

August 23, 2011

Priority News

Red News Notes:

- **Finalist! Priority has been named a finalist for the 2011 Family & Private Business Awards sponsored by the Goering Center, UC. Winners will be announced tonight!**
- **Recent Hire – Have we mentioned Matthew Kuhns, 24/7, CVG? Welcome to PDI, Matt!**
- **Pregnant & so happy!**
 - **Congratulations to Amy Malott, 24/7, who just found out she is expecting next March, 2012!**
 - **Julie Chambers will be having a “girl,” due the end of December, 2011!**
- **FYI: Save in contacts – John’s Army email!**
John.detling@us.army.mil

Top of Mind:

Service – Superior Customer

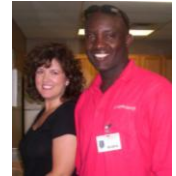
Service will be best achieved when we stay committed to two priorities: High Quality Performance & Personal Commitment.

Efficiency – We will continually strengthen our performance to ensure better execution.

Growth -- We will maintain steady, sustainable, profitable growth for our Customers & our Company.

www.prioritydispatch.com

Priority’s Skilled Independent Contractors are making the Grade! Meeting Delivery Event Management™ goals through professional growth....



Salathiel L. Roach, ‘awesome courier!’ Vickey, IC-ID-maker; Geri, IC-Handbook Michelle with IC-14466 Amadou Koundour

A good and solid customer relationship process is highly important. Recently, we had a customer who reached out to Priority, just to say “Thanks,” for the dedication of one of the CMH Independent Contractors. Although we speak to our customers 24/7, it’s a happy moment when one of them actually interacts with us, after the fact, to acknowledge a good deed.

Not long ago, the Atkinson Family, living in Central Ohio, took the time to write a kind note to Salathiel Roach, CMH Driver 3805, which read, “To our Awesome Courier – Whoever you are, thank you so much for being willing to drive so far to bring our baby her medicines. To you, it may be just a job, but to us, it means being together as a family. Absolutely priceless. I pray that you have safe travels back home. Hope you like the coffee – and that this little token of our appreciation helps with a good caffeine boost! Thank you & God bless!”

Any effort that Priority pursues to obtain customer loyalty is always worth it; Priority’s top Independent Contractors, who consistently demonstrate needed loyalty, results in repeat business – and, without exception, this is a good thing for PDI! Guy Cook and Vickey Gaskins have provided some insight into the contracting process and Priority’s drivers. Their assessment on the tools that are used in the contracting course of action follows:

1. **What are the qualities that Priority and our customers look for in our Independent Contractor candidates?** Professionalism; Cleanliness; Pleasant Demeanor; Timeliness; Accuracy.
2. **What is the normal range (time) for contracting and on-boarding IC’s?** Three (3) days up to one (1) week.
3. **When our customers request special services, who communicates this info to the IC?** Depending upon the nature of request and the time of day, the Ops role is handled by the Schedule Supervisor/Distribution Manager; the “After-Hours” role is handled by 24/7 Customer Support (CVG & NW Ohio.)
4. **Who are the IC Contracting Coordinators (ICC’s), along with any “Chief” coordinators who process the IC’s?** ICC’s Michelle Schrader; Tricia Viars; Julie Chambers; Toni Willoughby; & Jason Karnes; supported by: Kathleen Grady; Vickey Gaskins; Geri Rouse; & Guy Cook.
5. **How do the ICC’s maintain their relationship with the driver after the initial contracting?** Through Field Audits, follow-up conversations and reviewing the driver’s commissions.
6. **How often do they communicate with the drivers?** As needed...but keep in mind, they remain very proactive regarding communication of any kind. ICC’s try to stay in touch!
7. **Do the ICC’s assist the drivers with their schedules?** Yes; they also provide special help and assistance to better their relationship when they on-board and provide orientation.
8. **What are some fun facts that you can share?** ICC’s will celebrate several milestones with the driver, such as: ‘Safe Driver’ acknowledgement; providing donuts & pizza; and recognizing drivers who are cheerfull, dependable, and always there for PDI in a pinch.
9. **Are there special awards that an IC/driver can earn?** Service Awards for years served are: 20 yrs. -- the driver receives a letter/certificate, lapel pin with two rubies and one diamond, plus a digital camera; 25 yrs. -- the driver receives a letter/certificate, lapel pin with two diamonds and one ruby, lunch with their local GM, plus a watch; 30 yrs. -- earns a letter/certificate, lapel pin with three diamonds, a mantel clock, and lunch with the CEO!
10. **Can you name the drivers who have provided over 10 years of contracting service?** Ken Stamm – 12 yrs.; David Marrapodi – 15 yrs.; Martin Nightingale – 18 yrs.; Andrew Patrick – 20 yrs.; Ron Blankenship – 23 yrs.; James Malone and Mike Robinson – both for 27 yrs.!

A successful courier relies on a lot of people – our Associates and Independent Contractors are the lifeblood of PDI’s business! It’s an honor for Priority to be transporting product for 37 years; and, to our customers, positive feedback is always appreciated!

Priority