



# INSIDE INDEPENDENT

INDEPENDENT ELECTRIC SUPPLY, INC.

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**NOW IN  
OVER 25  
LOCATIONS  
ACROSS  
CALIFORNIA!**

## IUS, THE NEW DIVISION OF INDEPENDENT BY BOB WITTIG

Independent continues to spring forward with the launch of our new underground utility products division called Independent Utility Supply. While this is a new startup venture, the employees that have joined the IES family have over two-hundred years combined experience working in the underground utility market. Led by Dale Krech, General Manager and Rich Fife, Operations Manager, IUS has over twenty new faces working at three locations: 44650 S. Grimmer Boulevard in Fremont reopened and looks better than ever, a new building completely cleaned and furnished at 4076 Channel Drive, West Sacramento and a third location still under construction, but operating with three people from a temporary trailer at 115 Larch Road in Tracy, CA.

Independent Utility Supply provides all of the underground material necessary to provide electric, gas and phone service to the many housing tracts and commercial developments being constructed in California. Operating from two very large yards with the ability to handle forty-foot tractor trailers, most product is sold through stock with underground pipe, pad mounted transformers and large reels of wire – up to 1100 MCM being staged for various projects. Most IUS customers are companies that dig the trenches into which is placed the large diameter pipe



*Picture above from left to right: Rich Fife (IUS Operations Manager), Tom Massip (Vice President), Jack Phelan (President), and Dale Krech (IUS General Manager)*

through which the electrical wire, gas lines and telephone lines will be placed to provide these vital services to the homeowners. This is the very first step in the new construction process; hence, most of the veteran IUS staff refer to themselves as “dirt guys.”

Tom Massip, VP, Susan Walker, Corporate Operations, and Marcus Bannerman, IT Special Operations, have been managing the launch effort to prepare facilities and bring on the staff for the new division. As of this writing, several orders have already been written and business is brisk in the very first month of operation.

**EMPLOYEE SPOTLIGHT** BY JUSTIN LEVASSEUR

Some of you may already know Ruth but for those of you who don't, we'll start from the beginning. She began working for Independent 27 years ago when the company was only two branches strong. In fact, when Ruth first arrived in 1978, Sunnyvale only occupied the first floor. Having just arrived from Germany, it was here at Independent where she was for the first time placed in an American business environment. Starting off as an assistant purchasing agent, she caught on very quickly and began to feel right at home.

After a few years, Ruth moved into the Lighting Department doing quotes and training others who joined the team. She and her team now provide training to new employees throughout our company. Ruth believes building strong relationships with customers, vendors, and fel-

low employees are the best ways to be successful in the business.

Ruth now manages the lighting department in Sunnyvale and runs the major projects for big contractors. For example, she has just recently been working on finishing up the Lake Merced Golf Club project. Other noteworthy projects include the Stanford Cancer Center and the Microsoft Campus in Mountain View, California as well as Apple Computer Retail Stores nationwide.

When asked what she likes most about the company, Ruth spoke about how she has grown with the company so much that she thinks of it as family. She also enjoys the fact that she can take part in the ESOP program, which empowers her to take part ownership of IES. "Another benefit of working for Independent," says Ruth, "is that it feels really good when



Ruth McCarthy pauses for a snapshot to be featured in the new newsletter section "Employee Spotlight"

everyone knows your name. Even with the company growing as big as it is, employees can still have close personal contact with the President and CEO, and I like that."

In her spare time, she enjoys planning trips for sight-seeing, reading, and doing arts and crafts. One day when she has time, she would really love to learn how to quilt.

## TIME SAVING TIPS BY NINA SCHULTZ

During a recent visit to some of the branches, I discovered some techniques that are built into HARVEST to save you time, but that not everyone is using. This is probably because they don't know about them. So let's change that.

1) How to 'back-up' while you are entering an order: If you have entered an item and its quantity and are about to enter or accept the price but realize you entered a quantity of '10' instead of '100', then you can back up on the screen to correct the quantity. You do not have to finish the item and then enter the line number and a 'Q' to change the quantity. You do this by holding down the <Shift> key and the '6' key that is above the letters on the keyboard (not the one on the number pad on the right of the keyboard). When this produces a '^' on the screen, hit the <Enter> key. When done in this fashion, the curser should back up one field on the screen. This can be done as many times as needed to get back to the field you wish to change. This works in many other areas of the software such as P.O. Entry or Transfer Entry.

2) If the system seems slow to you while you are doing an item search, it is actually

searching through thousands of items to find the next one that has had activity at your branch. If you see the item you are looking for on the screen or want to abort and start the search again, then hold down the <Ctrl> key and the 'C'. This combination produces an interrupt that should take you down to the options prompt.

3) Entering specials on purchase orders: After you have entered the three character manufacturer code, you do not have to type the catalog # of the special. You can just hit the <F3> key to do a search of the specials that have been entered on customer orders for this manufacturer but have not been put on a purchase order. This is also a good technique to see if there are any other specials that need to be ordered from a vendor.

4) You know how to turn an order into a quote by selecting the option on the



QUO menu, but you can also do this in Sales Order Entry. Start out as though you are entering a new order and when you get to line one, enter <G>. The system will present a list of all open quotes for the customer. Note that this screen shows the job name, which is one of the most useful ways to distinguish one quote from another. The quotes are numbered on the screen. Enter the number to the left of the one you want to turn into an order.

5) Wherever you see a '?' on the screen, you can enter this and the system will display a list of options that you can enter with a brief explanation. After you have read this information, hit the <Enter> key to return to the options.

## PEOPLE IN THE NEWS BY JACK PHELAN

After 15 years of increasing responsibilities and extremely positive results Bill Ocken, VP has decided to retire. Bill has managed our Southern California region for the last four years. During this time he has built the region from six branches with \$45 million in sales to twelve branches doing \$95 million. This is a great accomplishment and he should be justly proud. Please wish Bill a happy and healthy retirement and not to forget about us.

Effective next month, Tom Massip will be taking over from Bill Ocken as head

of our Southern California region. Tom has been with us for eleven years spending most of that time as head of the Santa Rosa branch. In addition to managing Santa Rosa, he also headed up our very successful training program and most recently has been helping to launch our Underground Utility Division. Tom is multi-talented and has spent his whole working career in the distribution business. Before coming to us, he had spent many years in management in the Southern California market which will make for a very smooth transition. Please wish him

well in his new endeavor and give him your support.



## INDEPENDENT'S NEWEST ADDITION "RIVERSIDE" BY JEFF FLOWERS

After two and a half years of planning, it has finally happened. Independent's newest branch in the long list of locations is now open for business. The contractor base of almost 600 potential customers assures us



this location is the right choice. With over sixteen-thousand square feet of warehouse space, a six-thousand square foot yard, four loading docks and remodeled offices, Independent Riverside is a showcase facility. In addition, we have carefully selected a high quality team whose experience and knowledge of the local market will make us a strong, competitive player in Southern California.

We are hosting our Grand Opening on Tuesday, April 26<sup>th</sup> from 11:00am - 4:00pm. We will be serving Santa Maria style tri-tip and lemon marinated



chicken with all the fixings.

There will be music, raffles and over forty different vendors and manufacturers for our customers to meet. We invite you to join us for a great day!

Check us out on the web at:

[www.iesupply.com](http://www.iesupply.com)

## ELECTRONIC INVOICING

As most of you may already have discovered, Independent has been distributing the flyer pictured to the right to many of our current customers. In hopes to get more of them to receive their invoices electronically, the flyer was sent out alongside the statements for the month of March. As a result, we now have around 20% of all active customers getting electronic invoices. Specifically, there are now 3 customers receiving EDI invoices, 30 customers getting invoices via email, and an impressive 377 are getting daily invoices via the fax method. Without a doubt, this is going to put a huge dent in the postage bill and make things a lot more efficient. One more blast of the flyer is scheduled to be sent out to the customers with their statements at the end of April. Our goal is to have at least 50% participation by June 1st. With your help, we can make this happen. In the mean time, let's continue spreading the word via our sales force and credit department combined. If you have any questions concerning this recent update or its process, please feel free to contact your Branch Manager or the Credit Department. Thanks and let's keep up the good work!

### ELECTRONIC INVOICES Are Here!

**The EMAIL option** allows you to receive all invoices created each day via one email attachment in a .pdf (Acrobat) format. This is a quick and efficient process for the timely receipt of all your invoice documents.

**The FAX option** simply takes all of that day's invoices and sends them to a fax machine in your office, conveniently arriving after 6:00PM.

**The EDI (Electronic Data Interchange) option** is a direct computer to computer method that allows us to interface directly to your accounting program and eliminates the need to perform data entry by your staff.

Please contact your local Independent Office or Credit Manager to discuss the best method for us to help you handle the invoicing more efficiently. By June 1, 2005, IES would like to have all of our customers receive their invoice documents electronically. If no response is received, the default method will be via fax.

We offer the ability to send quotations and order acknowledgements via email and fax too! Call your inside sales person to find out how easy this can be accomplished.