

Chase Houser &amp; Sam Aguirre

PAINT SUNDRIES SOLUTIONS, INC.

# The Service Journal

October 31, 2017

## Strategic Alignment

We are excited to announce our partnership with the award-winning home decorating and remodeling show, Lifetime Television's Designing Spaces; Military Makeover! Paint Supply was selected as a Brand Partner and will be featured in the Military Makeover mini-series, dedicated to giving back to members of our military and their loved ones.

This mini-series will air around Veteran's Day this year, with the first episode airing on November 10, 2017 on Lifetime Network at 7:30am PST/EST. Episode 2 and 3 will air on Nov 24th and Dec 8th respectively.

Enlisting the help of decorators, designers, landscapers and other home renovation experts, the host, retired United States

Marine Corps Staff Sergeant R. Lee Ermey "The Gunny", helps transform the homes – and the lives – of military families across the country.

The makeover our company participated in supported United States Marine Corps Sergeant Donald "DJ" Schaeffer, who was deployed to Sangin Valley, Afghanistan from January through May, 2011, with the 3rd Battalion, 8th Marines as the first group to shoot 120 mortars in Afghanistan. Today "DJ" and his wife, Annie, make their home in Fort Lauderdale, FL, and that was the location of the makeover.

It was a privilege for our company to support such a worthwhile project!

Click [HERE](#) for a sneak peak of the upcoming mini-series.

If you would like to learn more about Military Makeover, go to [www.militarymakeover.tv/](http://www.militarymakeover.tv/)

## Continuous Improvement

At Paint Sundries Solutions, Continuous Improvement (CI) is one of our core values. Across all departments, our team is looking for opportunities to increase efficiencies and streamline processes.

Recently, we have had the opportunity to fulfill orders for a number of niche category websites. These customers have unique needs that add various layers of complexity to each order.

Our team is hard at work developing a clear understanding of the requirements associated with these customers. Once we have a solid understanding of the requirements and metrics, we begin developing a streamlined process that allows us to optimally serve these customers.

We feel motivated by this opportunity and thankful for our hard working team!



Jeff Loranger, Seattle Distribution Center

# Financial Solutions

By Kevin Milliken

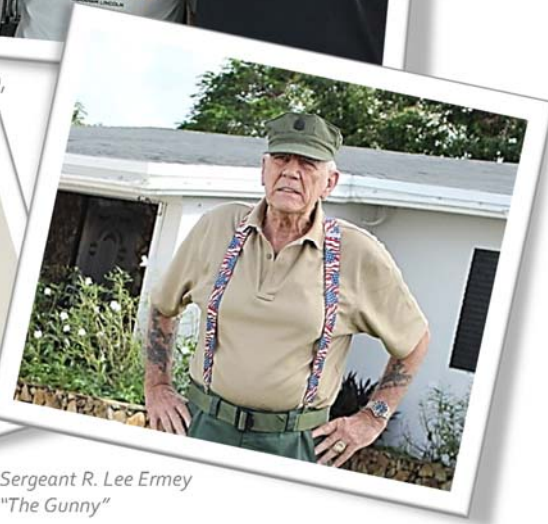
Each day presents a new opportunity to share who we are with our customers. At the forefront of our relationships is our ability to drive value to our customers' bottom line. In an increasingly competitive market we must continue innovating and creating unique solutions. Whether it's through our traditional sales calls, or helping customers to take advantage of our Direct from Manufacturer (DFM) program, we can never stop driving value to our customers.

As we navigate the ever-changing market, we need to help our customers do the same. In many cases, this means helping them to use our E-commerce platform to access valuable product and promotional information. Although these things may be new to some of our customers, it's important to support and encourage their use of PSS technologies to benefit their businesses. Over time, we earn their trust, in part, by bringing them innovative and value-adding solutions.

FOLLOW OUR JOURNEY AS WE HELP A DESERVING VETERAN AND HIS FAMILY!



Andrew Walsh (far left), Dave Wenger (far right), with the Military Makeover team



Sergeant R. Lee Erney  
"The Gunny"

## Areas of Excellence

In our new partnership with Lifetime Television's Designing Spaces; Military Makeover, we have had the opportunity to leverage the social media knowledge our team has gained through the Individual Centers of Excellence (ICE) program. As a Brand Partner, Paint Supply will receive significant social media exposure through the promotion and airing of the show.

While on the set of Military Makeover, we were able to capture a large amount of

show and product related content. This content has been useful in our social media efforts and will become increasingly valuable as we approach the airing of the show. We will be leveraging this content on our social media platforms as well as the Paint Supply website.

We are thankful for the opportunity to put our products and expertise to work and make a meaningful impact!

## Measuring Our Performance

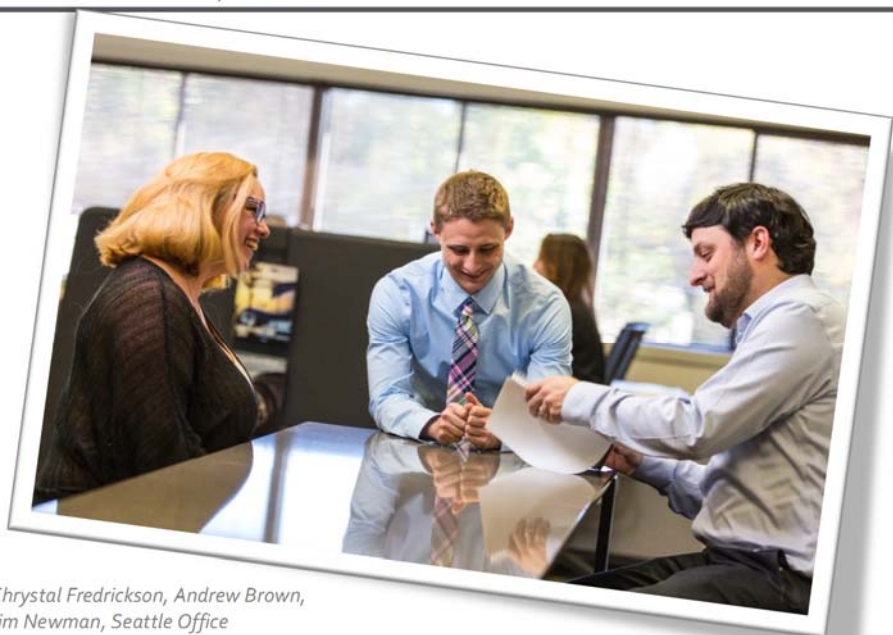
Paint Sundries Solutions provides a wide array of benefits to our valued customers. VOC management is one example of an added benefit that our customers receive when doing business with PSS. VOC stands for "volatile organic compound", and many of the products we sell are subject to VOC regulations that vary from state to state (and sometimes from county to county). As a result, certain products that contain high levels of VOCs cannot be sold to customers within the specific regulated areas. The regulations can be confusing within the supply chain, which is why PSS invests significant effort in this area to support our customers.

Internally, our Purchasing team takes the lead in first understanding the different regulations, and then restricting items that can't be sold into specific geographies. Once an item has been flagged, our computer system will not allow the non-compliant item to be shipped to a customer within a regulated area. This process is ongoing as regulations change, and our customers benefit from PSS' ongoing efforts to monitor VOC regulations across the country.



Christian Michiels, Purchasing Agent,  
Seattle Office





Chrystal Fredrickson, Andrew Brown,  
Jim Newman, Seattle Office

## Manufacturer Solutions

By Jesse Sherman

At Paint Sundries Solutions our proficiency is not just in the supply chain logistics, but in knowing how to connect with customers and providing them with excellent service. We were recently approached by a manufacturer looking for a partner in supply chain management. They had great products that customers loved, but they were struggling logistically, and customers were feeling underserved.

We were able to work with them to create a Direct from Manufacturer (DFM) program to provide streamlined service that would better serve their customers,

and open up their product line to the nationwide reach of our E-commerce website.

After proving the success of our partnership on the Direct from Manufacturer (DFM) side of the business, we are now working with them on a warehouse partnership strategy to further increase the reach of their products, and the growth of overall sales. This is another great example of the PSS team working diligently to provide unmatched service and value to our partners.

## Our Culture

Summer came in full force this year! We enjoyed the sunshine and opportunities to get outside. Our DC, Office and Sales teams were hard at work selling and fulfilling orders. We always look forward to these busy summer months as we see our business grow and flourish; it's an exciting time to be part of PSS.

Summer also brought gatherings across our locations, allowing our teams to share a meal together. These gatherings included everything from brisket, pulled pork, burgers and hot dogs to mashed potatoes, corn on the cob, salads and fruit. Big smiles and laughter were also included in these summer gatherings.

We feel thankful for everyone's hard work through the summer season and for the opportunity to celebrate with our talented teams!



Los Angeles Distribution Center BBQ



### CONTRIBUTORS:

Angie Hasslinger  
Kevin Milliken  
John Mittenthal  
Marisa Mohn  
Ben Partin  
Dawn Piasecki  
Jesse Sherman

**PSS** Paint Sundries  
Solutions