

Associates,

Last October we introduced you to a powerful new pricing and quote-to-order application that will transform the way we do business. The implementation of PROS (our pricing application) and Salesforce CPQ, named **POET** (Pricing and Order Entry Transformation) from a naming contest, will bring positive changes to your daily work and how we serve our customers!



What We've Done So Far

- **Since October**, we have gathered requirements, documented future state processes, developed a proof of concept, and initiated the build of POET.
- **Starting in January**, select individuals from Sales and Service (Residential and Commercial) have participated in user feedback sessions each month, and we greatly appreciate your input in shaping the solution.



Benefits of POET

As we progress through this transformation, we expect to realize benefits across our business and technology:

- **Happier Customers & Agents.** POET will enhance the way we interact with our customers and streamline our sales and service processes. This will result in a more seamless and tailored experience for our customers, as well as better tools for our agents in their day-to-day work.
- **Business Growth.** POET will help us adapt to market changes, operate more efficiently, and stay ahead of the competition.
- **Modern Technology.** POET is another step toward modernizing our technology, just like Cheetah, UKG, Intelligent Call Routing (ICR), and payments modernization. This keeps us on the cutting edge!



What's Next?

There are many exciting things on the horizon for POET, including the launch of our **Change Network.** This group will serve as change champions, representing the various groups that will use POET in the future. **Chris Crenshaw**, Supervisor II, Sales Operations, will serve as the Change Network lead. He and the change champions will serve as key points of contact to provide feedback on system demos while also providing their teams with updates on POET progress and helping answer your questions.

Mark your calendar! POET implementation for our residential business is expected to roll out in Q4, and in early 2025 for our Commercial business.

Your input and involvement in this process are essential to our success. You can submit questions and ideas to our project inbox (POET@PODS.com). We look forward to hearing your feedback as we work toward the completion of this important project. POET is a big step forward, and we're excited to be on this journey with you!

Bob Fowler
Chief Information Officer

Mike Walsh
VP, PMO

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