



February 2015
Issue 2

STATE OWNER NEWSLETTER

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Year End Stats

I want to thank those of you who have already turned in the year end stats that we have been requesting for the last three months.

I am still waiting for the year end stats from a number of you. I understand how busy everyone gets, but this is very important, and we have given you plenty of advanced warning that these stats are due. You may think that nothing has changed from last year's stats, and that could be the case, but I need proof of that as stated by you. Please fill out the enclosed stat sheet and return it to me immediately. Your reconciliation checks for orders from operators in your state will be held until these stats are turned in. If you are not willing to do what is required of a state owner, then you should not be a state owner. If you have any question as to whether or not we have received yours, please email me at mcoinc@heavensbest.com and I will respond by letting you know if I have receive yours.

I like each of you, but you need to do your job. I look forward to receiving your stats.

Monthly Reports

Another important responsibility of a state owner is to make certain that each of your operators submit their monthly report by the 5th day of the following month for which you are reporting. We have sent out an email to every operator in the company that is missing any monthly report.

Each state owner should be on top of this with each of their operators. I know many of you are doing very well with this and I thank you for your effort. You should have received a cc of the email that went to any of your operators who are missing any reports. You need to follow up and make sure these have been submitted. You can look at this information for each of your operators by going to the heavensbest.com website, login with your username and password, click on the *State Owners* tab, then click on *HB Finance Online*, scroll down to *missing monthly reports* and check through all of your operators to see who has any report missing.

In the near future, the monthly report will be expanding and will require more information than is currently being reported. It will be good for as many operators as possible to be hooked up with Service Monster, which will track the additional information easily for the newer report that will be coming within the next few months.

Franchise 50 Survey

Franchise Business Review has wrapped up the Franchise 50 Survey and we will be receiving the results in the next couple of weeks. We will share that information with you as it becomes available to us.

We are glad you are part of the business, but we all have things we need to work on and improve. 2015 will be a year of moving forward with some good changes.

At the end of each year we need to gather some particular stats from each of you regarding situation changes that took place in your state during the entire year of 2014. We need to have this information turned in to our office no later than **January 5, 2015**. We appreciate the three of you who have already gotten this in to us, and we look forward to getting the rest of them by the 5th.

Please compile the following stats as of December 31, 2014:

The number of additional new areas you sold to your existing Operators:

The number of areas you deleted from existing Operators:

The number of new areas you sold to new Operators:

The name of any Operator who had their license agreement terminated:

The name of any Operator that transferred their license agreement, and the name of the person that they transferred their rights to:

The total number of licensed territories which includes all of your existing Operators as of 12-31-2014: