

No IVR Used Email

To NEST's Valued Service Provider,

Per our conversation or Per my voicemail, I am reaching out to you regarding **(Client & Store #)** located in **(city & State)** due to No IVR used for the **Janitorial Service** that was scheduled on **(date of service here)**.

Please be advised that the IVR system needs to be **100%** utilized for all **Janitorial Services**. This is a mandatory process and a requirement of all NEST Service Providers.

Non-compliance of the IVR may jeopardize your eligibility for the Early Payment Discount Program.

Also, if your company is not able to meet at least 95% IVR compliance you may be subjected to a \$25 monthly fine per location.

Thank you,
(Insert your signature here)

Add the email sent to the ISP to their ISP documents tab under "No IVR Used"