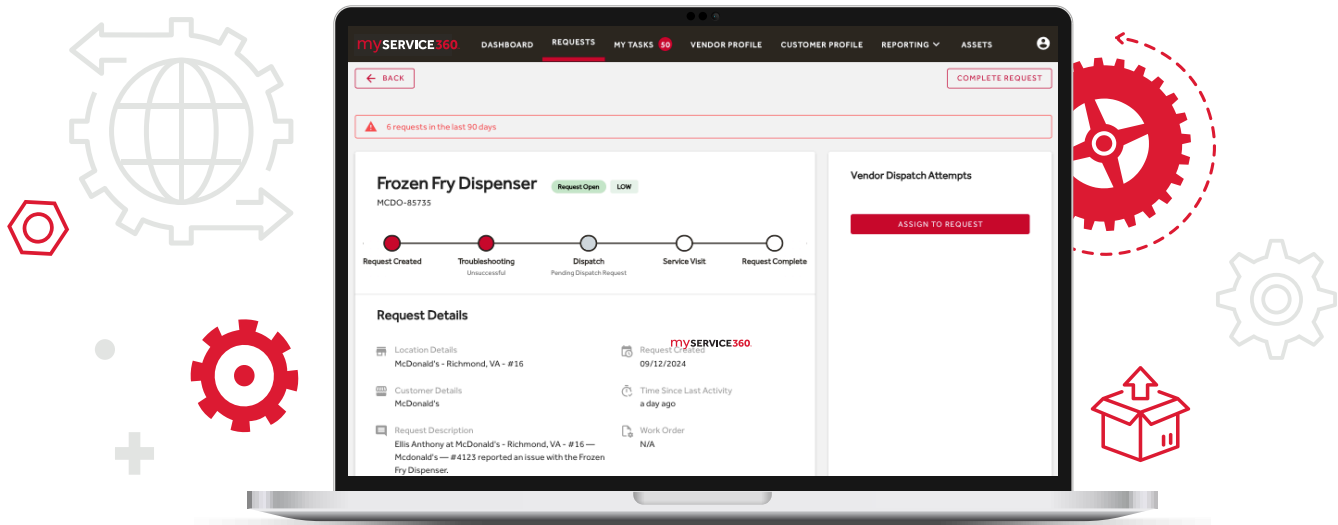


mySERVICE360™ FAQ



Q. What is My Service360?

It is a comprehensive repair management solution, specifically designed by Parts Town for McDonald's operators, providing control over maintenance and repair (M&R) across multiple locations, while saving time and reducing costs.

FOR STAFF AND LEADERSHIP

Q. What's covered?

The My Service360 platform can be used to manage repairs on grills and griddles, fryers, ice cream machines and automated beverage systems (ABS). Note, that the equipment types covered will expand as our rollout progresses beyond the test phase(s).

Q. How does the platform benefit frontline staff?

- Provides simple, intuitive tools that guide in-house staff through a consistent repair process and the ability to dispatch in-house technicians, as well as any of your preferred service companies
- Offers multiple communication methods, including text, call and live chat, to streamline reporting and resolve issues quickly

Q. What are the advantages for leadership?

- Removes guesswork from repair processes for consistent execution across employees, shifts and locations
- Provides centralized visibility into equipment status, open issues and repair history, along with sophisticated reporting capabilities to get a true cost of ownership for each unit

VENDOR PARTNERSHIP

Q. Are there invoice markups?

No, there are no invoice markups or extra fees, so you can maintain reasonable repair costs.

Q. Can operators use their in-house technicians (IHTs)?

Yes, the platform allows you to dispatch your technicians or your preferred third-party service companies.

Q. Do operators have to use specific service companies?

Operators can continue working with their preferred service companies they know and trust, which will be set up during onboarding. Remember, there are no markup invoices or extra fees.

COST MANAGEMENT

Q. How does this platform protect a McDonald's restaurant's P&L?

- Through automated warranty checks and troubleshooting guides that help reduce cost
- By offering real-time recommendations to make better repair vs. replace decisions
- With detailed insights by spend category, location and vendor, alongside total cost of ownership analysis for equipment

TRACKING AND VISIBILITY

Q. What kind of visibility will users have access to?

- Equipment status and repair activity across all locations with timely notifications that prompt quick action to reduce downtime
- Activity log and service history for every repair, including spending approvals, updates from in-house technicians and outside vendors and more
- Dashboard for a quick overview of priority tasks and spending irregularities

SUPPORT

Q. What if I need help?

You'll have 24/7 support, guaranteeing that restaurant teams have access to assistance whenever needed.

