

September 30, 2011

# Priority News

## Red News Notes:

- **Branding: October & November – Focus on PDI. Associate's Day Celebration - 11/22/11**
- **10/3 – 10/7/11 will be Customer Service Appreciation Week!**
- **OSTA General Meeting in CMH on 10/5; Couriers from across the state will meet this day. Jeff Thomas is the President!**
- **Our representatives -- Attending the MCAA Convention October 20:**
  - Julie Thomas (speaker)
  - Guy Cook (speaker)
  - Eric Chesson
  - Brian Surber
- **Homemade gift? Food, snack or drink? Don't forget to send your goodies for the Troops (John Detling) onto 24/7 in CVG!**

## 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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## Independent Contractors – Delivering for Priority thru the Years! Superior Customer Service...begins and ends with dedicated IC's...



All the above IC's originate their contractual work out of CVG.

(left) IC Tom Weghorn; (center left) Paula Bumbarger, (Michele Schrader) Richard Emanuel, Larry Terrell, Deborah Edwards (center right) Amanda Kay; (right) Greg Herthel, 17 yrs. of service

When it comes to Independent Contractors and Priority Dispatch, it is critically important that PDI contracts with men and women who bring with them significant experience, knowledge and expertise. Featured in this issue are Independent Contractors who have been fulfilling their contract agreement with Priority for ten or more years\*. These specialized contractors are well-versed in customer time-constraints and compliance necessities. Through their own ambition, this group has become some of the most informed and successful in all the courier/transportation industry.

- **CVG IC's (yrs.):** Burton Wheatley (11); Tom Miller (12); Robert Schoemer (12); John Mohr (12); Ken Stamm (12); Jennifer Little (14); Steven Sparks (17); Gregory Herthel (17); Martin Nightingale (18); Matt Dahill (19); Bob Jones (20); Andrew Patrick (20); Barry Schlomer (22); Cecil Smoot (23); Edward Greer (23); Steve Barron (24); Charles Baker (24); James Malone (27).
- **DAY IC's (yrs.):** Mike Chambers (10); David Cales (11); Stephen Doane (13); Jeff Byrd (14); Arthur Michelini (14); George Apostolakos (14); Jerry Burchfield (19); Thomas Stephens (19); Robert Easton (20); Al Ashbridge (21); David Zimmer (22); Ronald Shultz (24); Steven Davis (24); Geoffrey Smith (24); Thomas Stewart (34).
- **CMH IC's (yrs.):** Salathiel Roach (11); Jimmie Klanke (14); Ruel Giles (14); Bobbie Fox (15); Tim Hawes (16); Dale Kuhn (16); Roderick Lyles (16); Helen Parisi (17); Charles Hopson (19); James Kintz (19); Duane Gosa (21); Larry Day (22); Ron Blankenship (23); Thomas Stefanski (23).
- **CLE IC's (yrs.):** Branko Vidojevic (14); David Marrapodi (15); Steve Tranick (16); Bill Ellison (17); Teresa Krajcir (17); John Jarosz (17); George Bailey (21).
- **TOL IC's (yrs.):** Ed Hafferkamp (10); Walter Starr (10); Melvin Hicks (14).

Priority Delivery Center operational and management teams continually review how they can make the customer experience better, and how each customer's product will be delivered efficiently, securely and with control. Good things happen when you can call upon the services of IC's that possess advanced entrepreneurial skills, and more importantly, it is especially commendable when the skill-set they possess is positive and proactive. Congratulations on your growth and longevity, Contractors! Priority Dispatch – "Providing superior customer service in successful Delivery Event Management™."

**IC Recruiters who on-board Candidates:** Michelle Schrader, CVG; Tricia Viars, DAY; Julie Chambers, CMH; Tonie Willoughby, CLE; Jason Karnes, TOL. Their recruiting efforts are additionally supported through the HR Department composed of: Kathleen Grady, Guy Cook, Geri Rouse and Vickey Gaskins. Potential Contractors can complete an application 24/7 at: [www.prioritydispatch.com](http://www.prioritydispatch.com).

**\*IC Recognition Awards:** For years served as an Independent Contractor: **20 yrs.** -- The driver will receive a letter/certificate, lapel pin with two rubies and one diamond, plus a digital camera; **25 yrs.** -- The driver will receive a letter/certificate, lapel pin with two diamonds and one ruby, lunch with their local GM, plus a watch; **30 yrs.** -- The driver is recognized with a letter/certificate, lapel pin with three diamonds, a mantel clock, and lunch with the CEO!

**Priority**