



Chase Houser, Distribution Manager - Harrisburg

PAINT SUNDRIES SOLUTIONS, INC.

The Service Journal

August 31, 2017

Strategic Alignment

As we approach Labor Day 2017, the summer appears to be continuing its hot streak, both literally and figuratively. We're grateful for everyone's efforts, across all departments and from coast to coast, for executing at a high level and delivering exceptional service to our business partners. Hopefully the sun continues to shine brightly, and we have an opportunity for a strong finish to the season. We're thankful for everyone's dedication and hard work!

As a company we continue to have one eye on our current commitments, with the other focused on actively shaping our business for an exciting future. We continue to see significant changes in the

way paint products are being researched, priced, shopped, purchased and picked-up (or delivered) by the consumer; primarily driven by the internet, mobile, and social media. Looking ahead to the next 10 years, as Millennials become the largest demographic group in the US population, these trends will only continue. Obviously these changes are reshaping many aspects of the supply chain, and as a consequence our business must continue to evolve. To that point, we believe it's increasingly important that we serve as a catalyst in the supply chain. Defined as someone that precipitates an event, we believe a catalyst aptly describes the role we should play for our suppliers and retailer customers.

Collectively and individually, we must enable our business partners to survive and thrive in the new and rapidly-evolving marketplace. Our retailer customers need to be leveraging our IT systems and data to support their customers (product users) through the buying process: researching, comparing, browsing, pricing, socializing, etc. Our company is well-positioned, as we've developed the requisite expertise, technologies, logistics and vision. Now is the exciting part, to actively leverage those tools, and serve as a catalyst for our business partners.

Manufacturer Solutions

By Jesse Sherman

At Paint Sundries Solutions, we believe that launching new products is a great way to grow sales and expand market share. At the same time, we understand that it can be challenging for new products to break into the market and compete against products with decades of history and brand loyalty.

We believe that the initial launch of a product has a profound impact on its overall success, which is why we take new product launches seriously. Through strategic marketing initiatives, creative

promotional offers, and a resourceful, well-trained Sales team, we help our manufacturer partners achieve that much needed retail placement. This is the crucial first step in getting the product into the consumers' hands to begin earning sales, building brand recognition, and winning customer loyalty. We are always looking for new opportunities to work alongside our manufacturer partners to help create shared growth and build a strong future for our business.



*Robert Beuter,
Director of Purchasing, Seattle Office*

Retail Solutions

By Kevin Milliken

Our Sales team works hard each day to earn the trust of our customers and help them grow their sales. The competitive landscape we operate in is constantly evolving and our goal is to deliver top-of-the-line solutions to meet the needs of our customers, in an effort to help grow their bottom line.

One of the ways our customers can grow their business is through the expansion of their retail store. When this happens, our team must act quickly to make sure we retain and grow the square footage within the Paint department. Additionally, we work with our team internally to ensure that pricing integrity is maintained as we help our customers through the growth transition.

Recently we have been able to see this process in action as one of our Pacific Northwest customers has taken steps to acquire four new locations. As a result of our well-established relationship with this customer, we were given the opportunity to help them through this transition. The outcome has been transformational in many ways: breadth and depth of product, SKU growth, tighter merchandising, better turns, streamlined ordering, and the continuation of top-notch service!

We are very thankful to have a team of talented and hard-working individuals, across all departments, that work together to deliver on the promises we make to our customers. Whether it's Merchandising, IT, Sales Support, Customer Service, Accounting, or our Distribution Centers, our team provides vital assistance and expertise throughout the growth and expansion process.



Jimmy Monarch,
Seattle Distribution Center

Continuous Improvement

At Paint Sundries Solutions, we feel encouraged by the Continuous Improvement (CI) projects that take place every day. Working diligently to drive value to our business and our partners is such an important part of our company's culture, and CI initiatives are some of the most impactful methods we utilize to strengthen our value proposition.

Recently, our IT team has been working closely with our Kirkland distribution center in an effort to streamline a process related to sales orders that are transported over water. On these orders we are required to document the flash point of some specifically regulated items. This has historically been a very labor intensive process, requiring regulated items to be notated on the picking paper as the order was pulled. After the order was pulled, the flash point of each regulated item was manually looked up and noted.

As we examined this process, we saw an opportunity to leverage technology in order to improve the process. Our IT team was able to add a new field in IMACS, specifically for notating the flash point of regulated items. From there we were able to modify the picking paper to include the flash point, eliminating the need to manually note regulated items as the order is being picked as well as the need to manually look up the flash point of each. This CI project will be completed within the next few weeks and we are so encouraged by the benefits it will bring to our Kirkland distribution center!

If you have any questions regarding our CI process or would like to share a recent CI win, please contact Marisa Mohn in the Kirkland office.

Areas of Excellence

Since the launch of Paint Supply we have been actively working to grow our presence on social media in an effort to drive traffic to the website and best serve Industrial, MRO and OEM customers. Recently we decided to take our social media efforts up a notch by running a series of Facebook advertisements. Facebook ads are a way for us to target Facebook users based on specific demographics including: age, gender, location, and industry. Demographics allow us to direct our ads towards Facebook users who we believe will find our ads most relevant.

As we continue our social media and advertising efforts we encourage everyone to follow Paint Supply on social media, and like, comment, share and retweet Paint Supply's posts. Your engagement with Paint Supply on social media is a great way for us to gain further traction on social media. If you have any questions or want help setting up your own social media profile, please contact Marisa Mohn in the Kirkland office.

CLICK BELOW TO FOLLOW PAINT
SUPPLY ON SOCIAL MEDIA





Angie Hasslinger,
Accounts Receivable Supervisor,
Seattle Office

Sam Aguirre,
Seattle Distribution Center

Our Culture

Teamwork – A simple word that we hear on a regular basis. Seldom do we take the time to ask ourselves: When does teamwork happen? Why does it happen? How does it happen? Teamwork is a characteristic that runs deep at Paint Sundries Solutions. Merriam-Webster Dictionary defines teamwork as:

“Work done by several associates with each doing a part but all subordinating personal prominence to the efficiency of the whole.”

This definition accurately describes our team's efforts throughout the opening of our fifth distribution center in Harrisburg, PA. Numerous individuals within our company have come together to ensure a

timely and successful opening of our Harrisburg Distribution Center. From training and mentoring, to the setup of day-to-day processes, our team was ready and willing to help!

We'd like to specifically give a big thank you to the following individuals: Todd Williams, Clint Drysdale, RJ Bate, Juan Barragan, Bob Stevenson, Ann Verdeck, Richard Stuart, David Coward and Andre Cole. Thank you for setting a great example of what it means to be a team, and working together towards a common goal. We all thank you for your efforts!

Active in Our Communities

As we enjoy the summer's warm weather and sunshine, we look for opportunities to be outdoors and participate in community activities. Here in the Pacific Northwest, the sunshine brings people together for a variety of events including: concerts in the park, art walks and barbecues, just to name a few.

At our Kirkland office, we are fortunate to be located next to the Cross Kirkland Corridor, a well-maintained walking, running and biking trail. This year the Cross Kirkland Corridor will host *Crossing Kirkland*, Kirkland's first city-wide block party. Held on September 9, 2017 from 12pm – 3pm, this event will include various stations, such as: food trucks, face painting, a desert contest, art projects and more! For those in our Kirkland office, this is a great opportunity to walk, bike, eat and meet on the Cross Kirkland Corridor!



Cross Kirkland Corridor



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Solutions