



National Restaurant Association Customer Service

Business Hours: Monday - Friday, 8:30 am - 4:30 pm

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

Department Capabilities

- Entering orders for training materials and exam answer sheets
- 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. 6701

- Email: customerservice@restaurant.org
- Fax: 1-866-665-9572

Placing ServSafe & ServSafe Alcohol Orders

- Online → <https://www.servsafe.com/sra/pa>
 - All users must create New User Profile to receive 20% PRA Member Discount
- Phone → 800-765-2122 ext. 6701
- Email → customerservice@restaurant.org
- FAX → 866-665-9572

Scheduling ServSafe & ServSafe Alcohol Classes and Exams

- <http://www.servsafe.com/TrainingSearch.aspx>

Payment Methods

- Credit cards accepted: Visa, Mastercard, American Express, Discover, or Diners Club
- Checks. Phone *Customer Service* 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").

Establishing Credit Terms

- Credit terms can be established for companies. Terms are not extended to individuals.
- To apply for terms, download a credit application from <http://www.servsafe.com/Help/support/> or phone *Customer Service* to have an application emailed or faxed.
- FAX completed forms to 312-583-9707 or 866-665-9570, Attn: *Credit Manager*.
- NOTE: NRA Credit Application is enclosed for your convenience.

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 Customer Service 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).
- Orders ship within 24-48 hours of the order date.
- Expedited shipping order requests must be placed by 2:30 pm eastern standard time.
- A \$12.50 warehouse handling fee is also applied to all orders.

Order Details or Status

- Online → Login to 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. 6701.

Cancelling Orders

- Orders transmit for fulfillment rapidly; any cancellation requests must be made within one (1) hour of placing the order. If *Customer Service* 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 *Customer Service* 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 *Customer Service* for assistance with price adjustments and credits situations.

Technical Support: Customer Service provides assistance for the following situations.

Contact customerservice@restaurant.org or 800-765-2122 ext. **6701**.

- 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)

Technical Support: Exam Administration provides assistance for the following situations.

Contact certification@restaurant.org or 800-765-2122 ext. **6703**.

- 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