

The Start of Something Big!

They came from near and far...They came in straw hats and plaid shorts...They came with new products and ideas...They came to Pinehurst!

Some of you may ask, "What's the big deal about Pinehurst every year?" Basically, it's the one time of the year that SEHS's sales force, sales managers, Marketing, and Executive Team get together with manufacturers for exhibits and information sharing. Manufacturer Reps come from all over the country to show their products to a sales force that is known to be one of the most knowledgeable anywhere.

As SEHS reps arrived on Sunday afternoon, they were each handed a personalized bag filled with SEHS goodies. Soon it was time to settle down for a reception and dinner buffet. Afterwards, the group was entertained with the upbeat performance of "Terry & Hattie". This married couple sings, dances, and speaks together to positively motivate and influence groups.

Before the show, **Denise Smith** (Hospital Team), **Liz Berry** (Physician/Clinic Team), and **Theresa Council** (LTC Team) spoke of the changes and improvements that were going on within their respective groups. Then they each gave a few of their sales reps some "funny" awards. Some of the recipients were: **Henry Kauffelt**- "Hen-Wee" Award; **Bruce Brown**- "9 to 5" Award; and **John Bengel** - "We Gotta Get

You a Woman" Award. Also given out were the Quality Star Awards that were voted on by each division (see page 4). Terry and Hattie then took the stage to "bring down the house" with their song/dance/slide show.

On Monday, after reps made their first rounds at vendor exhibit tables, a golf tournament was held and lots of pictures were taken. The pictures were made into slides for the Monday evening show. They slides were shown simultaneously on two screens after dinner. Then the sales managers announced the winners of the Sales Rep of the Year Awards (see page 4). Once again, Terry & Hattie entertained with a 1-hour show based on the theme of the meeting, "This Could Be the Start of Something Big!" The audience erupted into applause several times during the show. Everyone said later how great Terry & Hattie were and how much they enjoyed their shows.

On Wednesday afternoon, after the final meal was served, the sales reps watched a "SunBelt Textiles Spring Fashion Show." All the new scrub prints and colors were modeled. Textile Coordinator, **Doug Sasser** even had special ties and cobbler aprons made from the new SPLASH! print to give to the sales force.

Everyone said it was the best meeting ever! But look out, because according to reliable sources, Pinehurst '94 will be even better! - *editor*

Who's got the SPIRIT?

ACCOUNTING SERVICES

There have been quite a few changes in the Accounting Services Team over the last few months. Energetic **Cindy Handley** is now back operating the switchboard while **Sandra Treva** is doing additional billings, freight, and drop shipments. **Vikki Sears** has moved to Accounts Payable, where she will be taking over the expenses from **Anita Sylvis**. Anita inherited the expenses when **Joy Walker** moved to the Physician Team.

Cindy Grimsley has also joined us as an Accounts Payable associate. **Sharon Revels** is doing "For Billing Only". Newcomer, **Lisa Maggard** has made herself useful as **Kathy Shanahan's** assistant. These ladies, along with **Jane Fort**, **Christine Combs**, **Dawn Pariseau**, **Rayna Samples**, and **Marcia Tarrant**, are willing to always try and help whenever they can. Even with all the changes Accounting Services has gone through, we keep working as a team and with SPIRIT!

Reporter - Christine Combs

HOSPITAL DIVISION

The Hospital Division is on the move, both literally and figuratively! We have already begun moving people and equipment into our new offices and will complete the move during the week of July 26th. There is much excitement about the new offices which everyone agrees are first class! With the move, all our team's members will be located in one large office designed with maximum communication in mind.

As with all the divisions, our Hospital ASRs are now live on the new AS/400 computer system. This has translated directly into faster service being provided to our customers. There are many plans to utilize our new system to streamline processes and reduce paperwork.

We are also planning the opening of our Greenville Distribution Center. Much anticipation has surrounded its opening as it will provide excellent distribution to our Eastern NC customers as well as our first stockless endeavor. Mov-

Continued on Page 3



ASSOCIATE OF THE MONTH

JUNE 1993

Congratulations to **Cathy Banks** for being selected Southeastern's Associate of the Month for June of 1993!

Cathy has been with Southeastern since January of 1988. She started working in the Purchasing Department as a Billing Clerk. Cathy kept that position for two years before moving on to Non-Stock ordering for another year. She then went back to Billings before taking her maternity leave to have her beautiful daughter, Kirsten. She is currently working in the Physician Division as an Account Services Rep which she has done for 18 months.

Cathy efficiently handles several of the Physician Market's busy sales representatives and their customers. She is always willing to assist her fellow ASRs in anticipating and meeting the needs of any SEHS customer. Cathy also willingly helps with data entry and telephone switchboard fill-ins whenever needed.

Photo by Pam Greenhill



Cathy Banks

Cathy shows a courteous and helpful attitude to all her customers, both external and internal. She is a true asset to Southeastern and deserves this honor.

Congratulations again, Cathy! Keep up the good work! *-editor*

Bon Voyage to the Barnetts!

Southeastern will soon be bidding Bon Voyage to part of its family. When **Glen** and **Linda Barnett** move to Greenville, North Carolina, Glen will be branch manager of Southeastern's new Distribution Center.

Glen began working for SEHS in July of 1986 and Linda started in November of the same year. Soon after they were employed, they met outside of work and started seeing each other. This was the beginning of the making of a true Southeastern family. Exactly one year from Glen's first day at SEHS, on November 7, 1987, Linda and Glen were married. Now, six years later, the couple have three beautiful daughters, Courtney, 5; Brittany, 2½; and Jordan, 7 months.

Linda started in the Accounts Receivable Department. She worked there for 5½ years before being transferred to her present position in the Physician Division. She is a Physician Account Services Rep. Linda was recently interviewed and has been hired by Carolina Office Equipment Company in Greenville. She will be the Customer Service Rep for the Pitt County company. We know she will be successful and a big asset to her new employer.

Glen came to SEHS right out of the Navy, where he says he became very proficient at "swabbing the decks." His first job at SEHS was that of a Receiving Clerk. He also worked in UPS, Common Carrier Shipping, Deliveries and was at one time the Warehouse Traffic Manager.

Glen says the past year as Team Leader for the Warehouse has been his most challenging position. He says, "The people at both Fayetteville Warehouses have been great to work with and deserve a lot of credit for changes that have been implemented."

Several events shaped Glen's vision of SEHS and made him strive harder when an opportunity was offered. However, his most vivid memory of his early days was when **Sammy Short** called him in for a meeting. Sammy basically told Glen he thought he was a hard worker and that there was a lot of opportunity for his advancement.

Glen and Linda are excited about moving to Greenville. They are looking forward to the new challenges set before them. They will be missed by all at Southeastern and we wish them the very best!

Reporter - Christine Combs

(Continued from Cover Page)

ing stock from Forsythe Street to the new Pitt County facility will allow Fayetteville Distribution Center team members to more effectively use their remaining space.

Reporter - Mike Henry

LONG-TERM CARE DIVISION

Our division is ever-growing and ever-changing. Recently, **Lori Keir** from Hospital Order Entry joined our team. We are all happy to have her. **Kathy Gonzales** is leaving us to go to Physician Credit Manager. We will miss her. **Andrea Jackson** will be taking Kathy's place.

In the SPIRIT process, we have a meeting every Thursday with selected team members to go over issues and ideas to make operations run smoother. It helps keep communication lines open between the two groups within our team. **J.J. Mozingo** and **Theresa Council** are focusing on the price of shipping. The two are trying to stop orders that are being packaged and shipped incorrectly that cost more to send. Taking a close look at this will save SEHS lots of money!

The SPIRIT is working for the LTC Team and we will continue to keep Zapping those around us!

Reporter - Theresa Council

MARKETING DEPARTMENT

Once a group of only four people, the SEHS Marketing Team has now more than doubled bringing our total to ten! With the addition of former Physician Sales Rep, **Rick Grimes**, we are now proud to boast 100% Marketing Team support to each SEHS market group. Rick is now the Marketing Manager for the Physician/Clinic Division while **Sarah Bryan** is doing the same for the Long-Term Care Division. Both of them will be working closely with their respective manufacturers, sales managers, salespeople, and account service reps.

Ron Carnighan, while continuing to lead the team as the Director of Marketing, will be more in a position to focus on the Hospital Division.

The rest of the Marketing team will be made into sub-groups to support and enhance the three market groups. Cross-training with our Marketing Teammates is also a key objective. Our ultimate goal is to build depth of experience within our team. This will allow us to be both more effective and responsive.

We are excited about the changes going on in Marketing and SEHS in general...only one thought can say it all..."This Could Be the Start of Something Big!"

Reporter - Pam Greenhill

M.I.S. DEPARTMENT

We are excited to announce that all Account Service Reps went "live" on the AS/400 July 19th. Training sessions for the ASRs were conducted by **Kathy Tucker** (along with **Luanne Hilburn** from Physicians) and everyone loves the new system. All the new users have commented on its speed and ease of use. The Richmond office currently has about 50 % of its terminals on the AS/400. A new EDI platform has been installed on the AS/400 and we are currently testing it. E-Mail has been set up on the platform which will allow us to communicate with Choice, Medi-Connectors, franchisee members, etc. This will also help us when updating software etc. on the platform.

The MIS staff has arranged its hours so the department is covered from 6:00 am until midnight. We are closing the gap on our goal of 24-hour coverage.

Donna Vinson has worked closely with the consulting firm of JEM Communications to install a phone system and a point to point data communication line in Greenville. The installation date is scheduled for August 1.

Marsha Karpinen and **Lisa Benoit** have worked very hard to organize SEHS's PC inventory. We have also made sure that each PC has a legal copy of all software installed on it. Research is being conducted by Marsha on PC networking issues which includes standardization of PC software packages throughout SEHS.

Reporter - Lisa Benoit

PERSONNEL DEPARTMENT

Personnel has recently hired six people from the Manpower Office in Greenville to be trained in Fayetteville before they begin working in our new Greenville office. They began training on Monday July 12, 1993. Welcome to **Joe Santopole**, **Warren Parks**, **Eric Webb**, **Michael Roach**, **John Leidy** and **Mike Carraway**. We are happy to have all of you with us.

Ray and **Daphne Manning** recently entertained the SPIRIT Steering Team at their home in honor of **Marcia Tarrant** and **Tom Hester** who have rotated off. Good job Marcia and Tom! Their replacements will be announced soon.

The revised benefit booklet has been distributed to all enrolled associates in the Health Care Plan. Anyone who did not receive their copy should stop by Personnel or call and we will get you a revised copy.

Just a reminder, when you have a chance, come into Personnel and look at our library materials that can be checked out. We have cassette tapes, books and videos. Lots of good continuing development materials!

Our deepest sympathy goes out to **Harvey Campbell** for the loss of his Mother and **Suzan Lawler** for the loss of her Grandmother.

DID YOU KNOW THAT ???.....

- On July 1st and January 1st after the completion of 90 days of employment you have \$12,000 life insurance; or if you enroll in the health insurance program, you immediately have \$12,000 of life insurance.
- The annual leave you have accrued, is on your pay check stub.
- If you lose your badge, and a new one is issued, you **cannot** use your old badge again because the barcode in the computer has been changed.
- All vacation forms coming into Personnel need your payroll number for faster processing.
- If you have a question on your medical insurance benefits you can call Prudential at 904-391-5835.

Reporter - Jean Arnold

PHYSICIAN DIVISION

Since SEHS's quality process started, it has been easy to see the SPIRIT in the physician team. One of the changes that has occurred is **Joy Walker** moved over to Physician's Purchasing and is checking on non-stock orders. **Rosa Grissom** no longer does the John Smith orders which has helped lighten her work load. We estimated that this saved **Rosa Grissom**, **Jennifer Cain** and **David Jacobs** eight hours a week. **Lori Horne** is moving to an ASR position, taking **Linda Barnett's** customers. **Kathy Gonzales** will be moving over into Credit taking **Lori Horne's** place.

Luanne Hilburn is learning all that she can on the AS/400 computer and training the ASR reps on the system.

Our ASR reps thought that it would help them understand how shipping/receiving worked if we worked an 8-hour shift in the warehouse. If that is not some kind of team spirit, to work out in the heat,

on a voluntary basis, not much more can be. This made us appreciate the people out in the warehouse even more.

Our team came up with an idea of having a new award in the Physician Division. We decided to call the award, the "Spirit of Excellence" award. Our first recipient was **Ralph Reagan**.

The SPIRIT really shined through when one of our own team members was recently named as the Southeastern Associate of the Month, **Cathy Banks**.

Reporter - Joy Walker

WAREHOUSE

Congratulations to **Tony Webster** for being chosen Associate of the Year for 1992. Tony was honored at SEHS's Annual Picnic last month. Tony is well-deserving of this distinction. He is a very vital part of warehouse operations.

Congratulations also go to **Ralph Reagan** for being chosen as the first winner of the Physician Division's "Spirit of Excellence" award. The award was created for outstanding group associated in that group. The plaque and dinner gift certificate were given to a very surprised **Ralph**, who could only say, "Gosh, thanks!"

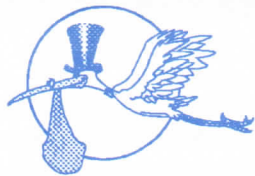
The warehouse is being transformed. Everywhere you look there is lumber. Contractors and builders almost seem to be next-door neighbors for UPS and Carolina Nursing associates. The new offices are complete and **Sammy Short** and **Mike Henry** are slowly moving in. The offices look great! However the cool A/C leaves warehouse associates drooling!

Also under construction is a designated area for sterile water. The new enclosed area will be air conditioned to meet FDA regulations. Soon, the two smokers' breakrooms will also be getting a bit of a well-needed facelift.

Associates are eagerly awaiting a new family member, but **Sharon Fonte** just doesn't seem like she is ever going to have her baby! Every morning we anxiously check see if there is a voice mail message about our mother-to-be. Sharon, please quit putting us through this suspense!

On July 31st, there will be a going away party for **Glenn** and **Linda Barnett**. We hate to see Glenn leave the warehouse. He has been a fair and helpful leader in the past. Those who will fill his shoes will have a tremendous undertaking. We'll miss you both. Keep up the good work in Greenville and keep us updated!

Reporter- Dorle Hodges
vital signs 3



NEW ARRIVALS!

Karlee Anne Sposa - Born to Kathy and **Mike Sposa** (Hospital Sales Rep) on July 27, 1993. She weighed in at 8 lb. 1 oz. and is the couple's third child, but first daughter. Mike says he's happy he finally got a cheerleader in the house!

SEHS Sales Reps Honored

The First Annual Quality Star Awards and Salesman of the Year Awards were recently given out on June 27th, at the Pinehurst '93 Sales Meeting. Account Service Reps from Fayetteville and Richmond voted for their choice for the Quality Star Awards. The winners of these great honors were:

Physician Division-	Ed Blackburn
Hospital Division-	Jim Burks
LTC Division-	Albert Beck
Richmond Branch-	David Jackson

The Salesman of the Year Awards were chosen by **Jim Williams** (Physician/Clinic Division), **Ray Manning Jr.** (Hospital Division), and **Cliff Christianson** (Long-Term Care Division) on the basis of excellence and outstanding sales and service. Each winner received a 4-day, 3-night cruise to the Caribbean. The recipients of this honor were:

Physician Division-	Bruce Brown
Hospital Division-	Steve Broughton
LTC Division-	Edmund Buttram

Weddings...

We wish to offer congratulations to **Bland Haywood** (Maintenance) and **Eva Murphy**! The happy couple got married on July 23, 1993. The couple plans to live in Red Springs, North Carolina.

Congratulations go to **Lisa Stewart** (Richmond Inventory Adjuster). She was married to **Robert Hill** on June 26, 1993. We wish both couples the best!

August Birthdays

James Gray	8/04
Cathy Banks	8/04
Karen Wilkinson	8/07
Terry O'Shaughnessy	8/10
Russell Carr	8/11
Barry Dover	8/13
Cindy Cronin	8/14
Shellie Miller	8/15
Joan Macaione	8/17
Tracey Matthews	8/17
Fred Carr	8/17
Tony Webster	8/22
Mike Winfree	8/29
Lori Robideaux	8/29
Jane Fort	8/31

Happy Birthday to You!



Service Anniversaries

AUGUST 1993 # OF YEARS

Art Capps	25
Ray Timbs	22
Norman Davis	11
Constance Bowers	10
Anita Sylvis	7
Sharon Banks	7
Angela Grimes	7
Linda Phillips	6
Johnny Green	6
Bob Cook	5
Garry Brookshire	5
Cindy Cronin	5
Joan Macaione	3
Julian McDonald	2
Paul Whitaker	1
Christine Combs	1
Laura Bess	1
Mark Hester	1
Jean Arnold	1
Kate Endriga	1
Gregory Wactor	1
Jerome Jones	1
Hosea Gainer	1
Laura Brown	1
Evelyn Vreeland	1
Marsha Jackson	1
Roselyn Butler	1
Shellie Miller	1

Proud Moments

DONNA FOSTER -

Donna Foster, a Richmond Account Service Representative, is proud to share the great accomplishments of her 11-year old daughter, **Cari**. **Cari** was recently the recipient of the very coveted Presidential Academic Fitness Award. Way to go, **Cari**! We know you made your Mom proud!

PAM GREENHILL -

Pam's husband, **Billy**, has been driving his own dirt-track racecar for four years now. He has a **Kyle Petty** look-alike car that Pam lettered and designed. This season, he boasts a **TOP FIVE FINISH** in 16 consecutive races! Keep it up!

TERRY CLEMENTS -

Terry Clements, Richmond Truck Driver, has recently been tested and has received his Commercial Drivers License. He had been making deliveries in the Richmond area until now. Congratulations **Terry**! Keep improving yourself!

"O.R. Manning, Sr. Memorial Fund"

donations should be sent to:

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