

August 27, 2009

Priority News

Success Stories:

Welcome to --

Dan Walter Family
Rory Bartel
Born 9/20/09

Arlen Smith Grandson
Wyatt William
Born 10/27/09

Craig Harden Family
Joshua Thomas Allen
Born 10/28/09

John Detling Family
Eli Christian
Born 10/31/09

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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24/7 Customer Support – PDI HR Announcement

24/7 Customer Support launches this week with Toledo “Dispatch Direct” calls being forwarded into the corporate location.

At the helm for the launching of this new effort:

- Gary Sullivan, 24/7 Customer Support Specialist.
 - Gary, serving Priority for one year as a 2nd Shift Dispatcher, brings with him successful practices and processes initiated in After Hours.
- On-site CSR’s supporting the traditional order entry process this week are:
 - Sheila Lichliter
 - Renee Remley
 - Chris Young
 - Joan Clement
- Robin Spivey – Has become the Manager of 24/7 Customer Support
- David Johnson – Has joined PDI as a 2nd Shift Customer Support Specialist.

During the next few weeks, watch for additional announcements regarding the 24/7 Customer Service transition. Please speak with Kathleen Grady or your local GM should you have any questions regarding this new department.

We recognize the following -- For several years Corey Ormsby has successfully served TOL Operations as a Dispatcher. Many thanks to Corey for his contributions to our organization!



Provide superior customer service in successful **Delivery Event Management™**