.

VENDING PRODUCT DESCRIPTION & MENU VARIETY

Caserri Vending Group's commitment to meeting the varied preferences of your staff, visitors and guests is represented by the large selection of brand name products made available to you through our vending program. You determine our menu selections with a menu rotation that provides variety, quality, and attention to individual preferences.

We would like to express our sincerest thanks to you for allowing us to present this vending services proposal for your consideration. Should you require anything further, or would like to discuss our services in depth, please do not hesitate to contact us through any method listed below.

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