

AFFIDAVIT OF PUBLICATION

DJC



921 S.W. Washington St. Suite 210 / Portland, OR 97205-2810
(503) 226-1311

STATE OF OREGON, COUNTY OF MULTNOMAH--ss.

I, **Marc Caplan**, being first duly sworn, depose and say that I am a **Public Notice Manager** of the **Daily Journal of Commerce**, a newspaper of general circulation in the counties of CLACKAMAS, MULTNOMAH, and WASHINGTON as defined by ORS 193.010 and 193.020; published at Portland in the aforesaid County and State; that I know from my personal knowledge that the Goods and Services notice described as

Multiple Services

Region 4 Education Service Center; Bid Location Houston County; Due 12/10/2014 at 02:00 PM

a printed copy of which is hereto annexed, was published in the entire issue of said newspaper for 2 time(s) in the following issues:

10/31/2014

11/7/2014

State of Oregon
County of Multnomah

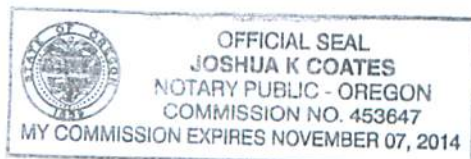
SIGNED OR ATTESTED BEFORE ME
ON THE 7th DAY OF November, 2014



Marc Caplan



Notary Public-State of Oregon



Deborah Bushnell
The Cooperative Purchasing Network
11280 West Rd
Houston, TX 77065-4493

**REGION 4 EDUCATION
SERVICE CENTER
MULTIPLE SERVICES**

**Proposals due 2:00 pm, Dec. 10
REQUEST FOR PROPOSALS**

Notice is hereby given that sealed responses will be received by Region 4 Education Service Center located at 7145 West Tidwell Road, Houston, TX 77092 until:

Wednesday, December 10, 2014 @ 2:00 PM CST

The Cooperative Purchasing Network (TCPN)

Request for Proposal (RFP)

for RFP # 14-21: Maintenance, Repair and Operation (MRO) Supplies

RFP # 14-22: Furniture and Installation

RFP # 14-23: Photography Services

RFP # 14-25: Disaster Restoration of Operation Services

RFP # 14-26: Claims Recovery and Related Professional Services

All proposals duly delivered and submitted will be publicly opened and recorded on the date and time reflected above.

Any proposal received after the stated closing time will not be considered and returned unopened. If proposals are sent by mail, the Offeror shall be responsible for ensuring delivery of the proposal to Region 4 Education Service Center before the advertised date and hour for the opening. Proposals must be signed, sealed, clearly identified with the solicitation number, title, name and address of the company responding.

Specifications and details of this RFP can be found at www.esc4.net or www.tcpn.org under Current Solicitations. General inquiries may be directed to Robert Zingelmann at questions@esc4.net

Until final award, Region 4 Education Service Center reserves the right to reject any and/or all proposals, to waive any technicalities, to re-advertise, and to otherwise proceed when in the best interest of Region 4 Education Service Center.

Published Oct. 31 & Nov. 7, 2014.

10629563

DEBORAH BUSHNELL
TCPN
11280 WEST ROAD
HOUSTON TX 77065

Acct Number: 00060293
Ad Number: 00426535
Insertions: 2 Total: \$61.20
Affidavit: \$7.50
Total \$68.70

AFFIDAVIT OF PUBLICATION

NEW JERSEY, SUSSEX COUNTY, ss.

Donna Hendricks, of full age being duly sworn, did depose and say that the notice hereto attached was published in THE NEW JERSEY HERALD and/or NEW JERSEY SUNDAY HERALD a newspaper printed and circulated in said county on 10/30/2014, 11/06/2014,.



Sworn and subscribed before me this 10th day of November 2014



KIM E. LEONARDO
NOTARY PUBLIC OF NEW JERSEY
Commission Expires 05/20/2015

Notice to Bidders

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Request for Proposal (RFP)

for

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Oct. 30 & Nov. 6, '14pf\$61.20
00426535 NJH

CALIFORNIA NEWSPAPER SERVICE BUREAU

DAILY JOURNAL CORPORATION

Mailing Address : 915 E FIRST ST, LOS ANGELES, CA 90012
Telephone (800) 788-7840 / Fax (800) 464-2839
Visit us @ www.LegalAdstore.com

DEBORAH BUSHNELL
COOPERATIVE PURCHASING NETWORK, THE
11280 WEST ROAD
HOUSTON, TX 77532

COPY OF NOTICE

Notice Type: RFP REQUEST FOR PROPOSALS

Ad Description RFP # 14-24, 14-27, 14-28

To the right is a copy of the notice you sent to us for publication in the SAN BERNARDINO COUNTY SUN. Please read this notice carefully and call us with any corrections. The Proof of Publication will be filed with the County Clerk, if required, and mailed to you after the last date below. Publication date(s) for this notice is (are):

12/11/2014 , 12/18/2014

The charge(s) for this order is as follows. An invoice will be sent after the last date of publication. If you prepaid this order in full, you will not receive an invoice.

Publication	\$464.70
Total	\$464.70

SBS# 2696731

NOTICE TO BIDDERS

Notice is hereby given that sealed responses will be received by **Region 4 Education Service Center** located at 7145 West Tidwell Road, Houston, TX 77092 until:

**Wednesday,
January 7, 2015 @ 2:00 PM CST
The Cooperative Purchasing
Network (TCPN)
Request for Proposal (RFP)**

**for
RFP # 14-24: Risk Preparedness
and Consulting Services
RFP # 14-27: Flooring and Outdoor
Surfaces (AZ)
RFP # 14-28: Safety Information
Management Systems**

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12/11, 12/18/14

SBS-2696731#



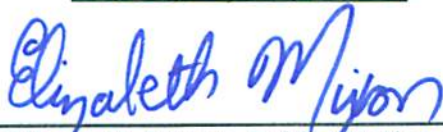
CAPITAL CITY PRESS

**Publisher of
THE ADVOCATE**

PROOF OF PUBLICATION

The hereto attached notice was published in THE ADVOCATE, a daily newspaper of general circulation published in Baton Rouge, Louisiana, and the Official Journal of the State of Louisiana, City of Baton Rouge, and Parish of East Baton Rouge, in the following issues:

10/30/14, 11/06/14



Elizabeth M. Nixon, Public Notice Clerk

Sworn and subscribed before me by the person whose signature appears above

November 6, 2014



M. Monic McChristian,
Notary Public ID# 88293
State of Louisiana
My Commission Expires: Indefinite



THE COOPERATIVE PURCHASE NETWO 5052368
DEBORAH BUSHNELL
11280 WEST RD
HOUSTON TX 77065

NOTICE TO BIDDERS

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**Wednesday, December 10,
2014 @ 2:00 PM CST**

**The Cooperative Purchasing
Network (TCPN)**

**Request for Proposal (RFP)
for
RFP # 14-21: Maintenance,
Repair and Operation (MRO)
Supplies**

**RFP # 14-22: Furniture and
Installation**

**RFP # 14-23: Photography
Services**

RFP # 14-25: Disaster Restoration of Operation Services

RFP # 14-26: Claims Recovery and Related Professional Services

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5052368-oct 30-nov 6-2t

Order Confirmation

<u>Ad Order Number</u> 0008302399	<u>Sales Rep.</u> vargasm	<u>Order Taker</u> vargasm	<u>Ordered By</u>
<u>Customer</u> TCPN	<u>Payor Customer</u> TCPN		
<u>Customer Account</u> 7135540460TCPN	<u>Payor Account</u> 7135540460TCPN		
<u>Customer Address</u> 11280 West Road Houston TX 77065 USA	<u>Payor Address</u> 11280 West Road Houston TX 77065 USA		
<u>Customer Phone</u> 713-554-0460	<u>Payor Phone</u> 713-554-0460		
<u>Customer Fax</u>	<u>Order Source</u>		
<u>Customer EMail</u> dbushnell@tcpn.org	<u>PO Number</u>		

<u>Tear Sheets</u>	<u>Proofs</u>	<u>Affidavits</u>	<u>Special Pricing</u>	<u>Promo Type</u>
0	0	0	None	

<u>Package Name</u>	<u>Blind Box</u>	<u>Payment Method</u> Credit Card - MC:3143
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Invoice Text**Materials**

<u>Net Amount</u>	<u>Tax Amount</u>	<u>Total Amount</u>	<u>Payment Amt</u>	<u>Amount Due</u>
\$47.26	\$0.00	\$47.26	\$47.26	\$0.00

<u>Ad Number</u> 0008302399-01	<u>Ad Type</u> C-ABG Liner	<u>Ad Size</u> : 1.0 X 72 Li
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<u>External Ad Number</u>	<u>Ad Released</u> No	<u>Ad Attributes</u>
----------------------------------	---------------------------------	-----------------------------

<u>Color</u> <NONE>	<u>Pick Up</u>	<u>Production Method</u> Internal
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Production Notes

<u>Product Information</u>	<u>Placement/Classification</u>	<u># Inserts</u>	<u>Cost</u>
<u>Run Dates</u>			
<u>Sort Text</u>			
<u>Run Schedule Invoice Text</u>			

C-ABG::	P-ABG Legals - ABG Legals	2	\$47.26
10/30/2014, 11/6/2014			
409REGION4			
NOTICE TO BIDDERS			

P-azcentral::	P-ABG Legals - ABG Legals	2	\$0.00
10/30/2014, 11/6/2014			
NOTICETOBIDDERSNOTICEISHEREBYGIVE			
Notice to Bidders Notice is hereby given that se			

Ad Content Proof

Notice to Bidders
Notice is hereby given that sealed responses will be received by Region 4 Education Service Center located at 7145 West Tidwell Road, Houston, TX 77092 until: Wednesday, December 10, 2014 @ 2:00 PM CST The Cooperative Purchasing Network (TCPN) Request for Proposal (RFP) for RFP # 14-21: Maintenance Repair and Operation (MRO) Supplies RFP # 14-22: Furniture and Installation RFP # 14-23: Photography Services RFP # 14-25: Disaster Restoration of Operation Services RFP # 14-26: Claims Recovery and Related Professional Services

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Specifications and details of this RFP can be found at www.escc4.net or www.tcpn.org under Current Solicitations. General inquiries may be directed to Robert Zingelmann at questions@escc4.net

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Pub Oct. 30/Nov. 6, 2014

THE DAILY RECORD

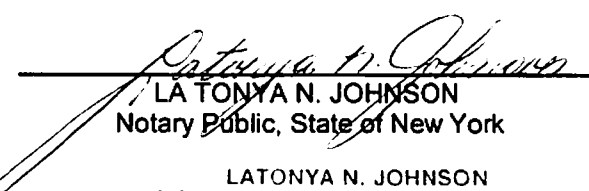
AFFIDAVIT OF PUBLICATION

STATE OF NEW YORK County of Monroe

The undersigned is the authorized designee of Liz Irwin/Publisher of The Daily Record, a daily newspaper published in Rochester, New York. A notice was published in said paper two times, commencing on 10/30/2014 and ending on 11/6/2014. The text of the notice as published in said paper is as set forth below, or in the annexed exhibit. This newspaper has been designated by the Clerk of Monroe County for this purpose.


Kristy O'Malley
Authorized Designee

Sworn to before me on this 6th day of November, 2014


LATONYA N. JOHNSON
Notary Public, State of New York

LATONYA N. JOHNSON
NOTARY PUBLIC, State of New York
Qualified in Monroe County
Reg. No. 01J06200636
Commission Expires February 9, 2017

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10629451 10-30;11-6-21

Certificate of the Publisher

The Herald-News

THE COOPERATIVE PURCHASING NETWORK
11280 WEST ROAD
HOUSTON TX 77065

Description:RFP
HN1321

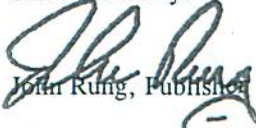
Shaw Media certifies that it is the publisher of The Herald-News.
The Herald-News is a secular newspaper, has been continuously published daily for more than fifty (50) weeks prior to the first publication of the attached notice, is published in the City of Joliet, County of Will, State of Illinois, is of general circulation throughout that county and surrounding area, and is a newspaper as defined by 715 ILCS 5/5.

A notice, a true copy of which is attached, was published 2 time(s) in The Herald-News, namely one time per week for two successive week(s). Publication of the notice was made in the newspaper, dated and published on
10/30/2014 11/06/2014

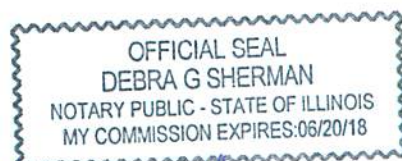
This notice was also placed on a statewide public notice website as required by 5 ILCS 5/2.1.

In witness, Shaw Media has signed this certificate by John Rung, its publisher, at Joliet, Illinois, on
6th day of November, A.D. 2014

Shaw Media By:


John Rung, Publisher

Account Number 10092359
Amount \$373.28





PUBLIC NOTICE

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(Published in the Herald-News October 30, November 6, 2014. HN1321)

STATE OF ARIZONA

COUNTY OF PINAL

} SS.

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www.tcpn.org under Current
Solicitations. General inquiries may be
directed to Robert Zingelmann at [ques-
tions@esc4.net](mailto:ques-
tions@esc4.net)

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Education Service Center reserves the
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to waive any technicalities, to re-adver-
tise, and to otherwise proceed when in
the best interest of Region 4 Education
Service Center.

No. of publications: 2; dates of publica-
tions: Oct. 30, Nov. 6, 2014.

Affidavit of Publication

RUTH A. KRAMER first being duly sworn
deposes and says: That he/she is a native born citizen of the United States
of America, over 21 years of age, that I am an agent and/or publisher of
the Florence Reminder & Blade-Tribune, a weekly newspaper published at
Florence, Pinal County, Arizona, on Thursday of each week; that a notice, a
full, true and complete printed copy of which is hereunto attached, was
printed in the regular edition of said newspaper, and not in a supplement
thereto, for TWO consecutive issues. The first publication
thereof having been on the 30TH

day of OCTOBER A.D., 2014

Second publication NOVEMBER 06, 2014

Third publication _____

Fourth publication _____

Fifth publication _____

Sixth publication _____

FLORENCE REMINDER & BLADE-TRIBUNE

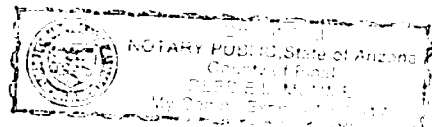
By [Signature]
agent and/or publisher of the Florence Reminder & Blade-Tribune

Sworn to before me this 10th

day of November A.D., 2014

Debbie R. Mummie

Notary Public in and for the County
of Pinal, State of Arizona



4770 S. 5600 W.
P.O. BOX 704005
WEST VALLEY CITY, UTAH 84170
FED.TAX I.D.# 87-0217663
801-204-6910

The Salt Lake Tribune

WWW.SLTTRIB.COM

MEDIAONE
A NEWSPAPER AGENCY COMPANY
WWW.MEDIAONEUTAH.COM

Deseret News

WWW.DESERETNEWS.COM

PROOF OF PUBLICATION

CUSTOMER'S COPY

CUSTOMER NAME AND ADDRESS	ACCOUNT NUMBER	DATE
TCPN, ACCOUNTS PAYABLE 11280 WEST RD HOUSTON TX 77065	9001498627	11/6/2014

ACCOUNT NAME	
TCPN,	
TELEPHONE	ADORDER# / INVOICE NUMBER
7135540460	0000991367 / 100991367-10302014
SCHEDULE	
Start 10/30/2014	End 11/06/2014
CUST. REF. NO.	
Notice to bidders	
CAPTION	
Notice to Bidders Notice is hereby given that sealed responses will be received	
SIZE	
42 Lines	2.00 COLUMN
TIMES	RATE
4	
MISC. CHARGES	AD CHARGE
TOTAL COST	

Notice to Bidders
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991367
URAXLP

AFFIDAVIT OF PUBLICATION

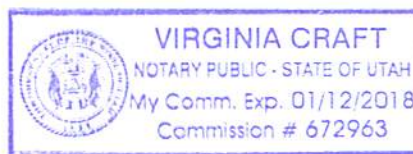
AS NEWSPAPER AGENCY COMPANY, LLC dba MEDIAONE OF UTAH LEGAL BOOKER, I CERTIFY THAT THE ATTACHED ADVERTISEMENT OF Notice to Bidders Notice is hereby given that sealed responses will be received by Region 4 Education Service Center located at 7145 West Tidwell Road, Houston, TX 77092 FOR TCPN, WAS PUBLISHED BY THE NEWSPAPER AGENCY COMPANY, LLC dba MEDIAONE OF UTAH, AGENT FOR THE SALT LAKE TRIBUNE AND DESERET NEWS, DAILY NEWSPAPERS PRINTED IN THE ENGLISH LANGUAGE WITH GENERAL CIRCULATION IN UTAH, AND PUBLISHED IN SALT LAKE CITY, SALT LAKE COUNTY IN THE STATE OF UTAH. NOTICE IS ALSO POSTED ON UTAHLEGALS.COM ON THE SAME DAY AS THE FIRST NEWSPAPER PUBLICATION DATE AND REMAINS ON UTAHLEGALS.COM INDEFINATELY. COMPLIES WITH UTAH DIGITAL SIGNATURE ACT UTAH CODE 46-2-101; 46-3-104.

PUBLISHED ON Start 10/30/2014 End 11/06/2014

SIGNATURE 

DATE 11/6/2014

THIS IS NOT A STATEMENT BUT A "PROOF OF PUBLICATION"
PLEASE PAY FROM BILLING STATEMENT




NOTARY SIGNATURE

File Edit View History Bookmarks Tools Help

Solicitations XFINITY by Comcast -- Offi... http://www.esc...name=e2search http://www.esc4...as.solicitations +

www.esc4.net/default.aspx?name=fas.solicitations Search

region4[®] Contact Us | Staff E-mail | TCPN | Sitemap | f | t Search Change font size: + -

About Professional Development Products Services Certification Employment House Bill 5 Resources Quick Links

Region 4/TCPN Solicitations

Solicitation Requested

- ☐ RFP # 14-21 - Maintenance, Repair and Operations (MRO) Supplies and Related Services
- ☐ RFP # 14-22 - Furniture and Installation
- ☐ RFP # 14-23 - Photography Services
- ☐ RFP # 14-25 - Disaster Recovery of Operations Services
- ☐ RFP # 14-26 - Claims Recovery and Related Professional Services

Company

Contact Name

Street Address

City

State

1:41 PM 12/9/2014



Solicitations

Current Solicitations

14-21 - Maintenance, Repair and Operations (MRO) Supplies and Related Services

posted on Thursday, October 30, 2014 9:05 AM due Wednesday, December 10, 2014 2:00 PM

[Click here to request a copy of this solicitation.](#)

[Questions & Answers](#)

14-22 - Furniture and Installation

posted on Thursday, October 30, 2014 9:05 AM due Wednesday, December 10, 2014 2:00 PM

[Click here to request a copy of this solicitation.](#)

[Questions & Answers](#)

14-23 - Photography Services

posted on Thursday, October 30, 2014 9:05 AM due Wednesday, December 10, 2014 2:00 PM

[Click here to request a copy of this solicitation.](#)

[Questions & Answers](#)

14-25 - Disaster Recovery of Operations Services

posted on Thursday, October 30, 2014 9:05 AM due Wednesday, December 10, 2014 2:00 PM

[Click here to request a copy of this solicitation.](#)

[Questions & Answers](#)

14-26 - Claims Recovery and Related Professional Services

posted on Thursday, October 30, 2014 9:05 AM due Wednesday, December 10, 2014 2:00 PM

[Click here to request a copy of this solicitation.](#)

[Questions & Answers](#)

It's check-in time for sexy, riveting 'Paying Guests'

Forbidden love story is Waters' best yet

THE PAYING GUESTS

Sarah Waters

Riverhead

★★★★

566 pp.

As Sarah Waters' delicious hot-house of a novel opens, Frances Wray and her mother are anxiously watching the ticking clock, awaiting the arrival of their first

BOOK REVIEW

JOCELYN MCCLURG

boarders. There's palpable tension from page one, so buckle up and prepare for a wild ride — one that's under perfect authorial control.

It's 1922, and Frances and her mother have been forced to take in renters of the "clerk class" at their south London home.

Frances' brothers were killed in the First World War, and her



CHARLIE HOPKINSON

Sarah Waters' cool prose balances the steamy plot lines of *The Paying Guests*.

father has died, leaving behind a rash of unpaid debts.

Enter the Barbers — jaunty Leonard, an insurance clerk, and his voluptuous young wife, Lilian.

Not the sort of people the Wrays would mingle with socially, in ordinary times.

This might all sound very prim and proper, but here's the wondrous secret of *The Paying Guests*: It's volcanically sexy, sizzingly smart, plenty bloody and just plain irresistible.

We may live in a world dripping in Miley Cyrus and Kim Kardashian excess, but Waters understands that true passion thrives in the realm of repression.

While Leonard goes off to work, a friendship slowly grows between "spinster" Frances, who's all of 26, and 22-year-old Lilian, as Mama Wray warily worries from downstairs.

That's because she knows her daughter has "unnatural" im-

pulses toward other girls. It's budding Bloomsbury bohemianism butting up against Victorian propriety.

After a long buildup, Frances and Lilian are madly kissing (and more) in the scullery, and that's just the beginning of trouble. We can't give more away, but the last third of the novel is consumed by a sensational murder trial and continuing, unbearable tension.

Somehow, Waters pulls off this improbable feat with cool, controlled prose.

Yes, it's a love story, but an unpredictable one that tackles period issues with modern freshness. All the while we're slightly queasy as we root for Waters' lesbian lovers, whose affair has led them into some very dark places.

This is a fever dream of a novel — Waters' best — that will leave you all wrung out. Perhaps, like Frances, in desperate need of a cigarette.

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Missing: Hispanic

Jan 17, 2014 Hair: Black

Age Now: 14 Eyes: Brown

From: Los Angeles, CA

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CROSSWORD

EDITED Timothy Parker

BY Rob Lee

HAUL IT

ACROSS

1 World lifting champ?
6 Quiets anger
11 1/6 of an ounce (Abbr.)
14 Fumigation target
15 Danger notice
16 Forest hooter
17 It's leaning
19 Miniature
20 Friday the 13th, sometimes
21 Drying-out facility, for short
23 Places of great activity
27 Dog accessory
29 Modern writer's output
30 Budgeter's talent
31 Baby's cries
32 "Zip it!"
33 Where to place your bet
36 Aweather opposite
37 Section of a long poem
38 It may be full of hot air
39 Soccer O
40 Parcels (with "out")
41 Sheepish sounds
42 Cedar tree
44 Water outlet
45 Debater
46 The infant's room
47 Use the fitting room
48 Foot, to a poet
49 "Shogun" tie
50 It may be held in a school auditorium
57 "Maximum weight" unit, often
58 Extremely steamed
59 Slow down, as rainfall
60 Physics class topic
61 "File not found," e.g.
62 Wild West show prop

Answers: Call 1-900-988-8300, 99 cents a minute; or, with a credit card, 1-800-320-4280.

WORD ROUNDUP

By David L. Hoyt and Jeff Knurek

10/30

Find and Circle:

Nine two-syllable countries
eclipse
"Because of You" singer (first/last name)
Trample or flatten
World's longest river

Wednesday's answer: SNEAKER SLIPPER SANDAL SHOE SOCK BOOT / ABSTRACT ABSOLUTE TACTICAL ELECTRIC / GEORGE CLOONEY / SOUTH NORTH / TRADE

QUICKCROSS

By John Wilmes

10/30

Of-quoted auth.

NASCAR driver Stewart

Eurasian mountains

NASCAR driver Earnhardt Jr.

Wall support

Circle dance

retentive

NASCAR driver Busch

Wednesday's Answer

JOSS

EMMA

REEL

KNEE

10/29

QUICKCROSS ON YOUR PHONE

mobilegames.usatoday.com

SUDOKU

Complete the grid so that every row, column and 3x3 box contains the numbers 1 through 9 (no repeats).

10/30

DIFFICULTY RATING ★★★★★

10/29

SUDOKU FUSION

ON YOUR PHONE

mobilegames.usatoday.com

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UP & DOWN WORDS

By David L. Hoyt and Russell L. Hoyt

10/30

1. VERY

2.

3.

4.

5.

6.

7. PEPPER

Clues:

1. Extremely soiled
2. Sinister glance
3. Advice for crossing the street
4. Michelle Obama
5. Famous statue's nickname
6. It has a crack in it
7. Fajita veggie

Wednesday's Answer

WINTER WEATHER BULLETIN BOARD GAME ROOM SERVICE CHARGE

PLAY ONLINE

PUZZLES.USATODAY.COM

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TXTPERT

Today's theme: Music

Across

1. 6332328
4. 864766
5. 87423
8. 6263

Down

1. 67373882
2. 35288478
3. 82267
6. 386
7. 283

Use the phone keypad to decode the clues. For example: 2 could be A, B or C ... and 5678 could be LOST

Yesterday's solution

DON'T QUOTE ME

Comedian Robin Williams jokes about an unpleasant experience.

Rearrange the words to complete the quote.

BREAD CHEWING FIRST MATERIAL ORGANIC ROOFING TRIED

THE _____ TIME I _____

WHEAT _____, I THOUGHT I WAS _____ ON _____

10/30

Wednesday's Answer: "Horse sense is a good judgement that keeps horses from betting on people."

- W.C. Fields

© WIGGLES 3D GAMES

Starbucks' Eggnog Latte back on menu

Customers balked after it dropped drink

Bruce Horovitz
USA TODAY

Starbucks has eggnog on its face. The coffee kingpin will bring back its seasonal Eggnog Latte nationwide this month after a customer revolt spread from letters to phone calls to social media. It had dropped the beverage, a seasonal offering since 1986, to try to simplify its expanding menu. "We made a mistake," says spokeswoman Linda Mills. "We are very sorry."

How sorry? Well, they're not handing out free Eggnog Lattes. But Starbucks hopes to have the drink back in all stores by the week of Nov. 17, says Mills. Because it has always been so popular in the Pacific Northwest, it was re-introduced there Nov. 1. The problem, she says, is quickly getting enough eggnog from suppliers.

The move to very rapidly respond to consumer complaints isn't unusual. Last spring, after the company began selling its lemon cake and pumpkin bread in miniature loaves instead of slices, it got complaints and quickly changed back to the slices.

For retailers in the social media era, instantly responding to consumer gripes is critical. Quick action is especially critical for Starbucks in the holiday season, by far its most profitable period.

Starbucks started hearing eggnog complaints Nov. 1 when it began its holiday push at U.S. stores by switching to red cups from its usual. The consumer blowback began with complaints to baristas who had to explain that the beverage had been discontinued, says Mills. It evolved into complaints to its customer call center, e-mails, letters and social media posts on Facebook, Twitter and to its MyStarbucksIdea.com site.

Shannon McMullen tweeted: "Seriously heartbroken this A.M. Just found out Starbucks is not bringing back the eggnog latte. It was the only thing keeping me going."

Starbucks has learned its lesson, says Mills.

Meanwhile, the chain also is bringing back the Gingerbread Latte to the Pacific Northwest region — though it still was served in the rest of the country. And next week it will roll out nationally a new Chestnut Praline Latte.

One corporate branding expert says that Starbucks knows what many companies still need to learn.

"All companies need to become more nimble to respond to this kind of feedback," says Tracey Riese, author of *Making Brands Work*.



Aggressive incentives and a new ad campaign have boosted the new Chrysler 200 in the eyes of buyers.

Chrysler 200 claws its way into fight

40% higher sales in Oct. throws it into midsize contention

Brent Snavelly
Detroit Free Press

Chrysler's all-new 2015 200 sedan is beginning to gain ground even though industry sales in the midsize segment have slowed down and a number of competitors have aggressive incentives on their better-selling models.

Sales of the 200 rose 40% in October after Chrysler launched a new national marketing campaign at the end of the month and boosted its incentives.

Most other automakers reported sales increases for midsize sedans that were largely in line with expectations for overall industry sales increases.

Sales increased 13.8% for the Toyota Camry, 8.1% for the Nissan Altima, 7.8% for the Honda Accord and 5.1% for the Ford Fusion. Sales of the Chevrolet Malibu fell 5.1%.

Chrysler sold 11,675 Chrysler 200s for the month, but that is still only about one-third of the 33,164 Camrys sold in October.

"This house has very high expectations for this car. We are not there yet," Al Gardner, CEO of the Chrysler brand said last month. "We knew it would take longer than we would like. But selling 10,500 to 11,000 a month at this stage is exactly on plan."

In October, Toyota, Honda and Ford were all running aggressive incentives on their midsize sedans, Gardner said.

Toyota, which was trying to clear out 2014 inventory, was offering 0% financing for 72 months with a \$500 cash rebate, while Honda Accord was offering 0% financing for 60 months with a \$1,500 rebate for 2014 models.

"It's an incredibly aggressive marketplace," Gardner said. "And no one has an interest in giving up market share and customers to the new Chrysler 200."

Chrysler also launched a new national advertising campaign on Oct. 24 for the 200 that touts the reliability and performance of the car.

Chrysler's new ad campaign also drives home the tagline,

"America's Import," which replaced "Imported from Detroit" as the brand's tagline earlier this year. The novel ads are a language mash-up of English and rivals commenting in German, Japanese or Swedish.

"We are very aware that we, unlike others, have an obligation to conquest new customers," said Olivier Francois, Chrysler's chief marketing officer. "Because of this, we wanted to make our product pitch stand out. The twist, the unique twist, is to do it in another language."

The launch of the 200 also comes during a difficult year overall for the midsize car segment as consumers migrate more and more to small crossovers.

So far this year, sales of midsize cars now account for about 22% of U.S. auto sales, down 1.6% for the first 10 months of 2013, according to Autodata Corp.

"We don't care (about the segment decrease) because it is staggering, the sheer size of that market," Gardner said. "There is a huge opportunity for us."

Tesla beats break-even expectations in 3rd quarter

Chris Woodyard
USA TODAY

Electric-car maker Tesla, which has been one of Wall Street's highest fliers, reported Wednesday that it beat analysts' expectations with an adjusted profit of 2 cents a share in the third quarter. Analysts had expected it to break even.

The earnings are down from a 12-cent-a-share gain a year ago.

Tesla said its adjusted gain for the quarter was \$3 million on revenue of \$932 million, up from \$852 million last year and beating analysts' expectations for \$893.8 million.

On a GAAP basis, Tesla lost \$75 million, or 60 cents a share, which the company said is consistent with past guidance.

The results came after the market had closed, and the stock jumped in after-hours trading. Tesla shares, which had risen to \$260 at the start of October, closed Wednesday at \$239.97, down \$7.96 or 3.33% for the day.

Tesla says it plans to deliver 33,000 cars this year, down from the 35,000 it had forecast earlier. It blamed the complexity of the new features, including all-wheel drive, that it unveiled recently. It says it expects to make 50% more cars next year. It also said, however, that it was postponing the sale of its coming Model X crossover from the first quarter to the third quarter of next year.

"We're adding some very new stuff that's not out there," Musk said in a conference call after the

results were released. As a result, it's taking longer to bring the Model X to market.

Tesla has been pushing hard to increase overseas sales, especially in China. It recently introduced enhanced versions of its only model, the Model S luxury electric sedan. A new performance version is billed by the Palo Alto, Calif.-based company as the quickest accelerating sedan, at zero to 60 miles per hour in 3.2 seconds.

Despite falling gas prices, Musk says he's far more worried about maintaining Tesla's production pace than enticing new customers. "Demand is not our issue," Musk said. "We have more demand than we can address."

Contributing: Matt Krantz

VOTERS BACK WAGE HIKES

Support for proposals defies party politics

Paul Davidson
USA TODAY

Voters soundly rejected Democrats in Tuesday's election but embraced perhaps the most visible plank in the party's platform as they backed minimum wage hikes in four Republican-leaning states and two cities.

By January, more than half the states will have higher pay floors than the federal government. But the implications for the 2016 presidential election are unclear, with both Democratic and Republican advocates seizing on the results to buttress their case.

Voters in Alaska, Arkansas, Nevada and South Dakota passed ballot initiatives raising the minimum wage as high as \$9.75 an hour even as they swept Republican Senate and gubernatorial candidates into office.

"Even in red states the minimum wage is popular," says Arun Ivatury, senior campaign strategist for the National Employment Law Project's Action Fund.

Two California cities, Oakland and San Francisco, also supported proposals to raise their pay floors. All told, the initiatives will raise minimum hourly earnings for 609,000 low-wage workers, according to the National Employment Law Project. Voters in Illinois and several localities in Wisconsin backed non-binding proposals to raise minimum pay.

A bill, backed by President Obama, to raise the federal hourly minimum from \$7.25 to \$10.10 by late 2016 is stalled in Congress.

States are responding. By January, 29 states will have higher minimum wages than the USA, up from 23.

Ivatury notes that several Republican candidates in Alaska, Arkansas and Illinois were forced to back state initiatives to raise minimum wages after initially opposing the measures or declining to take a position.

The political pressure, he says, will be more intense in 2016, when minority voters will turn out in greater numbers and referendums to raise pay floors could pull Democrats to victory.

HIGHER MINIMUM WAGES

Voters in four states and two cities authorized minimum wage hikes Tuesday. Current hourly wages and scheduled increases:

State/city	Current	New rate
Alaska	\$7.75	\$9.75 by 2016
Arkansas	\$6.25	\$8.50 by 2017
Nebraska	\$7.25	\$9.00 by 2016
South Dakota	\$7.25	\$8.50 by 2015
Oakland	\$9.00	\$12.25 by 2015
San Francisco	\$10.74	\$15.00 by 2018

SOURCE: NATIONAL EMPLOYMENT LAW PROJECT

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KRISTOPHER LEWIS



DOB: Jul 20, 2000
Sex: Male
Race: Biracial
Missing: Feb 4, 2014
Hair: Brown
Age Now: 14
Eyes: Brown

From: Boston, MA

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