

Midwest Suggestion Box

May 24, 2011

Implemented:

DEBBIE ROBISON thought information about our online ordering process should be included in the message our customers hear when they are on hold.

STEVE GLAD recommended our credit application have a space for e-mail addresses for order confirmations and electronic invoicing.

RUTH BUTLER realized the postage meter and contract costs could be eliminated from their location in Boise.

ROB CASTELLANO is encouraging the drivers to reduce overall highway speed to save on fuel consumption.

RUTH BUTLER helped us see phones/lines in Boise that weren't being used and could be cancelled.

KASIE WRIGHT suggested employees do some building maintenance instead of hiring it done.

SUBMITTER	SUGGESTION	ACTION
Dustin Hawk	Make paycheck information available online. Reduce use of envelopes.	Fred is currently talking with Paychex to see the viability of such a move.
Debbie Robison	We have an amazing new website! How about sending out a flyer to those customer e-mails we have announcing the new look. Such as "redesigned website" with some of the key changes.	Under review.
Jennifer Kemp	All COD orders that are delivered should be paid for in advance so the drivers do not need to collect at time of delivery. They should include a delivery charge at time order is placed.	Credit Department says this is a work in progress.