



## National Restaurant Association Service Center

**Business Hours:** Monday - Friday, 8:00 am - 6:30 pm Central Standard Time

**Service Standard:** Respond to all customer inquiries within one business day.

### **Department Capabilities**

- Entering orders for training materials, exam answer sheets, and exams
- Assisting with scores and classes
- Answering general inquiries, as well as order fulfillment and invoicing inquiries
- Directing specialized inquiries to subject matter experts for response
- Providing technical support for e-commerce and for online training course users

### **Contact:**

Phone: 800-765-2122 ext. 6703

- Email: [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org)
- Fax: 1-866-665-9570

### **Placing ServSafe Orders**

- Online → <https://www.servsafe.com/sra>
  - All members must create New User Profile to receive member discount
- Phone → 800-765-2122 ext. 6703
- Email → [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org)
- FAX → 866-665-9570

### **Payment Methods**

- Credit cards accepted: Visa, Mastercard, American Express, Discover, or Diners Club
- Checks: phone the *Service Center* to place your order if paying by check. You will be given an Order ID number to write on your check, and the mailing address for your payment. Orders paid by check will be released from the warehouse after the payment has been received and processed.
- Purchase orders are accepted for schools and government agencies. Other entities' purchase orders will be accepted if you establish credit terms with NRA (see "Establishing Credit Terms").
- See page three (3) of this document for information requirements on purchase orders

### **Establishing Credit Terms**

- Credit terms can be established for companies. Terms are not extended to individuals.
- Apply for Credit terms online at: [http://www.servsafe.com/catalog/credit\\_policies.aspx](http://www.servsafe.com/catalog/credit_policies.aspx) and complete the NRA Solutions Online Credit Application.
- Contact the Service Center should you have any questions regarding the online credit application.

### ***Applying Tax Exemptions***

- Tax exempt entities should fax their tax exemption certificate to 312-583-9707, Attn: *Tax Manager*.
- The *Tax Manager* will apply the exemption to your company record in order to exempt state sales tax for orders in all states where you are exempt.
- **NOTE:** If the NRA does not have your tax exemption certificate on file, tax will be applied. Contact the *Service Center* to verify that your faxed certificate was received and processed before placing your first order with NRA.

### ***Shipping***

- UPS Ground is the standard shipping option (5-7 business days from the ship date).
- Product orders ship within 24-48 business hours of the order entry date.
- Expedited shipping order requests must be placed by 1:30 pm central standard time (Product Order Options: UPS Next Day, 2<sup>nd</sup> Day, and 3-Day Select; Exam Booklet Order Options: UPS Next Day & 2<sup>nd</sup> Day).
- A \$12.50 warehouse handling fee is also applied to all orders.

### ***Order Details or Status***

- Online → Login to [www.servsafe.com](http://www.servsafe.com) and select “Current Order Status” from the navigation options listed under “Access My Account” on the right hand side of the page.
- Phone → 800-765-2122 ext. 6703.

### ***Cancelling Orders***

- Orders transmit for fulfillment rapidly; any cancellation requests must be made within one (1) hour of placing the order. If the *Service Center* is not able to halt the fulfillment process, customers should refuse delivery. The order is then automatically returned to the warehouse. Credit is issued against the refused order once it has been received and checked back into inventory.

### ***Returning Products***

- Online training courses and online exam seat registration numbers are not returnable or refundable.
- Requests to return products must be made within 30 days from the date of invoice.
- Contact the *Service Center* to receive a “Return Authorization Number” and instructions on how and where to return products.
- Read the *NRA Product Return Policy* online at <http://www.servsafe.com/catalog/ProductReturn.aspx>
- **The NRA does not offer Product Exchanges.**

### ***Receiving Credits***

- For returns on materials, credits are issued within two to four weeks after product has been received and checked back into inventory.
- No refunds will be applied for Shipping & Handling charges on returned orders.
- Contact *Service Center* for assistance with price adjustments and credits situations.

### ***Technical Support: the Service Center*** provides assistance for the following situations.

Contact [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org) or 800-765-2122 ext. 6703.

- Login issues (e.g. creating a new customer profile, verifying User ID and Password)
- Online training course usage (e.g. how to enroll a student base, connectivity issues, course navigation assistance)
- E-commerce usage (placing training material orders online)
- Exam booklet orders and online exams usage
- Login issues (e.g. scheduling exam classes, retrieving exam scores)
- Instructors', Proctors' and Organizations' rights for exam administration related services

**Purchase Order Requirements**

All Purchase Orders submitted must include the following information:

- Bill To
- Ship To
- Phone Bill To
- Bill To email address
- Authorized Signature
- Authorizer's Phone Number
- Phone Number for Person Requesting Order
- Vendor Name listed as National Restaurant Association, National Restaurant Association Solutions, or NRA Solutions
- Vendor address is listed as either physical address (175 West Jackson Blvd, Chicago, IL 60604), or Remit Payment address (37020 Eagle Way, Chicago, IL 60678-1370).
- Purchase Order Number
- Accurate Product Code/Information and correct pricing for each
- Accurate Shipping & Handling
- Accurate Grand Total Cost (*\*PO total must equal order total exactly to be processed*)
- If organization is tax exemption, need tax exemption letter or certificate from the issuing state (letters from IRS or W-9 are not accepted)

To obtain shipping costs, customers may either set up a mock order at [www.ServSafe.com](http://www.ServSafe.com), or they can call a Service Center Representative to set up a quote for product and shipping costs before sending in their PO. Contact [servicecenter@restaurant.org](mailto:servicecenter@restaurant.org) or 800-765-2122 ext. 6703 for assistance.