

SPECIAL BRAND UPDATE



05.03.12

Cold Stone Creamery® Franchisees,

Recently, Kahala made some changes to Creamery Connection, resulting in some of the processes you have been familiar with changing. These changes are to help consolidate data and to streamline some duplicate processes. We understand there is still some confusion regarding these changes, so hopefully the information below will help answer any outstanding questions you may have. The recent changes involve these three processes.

- Email notices and manager accounts
- Store hours and other miscellaneous store information
- Search Feature

Email Notices and Manager Accounts

In the past, email notices regarding missing sales, debit notices and online job applications have been sent to store email addresses. Email addresses are no longer maintained through Creamery Connection. The emails sent for debit notices, missing sales and job applications are now linked to a user account in the Sales Reporting Portal. Previously, these emails were linked to a specific store. Under the new process, any owner listed in the Sales Reporting Portal with an email address will receive these notices.

We understand that quite often it is beneficial for store managers to receive job applications as opposed to only store owners. Franchisees now have the ability to set up a separate email address, so that a store manager may receive job applications in addition to the franchisee. Managers will not have the ability to receive debit notices or missing sales emails.

Keep in mind, creating a manager email account in Creamery Connection does not automatically create the account in the Sales Reporting Portal. This step must be done manually by the franchisee. Manager accounts are now edited in the Sales Reporting Portal. Follow the steps below to create a manager email account:

1. From Creamery Connection, use the Sales Reporting Tool link to access the portal.
2. Click the 'User Info' link at the top of the screen. A submenu will appear under the main menu including 'Users'.

3. Click to see the list of current manager and employee accounts. Create manager accounts here and link them to your stores for them to receive job applications.
4. Keep in mind, job applications can be sent to a manager account, but they will continue to be sent to store owners as well.
5. Job applications will not be stored on Kahala's server, so be sure to keep applications that have been received to your inbox in an organized manner in accordance with federal and local laws and your document retention policy.

Store Information

Information for a store, such as phone number, hours of operation, cross streets, etc. are accessed and may be edited by you through the Sales Reporting Portal. Use the Cross Streets/Shopping Center field to help customers find your store. Add any extra information that is not part of your address, such as the shopping center name, cross streets, and/or phrases such as 'the last suite on the left' or in the food court at the Smithfield Mall.

From Creamery Connection, use the Sales Reporting Tool link to access the portal. Click the 'Stores' link at the top of the screen. Choose from the list of stores and click edit. On this page you may change information related to your store. Don't forget to save the information when finished editing. Store hours are specified as a start day and end day with a start and end time. For example:

Sunday - Sunday = Closed
Monday - Thursday = 8:00 am - 5:00 pm
Friday - Saturday = 11:00 am - 9:00 pm

When store hours change, edit the row or use the X button to delete the row. Use the add row button to add a new row to the list. Please be sure to keep store hours up-to-date and consistent with information posted at your store.

Search Feature

The search functionality in Creamery Connection will not be available for the foreseeable future. The search will be replaced when we migrate to a new system. We sincerely apologize for the inconvenience.

If you have any questions, please contact your Area Developer or RDO.