

vital signs

September/October 1990, Volume 2, Issue 4

Ray Manning, Sr. Remembered

A Celebration in Honor of a Special Man

It was a day filled with memories, smiles, and lots of popcorn. On September 25, 1990, the employees and management of Southeastern Hospital Supply honored its Founder, Ray Manning, Sr. The atmosphere in the building that day was like nothing I had ever seen before. At morning break, everyone gathered in the front room of Southeastern's Fayetteville office to give what proved to be a tear-filled presentation to Mrs. Eleanor Manning. As Mr. Bud Faircloth led her into the room, you could plainly see the curiosity on her face. The employees had a plaque made and framed to give her at the presentation. After reading the words on the plaque to Mrs. Manning, **Bud Faircloth** presented her with an envelope the employees had filled with over \$1200 to begin what would be known as the "O.R. Manning, Sr. Memorial Fund" at Duke University. Deeply touched by everyone's thoughtfulness, Mrs. Manning was speechless.

Some of Mr. and Mrs. Manning's friends and relatives were present including: Mary Higginbotham, Mr. Manning's sister; Warren Wagner, retired Duke University Materiel Manager; Jim Short and Bob Hartley, SEHS sales representatives.

Below: Janice Nettles presents Mrs. Manning with a single red rose in memory of Mr. Manning's birthday



Above: Bud Faircloth reads the words on the plaque to Mrs. Manning

Below Right: Jim, Ursula, and Ray Jr. watch as Warren Wagner gets a hug from the Chairman of the Board

In memory of one of Mr. Manning's true loves, SEHS bought 15 pounds of popcorn for the employees. Everyone remembers how he used to walk around the building eating popcorn out of an empty coffee can. **Daphne Manning** had quarters to give anyone who wanted a soft drink from the vending machines. **Debbie Allee** wandered around snapping pictures of all the fun we were having. Mr. Manning would have enjoyed seeing all of us digging in those paper bags for that last kernel or licking the butter off our fingers.

When Mr. Manning started Southeastern, there were people around that told him it would never work. That his dream would never be more than that...a dream. He would use the post office as a makeshift warehouse. An order would come in C.O.D., he'd go pick it up (partially or in full), type up an invoice, deliver it to the customer, collect and the cycle would start all over again. Mr. Manning never lost sight of what was important. All those people may have told him he would fail, but they forgot to notice that Mr. Manning never told himself.

Written by Pamela Greenhill

Many people have never heard of O. R. Manning, Sr., but to the employees of Southeastern Hospital Supply, he was and still is the reason we are all here. In January of 1948, this man had a dream that many people told him would never get off the ground. He knew there had to be a way to bring quality products, good service, and fair prices to the public. Starting in a small house, he built this dream on vision, high ideals and good moral standards. Slowly, Southeastern grew to what it is today, the largest privately owned distributor of medical supplies in the Southeastern United States. This special man's dream is the reason we celebrate Founders Day!



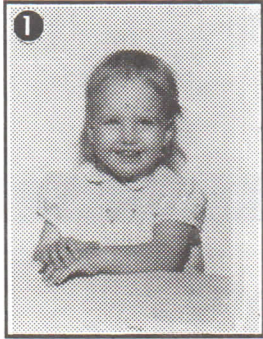
Photo by Debbie Allee

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Guess Who?

These are pictures of people you work with everyday at Southeastern. Do you know who they are?



Hint..."How do you spell that again?"



Hint...Says "Thank You" several times a day



Hint...Has a lot of fun "playing" in her cubbyhole



Hint...She's the only one her parents ever raised



Hint...She answers our calls for help



Hint...The leader of the pack



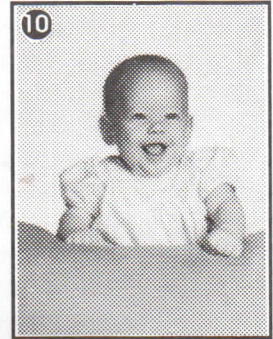
Hint...Makes up half of the "dynamic duo"



Hint..."Can I quote you on that?"



Hint...Furnishing all our customers' needs



Hint...Hidden codes are her specialty

Les' Corner

"That's not my job"...

This is a story about four people named Everybody, Somebody, Anybody and Nobody. There is an important job to be done and Everybody was sure that Somebody would do it. Anybody could have done it, but Nobody did it. Somebody got angry about that, because it was Everybody's job. Everybody thought Anybody could do it, but Nobody realized that Everybody wouldn't do it. It ended up that Everybody blamed Somebody when Nobody did what Anybody could have. *Author Unknown*

Operation: Desert Shield T-shirts

Show your support with a red, white, and blue Operation Desert Shield T-shirt. These 50/50 cotton-poly shirts have a detailed map of the area on the front and the slogan "Kuwait- Between Iraq and a hard place" emblazoned on the back. Sizes available ME, LG, and XL. These shirts are only \$9.95 each. For more information or to place an order, contact **Kim Winters** in Southeastern's Fayetteville office at 919-484-2186 ext. 113

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Effective November 1, the Southeastern office in Richmond, Virginia will have a new toll-free telephone number.

800-476-4552

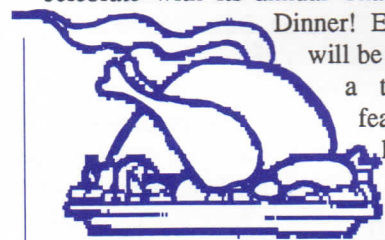
Southeastern wins top honors!

Once again Southeastern is #1 with one of its customers. Each year Winchester Medical Center gives an award to their vendor with the most outstanding customer service. For the second year in a row, Southeastern received this prestigious award. Winchester Medical Center, a 300-bed facility, is located in Winchester, Virginia. SEHS could have never won this award without the aid of its sales representative, **Mike Sposa**, and customer service representative, **Gloria Pignatore**. Southeastern was chosen from a field of over 30 other vendors.

This award proves that Southeastern employees have kept my father's ideals of customer satisfaction alive. Keep up the good work! *Submitted by Ray Manning, Jr.*

Annual Thanksgiving Dinner

On November 16, 1990 SEHS will celebrate with its annual Thanksgiving Dinner! Employees will be treated to



a traditional feast of turkey, dressing, vegetables, rolls, and

lots more. Last year, the employees brought more than enough desserts and this year should prove to be no exception. We all have hopes of once again stuffing ourselves with brownies, apple pie, chocolate chip cookies, and of course, **Stephanie Jessup's** famous "dump-cake". SEHS has invited some dignitaries from Duke University, Cape Fear Valley Hospital, and other facilities to join in the celebration. The annual "turkey day" at SEHS should, as always, be a long-awaited and much enjoyed day filled with fun and food! *Written by Pamela Greenhill*

Memories of our Founder...

Southeastern employees take a moment to reflect on memories of Mr. Manning

...One time someone on the phone was giving me a hard time. I told Mr. Manning about it and he told me, "Get back on the phone, stand on the top of your desk and say whatever you have to say. After all, they don't know how big you are!"

-Jean Jackson

...He used to come in the computer room and ask if we had any scrap computer paper for him to write on

-Joy Winslow and Donna Vinson

...Sometimes I would have to get him to sign the check to Hardee's. He'd always ask me, "Are you sure we eat this many biscuits?"

-Carolyn McClellan

...One day a few of us in the break room were eating some kiwi fruit my parents had brought back from California. He was hesitant to try it, but we talked him into it. Needless to say, it didn't stay in his mouth long!

-Wayne Bryson

...He made an effort to see and hear everybody's point of view in all situations, good or bad

-Ray Timbs

...I learned more about selling from just one sales call with Mr. Manning than I did from an entire course of sales and marketing at the University of North Dakota. He was a master of the technique of presenting new products. He really enjoyed seeing his customers and this was very obvious to them. In his field, he was simply the best

-Art Capps

...He was always so honest and willing to share with everyone, especially his employees

-Bob Hartley

...Once I was scheduled for a business trip to Dallas. Somehow he found out my mother was living in Austin. We hadn't seen each other in over 20 years. Having not yet decided whether to make a visit to see her, he gave me compassionate, fatherly advice and encouraged me to go

-Les Herod

...He tried to get to know everyone. I had only been working with SEHS for a short time when I remember passing Mr. Manning in the hall. He said, "Hi, Ursula!", which really surprised me. I didn't think he even knew who I was

-Ursula Mansfield

...He never had a closed mind about anything. He was always willing to listen to new ideas and many times would act on them

-Willie Carroll

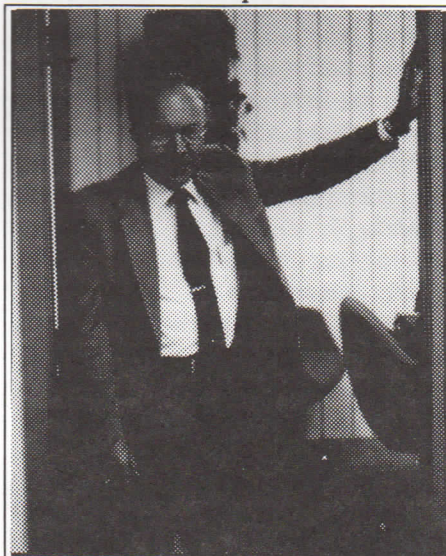
...He had a nature of caring that made him willing to listen to anything you had to say

-Phyllis Page

...He was such an encouraging person. I remember when I hadn't been with SEHS very long and he asked me, "When am I going to be able to send a tractor-trailer out to your area in the Shenandoah Valley?" It meant a lot that he always believed in me

-Jeanie Driver

...He always told me, "If you have a lot of time to kill, fly. If you're in a hurry, drive". I never knew quite what he meant



*The founder of Southeastern Hospital Supply Corporation, O.R. Manning, Sr.
photo submitted by Art Capps*

until a week later when I was on a plane for Atlanta to Fayetteville and we detoured through Baltimore!

-Jim Williams

...All of my memories of Mr. Manning are good ones. I loved him very much and cherish his memory. He was a compassionate man with a tremendous sense-of-humor. One day we were talking about what our jobs consisted of. I told him everything was my job. If it needed to be done, I would just do it. I told him if he needed me to, I would even clean the bathrooms. He said, "No, I don't expect you to do that. Besides, that's my job!"

-Janice Nettles

...I started at SEHS back when there were only 4 or 5 salespeople. Mr. Manning introduced me to the other reps by saying, "This is Jim Royal. He's been in training with American Healthcare Supply (now known as "Baxter") for 7 years. Now he's ready for the big time!"

-Jim Royal

...My first meetings with Mr. Manning were due to Reverend Bob Hartley. I worked with the Kendall Co. at the time, and Bob wanted SEHS to have this line. I began to eat lunch with Mr. Manning and Warren Wagner, of Duke University, at Bullocks Bar-b-que each Thursday. I remember saying to Mr. Manning, "Everything I hear about you is good and wherever you have Hermitage dressing business, I can't get it". The next thing I knew, he asked me if I wanted to bid on a carload of dressings. A long relationship was formed. When I was still with Kendall, I had sold to Moore Memorial, our line of disposable packs and gowns, through SEHS. One night, Mr. Manning and I delivered a truckload of product to put in the operating room inventory. He ran the dolly cart down the hall as I stocked the inventory. After passing about 20 times in the hall, he stopped and said, "So, when are you coming to work with Southeastern?". My reply was "soon". That was my job interview. I always enjoyed coming to the SEHS office to see Mr. Manning, Bud Faircloth, and Ray Jr., just to tell new jokes. My eyes stayed washed out with tears. I will never forget when I had a customer visiting the office and Mr. Manning pulled the Mongoose trick out after lunch. When the lid flew open and tail went through the air, my female customer (250 lbs.) grabbed my shirt on my stomach and ripped it away. It was also amusing to see how fast Mr. Manning could talk. He talked so fast, many times I left wondering what the point was. In the words of Bob Wynand, Watts Hospital, Mr. Manning could out sell a New York Jew on the corner. When I try to sum up my thoughts of Mr. Manning, I think of these: He was always dedicated to give better service than anyone else; he was never satisfied with success to any extent; when the going got tough, he was the one to carry the ball; he was gifted in promoting an individual to use their talents beyond the expected to obtain results; he had a great compassion for the underdog. Besides my parents, he was the most influential person in my life

-Steve Broughton

(See "Memories" on Page 5)

Southeastern invades Baltimore!

Baltimore, Maryland was the site of this year's annual HIDA (Health Industry Distributors Association) convention. The management and 26 salespeople of SEHS attended. Various manufacturers had put together over 600 exhibits covering everything from new computer equipment to all sorts of disposables. Southeastern's management team, **Ray Manning Jr., Bud Faircloth, Garland Rouse, Sammy Short, and Jim Williams**, met with other management to discuss market trends in the healthcare industry.

There were all sorts of seminars that
Below: Ray Jr. and Jim Royal seem to be hanging on Mike Sposa's every word



Above: The whole Southeastern crowd stops for a minute to pose for the camera

the SEHS group attended. Some attended financial management seminars while others met about stockless inventory systems. There were also seminars and sessions on sales, sales management, territory management, and lots more.

On the lighter side of the trip, **Joey Sanders** won a VCR as a door prize and **Cliff Christianson**, Nursing Home Sales Manager, was interviewed by the HIDA network.

Everyone enjoyed taking a business trip that was so close to the inner harbor. Over all, there was lots of fun and learning for everyone!

Written by Pamela Greenhill • Photos by Joey Sanders

A Note from Mrs. Manning...



Dear Employees,

Words are so inadequate to express my feelings of appreciation to each of you for your kindness and love shown in proclaiming "Founders Day" and the memorial made to Duke in Mr. Manning's memory. The memorial is such a meaningful remembrance and many others will benefit from it too. "Founders Day" will go on forever and remind us of the struggles and devotion Mr. Manning had for Southeastern.

You remembered how he liked popcorn, didn't you?

You all were very special to him and he cared for you. Since I have become more involved with Southeastern, I can understand why. Everything was so special and showed you cared for him, too.

All the family joins me in saying "Thank You" for your wonderful tribute to our loving husband, father and grandfather. God Bless all of you.

Love,

Eleanor Manning

Crisis in the Gulf hits close to home

As we all know, many of our men and women are serving in Operation Desert Shield. One of our co-workers, **Twana Sue Ammons**, reported to the 805th military police company under the 120th Arcon in Ft. Jackson, SC on September 20, 1990 for deployment status. She spent two weeks getting uniforms, shots, etc. and waiting for the decision on whether her company would go stateside or if they would have to go to the Middle East. It may be hard to imagine such a pretty lady carrying an M-60 machine gun or a .45 caliber pistol, but she and others like her are trained to answer when duty calls. Another of our co-workers in the reserves, **Tracy DeLander**, of the 824th quartermaster company, has been on call since the crisis began. Her husband, Kurt, left for Saudi Arabia soon after the invasion of Kuwait. Like others in America, there have been many families at SEHS separated by the crisis in the Gulf. We hope all of them will be reunited soon.

Written by Pamela Greenhill

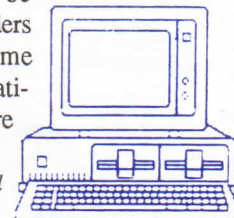
TURN System Update

Currently we are hoping to be on line with our new computer system (TURN) in January 1991. This means you will all have new terminals like the ones in Accounts Payable uses now. Here are some features you might find interesting:

- Customer look-up by contact name
- Coding Physician Customers by type, e.g. OB, GP, etc.
- Hold codes for orders may be used for credit checks, call w/prices, PO missing, etc.
- Future orders can be created (Can we use this for pull & holds?)
- Serial # tracking
- Kits and Bill of Material processing
- Comments may be stored in the system for vendors, customers, items, orders, etc.

- Quotations (bids) may be entered and later converted into orders
- Purchasing may be done on line using the min/max or EOQ
- A/R has extensive payment history and analysis
- Handheld data, Resource orders, and other EDI will be integrated
- Receiving merchandise can be done in one step as compared to our current method of receiving for B/O's, then receiving for inventory
- Pull lists will be requested on-line, picking tickets will not be printed until after the orders are pulled, at which time the order will be automatically billed, like B/O's are done now.

Submitted by Les Herod



Close-Up...

Purchasing Department

"I'd like to place an order please." A statement you may hear if you walk into the Purchasing Department of SEHS. But, don't be fooled. Keeping Southeastern's shelves stocked is only part of what this diversified department does in a day. From checking back-orders to entering item descriptions in the computer, the ladies in Purchasing keep the stock coming in and going out. They are responsible for putting all information needed about stock items into the computer system. Anything from the cost to the unit of measure and much more.

Jean Jackson- Supervisor

Lori Atchley- Department Head

Cathy Banks- non-stock dept., drop shipments, billing and receiving

Sharon Banks- Richmond orders, cat-99 orders, alternate care orders

Melody Dyda- new product entry, vendor sales reports, training

Angie Jones- billing clerk

Kathy McCreary- phone orders, fax orders, commnet orders, filing

Reba Shaw- back-order checks, shipment tracing

Rosa West- receiver

Brinda Williams- non-stock dept., drop shipments



Employees in Fayetteville's Purchasing Department

Photo by Debbie Allen

Pictured left to right- Rosa West, Angie Jones, Reba Shaw, Sharon Banks, Cathy Banks, Kathy McCreary, Brinda Williams, Jean Jackson (dept. supervisor), Melody Dyda, and Lori Atchley (dept. head).

When an order is placed with customer service, the stock in house is checked. If extra stock is needed or if a product needs to be special ordered and drop-shipped, it is then handed over to Purchasing. They then place the order via telephone, fax machine, commnet, or regular mail. When the shipment comes in, they match the packing slips with the SEHS purchase orders and note any discrepancies. If a shipment does not come in by the date expected, a phone call may be made to track the shipment down. When drop shipments (products that get shipped directly to the customer without coming to SEHS) are back-ordered, Purchasing will not know unless customer service notifies them. Then they can go through the same tracing and locating procedures.

The department supervisor, **Jean Jackson**, started with SEHS in July of 1973 when the whole company was located in a small house in Haymount. The 3M products were in the bathroom, the sutures were in the bedroom, she and **Art Capps** were in the living room, and **Janice Nettles** was in the den.

Lori Atchley, a 9-year SEHS veteran, was named department head in July of 1990. She along with **Cathy Banks**, **Sharon Banks**, and **Brinda Williams** make up the ordering division of Purchasing. They are located directly behind the main office of the department.

Like many other departments, Purchasing is vital to making SEHS a success. You're doing great ladies! Keep up the good work! *Written by Pamela Greenhill*

Next Newsletter: *Close-Up on Homecare*

"You better watch out, you better not cry..."

Santa Claus is coming to town! Only two months until Southeastern takes on a whole new atmosphere. Two months until the halls will be filled with smells of Christmas goodies and our desks will overflow with red and green candy. Two months until secret pals exchange gifts in beautifully wrapped packages and Christmas music plays on the stereo speakers. Two months until we all turn into kids again! ✕

Written by Pamela Greenhill

Memories (cont. from page 3)

...Mr. Manning was a wonderful person who I feel extremely lucky to have known. You could not have met a more compassionate and caring man. One (and there were many) of my favorite memories of Mr. Manning is that he would tell me that he would throw my department the biggest party we'd ever seen if we could get the 90-day Accounts Receivable balance down to zero. Well, Mr. Manning, we're getting there! **-Kathy Shanahan**
...Everytime I saw him, he'd always tell me, "Remember Stephanie, make friends, not enemies!" **-Stephanie Jessup**
...I have so many memories of Mr. Manning, it's hard to think of just one. However, there was one time that stands out in my mind. I had been very sick and Mr. Manning decided he was going to take me to the hospital. He took me

to Duke University and had me admitted. I was put in a semi-private room with a very sick, very old lady. Mr. Manning came to see me later in the day and he noticed it was a little upsetting to me. He told me he'd be back in a minute and within an hour I was being moved to a private room. Each day, the purchasing agent of Duke came to check on me. Mr. Manning called me or came to visit every day I was in the hospital. He was much more like a father figure to me than my boss. **-Sarah Bryan**
...I will always appreciate the fact that Mr. Manning gave me the opportunity to better myself. He believed in all of his employees **-Joey Sanders**

...The true entrepreneur is born and not made. So it was with Mr. Manning. One of my favorite stories of his special talent to see a need and seize an opportunity (See "Memories" on Page 7)

Employee of the * Month *

The employee of the month for August 1990 is **Glenn Barnett**. He started with SEHS on the receiving dock four years ago. He proved to be a fast learner that was willing to put in an extra effort to help others. He is now the shipping supervisor at the Fayetteville warehouse.



Glenn Barnett

Glenn does an excellent job of controlling the paperwork flow between the offices and the warehouse. He makes sure the orders get pulled, edited, shipped, and delivered. He is a quiet person that projects a very positive attitude towards his job and fellow workers. We are grateful for all you do, Glenn. Congratulations and keep up the good work!



Marcia Tarrant

The employee of the month for September 1990 is **Marcia Tarrant**. She has been with Southeastern since November of 1986. Marcia does an excellent job in the Fayetteville office's mailroom. Being in the middle of the hall, one might think she doesn't do much, but she has proven herself invaluable to all departments. She coordinates all the outgoing mail, keeps the fax machine and copier working, and distributes information to all the salespeople on a daily basis. Rarely absent, she greets each co-worker with a smile and a soft hello. Marcia's great respect for her co-workers has made her a friend to everyone. Getting things done is easy with Marcia around. If you are too busy to do something, she is always happy to lend a hand. Congratulations Marcia, and keep up the good work!

A Heartfelt Thank-You...

A letter to the employees of SEHS from
Mary M. Higginbotham, sister of Mr. Manning

Dear Employees of Southeastern,
You must be the most thoughtful, most kind and most generous people in the world. The tribute you paid Raymond on Tuesday, September 25th, by establishing the Memorial at Duke certainly exemplified all these characteristics and it was done with such dignity.

Raymond always spoke so highly and so proudly of the employees of Southeastern and I can understand why. Your refreshments were delicious and so appropriate.

It was an honor for me to be present on this occasion and a genuine privilege and pleasure to see all of you. I am only sorry I did not get to speak to every one of you individually.

Thanks so much for this wonderful tribute and my best wishes for your continued success. May God bless all of you.

Sincerely,
Mary M. Higginbotham

Goodbye and Good Luck!

We want to say best wishes to **Gloria Pignatore**. Gloria worked for Southeastern for 5 years, most of her tenure being spent as the Richmond Customer Service Supervisor.

Gloria's departure is to return to nursing at Saint Luke's Hospital in Richmond. Nursing was Gloria's true calling and as she puts it, her true love.

All who knew Gloria will certainly miss her. Good Luck! *Written by Mike Henry*



Thank You Debbie!

I would like to give a personal "thank you" to **Debbie Allee** for all her help with this edition of vital signs. Excluding the Baltimore article, she took every picture in this newsletter! *Pamela Greenhill*

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Sales Force Climbs to the Top Again!

The following 20 SEHS salespeople have completed the ADVANCE® course materials and passed three proctured exams to attain the designation **Accredited in Medical Sales**. We congratulate them for their commitment to excellence:

Dennis Aldridge	Hillsborough, NC
Dickie Augustine	Richmond, VA
Mark Bass	Asheville, NC
Albert Beck	Columbia, SC
Bruce Brown	Greensboro, NC
Edmund Buttram	Hickory, NC
Tommy Carver	Raleigh, NC
Pat Clingenpeel	Richmond, VA
Donna Clodfelter	Greenville, NC
Bob Cook	Columbia, SC
Rejena Driver	Harrisonburg, VA
Chris Hayes	Fredricksburg, VA
Virginia Hine	Charlotte, NC
David Jackson	Lorton, VA
Bill Lewallen	Roanoke, VA
David Matko	Philippi, WV
Scott McInville	Fayetteville, NC

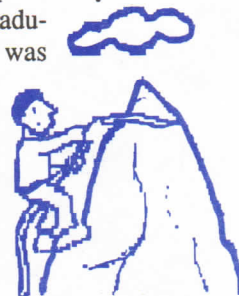
Bruce McKenna	Virginia Beach, VA
Paul Williford	Kilmarnock, VA
Mike Winfree	Piedmont SC

Some "special" honors were bestowed on two of our salespeople. They are as follows: the first graduate of this course was **David R. Jackson** of Lorton, Virginia; the top score of the course was **Dennis Paul Aldridge** of Hillsborough, North Carolina. Congratulations to all SEHS salespeople!

Submitted by Jim Williams

CORRECTION

OOPS! We goofed! In the Summer 1990 issue of vital signs we forgot to wish **Brinda Williams** a Happy Birthday for her birthday on August 1st. We hope it was the best day ever Brinda! *-editor-in-chief vital signs*



Duke University says "Thank You" to Southeastern

*from a letter written to Janice Nettles by Alan G. Herosian,
Associate Director, Duke University Medical Center*

It was indeed a pleasure to speak with you regarding your interests in establishing a memorial fund for your beloved and former President, Mr. Raymond Manning. We thank you, his friends, family and colleagues for keeping our Medical Center's needs in mind.

Since the primary goal for these contributions is to support research in the best possible way at Duke Medical Center, we would suggest that funds for this memorial be directed to the Chancellor for Health Affairs Research Fund. This is a discretionary fund for research, directed by the Chancellor, to meet unexpected and critical funding needs throughout the Medical Center. As such there may be numerous beneficiaries of the monies varying from graduate students needing research support for basic science discoveries to clinicians who are conducting

research on afflicted patient populations with potentially new therapeutics. This approach would be, by far, the most welcomed and useful application of these memorial funds. For example, our Heart Center has numerous needs toward which some money from this Chancellor's fund might ultimately be directed. All donations can be directed to Duke in the following manner:

**Duke University Medical Center
in memory of O.R. Manning, Sr.
c/o Mr. Alan G. Herosian
DUMC Development Office
110 Swift Avenue
Durham, NC 27705**

We will ensure that the funds are then directed to the Chancellor and we will monitor the contributions.

Memories (cont. from page 5)

was often told to me by my mother as I was growing up. Mr. Manning grew up in rural eastern North Carolina during the Depression when comforts were few, hard work was plentiful, and one had to create his own entertainment. Occasionally, crop dusters in the area would gather at a local farm on a given Saturday to provide an air show for the community. On one such occasion, this young man of 12 years saw an opportunity. He bargained with a neighboring farmer to purchase a stack of peanuts that had been harvested and were drying in the field. After making arrangements to get the hill of peanuts home, he roasted and bagged them. On the Saturday of the air show, Mr. Manning opened his first business selling his home roasted peanuts to happy customers.

There is so much that he taught us and so much that we can learn from his example. He loved to see people create ideas and excel. As a good family man, he reveled in the accomplishments of his wife, children, and grandchildren. He also reveled in the successes and funny stories of his employees and friends and would spend hours sharing and laughing. I think that he truly believed that the human spirit and talent were limitless and that nothing was impossible **-Betty Rouse**

...From the first time I met Mr. Manning, I was always impressed with how quickly he could "size-up" a situation. There was no such thing as beating around the bush with Mr. Manning. I always made sure I had my facts and figures together before talking with him **-Mike Henry**

...He was always willing to help when you needed it **-Linda Phillips**

...I remember his friendliness. He always asked if there was anything he could do for me. He gave me the opportunity to be a part of SEHS & he was always fair to his employees **-Tommy Carver**
...First a competitor, then my employer, and always a friend. His greatest skill was providing an environment for others to succeed and thereby having the greatest success himself **-Doug Sasser**

...I always looked up to him, but he never looked down at me **-Marcia Tarrant**

...Mr. Manning was a very good man that believed in justice. I miss him very much. He was so cooperative and I enjoyed working with him. We all loved him, but God loved him more **-Bland Haywood**

Editor's Note:

*Although I never knew Mr. Manning, I thank all of you for sharing your thoughts and memories of him with me. I created this section so that everyone would stop and remember why SEHS is here **-Pamela Greenhill***

Halloween Alternatives

In today's society, studies have shown that it is getting unsafe to take your children trick-or-treating. However, when all their friends are dressed up and collecting candy from every door, it's hard to tell your kids they can't do the same. An alternative is to take your kids to a party or better yet, give them their own. Some ideas are as follows:

1. Decorate a room with balloons and streamers instead of ghosts, spiders, and other things that scare children.
2. Serve orange sherbet punch instead of soft drinks.
3. Let your children help you pick out the games. They'll feel like it is more their party.
4. Make invitations to their party and specify that children planning to attend should not come dressed in ugly masks, costumes with weapons, or anything else that may scare small children.
5. Make cupcakes with orange icing and place candy corn on top.
6. If children want to dance, play the radio instead of spooky records.
7. Keep an eye on the party from a distance. This way, children will feel that they are the ones doing the entertaining.
8. For older kids, have some favorite games available to play (pictionary, other board games, etc.)

Have a safe Halloween!

Thanks to Everyone!

Southeastern recently signed a contract with White Oak Manor (a chain of 14 Nursing Homes in NC and SC). Our implementation schedule called for a 2-month transition to SEHS; however, their supplier at the time withheld shipments in retaliation for losing their business ("burning bridges").

My hat is off to Customer Service, Target, Shipping, Data Processing, Sales Force, and all others involved in completing a 2-month implementation in only a week and a half!

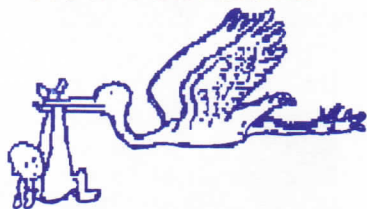
This shows that the spirit of cooperation and teamwork is alive and well at Southeastern! *Written by Ray Manning, Jr.*

vital signs 7



EMPLOYEE SPOTLIGHT

New Arrivals.....



Kameron Glyne Tolar- Born on August 18 to Sam and Patti Tolar- 6 lbs. 4 oz.

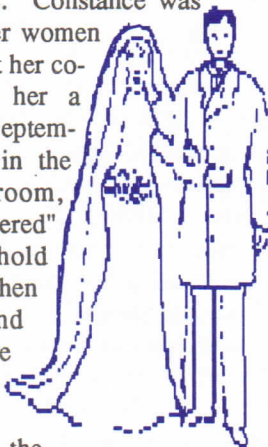
Alexander Phillip Johnston- Born on September 10 to Terry and Beth Johnston- 7 lbs. 10 oz.

Mary Elizabeth Campbell- Born on August 7 to Harvey and Ann Campbell- 7 lbs. 4 oz.

Deary Beloved...

...we are gathered here to congratulate the following employees on their recent weddings. Best wishes to all of you!

September 22, 1990- Constance Townson (physician customer service) and Bobby Bowers. Constance was like many other women at SEHS in that her co-workers gave her a shower. On September 13, 1990 in the SEHS breakroom, she was "showered" with household goodies, kitchen gadgets, and much more. We wish her and all of the newlyweds at SEHS the very best for years to come!

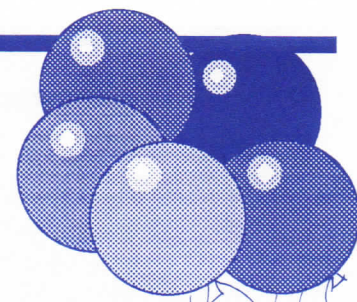


Answers from Guess Who (Pg. 2): 1- Lori Syphrit, 2- Carla Godfrey, 3- Pam Greenhill, 4- Jennifer Cain, 5- Donna Wilson, 6- Ray Manning Jr., 7- Cindy Handley, 8- Bill Maness, 9- Tracy Delander, 10- Debbie Allee

Happy Birthday!

September Birthdays

Dennis Aldridge	9/15
Stacy Bowen	9/27
Wayne Bryson	9/01
Krys Furniss	9/15
Carla Godfrey	9/07
Bob Hartley	9/08
Bland Haywood	9/01
Virginia Hine	9/29
Joseph Kasarda	9/22
Pat Petty	9/26
Gerald Rodriguez	9/23
Garland Rouse	9/11
Douglas Sasser	9/06
Eric Thomas	9/15
Carolyn Williams	9/18



October Birthdays

Kevin Atkinson	10/04
Jim Burks	10/13
Ray Burris	10/21
Steve Broughton	10/08
Regina Driver	10/02
Regina Gordon	10/30
Dorle Hodges	10/16
Kenan Kamisoglu	10/17
Ursula Mansfield	10/17
Jerry Parker	10/01

HIDDEN HEROES

We would like to mention some people at SEHS that are often overlooked, our warehouse workers. One of the many people that make the warehouse so efficient is **Larry Page**, Southeastern's UPS Receiving Foreman. Larry is a conscientious, hard-worker that makes sure all UPS shipments get to their respective places. Taking care of customer shipments and internal SEHS departmental shipments is no easy task, but Larry maintains a standard of excellence that cannot be denied. **Ronnie Crosby**, a SEHS truck driver is best known for his courteous, friendly manner with co-workers and customers. A truck driver may be the only symbol of Southeastern that a customer actually sees, so Ronnie reflects a positive image at all times. **J.C. Forbes**, a delivery order editor on second shift, assists in loading the SEHS trucks each night. Southeastern can depend on him to get the job done right. A newcomer to the warehouse is **Dorle Hodges**. Although she has only been with SEHS for a few months, the amount of inventory she pulls in the 99 section is astounding. Her speed and accuracy should be an example to all of us. These are just a few of the many men and women that keep the "wheels" of SEHS turning. Southeastern appreciates all of its warehouse workers. Keep up the good work!

Written by Pamela Greenhill and Glen Carter

Next Newsletter: Heroes in our Service Department

Welcome to Southeastern!

Billy Day
Rosa West
Deborah Jones
Lawrence Gazes
Kevin Goode
Joan Macaione
Marsha West
Dorle Hodges



Look for pictures of the new employees on Southeastern bulletin boards!

New employees and employee birthday columns are maintained and submitted by the Personnel Department.

Congratulations to Ginny Kauffelt!

Horses have always been **Ginny Kauffelt's** passion in life, but recently at the West Virginia State Fair she won top honors! Ginny won the Amateur 3-gaited walk trot class on her mare, Emerald Stone. What was even more exciting than receiving the blue ribbon, she also won a cooling blanket for her horse to strut around in. Ginny started showing horses as a child, but gave it up for about 25 years after getting married. Then on their 25th wedding anniversary, Henry gave her a horse and she has been showing for the last four years. Ginny is looking forward to the last show of the season for her at the North Carolina State Fair in Raleigh. Good luck at the show, Ginny. We know you will make Southeastern very proud!

Written by Henry Kauffelt

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