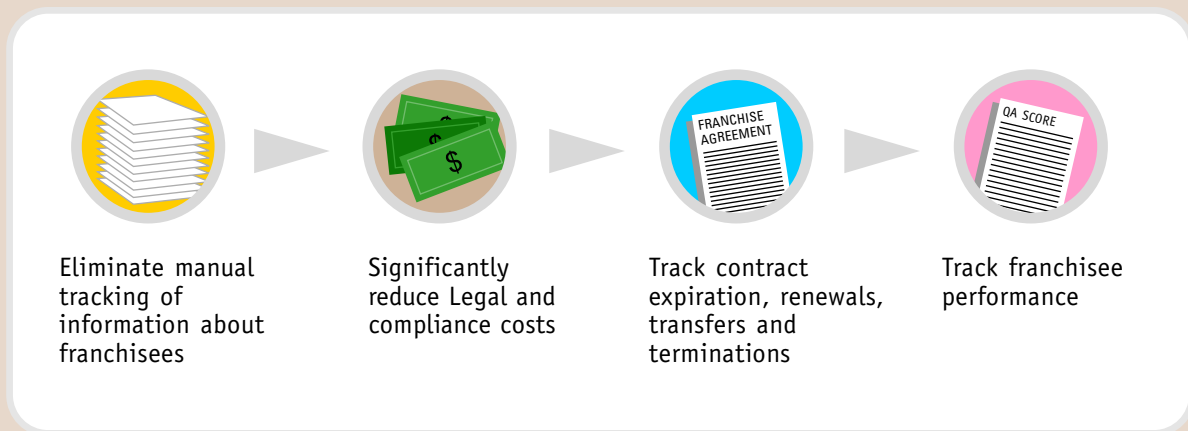




Franchise Information Manager

Franchise organizations face a tremendous challenge in effectively managing information related to all their franchisees including contract information, expiration dates, legal information, insurance information, financial details and other critical details.

FranConnect provides a unified Franchisee Information System and Contract Management Solution that helps franchise organization to stay on top of all legal and compliance information and measure franchisee performance.



▶ **Key features of the franchise information manager include:**

- ▶ Managing **franchisee contracts** and key information related to franchisees including contact information, franchise agreement, current and past ownership, personal, financial, legal and insurance details
- ▶ Effectively manage **activation, transfer and termination** of franchisee locations over time
- ▶ **Upload and track legal documents** uploaded into the system with each center
- ▶ **Set-up triggers for key fields** that are tracked by the system including legal information, financial information, QA reports and score-cards, customer complaints, real-estate information, insurance, licensing agreement, etc.
- ▶ Manage complete **contact and communication history** with the franchisee for support and legal requirements
- ▶ Get a **single interface to view sales history**, royalty information, franchise performance and other reports
- ▶ Allow field managers to submit quality and operations reports from the road and manage a history of **quality scores and feedback**
- ▶ Generate and track **default and termination letters**
- ▶ Track feedback from **mystery reviews** and customers
- ▶ Track **training participation** for franchisees and their employees
- ▶ **Track information on Active**, Terminated, Renewal and Buy Back Centers
- ▶ Quickly **look-up information** on different centers based on center ID, Owner name, Alphabetical listing. **Search** on the various records based on multiple criteria that can include some or all-key fields.
- ▶ Generate powerful reports that display information about everything associated with a franchisee. Generate **Item 20 reports**.