



Maintenance Bulletin

Date: **February 25, 2011**

Subject: **Maintenance Charge Inquiry Process – Delays in Processing Credits**

This Maintenance Bulletin is issued to provide an update on the current process for Maintenance Charges that are charged to a store's account.

In order to better serve our customer all maintenance charges are now reviewed for accuracy by FM and 7-Eleven before posting to a store's accounts.

We recognize that this recent process change has created delays in credits being posted to franchisee accounts. It is an issue that we have taken very seriously and based on your suggestions we are implementing the following improvements to the process:

- More Information available - On 2/11/2011, Franchisees received the ability to view all notes entered against cases. This will allow them to view all steps taken by FM to complete disputes.
- Easier Information Entry - We are working to modify the on-line case creation portal that provides a drop down list of questions that will prompt the franchisee to provide FM with all necessary information to process the dispute.
- Case Closure - dispute cases will be left open if we are unable to resolve based upon lack of information provided by the Franchisee, previously these cases had been closed while waiting for more detailed information.
- Increased Accountability - FM Accounts Payable team will assume ownership of the dispute process. Disputes are still happening because of coding issues. Direct ownership of process will result in real-time resolution practices being implemented into the daily invoice activities conducted by the team.
- Quicker processing of credits – we amended the file format to allow 7-Eleven accounting the ability to quickly process credits and bypass the longer FM invoicing process.

If you have previously created a maintenance case inquiry and it has gone unresolved, please resubmit. We apologize for the inconvenience created due to this process change and will continue to work towards improvement on a daily basis.