



**Thank you to the Cell Phone Repair Independent Owners Association members!**  
**Thank you to our sponsors American First Finance and Cell Phone Sandbox!**

Because of your commitment to a stronger CPR franchise system, the CPRIOA was able to deliver a great training effort in Dallas, Texas on March 23rd, 24th and 25. We had over 75 franchisees, more than 30 store staff, with nearly 150 franchise stores represented at the training. We sincerely hope that each attendee found value in the training and even more value in the attendance and interaction with other franchisees and employees.

We also want to thank the trainers (Toby Paul, Michael Haq, and Shane Mericle) for the many hours spent selflessly preparing material and presentations for the event and being gracious enough to step to the front of the room and engage in the conversations about these topics that are critical to so many franchisees.

Topics covered:

- Device Sales Principles
- RepairQ Basics
- RepairQ Ticket Management
- Effective Back of Store Layout Systems
- RepairQ Inventory Management
- RepairQ RMA Management
- RepairQ Analytics

In support of these various areas of interest, we have created four new Facebook Groups to allow franchisees to engage other franchisees to discuss each topic in detail and ask questions. We encourage each of you to join the groups and engage others in the conversation. **If you have something to offer, teach us. If you need help, please don't hesitate to reach out to us.** The groups can be found in the following locations:

- [Device Sales and Finance Group \(https://www.facebook.com/groups/cprdevicesales/\)](https://www.facebook.com/groups/cprdevicesales/)
- [Inventory Management Group \(https://www.facebook.com/groups/cprinventorymanagement/\)](https://www.facebook.com/groups/cprinventorymanagement/)
- [Profit and Loss Group \(https://www.facebook.com/groups/cprpandl\)](https://www.facebook.com/groups/cprpandl/)
- [Analytics Group \(https://www.facebook.com/groups/cpranalytics\)](https://www.facebook.com/groups/cpranalytics/)

If you have not paid your fee for training, please do so as soon as possible.

**To Pay for training:**

- Cost for CPRIOA members is \$25 per franchise group.
- Cost for non-CPRIOA members is \$150 per franchise group.
- PayPal payments for training: [confirmations@aafd.org](mailto:confirmations@aafd.org) (Please include your "Name" and "CPRIOA" in the Paypal payment Note field and chose friends and family to avoid fees).
- Any questions or issues with payments, please contact Zoe Chapin [zoe@aafd.org](mailto:zoe@aafd.org).

**If you are already a member, we need your help growing the organization! Help us grow our membership by telling others about our association and the value we add. Our goal for 2021 is to hit 250 franchise stores represented by the CPRIOA, we can easily hit this goal, but we need your help.**

If you would like to join the CPRIOA and support more efforts like this the cost is about \$1 a day for your first store for the first year. You can join by clicking here: [CPRIOA application](#)  
*(Note: I recommend the monthly payment checkbox during the payment submittal).*

We look forward to seeing even more fellow franchisees at the next event.

Thank you,

CPRIOA Leadership