

New Business Installation Manager

# MRS Quick Reference Guide

**CONVENIENCE  
CLEANLINESS  
CONFIDENCE**

# MRS Package Process

SERVICE SALE	
NEW	EXISTING
VALIDATE	
<input type="checkbox"/> SA/CIS <input type="checkbox"/> CMF <input type="checkbox"/> COF <input type="checkbox"/> MRS Site Info Card	<input type="checkbox"/> CUA/CIS
AND ADD	
<input type="checkbox"/> NCPC	<input type="checkbox"/> Service Desk Approved Order Report <i>with Rte/Day &amp; Sales ID Noted</i>
SEND TO	
Customer Desk for account creation	Admin Coordinator for eDocs filing Billing Hub for RAS entry if

SALES PRO SALE	
NEW	EXISTING
VALIDATE	
<input type="checkbox"/> SA/CIS <input type="checkbox"/> CMF <input type="checkbox"/> Contract Assist Detail	<input type="checkbox"/> CUA/CIS <input type="checkbox"/> Contract Assist Detail <i>with Rte/Day &amp; Sales ID Noted</i>
AND ADD	
<input type="checkbox"/> New Customer Package Checklist	<input type="checkbox"/> Customer Account Change Checklist
SEND TO	
Customer Desk for account creation	Billing Hub SharePoint: MC Uploads for Service Desk entry & RAS entry if CUA

# MRS ONLY Install - Step 1

## ADDITIONAL ALLIED MERCHANDISE AND SERVICES ORDERED:

MERCHANDISE	QUANTITY*	RATE PER ITEM	FREQUENCY	MINIMUM BILLED PERCENTAGE	INVENTORY MAINTENANCE	REPLACEMENT CHARGE (PER ITEM)
Standard Managed Restroom Service with Soap, Air Freshener, Toilet Tissue, Paper Towels, Hand Sanitizer	1	16.68	Weekly	100%	N/A	Per Rate

- ☐ **Confirm the SA/CIS/CUA has the following:**
  - ☐ Managed Restroom Services Line Items with Categories Sold listed
  - ☐ Sales Person, Customer and GM signatures
  - ☐ Make a copy to provide the customer at installation
- ☐ **Confirm the MRS OW Products in the Order match the Dispensers and follow up on any item quantity mismatches** (i.e., one soap dispenser for a two bathroom install).
- ☐ **If the MRS Package is for a new customer, email the New Customer Package Checklist to the Customer Desk for creation in Oracle:** [customerlink@aramark.com](mailto:customerlink@aramark.com)
- ☐ **If an existing customer service sale, run the Service Desk Approved Order Report,** filter for the specific customer.  
[See page 4 for details.]
- ☐ **Print TWO copies:**
  - ☐ CA Detail
  - ☐ Approved Order Report
- ☐ **Write the Service Route/Day on the MRS Order** (AOR, CA Detail or COF)
- ☐ **Check schedule to validate ability to install within 1 week --**  
If not, inform GM at Weekly Sales & Service Meeting.
- ☐ **Make entry in MRS Install Tracker spreadsheet**
- ☐ **Complete Customer Account Change Checklist** (existing customer from Sales Professional)

### MRS Install Tracking Sheet

Customer					Date		Salesperson Name
CID	Name	MC	Rte	Day	Sold	Installed	
123123123	ABC Company	111	99	H	12/12/2012	12/19/2012	Joe Smith

# MRS ONLY Install - Step 3

## Pre-Call and Confirm Install date

Additional MRS Topics for Pre-Installation Customer Call:

1. Confirm installation date
  2. Will AUS or Customer perform the dispenser installation?
  3. Are there existing dispensers to be removed?
  4. What should be done with old dispensers?
  5. Should new dispensers be installed in current locations?
  6. What wall materials will the Dispenser
  7. Where should the reserve product be stored?
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**Make sure to validate ability to  
install within 1 week -  
If not, inform GM immediately**

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MEANWHILE...

Billing Hub confirms that the Customer contract is in sync with  
the items on the invoice

# MRS ONLY Install - Step 4

## Confirm that Product is ready for install

At least 1 day prior to Install:

1. Bring 2nd copy of MRS Order to Production for fulfillment
  2. Product will be pulled and NBIM signs Order confirming receipt
  3. Make sure you have enough OW product to fill all the dispensers
  4. Confirm you have batteries for all dispensers
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The Customer is now ready for installation, see the back cover for complete MRS install guidelines.

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### **WEEKLY INSTALLATION COORDINATION**

- ⇒ Weekly Meeting with GM, Sales & Production/ Supply Chain
- ⇒ Bring the install tracker worksheet
- ⇒ Update on any MRS installs unable to be completed within 1 week
- ⇒ Update on status of all pending installations
- ⇒ Notify team of any upcoming vacation or scheduling conflicts
- ⇒ Make arrangements for assistance and availability of Install Toolkits as needed

# MRS INSTALL Kit

**Acquire from MC Maintenance Team-  
Remaining items ordered from Grainger iProcurement site.**

- ☐ Cordless Drill or Rotary Hammer Drill
  - ☐ Extra Drill Battery
  - ☐ Drill Bit Kit with tile, metal bits
  - ☐ Screw Bit Kit with a large variety of heads
- ☐ Screwdrivers – both Slotted and Phillips
  - ☐ ¼” and 3/16” wall anchors
  - ☐ #8 / #10 X 1 ¼ “ flat head screws
  - ☐ Sheetrock screws
  - ☐ Self-tapping screws
- ☐ PVC Saw (for old dispenser removal)
- ☐ Razor Blade Scraper
- ☐ Hammer
- ☐ Stud Finder
- ☐ Tape Measure
- ☐ Masking or Painter’s Tape
- ☐ Pencil
- ☐ Level
- ☐ Spackle
- ☐ Safety Glasses
- ☐ Cleaning Supplies
- ☐ Handheld Vacuum

Every MC  
should have at  
least one  
backup toolbox  
for the Service  
Team



**When we install the dispensers must comply with ADA requirements.**

<http://www.adabathroom.com/>

# MRS Complete Install and Wrap Up

1. Arrive at customer location, introduce yourself and ask to be shown the restrooms to confirm install locations with the customer
2. To reduce clutter during install, remove packaging from dispensers
3. Bring tools and dispensers into customer location
4. Install and load dispensers where requested
5. Test each dispenser once installed to ensure it is working properly
6. Have an equipment walk-through with customer and confirm satisfaction
7. Give customer a key to Dispensers, if applicable
8. Give customer copy of signed CIS/CUA
9. Give RSR a Dispenser key, if needed
10. Indicate Install Complete on MRS Install Tracker spreadsheet
11. Confirm install complete with Service Team and advise where customer's extra product is stored

## Product Installation Videos:

- Tork Paper Towel Dispenser:

<https://www.youtube.com/watch?v=h-c9HUvAPIw>

- Tork Toilet Paper Dispenser:

<https://www.youtube.com/watch?v=qpxO33p5iKU>

- GoJo Soap Dispenser:

[https://www.youtube.com/watch?v=WIVpBR\\_rRqQ](https://www.youtube.com/watch?v=WIVpBR_rRqQ)

- GoJo Soap Refills::

<https://www.youtube.com/watch?v=9cS-pDY2hDA>

- ADA Mounting Requirements: <http://www.adabathroom.com>

