

Service Improvements overview

To learn more, please visit www.ServSafe.com/irc/service



These changes and enhancements to the administration of courses and Exams are **effective immediately**. Now it will be easier for both Instructors and Proctors to work with the National Restaurant Association Educational Foundation (NRAEF) and perform more efficiently.



NEW COMPONENT	PURPOSE AND BENEFITS	EFFECTIVE
<p>Free shipping for Exam booklets ordered 9 business days prior to date needed</p>	<p>Receive free shipping on Exam booklets ordered at least 9 business days prior to date needed. Offers shorter lead time on Exam booklet orders with no cost shipping.</p> <p>Allows Proctors additional time to order the Exams. The NRAEF used to charge a late fee if the Exam booklets were ordered 12 or less business days in advance. It reduces the cost associated with processing because there are 3 additional days to order, and still qualify for the free shipping. Allows Proctors to order online and be able to track their information.</p>	<p>Effective now</p>
<p>Pay for expedited shipping on www.ServSafe.com/IRC for Exam booklets</p>	<p>Provides secure shipping charge collection online. You can use a credit card or your NRAEF account number. Offers a more convenient and secure option.</p>	<p>Effective now</p>
<p>Pay actual expedited shipping charge for Exam booklets ordered 8 business days or less prior to administration</p>	<p>Next Day or Second Day air shipments will be billed at UPS rates. The late fee has been eliminated.</p>	<p>Effective now</p>
<p>Order print Exam booklets on www.ServSafe.com/IRC if more than 4 days prior to Exam date</p>	<p>Can order online if 4 business days or more prior to Exam date. Enables convenient online ordering for a longer period of time.</p>	<p>Effective now</p>
<p>E-mail confirmation of faxed Exam booklet orders</p>	<p>Provides convenient e-mail confirmation that faxed Exam booklet orders have been processed by the NRAEF.</p>	<p>Effective now</p>
<p>Simpler data entry features for ordering Exam booklets faster</p>	<p>Order faster with “Copy Exam class” and “Copy class posting” features. Can choose previous class to use as a template. It will prepopulate all information except Exam date.</p>	<p>Effective now</p>
<p>Automatically send examinee score notification e-mails for ServSafe® Food Safety and ServSafe Alcohol®</p>	<p>Automatically informs examinees via e-mail when their score is available if they correctly put their e-mail address on Exam answer sheets. This means examinees no longer need to contact their Instructor or Proctor or check the Web site repeatedly for scores.</p>	<p>Effective now</p>

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NEW COMPONENT	PURPOSE AND BENEFITS	EFFECTIVE
Improved class locator functionality on www.ServSafe.com	Establishes the ability to search for classes with online Exams. Different proximity searches including international classes are also now available. This functionality enhancement makes it easier for examinees and students to find classes that Instructors and Proctors post.	Effective now
E-mail version of the Research Request Form	Can now e-mail the Research Request Form. Provides another convenient option for sending this form to the NRAEF to check on an issue with scores or certificates.	Effective now