

Our Important Things

January 2021

MESSAGE FROM THE PRESIDENT

Issue #45

Going the Extra Mile

In this world, great customer service is hard to find. Last weekend, my son, Mason and I went three hours away from Charlotte to Johnson City Tennessee, to purchase a 2016 Toyota Four Runner from a Chrysler Dodge Jeep Fiat dealership. I wanted the car inspected by a Toyota dealership before purchasing the vehicle. We called a Toyota dealership in that area earlier in the week for an inspection appointment. We were told we didn't need an appointment. I was skeptical since in Charlotte an appointment is always needed. We purchased the vehicle and took it to Johnson City Toyota where we were met by a young lady named Caitlin. She greeted us and gave us all the options for inspection (free which was a quick 5-minute look, \$80 which was a more in-depth look at all the major components and \$130 which was all the major components plus hooking it up to a computer to review all the codes). I chose the most thorough option. Caitlin let me and my son know it would be about 1 hour and 30 minutes before they would be finished with the inspection. Caitlin recommended a restaurant across the street for lunch during our wait. When we returned, Caitlin greeted us and it was obvious that the news would not be good. She informed us that the car either had a bad oil leak (extremely rare for Toyotas) or that the last oil change someone did was very sloppy. Mason, my son, was disappointed because the SUV was the right color, with the right wheels, and at the right price. It was getting late in the day so Caitlin took the time to explain to me what was needed to diagnose the cause of the oil leak. She explained that the leak could be a bad oil change where someone didn't change the filter properly or that it was mechanical and how much it could cost to fix (upwards of \$2000). She then took the time to look the car up on Kelly Blue Book and pulled the car fax on it (we had already done both of those things) but I appreciated the customer service. She explained the odds that it was an actual leak. At this point my son was disappointed because he really wanted the car. I was feeling stressed because I was going to drive 3 hours home without the car. With her positivity, her patience, and her willingness to go the extra mile she made my son and I feel like the most valued customer in the world. She really lived into the core value of Pursuit of Excellence. As we all represent Lineage, I hope that we can all be like Caitlin - positive, patient, and go the extra mile.

PS -- We purchased the car from the dealership and made them give us 10 days and 500 miles no ask return policy. We drove the car 180 miles back to Charlotte, where we took it to the Toyota dealership. They diagnosed the leak to be a sloppy oil change. Everything ended well and Mason was pleased.

-Richard Williams, CEO

January Work Anniversaries

We appreciate you and your continued services at Lineage!

Robert Atchley , AR	10 years
Dakota Boone, KSLMS	3 years
Jacqueline Campos, KSLMS	1 year
Marc Smith, NC	14 years
Bobby Hargett , NC	14 years
Kent Yocum, NC	14 years
David Randall, NY	31 years
Mark Garland, NY	2 years

January Birthdays

Happy Birthday to the following employees:

Eric Beyer, NC
Paul Klein, NC
Dave Hillery, NY
David Randall, NY
Ronald Shultz, NY
Jeff Shepard, NY

January New Hires

Welcome to the Lineage family!

Catherine Ninow, LMS
Ally Boyd, LMS (Dec.)
Gary McNeal, LMS (Dec.)
Cade Ramos, LMS (Dec.)
Catalina Munsell, LMS (Dec.)

Employees of the Month: December 2020

KS

Service - John Dost (102.09%)
Admin - Jo Winney

AR

Service - Keith Albritton (89.89%)

December Sales Performance

Congratulations to the following Sales Professionals for their stellar performance in December!

	MTD	
Jason Hansen	491.0%	\$103,107
Jim Migliaccio	408.6%	\$126,711
Amy Person	264.1%	\$13,205
Marc Smith	209.2%	\$65,884
Chris LaFlair	197.9%	\$71,250
Andrew Fine	167.5%	\$54,223
Joe Devlin	128.1%	\$67,245



Lineage Mailing Services Acquires American Pre-Sort Inc.

[KSLMS] Lineage Mailing Services acquired all assets of American Pre-Sort Inc., located in Topeka, KS. The change is effective December 31, 2020. General Manager, Alison Hall, is excited for all the new opportunities the acquisition will bring. **“American Pre-Sort, Inc has been a long time partner in the Topeka market. We look forward to building on the excellent reputation that American Pre-Sort has built in this market with expanded service offerings to the American Pre-Sort customers.”** American Pre-Sort, Inc. has a long history with a successful track record for lettershop and commingle services in the Topeka and surrounding areas. The acquisition allows Lineage Mailing Services to continue growth in the lettershop and commingle markets with an added footprint in the Topeka, KS area.



A Visit from the North Pole

[NC] Charlotte held their Annual (socially-distanced, of course) holiday party on December 17, 2020. They also had a special visit from none other than the Clauses. Check out all the holiday fun below.



Living into Excellence

[NY] Last month, a mailroom assistant for St. John Fisher College reached out to Lineage to express her sincere gratitude for the excellent service provided by John Helmbold on a service call. Read below about how John lived into the core value of Excellence by going above and beyond for our friends at St. John Fisher College. Thank you John for being an incredible ambassador of Lineage!

“Dear Jeff, Chris...On Thursday, 12/17/20 I called John Helmbold on his cell phone. We had been having trouble with the indicia print quality on our IM6000 postage meter. John had come out the previous week for this same problem. On 12/17/20 I had used the Supervisor menu and cleaned the print head multiple times before calling John. He was on his way into the office and his plan was to check for a new ink tank for our meter and call me back. There was no ink tank in the office. As my need was urgent, John said he would drive to another customer’s location whom he knew to have an extra ink tank and then come to SJFC. Upon arriving in our Mail Room, it was evident that the print head needed to be replaced. John went back to the office to pick up a new print head and come back to SJFC. This repaired our meter so that no department on campus had to be told of any mail service delay. **This was amazing customer support.** Really what I have come to expect from John and your company. Thank you.” --Peggy, *Mailroom Assistant*, St. John Fisher College

Moving On Up!

Congrats to the following employees on their new promotions! Thank you all for remaining true professionals, being great ambassadors for Lineage and living into our core value of Growth.

- Jeff Shepard (NY) – Promoted to Regional Sales Director
- Jodi Grace (AR) – Promoted to Cash Applications Specialist
- Rosalind Logan (NC) – Promoted to Cash Applications Specialist



February Holidays

Mark your Calendars!

Here’s some of what’s happening in February 2021:

- National Black History Month
- National Hot Breakfast Month
- National Time Management Month
- February 4 – National Thank a Mail Carrier Day
- February 7 – Super Bowl LV
- February 9 – National Pizza Day
- February 14 – Valentines Day
- February 17 – National Random Act of Kindness Day
- February 20 – Love Your Pet Day
- February 27 – National Strawberry Day

