



Royal Cup Contact Center

All customer calls for product and equipment service are directed to our Corporate Contact Center.

Royal Cup Contact Center
1-800-366-5836

Press 1	Route Delivery
Press 2	Espress Ship
Press 3	Equipment Service
Press 4	Invoice Copy
Press 5	Credit Department

Our staff of professional contact center agents are on duty in our call center from 7:00 a.m. - 5:00 p.m. Central, Monday - Friday.

An after-hours emergency hotline is available by calling the same 800 number for calls that can't wait until the next business day. Calls are dispatched to an on-call contact center agent for distribution to the field.

Calls are dispatched by electronic message to the appropriate sales associate. The message provides pertinent account information, such as, contact person, telephone number, location and the nature of the problem. This allows the representative to provide the quickest response to our customers.

Customers who contact our 800 number have the option to speak with a trained service professional who will attempt to troubleshoot their equipment issue over the telephone. If the problem can't be resolved in a telephone call, a message is dispatched to the appropriate local service technician. This process helps to get the customer functioning more quickly, avoiding any down time.

Dedicated service associates are available to interact with a national network of service providers to ensure equipment is serviced in a timely manner. With more than 70 Royal Cup technicians and 400 service partners strategically located across the country, we are prepared to respond quickly to service needs.

Messages are reviewed regularly throughout the day. Messages not acknowledged by field representatives are escalated to management.

