

Food Safety Certifications ServeSupport® Client Care Form

If you are unable to provide us with enough information to locate your order, FSC will be unable to respond to your request. Please complete all that apply.

PART 1: Finding your order: Original Order # _____ AND Email _____

The questions in the following box do **NOT** need to be answered if Order # AND Email are entered above.

Name of person that placed Original Order _____	Phone [____] _____ - _____	Email: _____
Student(s) Name(s) _____	Mailing address _____	Date of payment _____
Please circle any/all products purchased on the order you are referencing: Form of payment used: MC – Visa – AMEX – Discover – Check – Money Order		
Food Manager: Open Class Training, Online Training, Study Guide, Exam, All Inclusive Special Food Handler: Open Class, Training Supplies		

PART 2: Once your order is found, how can FSC assist you?

MISSING EMAILS – Lost/Never Received AND CLASS INFORMATION - Location, Date, Time

___ **It's been over 24 Business hours since I placed my order on the website and I have Not received my Order Details Email or after purchasing Online Training, I lost my Testing Center Email.**

Please check your Spam, Junk, and Deleted Email files FIRST. If the email is still missing, FSC will resend it to the following 1-2 Emails:

Email 1: _____ Email 2: _____

I lost my Receipt and/or Confirmation Letter. I need Class Information. Confirm/receipt are NOT required for Class Check-In.

- Check-In Time (Based on Product(s) Purchased): Instructor-Led Open Class Training or Food Handler Training **8:30 AM** OR Exam **10:30 AM**
- Go to the [Class Locations](#) page to view locations including addresses (www.nationalfoodmanager.com/Location.aspx)
- ALL students taking the Food Manager Exam are **REQUIRED** to have a valid, government issued, photo identification.

ACCOUNT CHANGES

- To make changes to your account there is a **\$25 FEE** & MUST be paid below.
- Account changes are allowed until account terms expire. View [Account Terms & Conditions](#). (www.nationalfoodmanager.com/TermsandConditions.aspx)

___ **I need to reschedule my FL FSC Class City and/or Date.**

- Go to the [Class Locations](#) page to view locations including dates and addresses. (www.nationalfoodmanager.com/Location.aspx)
- New Class City _____ New Class Date _____

___ **I need to change the student name/s for this order.** (Name changes may not be made after the exam has been taken.)

- Original student name(s): _____ NEW student name(s): _____

PAYMENT for Account Changes: MasterCard, Visa, American Express, Discover, Money Order, Business Check or Cashier's Check. (No Personal Checks.)
Money Order/Business Check/Cashier's Check – Please make payable to: Food Safety Certifications, LLC and Mail to address listed below.

of Acct. Changes ___ x \$25/each = \$ _____ **TOTAL DUE** Credit Card # _____ Expiration Date _____ CVV Code _____

Name as it appears on credit card: _____ Billing Address: _____

Cardholder Signature: _____ **All Sales are FINAL**

You made a valid purchase of the "USA 2nd Exam FREE" or the "FL ALL INCLUSIVE Special" and need to schedule your free exam retake

- To schedule an Exam Retest, you must have purchased a VALID 2nd Exam Free Guarantee (2nd & 3rd Exam Free Guarantee is included with the FL All-Inclusive Special) and failed the Food Manager Exam. View [Account Terms & Conditions](#). (www.nationalfoodmanager.com/TermsandConditions.aspx)

___ **I need to schedule my retake.**

- Go to the [Class Locations](#) page to view locations including dates and addresses. (www.nationalfoodmanager.com/Location.aspx)
- Exam Retake City _____ Exam Retake Date _____ (Exam retakes may not be rescheduled)

EXAM RESULTS/ REPRINT REQUEST – Lost (or never received) Food Manager Certification Card

It has been 1 – 14 business days since I took my FM Exam. Could you please tell me if I passed the FM exam?

- Call FSC at 1-800-874-1009, Extension 116 and leave a message. Once FSC receives the results, we will forward them to you.

It has been 14 – 30 business days since I took my FM Exam and I have NOT received my results in the mail.

- Download the [Reprint Request Form](#) and return to FSC. (www.nationalfoodmanager.com/certvfyprnt.pdf)
- NO PAYMENT is REQUIRED if [Reprint Request Form](#) is received **within** 59 days of exam date.

It's been 60 days or more since my FM Exam date. I never received my card, lost my card and/or need to order a reprint.

- Payment is REQUIRED if [Reprint Request Form](#) is received 60 days or more after an exam date. (NO exceptions.)
- Download the [Reprint Request Form](#) and return to FSC. (www.nationalfoodmanager.com/certvfyprnt.pdf)

OTHER

___ **I have read over this ServeSupport® Client Care Form and can't find what I need.** Please explain clearly, specifically and in detail what we could do to help you (use back of form if needed) _____

PART 3: Submit to FSC AFTER completing BOTH Part 1 AND Part 2.

Submission methods listed from fastest to slowest.

ServeSupport® Hotline: 1-800-874-1009, extension 170, when prompted leave your form verbally, read all questions and answers that you completed.

Email: CustomerService@NationalFoodManager.com **Fax:** (321) 799-4997 **Mail:** Food Safety Certifications, 3223 S Atlantic Ave, Unit 405, Cocoa Beach, FL 32931