



December 2014
Issue 12

CITY OWNER NEWSLETTER

The Magic of Christmas

When was the last time that you really felt the magic of the Christmas Season? Are we all in such a rush that we let Christmas come and go without experiencing the magic? Can you remember the feelings you had as a child with all of the excitement and anticipation of Christmas morning? Can you remember the feeling you had inside your heart when you read about the birth of Jesus Christ? Does the account of the angel visiting the shepherds, or the account of the wise men bringing their gifts to the Christ Child stir joyful emotions within you now?

I hope each of you will rekindle the magic of Christmas this year. I encourage you to find someone who is less fortunate than you, and become part of their Christmas magic by doing something nice for them. You may think that you are only helping them, but in reality you are blessing your life as well.

We wish for a Merry Christmas for you and your family, and we hope you will feel the Love of the Savior as you each celebrate his birth. We are glad that each of you is part of the Heaven's Best family.

EZ Net Tools

Now is a great time to get your EZ Net Tools website! Remember it takes at least 90 days for any work done to appear on Google, so get your site going now in order to be in place and ready for the next spring busy season. And don't forget to get reviews for every job. They are pure gold.

John's Fix-It Corner

The Christmas season is here and the next few weeks will be a good time for you to make a big push to end the year on a high note. I hope all of you have had a good year. We have some of the best operators in the industry, and we would like to give you a hand to make this one of your best years.

Because it is Christmas time, take a moment and give thanks for all of your blessings. Take time to look around and see if there is someone that could use a little help in some way. As we take care of those in need, we live up to our name-Heaven's Best. I would like to wish you a Merry Christmas and a Happy New Year and may the Lord bless you in this upcoming year.

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When you're cleaning carpet, be sure to switch out pads often so it will clean up the most dirt possible. A pad can only hold so much dirt and water. As you use more pads, it will dry the carpet quicker. And don't forget to use the finish towel to get the last little bit of dirt. Also remember to replace your old pads. New ones do a much better job and work faster.

Note: "Before going in for surgery I thought it would be funny if I posted a note on myself telling the surgeon to be careful. After the surgery I found another note on myself." Anyone know where my cell phone is?"

PermaPlate Claims

PermaPlate has recently started sending me Pending Claims Statements. This list includes claims that are still pending, possibly claim work not completed or paperwork that has not been received. When I get this list, I will be asking you for an updated status on the claim. This helps PermaPlate better serve their customers and also make sure you receive your payments.

PermaPlate is also checking with me on claims that are only two to three days old to see if customers have been contacted and when the work is scheduled to be completed. Many of you are already letting me know you have received the claim and when it is scheduled. This makes it very helpful when PermaPlate is following up with me on pending claims and need to know the status. Also, please keep me informed that you have tried to contact the customer, even if customer does not reply. If the customer calls PermaPlate and tells them they have not been contacted, PermaPlate will have it noted in their files that the operator has tried to make contact. If PermaPlate does not receive paperwork, they do not know if claim was completed and the claim will be marked as "Failure to Pursue." If the customer makes no attempt to make arrangements, the claim will also fall into this category.

If you are unable to take a claim, please let me know as soon as possible so it can be reassigned. This should take place within the first 24 hour period. I receive quite a few phone calls from customers who say they have not been contacted, so keep me updated on the claim status. If you want to "cc" me on your paperwork, I will put it in your file and also make sure PermaPlate has received it.

Thank you for your help on these claims. It is so helpful when you keep me updated. If there is something that PermaPlate or I can do to make this better, please let me know.

I hope all of you enjoy a Happy Holiday Season!!

Linda

Monthly Special

Monthly Special

This month's **SPECIAL** is: 123 Final Step Deodorizer Buy 5 get 1 Free.

Shipping Department

HEADS UP FROM SHIPPING:

Please be sure to check your received shipment orders and get back to me (Bill in shipping) within three days if your order is not correct. Any item on back order is usually mentioned in your returned email.

Thanks,

Bill in shipping

Better the Best

We congratulate those operators who had their best month ever in October, 2014.

Alex Miller	OR
Brian Sutton	IA
Butch And Cindy Graf	WI
Chad Cohen	FL
Don Rudnick	ND
Donna Hansen	NC
Jeff Kendrick	AL
Jim and Cathy Reed	IN
Joel G. Pacheco	TX
Kathy Hagle	OR
Mark E. Falcone	CA