JANUARY 2025

POET'S CORNER

Pricing & Order Entry Transformation

NEWSLETTER

As we conclude January's User Acceptance Testing (UAT) phase, teams from various select groups came together to rigorously validate POET's functionalities and address priority enhancements. More than 500 test scripts were completed, providing critical insights into POET's performance and usability. These insights will continue to drive key decision making as we prepare for POET's launch!

THIS MONTH'S MUST-READS:

- ☑ **Salesforce CPQ Demo:** Check out how to convert just one of multiple containers in an order from a local move to a long-distance move!
- ☑ **POET Supervisor Training Recap:** POET supervisors recently completed instructor-led training designed to equip them with the skills and knowledge to effectively navigate the POET system. Hear from a few of our trainers and participants about their training experience and what excites them most about using POET!

Important Update

REGARDING POET'S GO-LIVE DATE

The countdown to POET is on! POET will be implemented on February 28, and fully operational by March 2. Get geared up — we can't wait to show everyone POET's best-in-class new workflow for PODS!

Thank you for your continued partnership and dedication to POET's success! If you have any questions, please do not hesitate to reach out to the POET Inbox at POET@pods.com.

Virtual Scavenger Hunt

WHAT MUST AGENTS COMPLETE ON THEIR OWN PRIOR TO ATTENDING POET TRAINING?

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

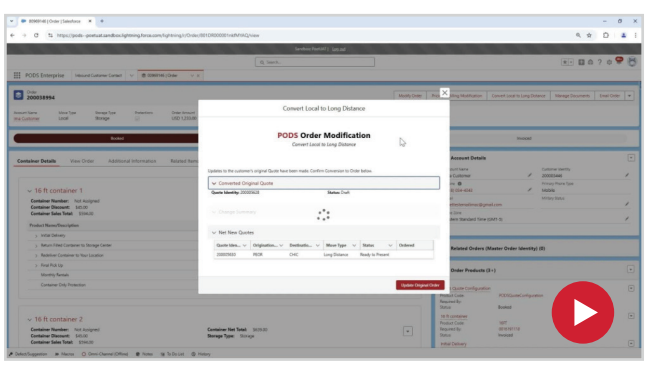


POET Program Update

NEED-TO-KNOWS

CPQ For You! Container Conversions

Check out our latest POET Resource Center demo video! This walkthrough highlights how to perform a local to long distance conversion for only one container of multiple on an order — this process will be used when initial delivery has been timestamped. If initial delivery has not been timestamped, agents are instructed to cancel the local order and rebook it as long distance, as they would do today.



POET Benefits

The new POET system is designed to revolutionize the way agents work, making their day-to-day tasks more efficient and streamlined through the following benefits:

- **Type-ahead address search:** Quickly and accurately input customer addresses.
- **Save modifications for later:** Customers can take their time when considering changes, reducing pressure on agents and boosting customer satisfaction.
- **One unified platform:** Manage all tasks in a single platform (Salesforce), eliminating the need to switch between multiple systems.
- **Auto-applied commercial account pricing:** Removes the need to manually apply promo codes for eligible customers, reducing errors and increasing efficiency.
- **Simplified promotion management:** Separates partner and promo codes, making it easier for agents to manage promotions.
- **Embedded scripting:** Provides agents with guided conversation tools for a more consistent and professional customer experience.
- **Set promo code durations:** Enables agents to set start and end dates, ensuring promotions are applied correctly and on time.
- **Form readout during order booking:** Gives customers a preview of required information based on their address, making the process smoother and more transparent.

POET Spotlight

YOUR VOICE MATTERS!

POET Supervisor Training Recap

In January, we successfully completed our POET Supervisor Training program, a pivotal step in preparing our supervisors to harness the full potential of the POET system. This comprehensive program featured hands-on experience in essential operations – from creating and converting quotes to managing order modifications. Through interactive sessions, supervisors gained practical experience and in-depth knowledge to manage tasks efficiently and effectively.

The success of this training was driven by the dedication and active participation of both trainers and trainees, fostering a collaborative and enriching learning experience. We're proud of the progress made and the skills developed during this training period. Here's what our participants had to say about their POET training journey!

Cindy Maready, SSC Sales Trainer

"The most valuable part of the training was getting hands-on experience with the system and applying the knowledge gained from the eLearning modules. Supervisors focused on integrating our customer engagement process with the POET flow, while role-playing call scenarios helped tie everything together. By the end of the training, supervisors were confident and ready to navigate the system on their own!"

Kindra Bowens, SSC Service Trainer

"The overall sentiment toward the new system has been overwhelmingly positive! Supervisors left the training feeling confident, equipped and excited about leveraging the system to improve operations and provide a seamless experience for their teams and customers alike."

Judith Burnett, SSC Team Lead

"Overall, I feel the training went well with the instructor-led feature. I found the navigation to be clear and concise. I'm looking forward to learning more and being able to utilize this new tool in real-time!"

David Samayoa, SSC Service Supervisor

"I believe POET will make our lives easier because it doesn't crash, glitch nor get stuck when processing booking or scheduling changes. Plus, there are many ways to navigate through orders and account details from different areas through pathways like links and shortcuts!"

Dialo Lee, SSC Sales Supervisor

"After completing supervisor training, I feel that POET will be a great addition to PODS! It's going to bring much-needed improvements to our day-to-day tasks. I'm excited to continue to learn and can't wait for the release of POET!"

Donovan Vega, SSC Service Supervisor

"POET has been awesome — the sessions with supervisors were great and everyone really liked the system. Personally, I like how user-friendly POET is — the fact that we are going to have everything on one tab is outstanding! I'm very excited for go-live weekend!"

Chris Crenshaw, SSC Sales Supervisor

"Learning the new system was initially overwhelming, but once I got the hang of it, I found it to be incredibly intuitive and efficient! The training resources were clear and helpful, and I feel extremely confident navigating the system now!"

What's Next?

UPCOMING POET MILESTONES

POET Training Communications:

- Stay tuned! Associates will soon begin to receive details on POET training, tailored to each functional group.
  - These communications will include eLearning assignments and instructions for classroom training sessions, slated throughout the month of February.

Let's Build POET Together!

Q: "What is the first step to build a quote when a customer calls in?"

A: "You will begin your quote creation process on the Inbound Customer Contact page in POET. From here, you have two options — A) create a customer profile from scratch or B) find an existing customer profile. You will be required to input the customer type (Commercial or Residential) and the customer's email. It is highly suggested that you also input the customer's first name, last name and phone number. Once a new account is created or an existing account is identified, you may begin creating the quote."

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

December Blue Door Coin Winner!

Joel Gonzalez (Virtual Scavenger Hunt)

PODS®

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!