



SMITTY'S CANADA INC.

#500, 501 – 18TH AVENUE SW
CALGARY, ALBERTA, CANADA T2S 0C7
TEL: (403) 229-3838 FAX: (844) 274-4056 www.smittys.ca

BULLETIN #82/19

DATE: May 20,2021
TO: All Franchisees and Corporate Managers
FROM: Crystal Davies and John Arthurs
RE: **Revised Vendor Contact List**

Hello Everyone,

Please the below updated Vendor contact information and brief description of who to call for different scenarios. Please note Eigen’s number was previously incorrect and Skip has new contact information.

Vendor	Equipment	Phone Number	Email	Notes
Pepsi	Soda Fountain Equipment/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			All technical issues use Resource Center in portal/ Select technical support to create a support ticket
Squirrel System	Point of Sale System	1-800-288-2160		All POS issues and inquiries (For integration issue for Skip, DoorDash and xDine call Eigen)
Squirrel System	Point of Sale System replacement/additions		cketchen@squirrelsistemas.com	For all POS additions or replacements
Skip the Dishes	Third Party Delivery		melina.aiello@justeataakeaway.com	All concerns related to service/ billing/ questions
DoorDash	Third Party Delivery		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 xDine platform or integrated 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 or John Arthurs.

Yours truly,
SMITTY'S CANADA INC.

Crystal Davies
Business Intelligence and Operations Manager