



You don't often think about **innovation** combined with logistics. It's just delivery, right? **Innovation** as one of our **Core Values** seems like it might be the least of a driver's concerns. Surely the techy's of the world must hold a monopoly on this digital age. Marty Ragsdale, one of our CDL drivers at our Washington, Indiana store would disagree.

Marty has found it helpful to record his deliveries using his smart phone. Marty snaps a photo, then sends a copy of the carefully placed load to the contractor who might be on another job. This digital photo also timestamps the load so there is no confusion.

Marty feels this small act performs a great service to his customers and Bender Lumber. Should product be found missing the builder can be assured of what was left.

This is no small thing either. Recently Marty was catching up and in order to do so he was working late, grinding it out and getting as much done as possible. This meant he was working well past normal quitting times but that is just Marty's way.

In a hurry to get it all done Marty failed to send the correspondence Marty's customers have become accustomed to. Soon our store was getting phone calls from these clients who made it clear they appreciated what Marty was doing.

It is great to have employees who can think "on their feet" to make a good customer experience even better. Great Job to Marty as he is now our newest **Extra Miler**.

