



Service Matters

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A **BUSINESS SERVICES** Resource Publication
For Progressive Group Alliance Distributors



PROGRESSIVE GROUP ALLIANCE

The Champion of Independent Distributors

SERVICE LINE



Upcoming Workshops

Putting the Sales Into Customer Service
May 16, 2008, Chicago, IL

Marketing Managers Symposium
June 17 - 18, 2008, Chicago, IL

Mastering the Mix
October 23 - 24, 2008, Richmond, VA

Top Gun Academy
November 5 - 7, 2008, Richmond, VA



Progressive Group Alliance Business Summit

September 27 - October 1, 2008
Gaylord Texan, Dallas, TX

March 7 - 11, 2009
JW Marriott, Palm Desert, CA

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2007 OUTSTANDING SERVICE PROVIDERS

At our recent Colorado Springs Business Summit we announced our 2007 outstanding Service Providers along with our Service Provider of the year. The nominees and winner are chosen by the Progressive Group Alliance Distributors. The three Outstanding Service Providers for 2007 were *Industrial Fleet Management*, *Sprint Together with NEXTEL* and *UPS Logistics Technologies*.



The Champion of Independent Distributors



UPS Logistics Technologies



Peggy Cunningham (l) and Callie Redford (r) present the 2007 Service Provider of the Year award to Ken Currie of UPS Logistics Technologies at the Progressive Group Alliance Business Summit in Colorado Springs.

Congratulations to *UPS Logistics Technologies* as our 2007 Service Provider of the Year!

NEW Service Providers:



NEW

PRO•Vision Provider:





Did You Know...

- *Sprint has the largest voice calling network?*
- *Sprint is the nation's largest mobile broadband network?*
- *Sprint is the world's fastest and largest push-to-talk network?*
- *Sprint is the #1 provider of wireless service to businesses?*
- *Sprint is a PRO-Vision Market partner?*

And it only gets better...

NEW NATIONAL ACCOUNT MANAGER

Hello,

I did meet many of you at the recent show and I am excited to be working with Progressive Group Alliance again. I have been with Sprint Nextel since 1999 and look forward to partnering with you for continued success.

Please contact one of our team members with any questions.

Thank you,

Tim Donnellan

Tim Donnellan, National Account Manager
804.640.0238, John.donnellan@sprint.com

Matt Dewar, Sales
800.590.8783 Ext. 376, Matt.Dewar@True-Wireless.com

Janet Trujillo, Wireless Regional Support
877.211.9893, Janet.trujillo@sprint.com

DIRECT CONNECT — BETTER THAN EVER!

Advanced Nextel Direct Connect® services let you do more:

- **Group Connect®** – Connect to everyone at once with Nextel *Group Connect*. Instead of calling every key contact individually, get your message out in one quick Direct Connect call with up to 20 employees or partners.
- **NextMail®** – Send audio emails directly from your phone with *NextMail*. Push the button and record a voice message that can be sent up to 50 email addresses at one time.
- **Direct TalkSM** – Stay connected, even off network. Talk to one person or a group within a six-mile range. With *Direct Talk*, whole facilities can communicate even when the landline and wireless networks are busy or down. Range may be limited by terrain.
- **Direct SendSM** – Send photos and contact information with push-button simplicity. Send pictures of facilities or equipment and view them all without interrupting your Direct Connect call.
- **International Direct Connect®** – Avoid international calling or roaming charges with *International Direct Connect*. Instantly communicate with facilities, suppliers and distributors across borders. International Direct Connect is available in and between the US, Canada, Mexico, Chile, Brazil, Argentina and Peru.

5TH SERVICE PROVIDER EXPO A BIG SUCCESS!

Our fifth Service Provider Expo was held Sunday, March 2, 2008 in Colorado Springs, Colorado. There were twenty-six booths representing many areas of business within the Service Provider Program, with distributor attendees visiting between 11:00 a.m. and 3:00 p.m.

Exhibiting Service Providers were happy with quality of interest and solid leads. General consensus from providers was that the expo is the best use of time and money, distributor interest is focused on services and looking forward to attending the next.

We held a cash drawing for those distributor attendees that completed a qualification card. The following distributor attendees were our winners:

- ★ **Jeff Greene**, Don Greene Poultry, Inc.
- ★ **Jim Baumhardt**, M. J. Kellner Company
- ★ **Doug Palmer**, Palmer Distributing Company
- ★ **Scott Morris**, R & R Provision Co., Inc.
- ★ **Kat MacLeod**, Red Hat Foods
- ★ **Malisa Mowbray**, Staunton Foods, LLC

There was increased interest in PRO-Vision, as more distributors understand the services and realize the ease of getting set up.

Service Provider Review:

“We had a great time at the Service Providers Expo. We were able to sign up 25 new accounts on the show floor. I had a number in my head to determine whether or not this would be a good show and that number was 10. The traffic amounts, level of interest, and quality of account personnel exceeded my expectations.”

— Mike Zoladkiewicz, Foodservice Rewards



Terry Cunningham, EVENTS Unlimited, reviews the EVENTS service offering with Paul and Peter Levos of CFM Food Distributors.



Steve Lipkin, Genio Integrated Solutions; Bill Ryken, NXGEN Payment Services and Dan Vogel, Genio Integrated Solutions, display the new POS Systems available through PRO-Vision at the Service Provider Expo.



PRO-Vision provider Cintas attends their first Business Summit with Chris Brunemann detailing the services available.



Barry Weiss, Foods Galore, listens as Matt Johnson explains Design & Print Service's Menu Development offering.



Charles T. Davis & Associates

Are your profits and sales less than desired? Charles Davis provides profit enhancement and sales support to help you get your sales and profits where they need to be. Over 70 other food-service companies have experienced enhanced profits, sales, and service through my services.

Charles Davis' services will positively affect your eight major departments: transportation, day, night, merchandising, marketing, sales, accounting and human resources. His process of working with foodservice organizations not only provides solutions to your opportunities, but also accelerates change and growth by engaging and energizing your whole organization in the process of improvement.

THE TEN AREAS MOST IMPACTED:

1) Margins will be increased through the ten most important areas that affect margins.

- 2) Company structure will be improved through improved processes, more effectively utilized people and enhanced company culture from improved techniques of managing and developing your people.
- 3) Superior sales performance.
- 4) Improved inter-departmental cooperation.
- 5) Enhanced sales retention through improved service and sales retention programs.
- 6) Accelerated marketing profits and results from your marketing programs.
- 7) Improved operational performance, service and cost per case.
- 8) Superior service levels to your customers.
- 9) Better quality financial controls, reporting and benchmarking.
- 10) Dynamic and effective incentive/bonus programs.

Charles Davis, *Charles T. Davis & Associates*
405.478.1992, charlestdavis@cox.net

Spring, Summer and Fall are Great Times for Golf Tournaments

How Hard Is It To Plan A Golf Tournament?

Each year there are more than 1.5 million golf events in the United States. Golf outings are an effective way to network and build strong relationships, and they're FUN! But a successful tournament does take organization, hard work and a plan. Progressive Promo Place will provide a tournament planning guide to answer questions like:

- Where do I get started?
- Where are we going to play?
- What will I need for a budget?
- How about signing up?
- What is there to do?
- What about food and beverages?
- What needs to be done at registration?
- How about during play?
- How do we determine winners?
- What do winners receive?
- After the event?



Call toll free 866.788.6891, or email bpeters@progressivepromoplace.com, to request a copy of the free Progressive Promo Place Golf Tournament Planner. Let's get started and have some fun! Progressive Promo Place is a great place to get ideas on golf related promotional items and apparel.

Bill Peters, Sales Director, Promo Place, 866.788.6891 x755,
bpeters@progressivepromoplace.com, www.progressivepromoplace.com



Golf Towel Gift Box
G49-MNO \$21.67 each
100 Minimum



Bargain Ditty Bag Kit
GKDB-MNO \$6.99
100 Minimum



It's On The Green Kit
GK10G-RDWH \$17.12
50 Minimum



Tee Time Kit
GKTTG-MNO \$17.99
100 Minimum

New Service Providers for 2008



Tap into a Program that Works... For Free!

With over 110,000 operators already participating, Foodservice Rewards® is the industry's largest loyalty program. Operators who join get a free account where points are accumulated and redeemed for over 2,400 items; including small wares, electronics, sporting goods, even designer purses.

Now, Distributor Sales Representatives can earn their own Foodservice Rewards points by enrolling their customers in a program which will help:

- Motivate and Reward Staff
- Reduce Labor Costs
- Boost Customer Traffic

Each time an operator enrolls in Foodservice Rewards, the DSR will receive 1,800 points. Then, DSRs will earn point bonuses based on their customers' purchases, and they can even earn points from existing Foodservice Rewards participants.

Distributor involvement in Foodservice Rewards is free and easy. Visit www.foodservicerewards.com and register your company by clicking "Join Free", and creating a "Distributor Program Manager" account.

Give your sales reps the opportunity to earn thousands of their own Foodservice Rewards points, and help them turn into "consultants" rather than "order takers". Join Today!

Mike Zoladkiewicz, Marketing Manager

Foodservice Rewards

952.844.4882

mike.zoladkiewicz@biworldwide.com

www.foodservicerewards.com



KONSTANT®

Innovative Solutions for Storage and Material Handling Systems

With over 50 years of experience in the warehouse racking and pallet storage business, Konstant supplies both new racking equipment and specialty racking systems. Konstant will design, supply and install, structural and roll-formed selective racking, pallet racking, push back rack, pick modules, carton flow rack, cantilever racking, drive-in racking, pallet flow racking.

From the strong and abuse avoiding recessed leg upright to the often copied but never equaled Konstant Flow Push Back Cart to the revolutionary boltless locking safety bar for structural rack, we have earned more than forty patents for storage and material handling products.

Pallet Racking Solutions: Made with the highest quality American steel and state-of-the-art manufacturing technology, Konstant's selective rack undergoes stringent quality control. Hot-rolled structural steel rack is stronger and more durable than cold-formed rack. In the long run, structural steel is less expensive.

High Density Racking Solutions: Konstant can help you reap the benefits of high density dynamic storage, with our engineering expertise and creative know-how. Konstant provides storage solutions that are designed expressly for your warehousing requirements – now and for the future. Konstant offers a range of dynamic storage solutions, such as:

- Push Back Racking
- Pallet Flow Racking
- Pallet Runner, our newest addition - the next generation in high density storage systems
- Mobile Racking
- Pallet Drawers

A dynamic storage system can be one of the easiest ways to reduce the overall cost of handling product within your facility. A dynamic storage system can greatly increase the density of the product being stored without sacrificing the selectivity and efficiency that is necessary.

Specialty Rack Solutions: Konstant's engineering team is often challenged with unique storage requirements from its customers. Our team has produced effective and economical solutions to these challenges with some of these becoming standard product lines for Konstant. Another product regularly engineered by Konstant is our rack supported buildings which reduces the cost of building an independent facility. Call for more information.

Bob Silverman, Major Account Sales

Konstant Products

781.647.5300

bob.silverman@konstant.com

www.konstant.com

New Service Providers for 2008



- 55% Discount savings on FedEx Priority Overnight
- 51% Discount savings on FedEx Standard Overnight
- 45% Discount savings on FedEx 2Day
- 37% Discount savings on FedEx Express Saver
- 21% Average Discount savings on FedEx Ground – *discounts vary per weight class*

To setup your FedEx account contact Reggie Rankins, FedEx Corporate Sales, with the below information. Be sure to mention you are a Progressive Group Alliance distributor.

In order to set up a FedEx account number for your location FedEx will need the following:

- Business name of the account
- Physical address
- Billing address and phone number
- Name of contact person and phone number

For locations with existing FedEx account numbers, forward that number on to Reggie Rankins to be added to the Progressive Group Alliance hierarchy for discounted shipping.

Reggie Rankins, *Worldwide Account Manager, Corporate Sales FedEx Services*
804.965.2008
rlrankins@fedex.com

Access Progressive Group Alliance Service Provider Programs on all Our Affiliate Web Sites

Just a click away...

- Go to www.progressivegroupalliance.com and click on your brand identity logo.
- Enter the requested login information. Upon entering your information you will be redirected to the secure section of the web site. If you do not know your login, click on the help buttons within the login box.
- Click on "Service Provider Programs" bullet point within Menu Options. This will redirect you to the current listing of Service Provider Programs available.
- The information is categorized by the product/service the supplier is offering.
- Click on the bulleted company name under the subheading to view a detailed informational sheet.
- Click on "Service Matters" under this bullet point to view the latest edition of *Service Matters*.

For additional information or questions, contact Callie Redford at 804.261.4343 or at credford@progressivegroupalliance.com

Remember these Progressive Group Alliance Service Providers Programs are offering you great savings on a wide variety of products and services.

New **PRO-Vision** Provider



Point of Sale Systems

We have added Genio Point of Sale Systems to the PRO-Vision service offering. Visit www.provisionmarket.com and you will find listed under both the Operational and Financial sections.

This POS system was created and customized specifically for the hospitality industry and for the Progressive Group Alliance restaurant customer. It provides automated management functions with accuracy and depth of reporting. Genio has seamlessly integrated the POS system with credit card and gift card processing along with inventory control and menu design functions.

Selected Features:

- *Touch-screen Terminals & Wireless Handhelds* – significant step saving and efficient accuracy of orders customized to each foodservice provider's operation.
- *Customer Database* – customer profile, delivery module, loyalty programs
- *System Management* – On-sight and remote, real-time system reports:
 - + Sales – Current and Historical
 - + Cash Flow Management
 - + Employee Reports
 - + Inventory Reports
 - + Discounts
 - + Specials
- *Inventory & Ordering Management* - reflecting real-time information
- *Employee Management* – track employees time and wages, and feed into payroll systems
- *Employee Messaging* – send messages to all or specific employees

Utilizing open architecture and running on nonproprietary hardware Genio Integrated Solution provides a Point of Sale solution that can reduce overall operating cost and increase the satisfaction level of the foodservice provider's customers.

In addition to the Point-Of-Sale functions, Genio has extensive reporting and management capabilities. Information such as daily sales, inventory usage and menu item popularity are at the owner's fingertips.

With an Internet connection, these reports can be obtained remotely, allowing operators to check status anywhere, any time. Also, Genio's real-time inventory tracking will aid in ordering from vendors as well as reduce costs by identifying waste or shrinkage.

Dan Vogel, *Director of National Sales*

Genio Integrated Solutions

406.863.1196

dan@geniois.com

www.geniois.com

Your FALL FOOD SHOW will be here before you know it!

Call **EVENTS Unlimited** today and let us take care of the details so you can take care of your customers. EVENTS Exhibit Services & Decor team has been providing an average savings of 19% on pipe and drape booth costs. We also offer a full line of Decor props to provide the WOW! factor for your show's theme. Our new Audio Visual company is ready to assist with your show and seminar needs as well. Call EVENTS Exhibit Services today for a free quote.

Richard Cunningham,
Exhibit Services Manager
EVENTS Exhibit Services & Décor
804.261.4368
rcunningham@progressivegroupalliance.com



We are pleased to share with you our winning entries from the 2007 PIVM Best in Print Competition.

*Photo: Rick Aschbaugh
Design and Print Services
Award Winner*

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Award Winner*

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Design and Print Services
Award Winner*

*Photo: Rick Aschbaugh
Design and Print Services
Award Winner*

Design & Print Services offers unique creative services backed by a team of specialist associates in all areas of design, project management and print production. We work with you to create unique custom designs that get you noticed. Design & Print Services also offers a wide range of high-tech printing and finishing equipment. Our print experts will guide you effortlessly through the print process to produce great looking pieces every time.

Design & Print Services Wins Several PIVA Awards (*Printing Industries of Virginia*)

Business Services Contact Information

BUSINESS SERVICES

Peggy Cunningham • 804.261.4320
pcunningham@progressivegroupalliance.com



Matt Johnson • 804.261.4323
mpjohnson@progressivegroupalliance.com



Tim Woods • 804.261.2584
twoods@progressivegroupalliance.com



Callie Redford • 804.261.4343
credford@progressivegroupalliance.com

2008 SERVICE PROVIDERS

Advertising/Advertising Specialties

- Promo Place **PROVision**

Advertising/Marketing/ Design Services

- Progressive Group Alliance Design & Print Services **PROVision**

ATMs

- NXGEN Payment Services **PROVision**

Cleaning Services

- Clean Room Services by Cintas **PROVision**
- Facility Cleaning by Cintas **PROVision**

Communications Services

- Sprint Together with Nextel **PROVision**

Computer Systems

- DELL Computer Systems **PROVision**

Computer Software Systems

- AFS Technologies
- BFC Associates, Inc.
- Distributor Resource Management – TRACKMAX Solutions
- Retalix, LTD
- Target Data Systems, Inc.
- The Elevation Group, LLC

Construction – Planning & Design

- CMC Associates, Inc.

Consulting

- Charles T. Davis & Associates
(Operations)

Credit Card Processing

- Element Payment Services
(Distributors)
- NXGEN Payment Services **PROVision**

Delivery Management

- UPS Logistics Technologies

Document Shredding

- Cintas **PROVision**

Event Management

- EVENTS Unlimited **PROVision**

Exhibit Services

- EVENTS Unlimited Exhibit & Décor Services **PROVision**

First Aid

- Cintas **PROVision**

Fleet Graphics

- JaxWraps

Fleet Lease Management

- Industrial Fleet Management

Fleet Onboard Computer Solutions

- PeopleNet Communications Corporation

Gift Cards

- NXGEN Payment Services **PROVision**

Healthcare Menu Management

- iit/SourceTech

Human Resources

- HR Solutions **PROVision**

Insulated Garments & Bags

- Samco Freezerwear

Loss Prevention & Security

- Danbee Investigations

Menu Development

- Progressive Group Alliance Design & Print Services **PROVision**

Office Supplies

- OfficeMax

On Hold Messages

- Ideas On Hold

Payroll Processing

- ADP Small Business Solutions **PROVision**

Printing Services

- Progressive Group Alliance Design & Print Services **PROVision**

POS Systems

- Genio Integrated Solutions **PROVision**

Racking

- Konstant

Real Estate Services

- Cresa Partners

Recruitment

- Hindman Group, The

Safety Equipment

- Safeware, Inc.

Safety Ramps

- R.O.M. Corporation

Sales & Analytics Reporting

- EnterpriseCafe.com
- IRM Corporation

Sales Incentive Programs

- Foodservice Rewards
- Performance Plus Marketing

Stretch Film (Pallet)

- AEP Industries
- National Packaging Specialists, Inc.

Temperature Control Products

- R.O.M. Corporation
- Samco Freezerwear

Training

- Success Solutions

Unloading Services

- Supply Chain Solutions

Uniforms

- Cintas – Purchase and Rental **PROVision**
- Promo Place – Purchase **PROVision**

Website Development

- Progressive Group Alliance Design & Print Services **PROVision**

Service
Provider
Program

For additional information on these Service Provider programs, please contact Callie Redford at 804.261.4343 or via email at credford@progressivegroupalliance.com