NOVEMBER 2024

POET'S CORNER

POET's technical build is now complete! As we head into winter, the next few months will be focused on training, office hours and testing as we prepare for POET's go live date in late January 2025!

POET
Pricing & Order Entry Transformation

NEWSLETTER

THIS MONTH'S MUST-READS:

- ☑ **Salesforce CPQ Demo:** More mods! Check out our second order modification demo video which shows how you can cancel a container, cancel an entire order and even modify a container's size!
- ☑ **POET Train the Trainer Recap:** Our Sales and Service experts are POET prepped and ready for you! Hear from two of our SSC instructors on how their training experience has further shaped their understanding of POET and prepared them for instructing agents.

Virtual Scavenger Hunt

HOW MANY ORDER MODIFICATIONS WERE DEVELOPED IN OUR MOST RECENT TECHNICAL BUILD FROM MID-OCTOBER TO MID-NOVEMBER?

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

POET Program Update

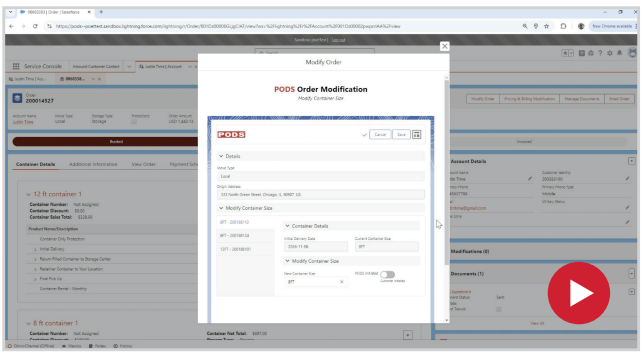
NEED-TO-KNOWS

POET's technical build is officially complete! This significant milestone was made possible thanks to the dedication and hard work of our tech teams over the past 10+ months! Our most recent technical build, installed from mid-October to mid-November, prioritized enhancing **order modification** capabilities. This includes the abilities to:

- **Modify container size**
- **Add promo/partner code**
- **Change servicing warehouse / market**
- **Convert local to long-distance orders**

CPQ For You! Performing Order Modifications

Check out our latest POET Resource Center demo video! This walkthrough highlights advanced order modification features, including how to cancel containers or orders and modify container sizes.



POET Spotlight

YOUR VOICE MATTERS!

POET Train the Trainer Recap

POET Sales and Service Train the Trainer sessions were a success! This month, comprehensive Salesforce CPQ training sessions were held over four days in the SSC with 30 end-user trainers and experts.

These sessions equipped SSC end-user trainers and experts with the tools needed to deliver training and support to SSC end users. End-user trainers and experts sat in on instructor-led classroom modules and practiced various scenarios within a test environment in Salesforce, focusing on accounts, quotes and orders. Attendees asked great questions to help them deliver the best possible training to agents.

Now hear from a couple of our SSC experts on their Sales and Service Train the Trainer experience!

Kathy Hummel:



"I like the fact that the team first explained the content to us while simultaneously demonstrating and then immediately had us complete tasks afterward to ensure our understanding. I am also glad I did the eLearnings before coming to training; they helped me better navigate and understand. I'm looking forward to learning more order modifications and seeing the exciting, upleveled difference compared to OE!"

Marilyn Laporte:



"The Train the Trainer class was amazing — learning the new functionality that POET will bring was very exciting and insightful! In the class, we were shown how to complete a task, the task was demonstrated, and then we were able to practice it on our own — the repetition was very helpful and engraved all the information in my head. One exciting enhancement I believe the associates will love is that you will now be able to book an 'Onsite Container' and an 'SC Container' on the same order, yay!"

To reference our full list of end-user trainers and experts, see our POET Resource Center. Corp Ops, Logistics, Franchisees, Marketing, AR, and Revenue Management Train the Trainer sessions for experts and trainers will be delivered by the Learning and Development Team in January 2025 — more details coming soon.

What's Next?

UPCOMING POET MILESTONES

POET Training Communications:

- Stay tuned! In the coming weeks end users will start to receive details on POET training, tailored to each functional group.
- These communications will include eLearning assignments and instructions for classroom training sessions, slated for December and January.

User Acceptance Testing (UAT):

- Business leads have selected POET Software testers who will participate in ongoing User Acceptance Testing this December.
- UAT will ensure all functionality within CPQ works as expected and will help prioritize improvements to POET's security and software infrastructure ahead of its go-live date.

Let's Build POET Together!

Q: "At present, we can only schedule transit once per order. If we have to move a container a second time via transit, an IF-to-IF conversion has to be done, which is very much like electronic gymnastics. Will POET allow us to add on a second transit leg?"

A: "For the initial release in January, users will still need to do an IF-to-IF conversion for the second transit leg (this will be called 'Long Distance to Long Distance Conversion' in CPQ's future state). A second, subsequent release of POET will allow for daisy-chaining multiple long distance moves together; however, the specific timing of the second release is still to be determined. This feature is considered a top priority for inclusion in the second release."

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

Upcoming POET Milestones:

- UAT (User Acceptance Testing)
- End User Training
- POET Go-Live

October Blue Door Coin Winners!

Barbara Mineau (Virtual Scavenger Hunt) – Rachel Elder (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!