“**Top 10 Key Elements” that make NPN work and a benefit to the Client**

* Prompt notification to NPN of new clients- there is usually a 1-2-week time frame for accounts to

be set up, credit application process to be completed, and deliveries to be made.

* Necessary information-NPN must provide our vendors with the necessary information (Property

name, address, phone/fax numbers, contacts at the property, effective date, numbers of rooms, and

if the property is limited or full service), to being the new account set up.

* Current vendors- upon notification of a new property, property to send NPN a list of the vendors

the properties are currently utilizing.

* Trying to solve problems on your own- Many times frustrations mount because NPN is often not

notified of an issue until it is has gone on for an extended period of time. When frequently the

issues are caused by a simple mis-understanding and is usually resolved in a short period of time

once NPN is notified. NPN has National leverage and national contacts to assist in putting out

fires.

* Punctual Payment in Terms- There are times when properties get a little behind and do not pay

there invoices in terms. Many of our vendors will work with the properties if a payment schedule

is set up to get things back on track. Unfortunately, what usually occurs are delays in shipments or

a stop on service. Again, if NPN is notified we can usually resolve the issue in a timely fashion.

* NPN Program information and Web Site- NPN will provide a list of all our vendors and contact

information to our new clients within a week that NPN is notified. NPN will also notify the

property of our online Web Site, that also lists all the NPN vendors and contact information.

* National Leverage- some new clients are reluctant to believe NPN’s prices are better than what

they are currently receiving. NPN has national leverage that will provide excellent pricing and

service.

* Changes in staff- Informing NPN of changes in management staff is a huge benefit to us. NPN is

sending out new vendor pricing, food alerts, new vendor information, and other vital information.

* If we are not informed of contact changes, properties might not be receiving important and

beneficial information.

* Participation in the NPN Expo- Attending the NPN Vendor Expo is a huge benefit to the

properties as well as the vendors. It is a great venue to see new products, learn about products that

could be used as an up sell to our full-service properties, and also products that could enhance

continental services at our limited properties.

* Properties No Longer Managed by GF- Often NPN if informed after a few weeks of properties no

longer managed by GF and not wanting to participate in the NPN program. This creates financial

issues for the vendors and NPN with trying to tidy up outstanding balances as well as properties

not wishing to stay on the NPN Program are receiving the National pricing and benefits until

vendors are notified to remove the property.