



## NEW SERVICE VENDORS & GENERAL CONTRACTORS REQUIREMENT

- All Business Partners/Vendors/General Contractors (GC)/Manufacturers are required to register with Fixxbook/Service Channel for all warranty related service calls, and repair/maintenance service calls.
- New General Contractors/Manufacturers/Vendors Registration Process:
  - Submit new vendor's information below to Facilities Support Team ([FacilitiesInvoiceManagement@PandaRG.com](mailto:FacilitiesInvoiceManagement@PandaRG.com)) to receive the invitation for registration from Service Channel:
    - Company's Name
    - Contact Person
    - Email Address
- FixxBook is a database where we collect and update all of the company's information, such as:
  - Business address & all contact information, email addresses, etc.
  - W9 & TAX ID Information
  - Bank Deposit Information
  - Certificate of Insurance: All required insurance such as Liability & Workman Compensation as required by Panda's Vendor Agreement or specific service agreement related to some services must be kept updated in Fixxbook naming Panda Restaurant Group, Inc as additional insured
  - Vendor must agree to & digitally sign the Panda's Vendor Agreement terms and FixxBook/Service Channel Terms and Condition (<http://servicechannel.info/terms-and-conditions/>) during the online registration.
  - Vendors will be able to manage their own company's profile to edit/update changes for their company.
- Service Channel is the Facilities Management platform used to place and track store's warranty/repair & maintenance service requests. It provides each store with a dynamic, user-friendly web based system allowing stores to have one-on-one involvement in the quality of work performed by a vendor. By using this system, store leadership teams are able to maintain their locations functional in a fiscally responsible manner.
- All warranty service requests, repair & maintenance requests to be submitted via Service Channel only.
- All payment requests are to be submitted with an invoice attached via Service Channel. We do not accept invoices that are sent via mail or email.
- Contact Information:
  - General Questions: 626-799-9898 x6011 (Facilities Support Team)
  - Service Channel:
    - Main Office/IVR Hotline: 800-803-5394
    - Client Support Email: [clientsupport@servicechannel.com](mailto:clientsupport@servicechannel.com)
    - Fixxbook Support Email: [contractorsupport@servicechannel.com](mailto:contractorsupport@servicechannel.com)
    - Website: [www.servicechannel.com](http://www.servicechannel.com)