



Maintenance Bulletin

Date: **February 25, 2011**

Subject: **Maintenance Charge Inquiry Process**

This Maintenance Bulletin is issued to provide information to Store Operators about the process for disputing Maintenance Charges that are charged to a store's account.

All maintenance charges are reviewed by FM and 7-Eleven before posting to a store's accounts. Despite the reviews, it is possible that a charge may be incorrectly applied to a store.

- The Store Operator identifies a potential dispute in charges applied to the account at their store by reviewing the AP9 report and noticing a high or otherwise incorrect charge, or disputing a charge due to the quality of work.
- The method to create a charge inquiry case is to use the CHD on-line system using the backroom computer at the store (just like entering a Maintenance Request for Service) use the "Maintenance Charge Inquiry" tab. Make sure you include the FM tracking number from the disputed charge (found in the 'description field' of your AP9 report).

Enter Case Details:

Helpdesk	Maintenance	Store Number 32598
Submitter Name	<input type="text"/>	
Brief Description	<input type="text"/>	
Problem Area	Maintenance Charge Inquir <input type="button" value="v"/>	
Issue/Problem Type	Disputes <input type="button" value="v"/>	
Description	-Select- <input type="button" value="v"/>	
When did you notice	-Select- <input type="button" value="v"/>	<input type="text"/>
Enter a detailed des	<div style="border: 1px solid black; padding: 2px;"> Charge Dispute Charge Explanation Required Copy of Invoice Required </div> <input type="text"/>	
<input type="button" value="Clear"/> <input type="button" value="Submit"/>		

Press Submit to enter your request. Press Clear to re-enter your request.
Please Note: If you hit Clear your request will not be submitted.
 Case number will be displayed after pressing Submit. Please make note of this number to check status of case at a later time. (see next screen)
 For further assistance, please call FM Facility Maintenance at 1-800-828-0711.

- After a case is submitted, a confirmation e-mail with a FM tracking number will be created and sent to the store's e-mail (just like a Maintenance Request for Service case)

How long will it take to get an answer to my charge inquiry?

- Initial Investigation and response will take no longer than 10 business days.

How will I know the dispute decision was completed?

- An automated completion notice will be sent to your store email.
- You can view the completion details in the case notes.

If a charge is reversed, how long before I see the credit on my financial statement?

- It is expected that all reversed disputed charges be resolved and credited in less than 30 days from date of inquiry.
- Depending on the date a dispute case was created, a credit may not post to your account until the next accounting cycle.

loc	acct	Vendor	inv dt	Invoice	Voucher	Amount	ACC Date	User Id	Invoice Description
10892A	680	FM FACILITIES MAINTENANCE	8/12/2010	6649 2599	61340449	1,017.69	21-Sep-10	MKILEY01	20140696Upright Med TempN
									G/L ADJ sheet 01/19
10892A	680	FM FACILITIES MAINTENANCE	8/12/2010	6649 2599	61340449	- 1,017.69	1-Feb-11	MKILEY01	20140696Upright Med TempN

What if I do not agree with the dispute decision?

- Open the case and click on 'Store Review'. Select the comments that apply and click 'submit'.
- The case will be escalated for review and you will be notified of the findings.

What if I have a non-maintenance related inquiry?

- You should continue to use the existing ACS process.

How can I better understand which costs are the Franchisee responsibility and which are 7-Eleven?

- 7-Connect (home page) > Stores Information (Franchise) > On-Line System Support Guide > Sales Associate – Maintenance > Store Maintenance Guidelines.