DECEMBER 2024

POET'S CORNER

POET's first round of User Acceptance Testing (UAT), conducted from December 2–13, was met with enthusiastic feedback from our agents. As we head into the New Year, select groups will continue to test and refine POET's critical capabilities.

POET
Pricing & Order Entry Transformation

NEWSLETTER

THIS MONTH'S MUST-READS:

- ☑ Salesforce CPQ Demo: Check out how to convert an order from a local move to a long-distance move for all containers!
- ☑ POET UAT Recap: POET End User Testers participated in UAT (User Acceptance Testing) to ensure all functionality within POET is working as expected and meets the needs of our users! Hear from a few of our testers on their testing experience and what excites them most about POET!

Important Update

REGARDING POET'S GO-LIVE DATE

We've made an important adjustment to POET's go-live date — POET will be implemented on **February 28**, and fully operational by **March 2**. There are no major issues driving this change — rather, our focus is ensuring a stable, high-performing system. The additional time will allow us to:

- ☑ **Ensure Stability & Performance:** Complete additional testing to confirm system performance, speed, and reliability
- ☑ **Ensure User Readiness:** Provide comprehensive training to ensure everyone feels confident and prepared to use POET
- ☑ **Streamline Cutover:** Finalize our transition plan for a seamless go-live weekend

Thank you for your continued partnership and dedication to POET's success. If you have questions, please reach out to the POET Inbox (POET@pods.com).

Virtual Scavenger Hunt

WHAT DATE WILL POET BE FULLY OPERATIONAL?

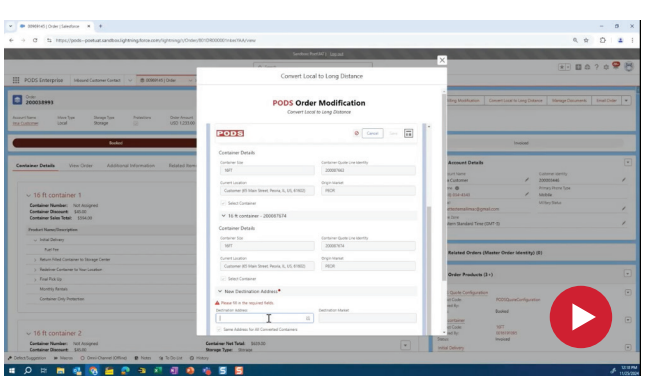
Send your answer to POET@pods.com for a chance to win 100 Blue Door coins!

POET Program Update

NEED-TO-KNOWS

CPQ For You! Performing Conversions

Check out our latest POET Resource Center demo video! This walkthrough highlights how to perform a local to long distance conversion for all containers on an order.



POET Spotlight

YOUR VOICE MATTERS!

POET User Acceptance Testing (UAT) Recap

Our recent UAT phase successfully validated POET's CPQ functionality and helped us identify priority enhancements before launch. The testing brought together teams across our entire organization, including Residential and Commercial divisions: Advocacy, AR, ART, Corp Ops, Franchisees, Inbound Service, Logistics, Ops Support, Revenue Management, Sales, Service, SST Sales and SST Service.

Our dedicated testers worked in a controlled environment, following detailed scripts that replicated their day-to-day tasks in POET. The response was remarkable – teams completed more than 430 test scripts, providing invaluable insights into the system's performance and usability. We want to express our deepest gratitude to every UAT participant. Your thorough testing and commitment have been instrumental in preparing POET for deployment.

Hear from a couple of our SSC end users on their UAT experience below!

Lindsey Payne, Customer Advocacy:

"UAT has been a fantastic experience from start to finish. The tool was user-friendly, making it easy to navigate and understand the process. I'm excited for the launch of POET!"

Destini Froese, Residential Sales (Chat):

"I love the setup of POET. The fact we are able to skip around, while the system simultaneously saves information, is a game changer. Being able to now find customers and quotes in one system is so convenient — we can take up to three customers at once! I look forward to being able to bounce between three customers and have three quotes going at the same time all in one system!"

Darcie Sloane, Accounts Receivable:

"It was easier to navigate the system in Salesforce than what I had first anticipated. The ladies that were in the room for UAT were very organized and helpful throughout the whole testing process!"

Chris Washington, Residential Inbound Sales:

"POET is a much needed and welcomed update to PODS' process! The system is designed to give the customer as much information as possible while also having a natural conversation, allowing us to focus on the customer's needs and direct problems they are facing in their moving journey."

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 January and February.

Let's Build POET Together!

Q: "When a customer creates a quote on the web, how does the name come across?"

A: "The name on the account will be the email as the unique identifier, which is why searching for the email and building that habit will help to locate the customer's account. Additionally, p-quotes will no longer be provided on the web. The quote or order number that a customer receives on the web will also be searchable in Salesforce."

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:

	End User Training
	POET Go-Live

November Blue Door Coin Winners!

Terrance Campbell (Virtual Scavenger Hunt)
Carlos Miranda (Let's Build POET Together)

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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!