



MBS-TIMES

Morris Business Solutions

Quarter #1 - 2017

Volume I, Issue II

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A Message From The Owners:



In the last edition of MBS-TIMES we spoke about 2016 on track to being the best year ever for Morris Business Solutions. Well the numbers have been recorded and here are the highlights for 2016:

- 69% of our deals were **competitive kills** or “new business” in 2016 – a **28% increase over 2015!**
- 86,400,000 service clicks in 2016 an increase of 20% over 2015
- 626 dealer machines were sold & 540 ValuQuix machines sold in 2016 - 29% increase over 2015
- 4 MBS people were / in process of being promoted in 2016: Brandy Hawkins, Jim DeVuono, Landon Cook and Gabe Miller

Xerox has again asked MBS to expand our coverage, we are in the process of opening another office in Greensboro, NC. This agency will cover the Triad area of North Carolina: Greensboro, Winston Salem, High Point and the surrounding counties. We are also stepping out and covering the Outer Banks with our inside sales people. This brings MBS to 48 counties that we are covering in North and South Carolina.

At MBS – (and you'll see this a lot throughout this publication):

T.E.A.M.

Together Everyone Achieves More!!!

And at MBS – “We Are ALL IN”



Editor in Chief: Alan Balcourt

ANNIVERSARIES – & New Arrivals...

Congratulations to each of you for all the hard work and dedication that you have given MBS over the years. Your loyalty is to be commended and recognized by all. And WELCOME New Arrivals!

The following employees who have celebrated their anniversaries during the 4th quarter (2016) are:

EMPLOYEE NAME/DEPT	Birthday
Gabe Miller – SERVICE	Dec 30 th
Landon Campbell-Cook – SERVICE	Nov 29 th
Marion Henson – SERVICE	Oct 22 nd
David Dunson – SERVICE	Nov 26 th
Arnold Rachal – SERVICE	Nov 3 rd
Denis Zemeyev – SERVICE	Oct 19 th
Alan Balcourt – SALES	Oct 21 st
EMPLOYEE NAME/DEPT	YEARS OF SERVICE
- SALES	
George Lynn - SERVICE	Dec 3 rd (1)
Gabe Miller - SERVICE	Dec 2 nd (3)
Alan Balcourt – SALES	Jan 1 st (2)

WELCOME to all of the new editions to the MBS Family...

In the Last Quarter, we welcomed the following new employees:

Arnold Rachal (Technician)

Chris Geese (Technician)

Denise Zemeyev (Help Desk)

Tony Gonce (Service Floater)

Sultana Merali (Tele Sales)

Patricia Townsend (Tele Sales)

Renea Bryant (Tele Sales)



SERVICE WALL OF FAME

In the **Service Team**, the following Service Personnel were awarded “Service Person of the Month” for their outstanding performance:

October

Tim Turner Congratulations Tim!

November

Gabe Miller Congratulations Gabe!

December

Jennifer Spelman Congratulations Jennifer!

Xerox Corporation is the world's leading document management technology and services enterprise. A \$17.6 billion company, Xerox provides the document industry's broadest portfolio of offerings. Digital systems include color and black-and-white printing and publishing systems, digital presses and "book factories," multifunction devices, laser and solid ink network printers, copiers and fax machines. Xerox's services expertise is unmatched and includes helping businesses develop online document archives, analyzing how employees can most efficiently share documents and knowledge in the office, operating in-house print shops or mailrooms, and building Web-based processes for personalizing direct mail, invoices, brochures and more. Xerox also offers associated software, support and supplies such as toner, paper and ink.

The company's operations are guided by customer-focused and employee-centered core values -- such as **environmental sustainability**, citizenship, diversity and quality -- augmented by a passion for innovation, speed and adaptability.

Xerox® Green World Alliance®

ISO 14001:2015 sets out the criteria for an environmental management system and can be certified to. It maps out a framework that a company or organization can follow to set up an effective environmental management system. It can be used by any organization regardless of its activity or sector.

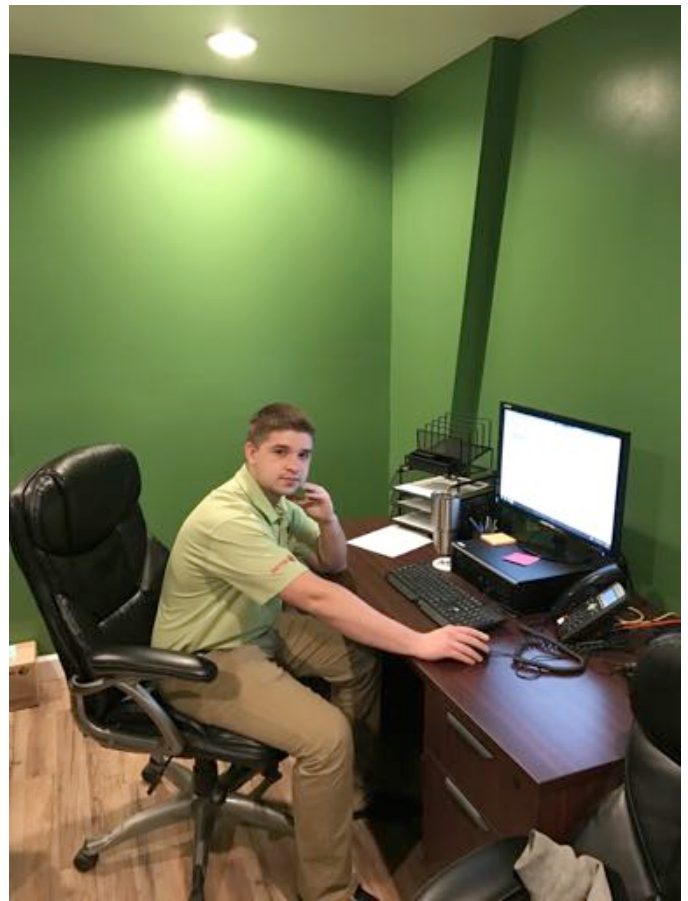
Service has had a great last few months.



Welcome Samantha Vaughn, our new Customer Service Rep. In her new role, Samantha will be visiting the field, gaining feedback from our client base and even dropping off some goodies for some of our major account clients (as well as clients experiencing some short-term issues).

Our Service T.E.A.M.:

Alton Kelley - Director of Service
Landon Campell-Cook – Systems Analyst Manager
Denis Zmeyer – Help Desk Operator
Scott Emory - Service Technician
Marion Henson - Service Technician
Dave Dunson - Service Technician
George Lynn - Service Technician
Samantha Vaughn – Customer Service
Gabe Miller - Logistics Specialist
Tim Turner - Systems Analyst
Chris Geese – Service Technician
Arnold Rachal –Service Technician
Tony Gonce – Service Technical Floater
Jennifer Spelman - Inventory Specialist
Joni Payne - Dispatcher/Supplies Specialist
Elliot Drallmeier - Operations Manager
Rachel Morris - Billing



Denis Zmeyer is our new Help Desk Operator – Denis started with MBS on November 28, 2016

Denis is fielding all calls that have a chance to be solved over the phone as well as using remote software to assist in trouble shooting any issues that arrive at the client site. This drastically cuts down on having to continuously dispatch a service technician and exhaust resources to the field, making everyone's job that much easier and more efficient.



Alton Kelley Says Service Is Shining

This past quarter, Alton's T.E.A.M. finished one of the largest installs MBS has done – Hugh Chatham Memorial Hospital.

Together as a TEAM, they installed 160+ machines. Thanks to Tim Turner for his dedication and hard work making this happen.

David Dunson relocated to the Elkin area to help maintain and support this account going forward. David has already received much praise from David Church at the hospital. This install also included PaperCut accounting system throughout.

He even has Landon crawling out of boxes!!!



A Look at our Distribution Center



Alton and his T.E.A.M. do a wonderful job not only maintaining our distribution facility located in Duncan, SC – but the volume of units handled by them each and every month is second to none with respect to incoming units daily, organization, quality builds and timely deliveries to our client base.

Needless to say – we are ALL very proud to be part of such a devoted and outstanding T.E.A.M.!

i.e.: What does T.E.A.M stand for?

**Together Everyone Achieves More!!!
And at MBS – We Are ALL In!**



The Warehouse Continues to Improve

We are now using COLOR Coding at our warehouse.

Color coding takes away the issues that can occur during busy schedules when techs are running through the warehouse and looking for certain parts or units that our client base requires on a daily basis.

By doing this, you will note the following:

CLEAR indicates a New Unit, awaiting the next steps for build and completion based on client requirements.

GREEN indicates a unit that is completed and ready for sale completed and ready for delivery scheduling.

BLUE indicates a used unit that is available for sale.

RED indicates a unit that is not to be touched at all. Possibly used for parts or destruction.



Warehouse Color Codes



BLUE WRAP = USED



CLEAR WRAP = NEW



GREEN WRAP =
READY



RED WRAP =
DO NOT TOUCH



Chris Yeager – T.E.A.M. Charlotte

Charlotte had a strong 4th quarter. Installing 168+ units at Hugh Chatham hospital during the quarter, and bringing on one new rep.

While I believe all our people are “all in” I would have to call out two in particular:

- The first being Pedro Gonzalez. Pedro managed a very challenging account putting in countless hours, driving all of NC for installs, meetings with the client, etc. Being “all in” is why Pedro landed at 173% of plan for the year.
- The second is Alicia Slate. Alicia also managed a challenging account Hugh Chatham Hospital). Again putting in countless hours, staying overnight by the hospital (which is two hours from Alicia’s home) to train end users who are on the third shift at the hospital, to running multiple lunch and learns, and more. This hard work and being “all in” landed Alicia at 134% of her Major Account Plan.

Charlotte has been going all of 2016 and we are excited for an even better 2017!

Marty Winsch – T.E.A.M. Greenville

Congratulations to Production Specialist Al Balcourt and State of S. C. Government Contract Specialist Sharon Elwood for achieving the honor of President’s Club for 2016. The entire team in Greenville was the beneficiary of their “All-In” encompassing willingness and commitment to excellence which was deeply appreciated by the entire team and to me personally and professionally. We are all proud to have you both representing Team-Greenville on your well-deserved trip to The Bahamas! The sales team added Brandy Hawkins in December with the idea that she would take the month to ramp into her new position only to have Brandy waste no time in knocking down not one, but TWO one-call production call closes with Al Balcourt!!! Congrats Brandy on an outstanding start to your career with MBS as a sales agent! Jim DeVuono closed the year out STRONG with five deals in December including a production deal with Al netting Jim 127.50% to quota for Q4. Blake Joplin also went two-for-two in his first two quarters out of the gate with

MBS hitting for 101.48% for the Q4 after coming off a 180% to quota performance in Q3 2016 earning Blake the 2016 “Rising Star” award. In January, we added Karen Greer to the team to handle Spartanburg North and in the process shoring up Spartanburg County for 2017.

In closing, I would like to thank Kristin Balcourt for ALWAYS being there to help me, and every member of the team, in any way, with anything. Kristin’s attitude is a supreme asset to the entire Corporate MBS T.E.A.M.!

Bruce Jennings – T.E.A.M. Asheville

Asheville had a huge 4th quarter, knocking down some big deals and finishing the quarter at 134% of plan. This allowed the office to finish over 100% in revenue quota for the year, with over 60% of Asheville’s deals being Competitive Kills! Amazing job Asheville!

Asheville had several overachievers for the year. The office was led by Michelle VanRoy, with her finishing at 124% for the year and winning herself Rookie of the Year. John Cordes also finished strong, clocking in at 101% for the year. And Asheville’s newbie got her career off to a great start with a very strong December. On the Specialist side, Josh Montcastle finishing the year strong as well. Way to go Asheville!!!

Coming in to the new year, Asheville has a few holes to fill on the sales side, but also has an extremely strong core of people that will no doubt keep driving the Asheville office forward. The entire team has started the year strong, and, looking at their outlooks, that momentum should only keep going throughout the year. It is very exciting to see the direction that the office is headed!

Look out 2017, here we come! Asheville Out!

i.e.: What does T.E.A.M stand for?

**Together Everyone Achieves More!!!
And at MBS – We Are ALL In!**



Our SALES T.E.A.M. 's

Greenville:

Marty Winsch, VP of Sales
Alan Balcourt, Production Specialist & MPS
Sharon Elwood, Government Specialist
Jim DeVuono, Major Account Specialist
Karen Greer, Sales
Brandy Hawkins, Sales
Taylor Shuford, Sales
Blake Joplin, Sales

Charlotte:

Chris Yeager, VP Sales
Alicia Slate, Major Account Specialist
Pedro Gonzalez, Sales
Nora Pang, Sales
Jill Shea, Sales
Jase Conway, Sales
Tim Pollack, Sales
Karen Belkin, Sales
Fred Neal – Sales
Barret Ferrell – Sales
Danny White - Sales

Asheville:

Bruce Jennings, VP Sales
John Cordes, Sales
Michelle VanRoy, Sales
Joshua Montcastle, Production
Anna Holleman, Sales

Inside Sales:

Maggie Moore
Sultana Merali
Miriam Cromer
Patricia Townsend (new temp)
Renea Bryant (new temp)

And Let's NOT leave out a Special Thanks to:

Shannon Morris – Corporate HR Manager
Kristin Balcourt – Corporate Recruiter & Trainer, and Oversees Telemarketing
Shannon Poll – Financial Controller

SERVICE Hall of Fame!



ABOUT MORRIS BUSINESS SOLUTIONS

Just over twelve years ago, the Morris Family opened the doors to their new Xerox Agency which served Greenville & Spartanburg counties. Today, Morris Business Solutions is a Platinum Sales Agency for Xerox covering 38 counties in both North and South Carolina, helps to advise on Xerox's Presidents Council, and they are currently the number one Xerox agency in the country. They have been in the top 3 agencies nationally the last 7 consecutive years, winning the elite number one ranking in 2012 and currently in 2014 and 2015. Also, MBS has been selected to the prestigious President's Club the last 6 consecutive years. With Morris Business Solutions, you get the absolute best of both



worlds: locally owned and operated for quick and flexible decisions yet privy to a success-driven company, like Xerox.

Success has provided for expansion over the last 11+ years. Morris Business Solutions has opened the doors to their new location in Greenville, an ever-growing office in Asheville NC, our office in Charlotte and their new state-of-the-art distribution facility in Duncan, SC. MBS takes pride to be recognized as the fastest growing Xerox dealer in the nation, and was recently recognized by SC Biz News for being a Roaring Twenties winner, one of the 20 fastest growing companies in South Carolina.

At Morris Business Solutions, our core philosophy is to solve problems as it relates to your document creation and storage. "Honesty and integrity is at the heart of our family and our business," states Richard Morris. Let our sincere and knowledgeable staff advise you on how to make improvements within your document workflow.

Morris Business Solutions in the News: Chris Morris was with Xerox in NYC ringing the bell for the New Year at the NY stock exchange, along with Darren Cassidy, President USCG & Rich's brother Dominick



This Year's President's Club Finished Stronger Than Ever With "10" Winners!

MBS was awarded the Excellence Award in 2016 even though we were only 89% of our full year sales plan. Xerox recognized the value MBS brings, much like our "All In" President's Club trip winners. And speaking of that, Kristin Balcourt and Elliot Drallmeier were the "All In" President's Club winners for MBS.

President's Club Winners

- Pedro Gonzalez-Sales Rep of the Year
- Scott Emory-Service Rep of the Year
- Alan Balcourt-Production Specialist
- Alicia Slate-Major Account Specialist
- Sharon Elwood-State & Government Specialist
- Marty Winsch-VP of Sales
- Chris Yeager-VP of Sales



Our congratulations to all the President's Club winners and their guests. The trip to Sandals' Royal Bahamian Resort will also have Rick and Chris Morris and their wives Rachel and Shannon enjoying the fun and the sun.



Family & Giving Back "MATTERS"!



Home Schoolers visit MBS Service Center for a field trip. Morris Business Solutions believes in giving back to our community!



Rachel & Rick's daughter Brittany taking the ball up the court for her Freshman Varsity Basketball team at St. Joseph's



Barb Morris and their new addition – Cody!!!



The Carolina's may not be known much for Mardi Gras – however Kristin & Alan are – so we thought that we would share an authentic recipe with you. Alan

Chicken and Smoked Andouille Sausage Gumbo

First – What is Andouille Sausage anyway?

Andouille in the US

In the US the sausage is most often associated with Louisiana Cajun cuisine, where it is a coarse-grained smoked [sausage](#) made using [pork](#), [garlic](#), [pepper](#), [onions](#), [wine](#), and seasonings. The pork used is mostly from a smoked Boston shoulder roast. Once the casing is stuffed, the sausage is smoked again (double smoked). Nicknamed "The Andouille Capital of the World," the town of [LaPlace, Louisiana](#), on the [Mississippi River](#), is especially noted for its Creole andouille. Though somewhat similar, andouille is not to be confused with "[hot links](#)" or similar finely ground, high-fat, heavily peppered sausages.

Andouille in France

In France, particularly [Brittany](#), the traditional ingredients of andouille are primarily pig [chitterlings](#), [tripe](#), onions, wine, and seasoning. It is generally grey in color and has a distinctive odor. Also, a similar sausage is available called [andouillette](#), literally "little andouille."

Andouille



Serves @8

Ingredients

- 1 cup vegetable oil
- 1 cup all-purpose flour
- 1 1/2 cups chopped onions
- 1 cup chopped celery
- 1 cup chopped bell peppers
- 1 pound smoked sausage, such as andouille or kielbasa, cut crosswise into 1/2-inch slices
- 1 1/2 teaspoons salt
- 1/4 teaspoon cayenne
- 3 bay leaves
- 6 cups chicken broth
- 1 pound boneless chicken meat, cut into 1-inch chunks
- 1 teaspoon Rustic Rub, recipe follows
- 2 tablespoons chopped fresh parsley leaves
- 1/2 cup chopped green onions
- 1 tablespoon file powder

Rustic Rub:

- 8 tablespoons paprika
- 3 tablespoons cayenne
- 5 tablespoons freshly ground black pepper
- 6 tablespoons garlic powder (or fresh)
- 3 tablespoons onion powder
- 6 tablespoons salt
- 2 1/2 tablespoons dried oregano
- 2 1/2 tablespoons dried thyme

Combine all ingredients and store in an air-tight container.

How to make the Gumbo:

Combine the oil and flour in a large cast iron or enameled cast iron Dutch oven over medium heat. Stirring slowly and constantly for 20 to 25 minutes, make a dark brown roux, the color of chocolate. Add the onions, celery, and bell peppers and continue to stir for 4 to 5 minutes, or until wilted. Add the sausage, salt, cayenne, and bay leaves. Continue to stir for 3 to 4 minutes. Add the chicken broth. Stir until the roux mixture and water are well combined. Bring to a boil, then reduce heat to medium-low. Cook, uncovered, stirring occasionally, for 1 hour.

Season the chicken with the rub and add to the pot. Simmer for 2 hours. Skim off any fat that rises to the surface. Remove from the heat. Stir in the parsley, green onions, and file powder. Remove the bay leaves and serve in deep bowls.

ENJOY!!!

How to Get That Second Wind

Feeling down? You'll turn things around if you...

...Refuel. Snack on fiber-rich munchies, such as dried apricots, bananas, baby carrots or rye wafers. Benefit: The fiber slows the release of glucose (a sugar) into your bloodstream and helps fight energy drips.

...Breathe deeply. Every 1 – 2 hours, spend five minutes inhaling and exhaling deeply, hands on ribs. You'll promote calmness and mental focus as well as renewed energy.

...Go on an "Imagi-cation." Close your eyes and take a mental vacation by imagining a peaceful scene... on an island... in a meadow... by the ocean. Imagine yourself relaxing there.

...Call a confidante. Use your personal support system – family, friends or co-workers – to quickly unload and unwind.

...Snap out of it. Splash cold water on your face, snap a rubber band worn on the wrist or pop a breath mint – mint flavors are stimulating.

...Take a "Good News" inventory. At the end of the day, jot down all the good things that happened. You'll be surprised at how much went right. Plus, you'll set yourself up for a good night's sleep... and energize yourself for tomorrow.

Tea for Tooth? Amazing. One cup of black tea has enough fluoride to prevent tooth decay – and green tea has twice as much. Green tea is actually much more popular in China and Japan, and is much richer in flavonoids and antioxidants. *Did you know?*



Authentic Andouille & Chicken Gumbo



You can even twist it up and do a Shrimp Gumbo as well ! Just put the shrimp in last so you don't overcook them...

Are you getting your 5?

Research shows that most people eat an average of three servings of fruits and vegetables a day. That's far short of the 5 – 9 daily servings recommended. Ideas: Add fruit to cereal at breakfast... snack on raw veggies instead of potato chips... sip juice instead of coffee, tea or soda

Although how can you not have coffee???

