



**A. For New Cooler Rental Accounts with No Previous Water Services**

1. Which brand water would you like delivered, Poland Spring or Pure Life 5-gallon water?
2. How many bottles do you need? If you are unsure, then, how many people will be using the water? This will determine how often and how many bottles you will need.
3. Do you need a water cooler?
4. Do you need cups?
5. Please provide the name of the department, delivery address along with location, contact name and phone number.
6. You will need a PCard to set up a new account, **POs are not being accepted as a form of payment.**
7. Once we setup the account, ReadyRefresh will provide you your account number and the website instructions on how to access your account online, add your PCard and manage your water services going forward.
8. Please keep in mind to work with your current supplier to removal of their equipment, before switching over to ReadyRefresh.

**B. For New Filtration Rental Accounts with No Previous Water Services**

1. What type of filtration water cooler do you need - standing floor or countertop model?
2. We will need to discuss the install location along with the water lines.
3. We change the filter every 12-18 months automatically. The water cooler will have a tag on the back of the cooler when serviced is preformed or the filter has been changed.
4. Do you need cups?
5. I will also need the name of the department, delivery address along with location, contact name and phone number.
6. You will need a PCard to set up a new account, **POs are not being accepted as a form of payment.**
7. Once we setup the account, ReadyRefresh will provide you your account number and the website instructions on how to access your account online, add your PCard and manage your water services going forward.
8. Please keep in mind to work with your current supplier to removal of their equipment, before switching over to ReadyRefresh.

**C. For Accounts Already Set Up with PO as Payment Method**

1. You will need to transition from the PO payment method to a PCard payment method for your existing account.
2. Please contact the ReadyRefresh VIP team to help enter the PCard on the account. They can be reached at 844-855-4597 or [enterpriseplatinum@waters.nestle.com](mailto:enterpriseplatinum@waters.nestle.com). ReadyRefresh will provide you the website instructions on how to access your account online. At that point, you will be able to log into your account and manage your water services going forward.