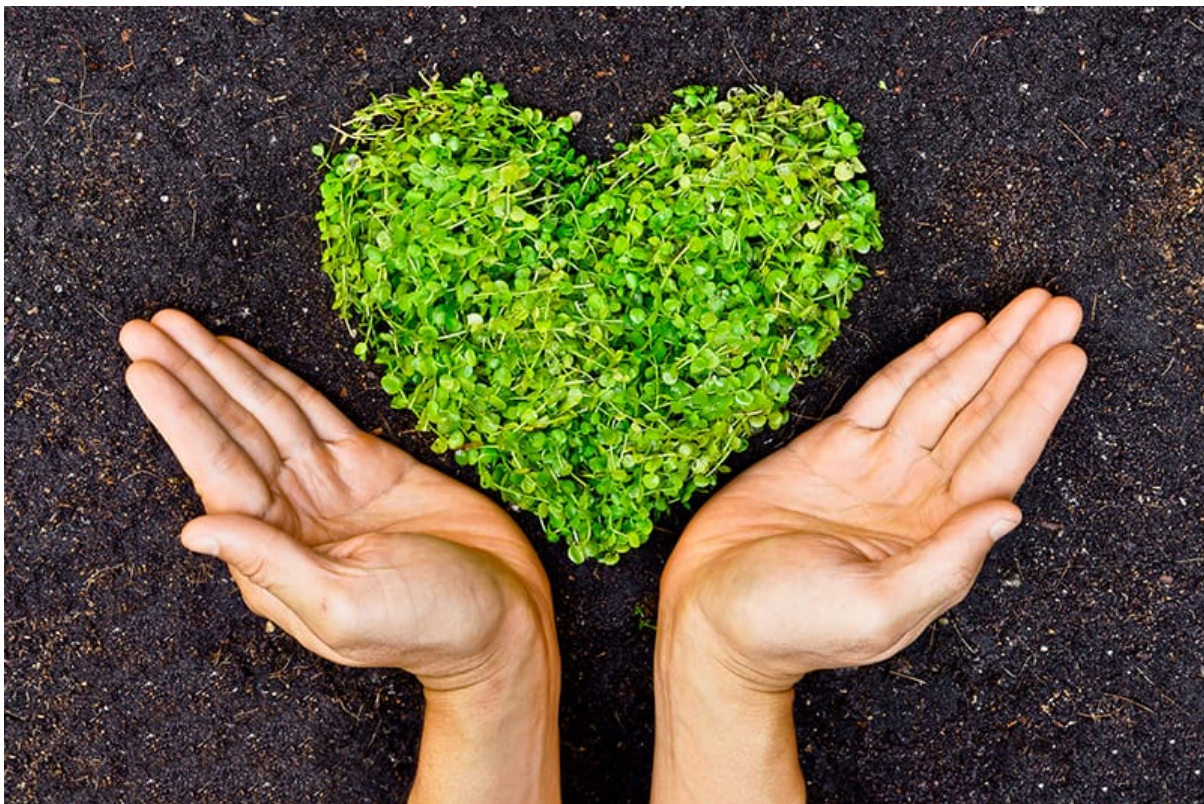




Franchisee Support Newsletter

Sangster's 1st Edition - Fall 2019



Hello Franchisees,

This is the first, Quarterly Franchisee Support Newsletter that you are receiving. This publication is in place as a fresh approach to communication and a step towards a positive and prosperous outcome.

ZERO LIST... Soon to be updated, redesigned and renamed
SANGSTER'S SUPPORT HUB₈

We are updating this page source to keep you in the loop at all times. This Zero List is soon to be the new Sangster's Franchisee Support Hub!!

This will be your point of reference going forward. It will soon state details regarding **expected stock dates, discontinued items, reasoning behind these decisions** as well as **information on new product lines, suppliers and Social Media files** pertaining to Facebook & Instagram. Please check back regularly for these updates. The link below is for your reference and available to you at all times. Please send all support related emails to support@sangsters.com. This is now monitored by the entire support team and we are working to decrease our response time greatly. Communication is key and we are available to help.

<https://www.eastwestbioscience.com/items-at-zero/> Password: zerolist

* Please note: This link will be updated when the redesign is complete and you will be sent new access details in the coming weeks. So please watch for this email.



SALES UPDATE:

Sangsters has put your sales reports to good use and compiled a list of all the items we currently sell (Currently at 471 to be exact and this is always expanding). Using this data we have been analyzing the quantity & frequency of sales, shipping & production time, quality and availability. **We really want to make sure that going forward you have the best quality products for your value that will both build and sustain customers AND be offered in a consistent manner.** As you are well aware the consistency and availability of certain high selling products has been a point of contention for everyone involved. We are working to streamline this and always looking for other suppliers that can better suit this goal. This is indeed a process that we are not taking lightly as we thrive to make your business both **successful and sustainable.**

We will also be offering additional support to assist you in marketing to clear out any soon expiring products. If you have a request for assistance pertaining to this **please send an email to support@sangsters with your list of items that need a push.**

POS system updates coming soon!

You all have been so patient during this POS transition time. There are many challenges when it comes to picking the right System for our Franchisees. But good news. We have narrowed it right down, (from thousands of options) to a couple and are nearing a decision. We are looking to find a user friendly program that will work to fulfill our goals of moving forward efficiently and with consideration for cost in mind. By eliminating a variety of redundant and outdated processes this will help immensely. Support and training will be included for this change over. Please note that Windows 7 will no longer be supported starting January 14, 2020. That being said you do not have to update, purchase or upgrade anything in the meantime. Details for the new system will be coming very soon, so please hold off until we have specific detailed instructions.

Please note:

To speed up the POS process we are requesting you send all Product Generation Sheets directly to pos@sangsters.com or Fax to the new #1-800-982-3074

In efforts towards prompt reviews and progress, We are requesting that you please take our quick survey (link below) so that we can best understand everyone's current needs, wants and concerns.

TAKE THE FRANCHISEE SURVEY HERE

If you have any further enquiries, please reach out to support@sangsters.com

Sincerely,

Yours in Business,
Arran Balint - Franchisee Support Representative

Sangster's Head Office

260 Okanagan Ave. Penticton, BC, V2A 3J7

604.418.8088 | 1-800-982-3074 | * support@sangsters.com | www.sangsters.com

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