

June 1, 2011

# Priority News

## Upcoming:

- Happy Birthday Jeff Thomas, 6/1/11!
- SharePoint highlights:
  - Associate Self Serve – Training, handbook & critical documents for success are provided & stored here.
  - Operations – Non-Compliance forms for easy referencing and automatic updates of the IC's six month compliance window w/multiple offense tracking. Also Billing Customer Change requests and a standardized form for tracking and implementing changes to customers pricing and service types.
  - Sales – New customer prospects used for accountability, resource planning & revenue projection.

## Top of Mind:

**Service** – Superior Customer

Service will be best achieved when we stay committed to two priorities: High Quality Performance & Personal Commitment.

**Efficiency** – We will

continually strengthen our performance to ensure better execution.

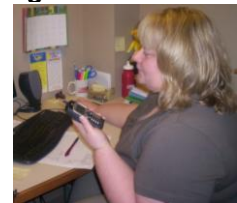
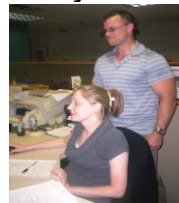
**Growth** -- We will maintain

steady, sustainable, profitable growth for our Customers & our Company.

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## SharePoint tools....advantage Priority!

Meeting Delivery Event Management goals thru SharePoint....



SharePoint has valuable tools that support 24/7 endeavors. Pictured (l to r): Kelly King, Priscilla, Mike and Angie Trainer

Concluding last weeks' Priority News article featuring SharePoint...Priority's SharePoint system has been designed to be highly scalable. Fortunately for all of us, Priscilla Scotland has the skill and confidence to maintain innovative SharePoint portal applications that address our clients' most challenging business, technology and systems integration needs. Her customer focus and high standards for quality work has added to the look-and-feel of our current site. While working harmoniously with others, she has provided strong input into this friendly people-oriented way of connecting and allowing Associates the option of accessing company information any time day or night. Routine tasks have not only become simpler, they are also secure. Read more about Priscilla's observations in relation to the advantages and uncomplicated interface that will enable Associates to better understand Priority's growing range of SharePoint tools.

- Do you have any personal recommendations for Associates that will help them better utilize SharePoint? -I've heard from some associates that SP is a pain to use because each time they want to view something they have to log in multiple times – it doesn't have to be that way! By saving SP as an intranet site (Internet Explorer; Tools; Internet Options; Security; Local Intranet; Sites; Advanced; Enter in <http://portal.prioritydispatch.com>; Add; Yes to the dialog boxes; Close) after the next login you'll almost never have to log in again on your work computer. If it won't save, then let me or Mike Wilson know; some computers require different internet settings to make this feature work. Other tips that have helped save time are the "Views". If you are in a document library (collection of forms or documents) but you don't see what you're looking for, or there are too many lines to go through, using the View filter on the right side of the tool bar will reduce the results, and hopefully allow you to search more quickly. If that doesn't narrow it down enough, hovering over the column name will enable a filter so you can select what you're looking for. Another unknown aspect of SP is the personal sites that come with a login. At the very top, next to the "Welcome," is a My Site link. This link is your personal page. Here you can save frequently used documents from other SP sites or the P://. You can put information in about yourself, see colleagues associations, and blog about your own accomplishments or DC's progress on important projects. As always, if there is any question with usability of features, you can contact me and I can go over any tips or tricks I've learned to make the site more useable and life easier.
- How easily is it to communicate and/or collaborate amongst each other/departments using Share Point? -Each site usually has a Team Discussion, Announcements, and Calendar section in the left hand menu. These features are a good method for communicating schedules and important updates. These features currently aren't utilized fully, but good examples of where this has taken place are in the 24/7 Customer Support tab where they communicate scheduling of the department, and also a key account site that features an informational blog regarding general Q&A. Another site that is a complex form of communication is the Exception Report. The Exception Report is a tool that allows After-Hours and Dispatch to communicate directly with the DC's through forms and automated emails regarding compliance issues. It also allows a tracking method for areas of improvement regarding IC schedules and performance issues.
- What do you believe are the long term benefits to Priority in using SharePoint; any short term? -Some foreseeable benefits are increased collaboration. Communication can be difficult when physical distance is a barrier, but with a centralized location for new/updated information this feat can be overcome to achieve our one-company, company goal. The DEMS section is a good example of centralizing the documents that are important to daily operations and on-boarding new associates to learn the "Priority way." Also, electronic document storage is helpful in retaining records for legal compliance and quick referencing.