



Programs and Benefits

PROGRAMS

877-GO-BRAND

This toll free number, marketed to millions of customers each month, enables customers with a service need to request service. A live call agent then matches the customer's service need with the Brand Source Service member that provides the needed service in the customer's area.

BrandSource.com Store Locator

All Brand Source Service members are included on the Store Locator at www.brandsource.com. This means that customers looking for appliance service among the thousands of customers that visit the site will find your company!

Volume Rebates from Select Parts Distributors

Earn volume rebates on qualifying parts purchases from select parts distributors

Brand Source Service Scholarship

A \$250.00 annual credit that members may be used in many ways to improve their service department, including flat rate pricing guides, service association members dues, service convention registration fees and much more!

Brand Source Service Branding Credit

A \$100.00 annual credit that may be used to brand your business, service vehicles or technicians with the Brand Source Service logo.

Expert Protection Rate Adder

A supplemental rate that Brand Source Service members are paid on all Expert Protection claims on WaCA administered contracts, up to \$150.00 per year

Expert Protection Major Component Repair Subsidy

Brand Source Service members receive a \$68.00 subsidy when making repairs on products covered by a WaCA administered contract that require a motor, control board, transmission or compressor replacement.

FREE Expert Protection Major Component Warranties

Receive 25 Expert Protection Major Component Warranties FREE for the asking! These warranties cover the appliance's major component, parts only, for 10 years from date of product purchase.

Regional Business Management Training Seminars

Participate in one of the many regional business management training seminars held across the country! Take advantage of the knowledge, experience and expertise of a professional presenter that will help you reduce cycle time, increase first time completes, drive productivity and much more!

Expert Protection Extended Service Policy Program

Protect your customer, drive profitability and give your technicians an additional earning opportunity by selling Expert Protection extended service plans! This program is a WIN-WIN-WIN!

Major Appliance Service Price Guide™ aka “The Blue Book”

Receive special discounts from Brand Source Service on the *Major Appliance Service Price Guide* aka “The Blue Book”. Use this valuable publication to professionalize your business, increase customer satisfaction and simplify your billing procedure.

Aramark™ Uniform Program

Keep your technicians looking their best by taking advantage of BSS's deeply discounted uniform program! Garments are priced with the Brand Source Service and Ronald McDonald House Charities logos included.

Dryer Vent Wizard™ Referral Program

Earn up to \$35.00 by referring customers with dryer vent problems to Dryer Vent Wizard™ (DVW)! DVW is a national franchise that specializes in dryer vent cleaning, repair and installation.

Scratch-B-Gone™ Program

Train and certify a technician in stainless steel restoration services and sell this valuable service to your customers! Brand Source Service members receive special discounts on training and certification as well as Home Owner Kits and Professional Kits

TruckSkin™ Program

TruckSkin™ has three standard Brand Source Service vehicle signage programs to choose from. Looking for something custom? They can help you with that too!

BP™ Gas Card Program

Track and manage the spending of your employees and use the BP Visa Card and earn rebates on gas purchases at BP stations!

Preferred Service and Installation Network for Anaheim Manufacturing, Inc.

Anaheim Manufacturing, making of Waste King food waste disposals and many other under counter products, has selected Brand Source Service as their preferred national service and installation network.

Brand Source Service-Ronald McDonald House Charities Emblems

Build the brand and identify with consumers by putting Brand Source Service and Ronald McDonald House Charities emblems on the uniforms of your service and delivery/installation technicians.

Brand Source Service “For Replacement Filter Call...” Labels

Place these FREE labels on your customer's existing water filter to make sure they purchase their refrigerator's replacement water filters from your company!

Brand Source Service “For Service Call...” Labels

Place these FREE labels on the products you sell and service as well as inside Owner's Manuals to make sure your customers call you for service and not your competitor or the manufacturer.

Expert Care

A health care benefits program designed to help you save money while providing you and your employees outstanding health care benefits!

Expert Assurance

A premier property and casualty insurance program offering everything from automobile coverage to workers compensation!

Expert Human Resources

All of your HR needs from background checks to employee handbooks!

Brand Source Credit Card

Reduce or eliminate the fees you pay to Visa, Master Card and American Express (2.5% plus on average) and give your customer extended interest free payment terms by using the Brand Source Credit Card program!

DOCUMENTS

Repairing Your Service Department

This manuscript, written by Service Committee Chairman Don Frank, Sr., gives your several simple, practical, common sense ways to improve the efficiency and profitability of your service business. Make this a must read!

10 Steps to Higher Warranty Rates

10 easy steps to help your company raise your warranty rates.

Brand Source Service Trouble Shooting Guide

Provides your call takers great information to screen calls and ensure that there is a product failure before dispatching a technician. This will prevent needless service calls, increase your productivity and raise the level of service to your customers.

Brand Source Service Call Taker's Guide

Provides your call takers a step by step procedure to make sure all of the necessary information is taken from the customer when scheduling service calls.

Brand Source Service Installation Guide

Gives your installers step by step instructions to make sure that every appliance is safely and professionally installed.

How to Access and Use www.mycycletime.com

Gives you step by step instructions on how to access and utilize this valuable website. www.mycycletime.com allows you to track your cycle time by manufacturer, product category, warranty status and type of parts used. BSS recommends that you begin tracking at least one brand or one technicians performance immediately and work toward tracking your total operation. The time spent will pay great dividends in what you learn about your business and trade partners.

How to Access and Use the Brand Source Service Blog

Gives you step by step instructions on how to access and utilize www.bssblog.com. The BSS blog is a great online resource for all the latest news and developments of BSS, and also features a forum for online discussions of industry topics.

Brand Source Service Department Scripts

Use these scripts to train your employees in professional responses to the most commonly asked questions from customers.

Why You Should Use Flat Rate Pricing

Describes in detail how flat rate pricing will professionalize your business, create greater customer satisfaction and simplify the billing procedures of your business. Join the ranks of hundreds of other professional service companies by converting to flat rate pricing today!

Cost of Service Diagram

Use this visual document to explain to customers 12 of the factors that contribute to why you must charge a professional rate for the service that you provide

TOOLS

Financial Worksheets

Simple to use Excel worksheets that will help you separate your sales and service financials as well as determine your true cost of running a service call. These are essential exercises for any service department that you should do today!

Productivity Worksheet

Use this spreadsheet to track and measure the productivity of each of your technicians. The spreadsheet calculates the percentage of calls technicians complete per day as well as the reasons calls are not completed.

Brand Source Service Customer Satisfaction Survey Card

Use this postcard to survey your customers about their satisfaction with your company. Get valuable information from the most important perspective...the customer's!

Brand Source Service Waiver and Release of Liability

Use this form to protect your company from liability claims when asked to perform services on products that are improperly installed or that could put your company at risk.

RESOURCES

Brand Source Service National Market Manager

Brand Source Service provides you a regional representative to help you take full advantage of all BSS programs and benefits!

Brand Source Backroom

This "members only" portion of www.brandsource.com is the single most valuable informational resource for Brand Source Service members. All programs and current Brand Source information are posted here.

Brand Source Marketing

Everything from marketing to web development is available from Brand Source's specialized team of marketing experts!