

Our Important Things

April 2020

MESSAGE FROM THE PRESIDENT

Issue #36

Weathering the Storm

Lineage is weathering the Covid-19 storm better than expected. We have had only one confirmed Covid-19 case (one is enough; knowing the Jeff Shepard Story) and one more mild suspected case. While I fully expect that Lineage will have some financial losses for the month of April, we also have real positives happening. I know that all departments are trying their best to do business as usual. Most offices are using the extra time to work on projects that we never have enough time to complete. Many of you are also taking additional online learning courses to sharpen your skills (thank you for living into our core value of Growth). Our sales team has sold \$375,000 so far for the month as compared to last year when we sold \$399,000. We still have a few days to go and I believe that our sales team will beat last year's total. In addition to working hard on closing business that was already active, they are pursuing additional opportunities that have risen as a result of Covid-19. One opportunity is The Board of Elections, which will need letter openers and other solutions to process the expected influx of mail in ballots for this year's elections. I am optimistic that we will receive money for our four divisions that missed out on the first round of funding when the original Payroll Protection Plan depleted. I am thankful that one of our divisions received funding during the original PPP. It is my hope that in the month of May businesses will start to reopen and we will move towards a more normal and familiar place.

-Richard Williams, CEO

Jeff Shepard: Surviving COVID-19



As some of you may already know, our own Jeff Shepard, Sales Manager of NY, faced off with COVID-19 and came out of other side victorious. He was interviewed by local journalist, Dan Herbeck and placed on the front page of the Buffalo News.

[CLICK HERE](#) to read the article. *An excerpt is listed below.*

'Is my family going to be OK?'

Testing positive for Covid-19, Shepard began fighting "the hardest and loneliest" battle of his life.

"After they got me settled into a room, a doctor came in and examined me," Shepard said. "He told me, 'The good news is, 80% of the people who get to the point you're at right now get out of here alive.' I said, 'Those numbers suck. I don't like that at all.' He told me he was just being honest with me."

Sweating with a fever and more exhausted than he had ever felt in his life, Shepard spent the next few days fighting for breath, desperately needing sleep. But he worried that if he fell asleep, he would never wake up. *He worried many times that he would never again see his wife and children.* "The loneliness, when you're alone in your hospital room, and nobody can visit you while you are fighting to take your next breath ... that was one of the hardest things about this whole experience," Shepard said. "I kept asking myself, 'Are my affairs in order? Is my family going to be OK if I never get out of here?'"

April Work Anniversaries

We appreciate you and your continued services at Lineage!

Devon Shay, KS 7 years
Kathy Jones, NC 11 years
Brittini Woodland, NC 2 years
David Hillery, NY 20 years
Jeffrey Boyle, NY 1 year

April Birthdays

Happy Birthday to the following employees:

McCall Reynolds, AR
Lance Smith, AR
Chelsea McMillin, KS
Zachary Grey, KS
Jennifer Hanulewicz, NY
James Siperek, NY
Mark Garland, NY

April New Hires

Welcome to the Lineage family!

Tommy Haberlein, KS
Daedre Hill, KS
Kevin Cox, NC

Employees of the Month: March 2020



KS

Admin: Chelsea McMillin
Service: John Dost 105.62%

*N/A or Did not receive for remaining offices

March Sales Performance

Congratulations to the following sales reps for their stellar performance in March!

MTD

Andrew Fine, KS – 880.3%
Stephanie Greer, NC – 191.4%
Rob Heinzman – 146.3%
Joe Devlin – 120.5%



YTD

Andrew Fine, KS – 755%
Stephanie Greer, NC – 262.5%
Joe Devlin, NC – 151.1%
Arlon Brown – 148.2%
Kyle Komarek, AR – 147.7%
Marc Smith, NC – 133.1%
Mark Garland – 119.2%
Sandi Licardi – 115.1%
Hannah Caraotta, NY – 104.7%

Working From...The Mall?

[AR] Pictured here you'll find one of Little Rock's service techs, Keith Albritton, finding the perfect space to socially distance while working...the local mall parking lot! Faced with temporary internet issues, Keith had the opportunity to find a unique office space to work from.



Anne Finn: New Office Manager

[KS] Anne Finn has now moved into her role as the official Office Manager of Kansas City. Anne became apart of the Lineage family on March 7th 2016. She was the Front Desk Specialist, then added LMS Billing and Customer Service into that role. In July of 2018 she became the Dispatcher/Service Admin and now she's advanced to Office Manager. Anne loves to bake, color and spend time with her families. She has 2 daughters: Caidance is 6 and Hadley is 2. They also have a American Bulldog German Shepard mix named Caine, and also some fish. "My favorite quote is from Dory on Finding Nemo – **"just keep swimming, just keep swimming, just keep swimming"** it helps me to continue with anything and everything I'm tasked with and remember that there is always light at the end of a tunnel, as long as I keep going." Congratulations, Anne. Welcome to the management team!



Meet Kevin Cox: New Sales Manager in Charlotte

[NC] Lineage has a new addition to the management team. Kevin Cox has recently joined Charlotte as the new Sales Manager. He has over 27 years of experience working in document management. His roles includes dealership owner at Xerox, Director of Sales at iKON and Financial Services Manager at Ricoh. His hobbies include golf and other outdoor pursuits. He is married to his wife of 22 years (Diana) and has a daughter (Anna) who is a rising Sophomore at High Point University and on the Dean's list with a double major in religion and education. Kevin also played music professionally for 7 years before getting a 'real job.' Welcome to Lineage, Kevin!



"Thank you, LMS": Outreach International

[KSLMS] Lineage Mailing Services received this heartfelt thank you note from their customer, Outreach International. "Outreach International has facilitated community-led development to sustainably address poverty-related issues worldwide. Outreach International currently works in 10 countries around the world, applying our unique approach to sustainable change on a daily basis."

Transcription: "Dear Lineage Team, Just a quick note to thank you for your continued service during this difficult time. Because of your support, we at Outreach are still able to fundraise and support our community partners. Please know that your work each day does not go unnoticed. We appreciate you! -Team Outreach"

Dear Lineage Team,
Just a quick note to thank you for your continued service during this difficult time. Because of your support, we at Outreach are still able to fundraise and support our community partners. Please know that your work each day does not go unnoticed. We appreciate you!
Team Outreach



Virtual Bingo Night

[KS] Looking for a way to stay "close" to your coworkers while socially distanced? Kansas City had a pretty bright idea. This past Friday, Kansas City hopped on a Zoom Call to do some virtual bingo. The fun lasted well into the evening. Even Little Rock followed suit with their own bingo. Maybe it's time for other offices to engage in some virtual fellowship!



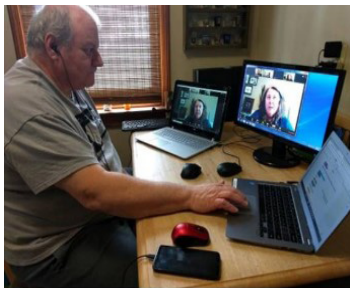
Positivity Vibes: A Message from Chris LaFlair

[NY] During times like this, we can all use a little bit of positivity. Check out the email Chris LaFlair, sales rep and member of the NY Caring Team, sent to his fellow co-workers as a way to lift spirits and remind everyone to focus on the positives.

“Hi Lineage Family, We certainly hope everyone is staying healthy and in good spirits as we all navigate our way through these uncertain times together. In an effort to try and spread some positive news, the Caring Team wanted to share a few photos that might brighten your day. We encourage you all to do the same and let us know how you’re getting through these challenging times. It will not only spread some cheer, but it might also encourage us to try something new! We look forward to seeing and hearing from you all!”

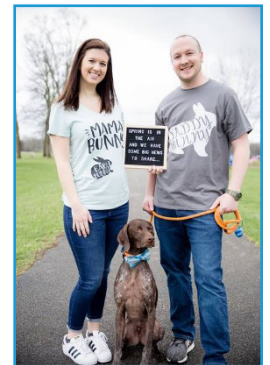
First up is so awesome news from Jeff Shepard, who we are all extremely happy is home, resting, and recovering with his Family. Below is a message from Jeff; *“I got in touch with Roswell park for donating my blood. They did a screening and I am approved to donate plasma. Here’s what that means: They will take my blood and extract the plasma from it which contains all the antibodies for covid-19. They then freeze it. Then, when someone is critically ill and facing death, they*

infuse my plasma into their blood, and it can save their life. I can’t really explain how awesome that feels.”



Next up we got a glimpse of what Hannah has been up to in some down time. Hannah has been baking and learning how to make bread! Dave Randall has spent time working on his Church’s Co-Op with 2 other churches. This week they have produced 6 extra services. He has been recording, editing and posting until late every night.

Lastly, my wife Holly and I have some exciting news to share. We are expecting our first child, a baby boy in early September! We hope everyone is safe, healthy, and able to spend time with their loved ones this Easter weekend. While it is certainly not a traditional one, I am sure everyone will make the best of it. Happy Easter from the Lineage Caring Team!”



May Holidays

Mark your Calendars!

Here’s some of what’s happening in May:



- National Military Appreciation Month
- National Barbecue Month
- National Water Safety Month
- Mental Health Month
- Skin Cancer Awareness Month
- May 1 – May Day
- May 4 – National Star Wars Day
- May 5 – Cinco De Mayo
- May 6 – National Nurses Day

- May 10 – Mother’s Day
- May 13 – National Apple Pie Day
- May 15 – International Day of Families
- May 18 – National No Dirty Dishes Day
- May 21 – National Waitstaff Day
- May 25 – Wine Day
- May 25 – Memorial Day
- May 30 – National Creativity Day