

# THE CLEAN BREAK

## SWITCHING VENDING PROVIDERS IN METRO ATLANTA

A PRACTICAL GUIDE TO EVALUATING  
YOUR CURRENT PROVIDER AND  
TRANSITIONING TO A MORE  
RELIABLE BREAKROOM SOLUTION  
MINIMAL **DISRUPTION**

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*This guide is designed to help you evaluate your current provider, understand your options, and transition to a more reliable breakroom solution with confidence.*



RED HAWK VENDING



# WHY BUSINESSES SWITCH VENDING PROVIDERS

**They don't want better snacks.  
*They want better service.***

Across Metro Atlanta, many businesses do not switch vending providers because they want different snacks. They switch because their current provider is not delivering a reliable, responsive experience.

Over time, small issues become consistent problems that impact employee satisfaction and daily operations.

## Common Challenges

- Slow response times when issues arise
- Machines left out of service for extended periods
- Frequent stockouts and inconsistent product availability
- Limited ability to adjust offerings based on employee preferences
- Lack of communication and accountability

These challenges are often the reason businesses begin exploring a more reliable breakroom solution.

## What This Guide Includes

Designed to be used as a practical resource, not just a reference.

- A structured framework to evaluate your current provider
- A step-by-step transition checklist
- A service termination template
- A final invoice review framework



# UNDERSTANDING YOUR CONTRACT

A structured review of your agreement helps ensure your transition is handled correctly and without unnecessary delays.

## Key Terms to Review Before Switching

### Right to Cure

- Many agreements include a “right to cure” clause, which requires you to notify your current vendor and allow a defined period, often 30 days, to address documented service issues.
- Providing written notice is typically the first step in initiating this process.

### Auto-Renewal Terms

- Most contracts include a renewal provision tied to a specific notice window. If notice is not provided within that window, often 60 to 90 days before renewal, the agreement may automatically extend for an additional term.
- Understanding these timelines is critical when planning a transition.

### Exclusivity Clauses

- Some agreements define exclusivity around specific services, such as vending machines, rather than the entire breakroom.
- In certain cases, this may allow for additional services, such as micro markets or office coffee solutions, to be introduced before a full transition.

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## What This Means for Your Transition

A successful switch is not just about replacing equipment. It requires coordination, timing, and a clear understanding of your agreement.

With the right planning, most businesses can transition smoothly without disruption.

# WHY BUSINESSES SWITCH TO A MORE RELIABLE APPROACH

A comparison of common service challenges and how a modern breakroom partner addresses them.

Common Challenges	What This Means	The Red Hawk Approach
Slow Response Time	Issues remain unresolved, leading to frustration and loss of trust	<b>Response within 2 hours and on-site service typically within 24 hours</b>
Equipment Frequently Out of Service	Employees lose access to snacks, beverages and coffee	<b>Proactive maintenance and rapid repair scheduling to minimize downtime</b>
Frequent Stockouts	Inconsistent experience and reduced employee satisfaction	<b>Data-driven inventory and product selection based on real usage</b>
Limited Product Variety	Low engagement and reduced usage	<b>Customized product mix tailored to employee preference and location needs</b>
Lack of Communication	Uncertainty and lack of accountability	<b>Direct access to responsive local team with consistent communication</b>
Outdated Equipment	Inconvenience and reduced usage	<b>Modern vending machines, AI smart coolers</b>

A modern breakroom solution is not just about the equipment. It is about **consistent service, responsiveness**, and the ability to **adapt** to your workplace.

# WHAT CAN **DELAY** A VENDOR TRANSITION

Certain contract provisions and operational factors can impact timing if not addressed early in the process.

## **Contract-Related Considerations**

### **Right of First Refusal (ROFR)**

- Some agreements allow the current provider to match a competing offer before a transition can proceed.
- This can introduce additional review time and delay decision-making, particularly if pricing becomes the primary focus rather than overall service performance.

### **Stored Value and Account Balances**

- Employees may have remaining balances tied to a current vendor's system or mobile app.
- Without planning, this can create friction during the transition. A short transition period allows balances to be used before new systems are introduced.

### **Commission Structures**

- Certain agreements include commission incentives tied to sales volume.
- In some cases, these structures can influence decision timing, even when service issues are present. Evaluating overall service reliability alongside financial incentives is important.

## **Operational Considerations**

### **Communication During Transition**

- Responsiveness may decrease once a transition is initiated, making coordination more difficult.
- Establishing clear points of contact and maintaining written communication helps ensure alignment.

### **Notice Period Alignment**

- Adhering to contract notice requirements is critical.
- Delays can occur if notice timing is not clearly acknowledged or aligned, impacting installation scheduling and coordination.

### **Vendor Retention Efforts**

- When a transition is initiated, it is also common for the current provider to increase engagement to retain the account.
- This may include renewed communication, service improvements, or revised pricing.
- While these efforts can be evaluated, it is important to remain focused on long-term service consistency rather than short-term adjustments.

# THE TRANSITION TIMELINE

**A well-coordinated transition ensures continuity for your employees while setting the foundation for an improved breakroom experience.**

## **Planning a Smooth Transition**

A well-coordinated transition ensures continuity for your employees while setting the foundation for an improved breakroom experience.

### **Inventory Wind-Down**

- Coordinate with your current provider to gradually reduce restocking in the final days leading up to removal.
- This is especially important for pantry and office coffee programs, where restocking levels can vary significantly. Without coordination, excess inventory may be delivered near the end of the agreement, which can complicate the transition.
- Planning a controlled wind-down helps minimize excess product and supports a clean, well-managed transition.

### **Space Preparation**

- Allow time for light cleaning and preparation after existing equipment is removed and before new equipment is installed.
- This ensures the new setup feels organized, clean, and ready for use.

### **Employee Communication**

- Communicating the transition in advance helps set expectations and positions the change as an upgrade.
- A simple announcement can improve adoption and overall employee experience.

### **Removal Scheduling**

- Set and confirm a removal date aligned with your transition schedule.
- Maintaining control of the timeline helps ensure installation and launch proceed without delay.

# THE SWITCHING CHECKLIST

A step-by-step framework to help you plan and execute a smooth vendor transition

- ❑ **Audit Contract Terms**

Review renewal windows and notice requirements to confirm timing.

- ❑ **Document Service Issues**

Capture any service gaps or recurring issues where applicable.

- ❑ **Define Your Setup**

Determine your preferred solution, including vending, micro market, or office coffee.

- ❑ **Schedule a Site Survey**

Confirm layout, power, and space requirements in advance.

- ❑ **Provide Formal Notice**

Issue notice in accordance with your agreement and required timelines.

- ❑ **Coordinate Inventory Wind-Down**

Align restocking and transition timing to avoid excess inventory.

- ❑ **Review Final Billing**

Verify charges and ensure proper account closure.

**The following section provides practical tools to support execution of your transition.**

# **IMPLEMENTATION TOOLS**

## **FOR SWITCHING VENDING**

### **PROVIDERS IN METRO ATLANTA**

#### **PRACTICAL RESOURCES TO SUPPORT A SMOOTH AND WELL-MANAGED TRANSITION**

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*This section provides structured tools to help you execute your transition with clarity, control, and confidence.*

# SERVICE TERMINATION TEMPLATE

A structured approach to formally initiating your vendor transition

## TEMPLATE

**Subject:** Formal Notice of Service Termination – [Company Name]

Dear [Current Vendor Name],

Please accept this letter as formal notification that [Company Name] will be terminating our service agreement effective [Date], in accordance with the [Number]-day notice period outlined in our agreement.

### Transition Coordination

To support a smooth transition, please confirm the following:

- Equipment removal from [Address] no later than [Time] on [Date]
- Suspension of scheduled restocking and delivery activity
- Designation of a primary contact for removal coordination

We appreciate your cooperation in ensuring an orderly transition.

Sincerely,

[Name]

[Title]

[Company Name]

### Best Practices

- Send via email and certified mail
- Retain a copy for your records
- Confirm receipt and next steps in writing

*This template provides a clear and professional format for issuing formal notice. Please review with your legal or procurement team prior to use.*

# FINAL INVOICE REVIEW CHECKLIST

**A structured approach to reviewing your final invoice and ensuring alignment with your agreement.**

Before closing out your account, a final review helps ensure accuracy and avoids unnecessary discrepancies.

## REVIEW AREAS

- **Volume Review**

Compare the final invoice to recent monthly averages to identify any unusual increases.

- **Contract Alignment**

Confirm that all charges are consistent with the terms outlined in your agreement.

- **Equipment & Supplies**

Document equipment condition prior to removal to prevent potential disputes.

- **Prepaid Services**

Verify any applicable credits for prepaid service periods after equipment removal.

- **Final Billing Accuracy**

Ensure all charges reflect actual service provided through the termination date.

- **Supporting Documentation**

Retain invoices, photos, and correspondence for your records.

**A structured review helps ensure a clean account closure and avoids unnecessary follow-up after the transition.**

# EMPLOYEE COMMUNICATION

A clear internal announcement helps set expectations and positions the transition as an upgrade.

## EMPLOYEE COMMUNICATION TEMPLATE

**Subject:** An Update to Our Breakroom Experience

Dear Team,

Based on your feedback, we are upgrading our breakroom services to Red Hawk Vending, a locally operated provider serving Metro Atlanta.

### **What to Expect**

#### **Modern Payment Options**

Apple Pay, Google Pay, and cashless checkout

#### **Expanded Selection**

Fresh snacks, beverages, and premium coffee options

#### **Improved Service Reliability**

Responsive support and consistent product availability

The transition will take place on [Date].

We look forward to introducing an improved breakroom experience for everyone.

# QUICK REFERENCE GUIDE

A simplified overview of key steps to help guide your transition.

## Transition At-a-Glance



### IDENTIFY YOUR TIMING WINDOW

Review your agreement for renewal and notice requirements, or documented service issues that may support a transition.



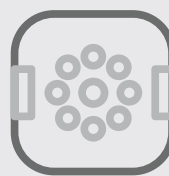
### PLAN INVENTORY WIND-DOWN

Coordinate reduced restocking in advance to avoid excess product at the end of service.



### COORDINATE INSTALLATION TIMING

Schedule removal and installation to ensure continuous access for employees.



### REVIEW FINAL BILLING

Confirm that all charges align with your agreement and actual service provided.



RED HAWK VENDING

## Ready to Improve Your Breakroom?

Red Hawk Vending helps businesses across Metro Atlanta transition from underperforming vendors to reliable, modern breakroom solutions.

From initial evaluation through installation and ongoing service, our team provides a structured, responsive approach designed to deliver a better experience for your employees.

Local. Responsive. Built for Metro Atlanta businesses.

**Schedule Your Free Consultation Today!**

# OUR COMMITMENT TO YOUR SUCCESS

More Than A **Mission**. A Commitment You Can Rely On.



## **Always Stocked & Ready**

Breakroom solutions that are clean, stocked, and running smoothly so you never have to worry.



## **Professional Partnership**

To build and maintain a professional and proactive relationship you can trust. We are your partner, not just a provider.



## **Quality You Can Count On**

To provide only the best brand name and curated products your team will love.



## **Evolving with You**

To adapt your offerings to meet both current and future needs.



## **Service You Can Trust**

To deliver dependable, top of the line support that gives you peace of mind.

## **Snacks with Purpose**

A portion of every purchase supports **CURE Childhood Cancer**, an Atlanta nonprofit dedicated to funding research and family support.