

# Top 10 Questions to Ask Your Vendor



- 1. Does the vending company have liability and workers compensation insurance?**
- 2. Can you visit your vending company's facility? How is the product being handled and stored before delivery to the vending machine? Is the facility neat, clean, and organized?**
- 3. How are products selected for the vending machines? It is based on deals the company may have made, what is cheaper, and what is on sale, or is it based on actually what customers want? How do they know what the customers want?**
- 4. In the interest of food safety, does the vending company have a system to track specifically which machines a product is in so in the event of a product recall, people can be dispatched to remove those products immediately? Does anyone monitor recall activity?**
- 5. Have criminal background checks been cleared on the route drivers and technicians entering your facility? Are the employees required to wear photo identification and professional uniforms?**
- 6. What are the servicing standards route drivers are trained to perform?**
- 7. Does the vending company utilize a secret shopper program to ensure drivers are following established standards? How often are machines checked by a supervisor or secret shopper?**
- 8. What technologies does the company have in-place for improved customer service? Is there a system to track customer notes and service call history?**
- 9. How long will a machine be out of service if there is a problem (hours, days, weeks)? Will you be able to speak to a live dispatcher to report a problem 24/7/365 or do you have to leave a voicemail?**
- 10. How often do the route drivers check for and remove expired products from the machines? What is the company's tolerance level for out-dated products?**