

QUARTERLY UPDATE

communicate - educate - celebrate

SCS' Culture Club exists to foster a vibrant, diverse community where Associates connect and learn from each other and our differences; guided by honesty, humility, and respect.





New Associates for Q4 2024:

by Sue Van Portfliet

Chicago Int'l Team - Lockport

- Yanet Rodriguez, International Export Specialist, hired on 12/16/24. yrodriquez@scsolutionsinc.com

Dallas Office

- Maxine Johnson, North American Logistics Specialist, hired on 12/2/24. mjohnson@scsolutionsinc.com
- David Rivera, North American Logistics Specialist, hired on 12/2/24. drivera@scsolutionsinc.com

Grand Rapids West Walker Warehouse:

- Matt Luke, Material Handler, hired on 12/2/24.

Holland Chervon Warehouse:

- Erica Calixto, Material Handler, hired on 10/7/24.
- Dave Davidson, Material Handler, hired on 10/14/24.
- Jaiden Conrad, Material Handler, hired on 12/16/24.
- Carmen Loveless, Material Handler, hired on 12/16/24.
- Moe Sullivan, Material Handler, hired on 12/16/24.
- Kense Warners, Material Handler, hired on 12/16/24.

NEW Tempe Warehouse:

- Tallon Parrish, CSR, hired on 10/21/24. tparrish@scsolutionsinc.com





Q1 Birthdays:

- 1/01: Doris Lopez
- 1/02: Natalia Gonzalez
- 1/03: Lucia Mayren
- 1/05: Jose Sardinias
- 1/06: Terry Pershon
- 1/07: Anthony D'Ambrosio
- 1/07: Mark Liszewski
- 1/08: Dyanna Chesebro
- 1/12: Kellie Warners
- 1/13: Matt Mahaydik
- 1/15: Makense Warners
- 1/15: Mark Dobbs
- 1/19: Laura Ramirez
- 1/26: Jessica Armstrong
- 1/26: Carol Pineros
- 1/27: Ian Santos
- 1/27: Terry McCracken
- 1/30: Jared Kessler
- 1/30: Paola Ortega
- 2/01: Tron West
- 2/02: Cristal Ruiz
- 2/04: Colleen Uutinen
- 2/04: Carlos Wakely
- 2/07: Jorge Venegas
- 2/09: Davey Johnson
- 2/11: Sarah Stark
- 2/11: Carmen Loveless
- 2/14: Eli Prather
- 2/15: Erica Calixto
- 2/16: Juan Ayala
- 2/17: Zuleydi Banos
- 2/18: Sulma Clavel
- 2/25: Fred Fifelski
- 3/04: Emmy Johnson
- 3/06: Raquel Arriola
- 3/17: Jenni Taylor
- 3/18: Meredith Sedelbauer
- 3/20: Carrie DeJonge
- 3/25: Sav Smith
- 3/26: David Ramos
- 3/27: Jessica Mercer
- 3/28: Kim Powell
- 3/30: Caitlyn Perry

FELIZ
CUMPLEAÑOS



Q1 Anniversaries:

1 Year:

- 1/01: Genero Bladeros-Arroyo- Mexico City
- 1/01: Teresa Avalos- Mexico City
- 1/01: Luisa Brown-Ramirez- Mexico City
- 1/01: Cinthia Dominguez-Garcia- Mexico City
- 1/01: Guadalupe Lopez-Lira- Mexico City
- 1/01: Miguel Martinez Avalos- Mexico City
- 1/01: Carlos Martinez-Vegas-Mexico City
- 1/01: Miguel Martinez-Lopez- Mexico City
- 1/01: Luis Matt-Brown- Mexico City
- 1/01: Jorge Solano-Solis- Mexico City
- 2/19: Tammy Garcia- Lafayette Wabash
- 3/03: Dustin Martin- Walker
- 3/04: Paola Marquez-Garcia- Holland Chervon
- 3/04: Caitlyn Perry- Holland Chervon
- 3/04: Devin Tumbleson- Walker
- 3/11: Manuel Villarreal- Holland Chervon

2 Years:

- 1/03: Juliana Jimenez- Bogota

3 Years:

- 1/31: Brandon Donajkowski- Warehouse Logistics Specialist
- 2/1: Johana Pinzon- Bogota
- 2/07: Troy Hermenitt- GR International
- 2/21: Sandra Puente- GR Customs
- 2/21: Carla Spitznagle- Lafayette Domestic
- 3/01: Philip Ridings- Lockport
- 3/14: Daniela Rojas- Bogota?
- 3/21: Roseann Banecker- New Jersey Customs
- 3/22: Liliana Guerrero- Bogota
- 3/28: Pharis Bullock- Finance
- 3/28: Steve Bardney- Lafayette
- 3/28: Tania Zarate- Lockport

4 Years:

- 1/04: Austin Hill- Domestic GR
- 1/21: Carolina Murcia- Bogota
- 2/08: Natalia Ruiz- Bogota
- 2/11: Gustavo Camargo- Bogota
- 3/1: Anthony D'Ambrosio- New Jersey Sales
- 3/1: Denise Burden- New Jersey Int'l
- 3/01: Jennifer Uhrin- New Jersey Int'l
- 3/01: Juan Oyola- Bogota
- 3/01: Marie DiTullio- New Jersey Int'l
- 3/01: Peggy Roberts- New Jersey Int'l
- 3/01: Susan Sun- New Jersey Int'l
- 3/01: Mary Hall Dingle- New Jersey Int'l
- Samantha Cremean- New Jersey Int'l

5 Years:

- 3/02: Stephanie Burns- Lafayette Wabash
- 3/09 Stephen Burns- Lafayette Wabash
- 3/16: Pablo Quintero- Miami Warehouse

6 Years:

- 3/18: Cynthia Davidson- Holland Chervon
- 3/18: Jessica Mercer- GR Customs

9 Years:

- 1/18: Kari Oxford-Perry- Holland Chervon
- 2/01: Bob Lalley- GR Domestic
- 3/28: Joel McCullough- Carrier Management

12 Years:

- 1/01: Meredith Sedelbauer- Sales

18 Years:

- 1/15: Michee Vrtis- IT

19 Years:

- 1/03: Wayne Wilson- IT

FELICIDADES



Q4 Rowing the Boat Awards:

- Terry Pershon, GR International
- Gustavo Camargo, Bogota
- Will Baucom, GR Domestic
- Sarah Stark, GR Domestic
- Juan Ayala, Bogota
- Ivon Caldas, Bogota
- Rhonda Riley-Thayer, HQ
- Jonathon Coffey, Lafayette
- Andres Cruz, Bogota
- Natalia Ruiz, Bogota
- Juan Franco, Bogota
- Carol Pineros, Bogota
- Karla Rivera, New Jersey
- Nicolas Duran, Bogota
- Dominic Tijerina, GR Domestic
- Corey Stewart, Lafayette Domestic
- Jared Kessler, Lafayette
- Carlos Salazar, Lafayette
- Evon Hathaway, Holland Chervon
- Andres Callejas, Bogota
- Brandon Donajkowski, Warehousing
- Steve Bardney, Lafayette
- David Fitch, HQ
- Jennifer Elesenbroek, HQ
- Juan Franco, Bogota
- Ivon Caldas, Bogota
- Jorge Solano, Mexico City
- Juan Ayala, Bogota
- David Fitch, HQ
- Andrew Griffith, Dallas
- Bob Lalley, HQ
- Yvonne Morgan, HQ

About SCS' Associate Awards: Find the nomination link at our [Culture Champions webpage!](#)

There are four different awards that are given to recipients that have been nominated by their fellow team members or managers.

- **[Rowing the Boat Award](#): Ongoing Award | Reward: \$25 Award & Certificate of Appreciation**

It is essential that we celebrate our day-to-day victories. Our Rowing the Boat award is an ongoing nomination that honors an attitude of excellence, teamwork and goes "Above and Beyond" the expectations of their job duties.

- **[Above and Beyond Award](#) (Value: Find a Better Way) Quarterly Award | Reward: \$250 Bonus**

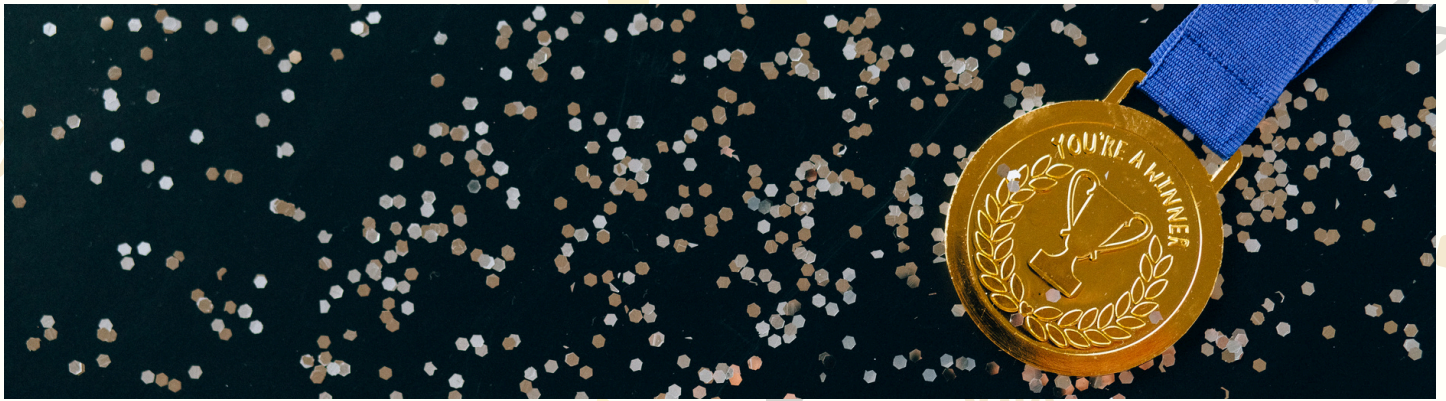
How do we find a better way? By thriving on change, and always looking for a better way. This award is to celebrate helping the company succeed by going above and beyond day to day responsibilities and expectations.

- **[Cheers for Peers Award](#) (Value: Deliver Results) Quarterly Award | Reward: Additional 8 Hours of Paid-Time Off**

How do we deliver results? By being passionate, accountable and helping our clients succeed. As a team, we need to motivate and support each other. This award is to celebrate internal teamwork and achievements that are recognized by our peers.

- **[Chain of Excellence Award](#) (Value: Honesty and Respect) Annual Award | Reward: \$500 Bonus & Award Plaque**

How do we live honesty and respect? By acting with integrity and positivity in all we do. Honesty above all else. Give respect – get respect. This award is to celebrate personal and professional achievements by recognizing associates that embody core values in their everyday lives.



2024 Annual Chain of Excellence Award

Our culture is defined by associates who demonstrate SCS' core values in their daily behavior and positive performance, both personally and professionally. These associates stand shoulder-to-shoulder building links with each other, our clients, and the world around us. Each link strengthens the chain of excellence that differentiates and strengthens our brand.

We honor **Juan Oyola** as the next link in our Chain of Excellence.



In recognition of Juan's outstanding ability to adapt, innovate, and deliver results no matter what role Supply Chain Solutions needs him to fill. His dedication to finding better ways to support the team and achieve success has made a lasting impact across the organization.

Juan's seamless transition from the Operations Team to Air Lead for the Pricing Team not only delivered results ahead of schedule but also significantly increased air quotation wins and reduced OFIs to near zero. His initiative in creating a comprehensive air rate sheet streamlined the quotation process across Operations, Sales, and Pricing teams, increasing efficiency. His successful negotiation of competitive rates with Azul for Monday flights was also instrumental in growing the consol with Servimex after Lider's exit.

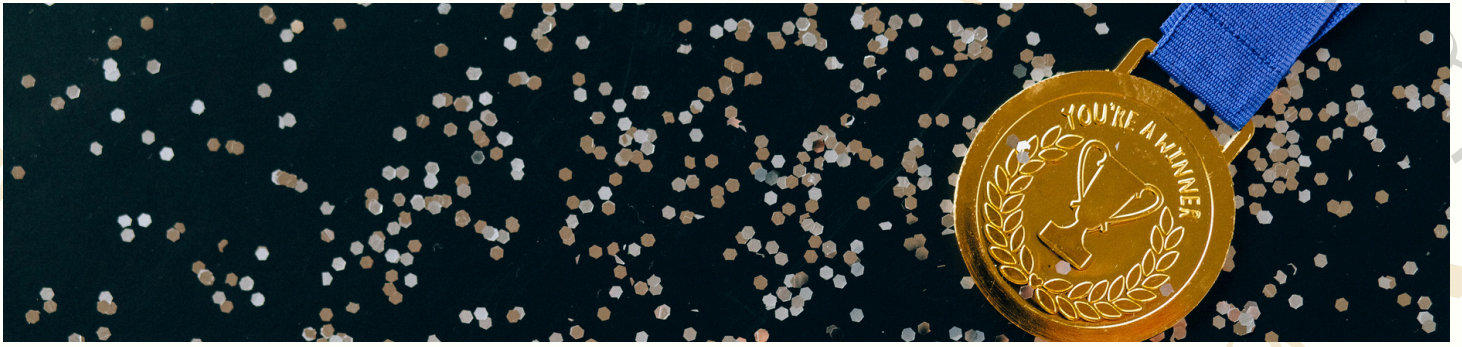
When called upon to move once again to support yet another team, Juan embraced the challenge with pleasure and has now assumed a position supporting the Chicago team. His unwavering commitment to Supply Chain Solutions, no matter where the role takes him, exemplifies true dedication and leadership.

Thank you, Juan for making a difference and driving success across all teams!



Congratulations to the Following 2024 Chain of Excellence Award Nominees:

- Jonathon Coffey, CSM, Lafayette Wabash
- Juan Ayala, Int'l Logistics Specialist, Grand Rapids
- Juliana Diaz, Air Int'l Logistics Leader, Miami
- Kendra Townsend, VP Integrated Logistics, HQ
- Kirk Papke, VP Warehouse Operations, HQ
- Lori LaHuis, Dir. Risk Mgt and Compliance, HQ
- Melissa Alvarado, Managing Dir, Global Relations, HQ
- Rhonda Riley-Thayer, Compliance Manager, HQ
- Sarah Stark, Domestic Operations Manager, HQ
- Sebastian Murillo, Int'l Logistics Spec., Grand Rapids
- Yvonne Morgan, VP Int'l Customs, HQ



Q4 Above and Beyond Award

Jorge Venegas was awarded for the fourth quarter.

The GR team has always been aware of the issue of handling our document inbox. Our specialists had to take turns manually flagging each email for the correct specialist to handle them. The Document Box receives 200-300 emails daily so manually flagging that was a hard process. Jorge stepped in and suggested creating rules to make handling that easier. Doing so made it much easier and a lot of emails could be automatically flagged to the correct specialist. He started a testing pilot with his own clients and rules to make sure that everything was flowing correctly. After verifying this, he created rules for all operators, so most e-mails can be automatically flagged to the correct specialist. Jorge's process improvement reduced the number of emails needing to be manually flagged and making it easier for the whole team.

Thank you, **Jorge** for continuing to Find a Better Way!



Q4 Cheers for Peers Award

Sammie Brothers was awarded for the fourth quarter.

Sammie has consistently demonstrated exceptional leadership and dedication on the Brokerage team, setting a remarkable example for her colleagues. She takes the initiative to enhance the team's resources by diligently updating and maintaining the department's training notebook, ensuring it remains a valuable and up-to-date tool for everyone. Additionally, she has gone above and beyond creating and delivering insightful training refreshers to the team, showcasing her ability to share knowledge effectively and foster growth within the group.

Sammie's commitment extends to personalized support, as she frequently conducts 1-on-1 training sessions despite her already demanding workload. This individualized attention not only strengthens the team's capabilities but also underscores her willingness to invest in her colleagues' success.

Moreover, Sammie exemplifies adaptability and a proactive mindset, seamlessly adjusting to shifts in client needs and consistently seeking opportunities to expand her knowledge of higher-level Brokerage tasks. Her initiative, flexibility, and collaborative spirit make her an indispensable member of the team, and her contributions undoubtedly have elevated the department's overall performance and morale.

Thank you, **Sammie** for continuing to Deliver Results!





Q4 Volunteers



Jessica Armstrong, Walker Warehouse, worked at the polls, 11/5/24

Ivy Gonzalez, Lafayette- Wabash, feeding the homeless, 12/8/24

Johnathon Coffey, Lafayette- Wabash, feeding the homeless, 12/8/24

Arianys Rosado, Lafayette- Wabash, feeding the homeless, 12/8/24

Tammy Garcia, Lafayette- Wabash, feeding the homeless, 12/8/24

Tallon Parrish, Tempe Warehouse, Chandler Unified School District, 12/19/24

Cristal Ruiz, Lafayette- Wabash, feeding the homeless, 12/15/24

THANKS to all who gave back to their communities through service!

What is Volunteer Day Off?

In the spirit of our core values, SCS encourages all staff members to participate in volunteer opportunities by giving back to the communities in which we live and work. Our company recognizes that participating in these activities supports and enhances our communities, and also enriches the lives of staff members.



Did You Know?

All full-time associates are able to use a maximum of eight (8) hours paid volunteer time off (VTO) per year, in no less than four (4) hour increments, during their normal weekday work hours. Part-time associates with a standard work schedule of 20 hours or more can participate at a pro-rated amount based on their standard work schedule.

New Year = New VTO Hours in your time-off bucket!

- Read more about the Volunteer Time Off Policy [here](#).
- Download the Volunteer Time Off Form [here](#).



And remember to wear the **SCS Volunteer shirt** and **get a pic of yourself serving** at your non-profit organization. **We love to see you in action at your volunteer site!**



Marketing/Hubspot Update

by Troy Patterson

Supply Chain Solutions is making significant strides in our sales and marketing initiatives with the transition to HubSpot, which is now serving as the central hub for managing all marketing and sales activities. Before the end of 2024, we successfully began leveraging HubSpot to monitor website activity, respond to inbound leads and inquiries from our website, and send newsletters to customers, prospects, and partners. This transition marks a key step in modernizing and streamlining our approach to customer engagement.

By January 15, 2025, we will have fully migrated from Salesforce, enabling us to reduce CRM platform costs significantly while benefiting from HubSpot's flexibility for advanced sales and marketing automation.

Looking ahead, we are excited to expand our marketing efforts further. In early 2025, we plan to implement an AI-powered chatbot on our website, enhance our Google Business Search rankings, and integrate new tools to improve prospecting through LinkedIn and email campaigns. These efforts reflect our commitment to innovation and staying ahead in the ever-evolving logistics industry. Stay tuned for more updates as we continue to optimize our marketing and sales strategies!



Finance

by Lexi Lynn

The fourth quarter of 2024 continued to show softness in the economy as the anticipation around the election quickly flowed into the typical holiday slowdowns, resulting in a softer quarter financially for SCS.

During October the finance department finalized and submitted 2025 budgets to the bank. We continue to re-evaluate every week through manager-led forecasting. Looking into Q1 of 2025, finance is gathering with a group of leaders to begin a new iteration of the 2025 budget.

A couple of items to celebrate in 2024:

1. Throughout this year we made great strides with our reporting tool, Solver, and continue to look for improvements that will help leadership with analysis and decision making.
2. We transitioned away from the 4-4-5 fiscal structure to a calendar month/year in 2024 and worked through (most of) the kinks.
3. Our average month end closing time has dropped by 1 day since 2023 meaning results are ready sooner.
4. We successfully made it through our first year with Plante Moran as our CPA firm and will welcome them back for our annual review in March 2025.
5. Dallas is out of QuickBooks as of the end of December.
6. Together with IT we began a new accruals process for Dallas in MercuryGate.

****We continue to welcome any ideas or opportunities for increased efficiency in all areas of the company. If you have any ideas for improvement, please direct them to Mark Dobbs or myself.**



Operations

by Kirk Papke

General:

Our warehouse operations focus has been preparing to qualify for ISO 13485 certification. ISO 13495 is the medical certification for International Standardization Organization (ISO). Warehouse operations has successfully passed our first qualification Audit. The second Audit for qualification is scheduled for Feb. 4th. A successful certification will bring our Tempe Az. facility into compliance. Obtaining this ISO certification will open many opportunities with medical suppliers that need warehouse services. As we move forward in 2025, we will be working on pursuing this certification for our GR4 warehouse, that also services West Pharma.

Safety:

The main area of focus in 2025 is our safety performance at every warehouse location. We had two critical safety incidents in December 2024. The corporate safety committee will be conducting additional safety tours at every warehouse location. The main goal of warehouse safety tours is to identify any unsafe acts and/or conditions.

In January warehouse operations will be sending several associates to CPR and First-Aid training classes. This training will assure we have team members that can respond in the event there are any injuries or circumstances that require on-site first-aid at our warehouse locations.

Systems Update-Dot Compliance:

Warehouse operations has begun the implementation of a software package "Dot Compliance." This software will allow us to achieve document control, training, and ISO SOP's. The planned go-live with Dot compliance software is end of first quarter.

Made4net: (warehouse inventory control software)

Made4net performed a system upgrade in Q4 of 2024. The operations team has implemented "put away" of inbound receipts. Operations is working on warehouse location zoning technology. Zoning functionality will allow the system to assist with space allocation as well as order pick efficiency.



Domestic Transportation

by Bob Lalley

New/Current Client Updates

- LP International (NEXGEN/Duke Energy) – Phase I finally started in November with LP taking control of imports of power transformer from Korea for NEXGEN who handles procurement for Duke Energy. The scope of the first phase will be around 260 containers cross-docking at a warehouse in Cartersville, GA contracted by NEXGEN. SCS will manage around 225 flatbeds from this facility delivering to various Duke Energy yards in the southeast. Projected gross revenue from initial phase is between \$362K - \$370K. Through the end of December we've moved 17 loads with gross revenue at \$22,850 and margin over 28%.
- Tekmodo – Through the end of year they have made incremental progress correcting the manufacturing process to produce DuraPlate panels for Wabash that will meet their quality standards. In November and December, we moved several coil steel loads into the plant and a rack of panels to Wabash for testing. Tekmodo has committed to give inbound/outbound transportation needs across all their product offerings to SCS. They hope to have manufacturing corrections completed in January and ship panels to Wabash for final testing and release sometime in February.
- Hutchinson Domestic RFP – In Q4 Hutchinson conducted a domestic transportation RFP across all of their divisions which priced out at approximately a \$12 million opportunity. Throughout the quarter the team consisting of Melissa Alvarado, David Fitch, Andrew Griffith, Rochel Gridley, Bob Lalley, Kendra Townsend, and David Griffith, all worked hard on the RFP focused on analyzing the data. They crafted our best response which was initially presented in-person at Hutchinson's Auburn Hills office in early November. Subsequent rounds/changes to the RFP followed in which the team responded with final submission before the holidays. Hutchinson indicated awarding business by year-end but that has been moved into January.

Domestic Transportation -cont'd

Top 8 Domestic clients Q3 performance: (Hutchinson Antivibration, Hutchinson Aerospace, Flexfab, Derby, Irwin, West Pharma, Cramer, SCS International)

Q4 gross revenue came in around \$2,009,116 which was 9.5% lower than Q3, driven again by lower shipment volumes from our automotive clients and a very “soft” December. Only Flexfab and Cramer were up 22% and 2% respectively from previous quarter.

GR & DFW Team Collaboration:

- Overall quote activity for Q4 was down 52% from Q3 with 562 vs. 1162 total quotes logged for the quarter. Some of this is attributed to a few associates from both Jen Elsenbroek's and Miami quote teams were trained at the beginning of the quarter to use the MercuryGate rate shop tool to price LTL quotes on their own accessing all our LTL carrier rates.
- Mode
 - LTL – 191 vs. 592 (down 68% from Q3)
 - Drayage – 277 vs. 400 (down 31% from Q3)
 - FTL (includes vans, flatbeds, small trucks) – 80 vs. 144 (down 44% from Q3)
 - Expedite – 6 vs. 8 (down 25%)
- DFW team drayage moves for both imports and exports in Q4 were down slightly at 479 vs. 534 or 10% increase from Q3 on top client direct moves.
 - 10 vs. 32 – Chicago team (Hormel)
 - 438 vs. 461 – GR team (Hutchinson and other west Michigan clients)
 - 31 vs. 41 – Client direct

Associate Moves:

Maxine Johnson and David Rivera joined the DFW team at the beginning of December. They both bring a broad range of experience in LTL, FTL and drayage.

GO TEAM!



Account Management

by Melissa Alvarado

Strategic account management is about providing individualized and dedicated support while also understanding our clients' long-term goals and aligning our services to help them achieve those objectives. This approach strengthens relationships, identifies growth opportunities, and positions us as indispensable partners, ensuring mutual success.

Not only is Client Retention less expensive than acquiring a new client, but the activities that are required align with the service promise we have for our clients: personalized communication, addressing their needs, listening to and taking on their concerns like our own. In short, Delivering Results.

The Account Management team formally includes Melissa Alvarado, Joel McCullough and, starting in January, Daniela Castro, but every Associate impacts client retention and satisfaction in their interactions with our clients. The formation of this account management team in early 2024 was to continue to leverage the work done by the Integrated Logistics Solutions (ILS) Client Reviews as the Sales team has done historically.

One of the major ways we all advance the client retention mission is your active participation in the internal client review discussions. Early in December, Kendra Townsend shared a renewed client review charter and agenda to support these conversations. This is your opportunity to share insights from your perspective and for us collectively to discuss areas for improvement and remind ourselves of the value we've added to this client in the recent past. In the beginning of the year, we will be working on preparing and delivering the annual reviews for many of our clients and look forward to these discussions. Your input is critical to strengthening and improving our client relationships!

solution



Integrated Logistic Solutions

by Kendra Townsend

As we close out 2024 and look ahead to 2025, I want to highlight the incredible strides we've made in the Client Business Review (CBR) process and outline our path forward. This past year, we successfully completed over 80 client reviews, a testament to the dedication and collaboration of our entire team.

Through advancements like Power BI, we've achieved greater efficiency, accuracy, and consistency across our reviews. With a diverse range of clients—spanning straightforward to highly complex reviews—we are uniquely positioned to take this momentum to new heights in 2025.

A Renewed Focus for 2025:

While the evolution of our internal review process has strengthened our data analysis capabilities, it's clear that we must refocus on the strategic aspect of account planning. The real value of CBRs lies not just in analyzing the data but in using it to uncover growth opportunities to align deeply with our clients' evolving needs.

To support this, we've introduced a new Client Business Review Charter and an updated Internal Review Agenda. These tools will guide us in delivering timely, comprehensive, and impactful reviews—starting with January's Annual Reviews, which will set the tone for the year ahead.

CBRs are more than just a procedural task; they are a cornerstone of client satisfaction, retention, and growth. By engaging fully in internal review discussions and taking a strategic approach, we can continue to position ourselves as trusted partners who deliver meaningful data. As an example, we're excited to introduce a new enhancement for the 2024 annual reviews coming in January. Thanks to Troy Hermenitt, we are now able to generate Greenhouse Gas Emission reporting through CargoWise. This powerful tool allows David Fitch to create meaningful data outputs showing our clients their environmental impact, enabling us to help them reduce emissions and meet their ESG (Environmental, Social, and Governance) goals.

Thank you for your hard work in 2024. I am excited for what we will achieve together in 2025 as we further enhance our client review process and drive meaningful data for our clients, helping them—and us—grow.

Acknowledging Account Management's Contributions:

I'd like to recognize the work of our Account Management team that has helped formalize and refine our approach to client reviews. Their focus on aligning our services with client objectives and ensuring a high level of client engagement reflects the best of what we strive for at SCS. Account Management is just one piece of a larger team effort. The success of our CBR process depends on input and collaboration from all departments, and I want to thank everyone who plays a role in strengthening client relationships. Together, we're ensuring that every review delivers value and we are positioned for long-term success.



International Operations

by Melissa Hermenitt

Closing Out 2024 with Resilience and Success-

As we wrap up the year, it's clear that the international team has gone above and beyond in tackling some of the industry's biggest challenges. Despite capacity constraints caused by steamship lines, the year-end rush to move products from factories to the U.S. for last-minute holiday sales, and additional pressures from port strikes—including the looming East Coast concerns—we've risen to every challenge. Amid these pressures, we've also seized opportunities, experienced growth with existing clients and welcome new ones. We've reorganized key areas such as pricing and import operations, ensuring we remain agile and ready for the road ahead. Your dedication and adaptability have been nothing short of inspiring.

Team Highlights-

Our teams continue to demonstrate not just hard work but also creativity and collaboration:

- **Jen Elsenbroek's Leadership:** Jen played a pivotal role this year by leading the reorganization of the pricing team while navigating through several major bids. Her focus, strategic thinking, and ability to inspire her team ensured we delivered exceptional results under tight deadlines. Thank you, Jen, for your incredible leadership!
- **Silvia Catalina Laguna:** She proudly represented us at the ESLAC Leadership School, championing environmental education and responsible waste management through the "Circular Connection: Community and Environment in Harmony" initiative. This project has positively impacted over 1,800 families, promoting sustainability and community awareness.
- **Troy and Melissa's Visit to BOIS:** In October, Troy and Melissa visited the BOIS Team to focus on CargoWise efficiencies, process updates along with team building. Their visit also included some Halloween fun, adding a festive touch to their efforts in driving improvement.
- **Jeanette Margaronis' Leadership and Team Building:** Representing SCS at the BOIS Christmas party (complete with bowling!) and leading the Chicago team in a festive cookie-decorating activity. These events strengthened team connections while sparking collaboration in a fun and engaging way.



A Spotlight on Hormel Foods-

One of our largest clients, Hormel Foods, closed their fiscal year on October 31. The Chicago Team stepped up, thriving during a critical period of transition. Since August, they've taken on new processes while working with additional providers. Jeanette, Alex, and Wendy led this effort with determination and excellence. A special shoutout to Andrew Griffith and the support team for automating a new comprehensive report, creating efficiencies and reducing manual input—your innovation is making a big difference!

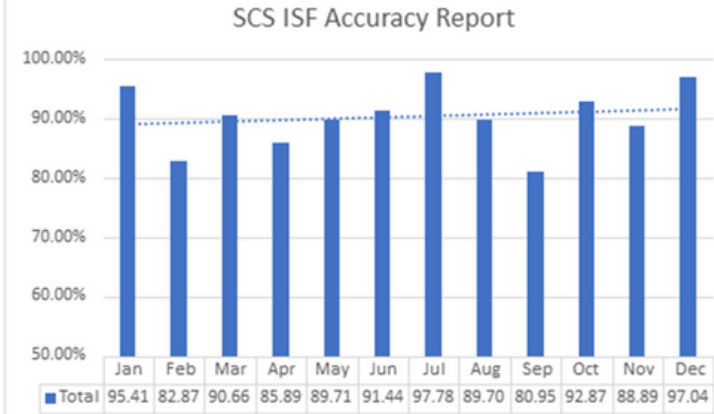


Customs and Compliance

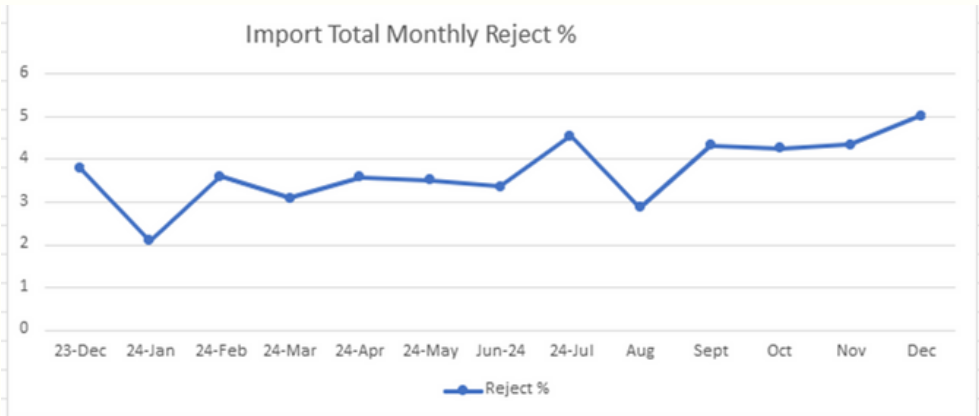
by Yvonne Morgan

- The CustomsTeam continues to work with importers as products flag for the new *Lacey Act Phase VII* requirements that were effective December 1.
- The aluminum extrusion AD/CVD case changes are creating challenges that we are working through on a case-by-case basis.
- The Customs team has started monthly refresher training and has covered the Training Notebook and Mapping CW so far.
- Sarah Horton had a very productive and meaningful trip to the PHL office to meet with Roseann and Sam C.
- Lori and Sarah are working with Irwin Seating on a large project involving temporary import bond entries. This will involve multiple departments at SCS.
- Rhonda will be visiting the BOIS team in January and conducting training.

• **ISF Accuracy Report (as of 12/23)**

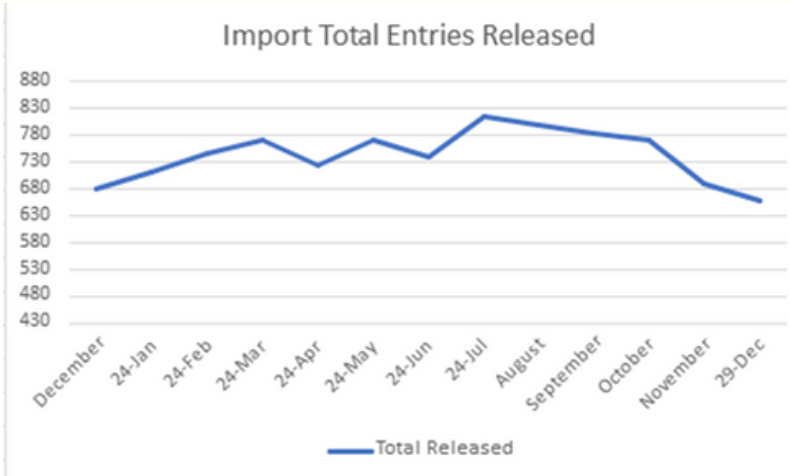


- **Import reject rates Q3 2024** (as of 12/29 -Total affected by a system issue that caused rejects the first week of the month and ongoing issues with Lacey Act and AD/CVD flags for aluminum extrusion cases)

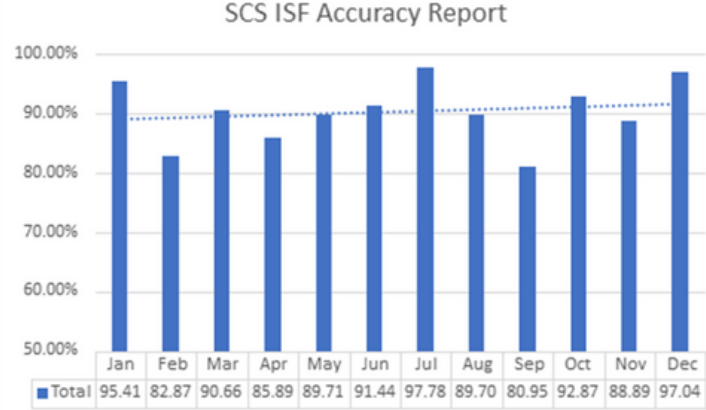


Customs and Compliance -cont'd

- Total import entries released (as of 12/29)



- Overall SCS AES filing accuracy (as of 12/18)



- Total export entries filed (as of 12/29)





Technology

by Michele Zimmerman

Good News:

- My daughter, Katelyn was married to the love of her life, Draven on November 11th in Cancun, Mexico. There was a group of 25 that attended the wedding, and it was a beautiful ceremony and experience for all.
- More good news...7 weeks later, on Christmas day, we learned that they are expecting a baby. We will have our first grand baby in August!
- Chrissy Johnson's family is also expecting a grandchild this year!

Technology Projects:

Azure/Entra join project: Benefits to security, technical administrative function, device, application, and identity management.

Status: All setup below has been completed. We are working to join all Associates to Microsoft Entra. We have completed 90% HQ, Dallas all but 1, Transport Accion all but 1, and some warehousing team members. Holidays slowed us down a bit. We are scheduling warehouse team locations, International, and BOIS. The goal is to have a bulk completed by the end of the month. This project will be completed mid-February.

Infrastructure as a Project: Benefits are better security and hardening of the overall SCS network enterprise.

Project Status:

1. We are about 75% completed.
2. All servers built and apps installed.
3. Working on policies and internal testing.
4. After that we can schedule formal testing.

Salesforce to Hubspot CRM Migration project: Benefits are an easier to navigate and manage Customer Relationship Management tool, that has a much lower overall cost.

Project Status: We are about 95% completed. Training teams, customizing, creating workflows and automation.

Technology - cont'd

DEEPFABRIC.ai Projects

Project Status:

- Control Tower is going live. They have made modifications to allow for the control tower to be siloed by clients, dashboard, workflows, files, etc. We are planning to use it for the Pricing teams now.
- Voice is in development and tweaking for production.
- AI Assistant is being piloted.
- International is rolling out the SOP bot to more Associates.

Pando/Viking Integration

Project Status: This project is 98% complete.

- EDI with MG to SFTP
- XML with CW using e-Adapter extract to SFTP server for customs

EDL Clean-up Project

Project Status: We are approximately 75% completed.

Project summary:

There were approximately 680 Email Distribution Lists. The IT team has been working to identify and remove any unnecessary EDLs as needed.

We will be introducing some forms for EDL requests in the future so that we can determine a clear purpose and prevent duplicates.

KICKING OFF SOON

Windows 11 Upgrade – FEBRUARY START

Project Deliverables:

Microsoft is ending support for any former versions October 2025.

- We have 57 devices that are not Windows 11 Professional and must be upgraded.
- We have 9 laptops that have a chipset that is not compatible with Windows 11.
- We have 5 systems that are on the home edition of Windows 10/11 and must be upgraded.

Single Sign-on Planning – MARCH START

We will be implementing single sign-on for any applications that are compatible with SAML after all Azure joins are completed.





Culture Club

-Virtual Lunch 'n' Learn Presentations:

Thank you to our presenters in Q4! If you are interested in sharing about your hobby, a unique experience you've had, please send info to [Sue Van Portfliet](#).



Michele Zimmerman shared her Deka Fit (competition) journey on Oct.3. Find the video recording [here](#).

Kage Graham presented basic barbeque smoking techniques on (competition) journey on Oct.17. Find the video recording [here](#).



On Nov. 6, **Silvia Laguna and Andres Cruz** shared their passion for trekking and cycling, along with useful advice and tips for beginners and beyond! Find the video recording [here](#).

Davey Johnson presented about his interest in the Microbiome, "The organisms that make up our bodies," on Nov. 12. He shared about his decade-long fascination with the topic through fueled by his experience working in healthcare, chemistry, and water infrastructure laboratories. Find the video recording [here](#).



Andrew Griffith shared his hobby, "Building a PC is fun and has never been easier" on Dec. 11. Find the video recording [here](#).

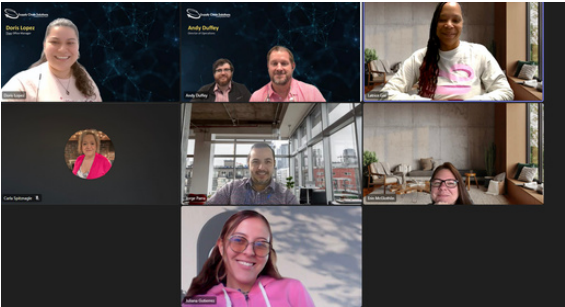
Culture Club - cont'd

Celebrating Special Days in Q4:



The **Lafayette Team** celebrated International Coffee Day in early October.

Our **Dallas Team** donned Pink to observe National Wear Pink Day on Oct. 18. The day brought recognition to support those fighting Breast Cancer. Way to go, **Dallas Team**!



Halloween Costume Contest -our locations dressed for the occasion this year!



Lafayette Warehouse



Holland Chervon



Lockport's D.Gasparas



Walker Warehouse



Lori Hunter, Sue Van Portfliet, HQ



Doris Lopez, Dallas

Holiday Parties and Ugly Sweaters/Wear:



Lockport



Walker



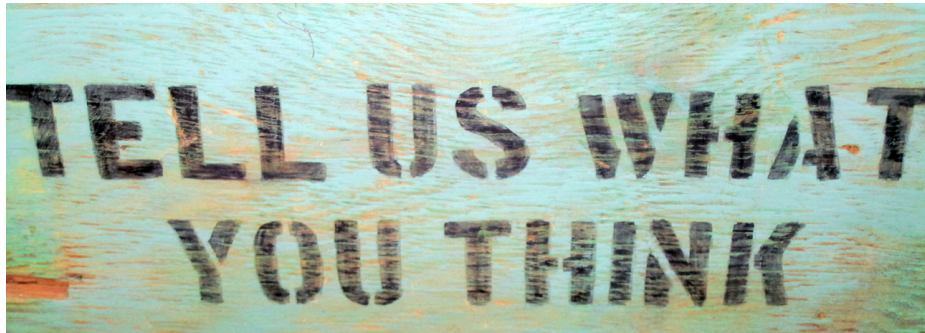
HQ



Dallas & Transport Accion Teams

Tempe Warehouse





This quarterly update was created for **YOU**, our SCS Associate. We would **love** to hear your feedback. Did you enjoy the read? What would you like to see in our next edition? Please email svanportfliet@scsolutionsinc.com with your thoughts!

Meet the Culture Club Team:

Our team includes the following that represent several operational divisions of our company:



David Fitch



Liliana Guerrero



Bobbi Hunt



Tallon Parish



Eli Prather

Standing Members:



Sandy Puente



Jenni Taylor



Kim Powell



Sue Van Portfliet

A Note from the Editor:

I've enjoyed contributing toward enhancing our corporate culture over the several years our Culture Club has been active. My role as editor is to help to communicate the good news coming from our operational teams and the fun happenings around the company -all to help enhance SCS' culture.

The purpose of this newsletter has been to educate, communicate and celebrate the contributions made by all Associates. My hope is that you have enjoyed reading this chronicle of all the good that is happening at SCS. This will be my last newsletter as I will be retiring from my role with SCS at HQ on February 28.

Adios, Amigos!

Kim Powell/Goodin