OCTOBER 2024

POET'S CORNER

POET
Pricing & Order Entry Transformation

NEWSLETTER

With POET's technical build almost complete, new Order Modification tech developments have been implemented. Gearing up for go live, POET's office hours will be coming next month with training following shortly after!

THIS MONTH'S MUST-READS:

- ☑ **Salesforce CPQ Demo:** Check out how you'll be able to perform various modifications on a customer's order; this month's demo includes modifying additional (ancillary) items, modifying driver's notes and adding or changing a service date!
- ☑ **POET Readiness Survey:** Plugged in for POET — Explore our POET readiness results and see the excitement leading up to training!

Virtual Scavenger Hunt

WHEN IS POET'S GO-LIVE DATE?

Send your answer to POET@pods.com for a chance to win 100 Blue Door coins!

POET Program Update

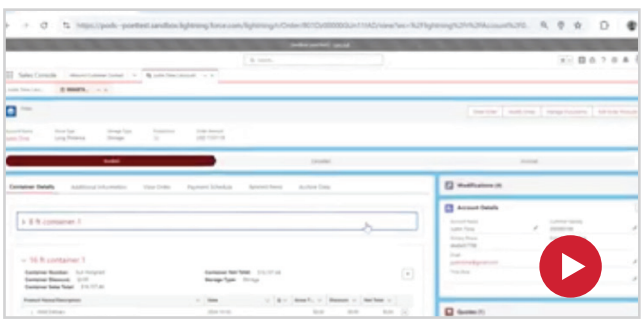
NEED-TO-KNOWS

POET's most recent technical build, installed from mid-September to mid-October, focused heavily on **Order Modifications**. Since then, the technical build entered its final development sprint! Functionality for the following order modifications were recently developed:

- **Add Premium Service & Weight Tickets**
- **Modify Storage Type**
- **Local to Long Distance Conversion**
- **Modify PO Number (Commercial Only)**
- **Add Car Shipping**
- **Add Moving Labor Referral**
- **Modify Driver's Notes**
- **Reverse and Rebill (AR only)**
- **Reverse Charges or Provide Goodwill Credits (AR only)**

CPQ For You! Performing Order Modifications

Order modifications are defined as "any change made to a customer's order after it has been booked." Our newest POET Resource Center demo video shows the ways you can perform various types of order modifications on customer's orders.



POET Spotlight

YOUR VOICE MATTERS!

POET Readiness Survey:

The "POET Readiness Survey" was sent to all Salesforce users on September 23 and officially closed on October 9. Thank you to all who completed the survey and provided insight into their current thoughts and feelings about Project POET before training officially begins!

SURVEY HIGHLIGHTS:

Response Rate: 287 Survey Respondents	30%
Average Survey Score Across All Respondents and Questions	2.95 OUT OF 4
Average Survey Score Across All SSC Respondents and Questions	3.11 OUT OF 4

The survey asked respondents to indicate their sentiment toward POET's functionality, communications, job efficiency, customer experience and access to information. Scores were gathered using a "1 (strongly disagree) to 4 (strongly agree)" scale.

Let's Build POET Together!

Q: "After experiencing the new POET system, I am wondering how it will work with Commercial accounts? Commercial houses our major-income accounts, and we must make sure they work with the new system. Some accounts have many containers and use us year after year. So I wonder, will these accounts always require us to create a new account, or will we be able to build upon existing accounts? The 'Store Number' will need to be able to change if needed, like OE currently allows us to do — just an important question for a large part of our call center."

A: "There will be a new hierarchy structure for Commercial accounts. Once the Commercial account is created, you will be able to make multiple quotes and orders off that same account for the customer. There is no limit on the number of quotes or orders created on a single account. After a period of time, these items will get archived, but the system will build a consistent account history. Commercial accounts will now be able to have relationships as the 'Grandparent,' 'Parent' and 'Child' levels so accounts can roll into each other. For example, there could be the Grandparent of Spirit Halloween, the Parent of Spirit Northeast Region and then Child of Spirit Store 123."

Have an idea or suggestion that would elevate POET's capabilities? Then we want to hear from you! Send us your content, questions and ideas to POET@PODS.com for a chance to win 100 Blue Door Coins — all answers will be posted on the POET Resource Center's Q&A tab.

Milestones

Recently Completed Milestones:

- Corp Ops POET Demos with Select Territory Managers
- October Change Network Meeting
- AR Practice with POET Session
- Inbound Service and ART Practice with POET Session
- Ops Support and Advocacy Practice with POET Session

Upcoming POET Milestones:

- Train the Trainer
- UAT (User Acceptance Testing)
- Final Tech Development Sprint

September Blue Door Coin Winners!

Laurie Bennett (Virtual Scavenger Hunt) – Daniel Ogburn (Let's Build POET Together)

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Need More?

POET Resource Center: Your one-stop shop for training, contact info for superusers, and Change Champions.

Got questions? Shoot us an email at **POET@PODS.com**. We'll answer and post your Q&A on the POET Resource Center!