



SMITTY'S CANADA INC.

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BULLETIN #42/19

DATE: March 10, 2021
TO: All Franchisees and Corporate Managers
FROM: Crystal Davies and John Arthurs
RE: **Vendor Contact List**

Hello Everyone,

Please the below updated Vendor contact information and brief description of who to call for different scenarios.

Vendor	Equipment	Phone Number	Email	Notes
Pepsi	Soda Fountain Equipment or Bar Gun	1-800-387-6683		
Pepsi	Beverage Cooler	1-800-387-6683		No Charge if only stocked with Pepsi Products
Minute Maid	Juice Dispenser	1-800-318-2653		
Bunn Serve	Coffee Brewer	1-866-978-2424		
Waffle World	Waffle Baker			https://waffleworld.ca/english/service_request.htm
Ecolab	Dish Machines & Glass Washers	1-800-352-5326		

Vendor	Equipment	Phone Number	Email	Notes
Punchh	Punchh			For all technical issues use Resource Center in portal/ Select technical support to create a support ticket
Squirrel System	Point of Sales System	1-800-288-2160		For all POS issues and inquiries (For any Intergration issue for Skip, Door Dash and X-Dine call Eigen)
Squirrel System	Point of Sales System (replacement/additions)		cketchen@squirrelsyste.ms.com	For all POS additions or replacements
Skip	Third Party Delivery - SKIP		brittany.jay@skipthedishes.ca	All concerns related to service/ billing/ questions
Door Dash	Third Party Delivery - Door Dash		brendan.tomotsugu@doordash.com	All concerns related to service/ billing/ questions
Eigen	Debit/GC machines	1-604-671-1066	support@eigendev.com	For all issues related to Debit/GC machines errors/ equipment replacement
Eigen	X-Dine	1-604-671-1066	support@eigendev.com	All X-Dine platform or intergrated issues
TD Merchant Solutions	TD Merchants	1-800-363-1163	tdmssrg@td.com	All inquiries for banking fees and pricing
TD Merchant Solutions	Debit/Credit Card Machine	1-800-363-1163		All equipment issues (if contracted with TD)

If you have any questions or concerns, please reach out to me at cdavies@smittys.ca or John Arthurs at jarthurs@smittys.ca.

Yours truly,
SMITTY'S CANADA INC.

Crystal Davies

Crystal Davies
Business Intelligence and Operations Manager

John Arthurs

John Arthurs
Purchasing Analyst