

Press in Print

Updates . . .

From Mad to Glad

Customer Service Wins Again!

Don't you just love it when everything falls into place?



Early on the 3rd week of September, a gentleman came into the lobby of Pacific Press a little after 8:00 A.M. headed for the bookstore. Agitated that the store was closed he shared his frustration with **Dene Sue** (reception desk) who invited him to have a seat and offered him reading material which was flatly refused. Begrudgingly waiting for the store to open he brought up past grievances of the store not having the *Great Hope* books that he wanted.

Here is where it starts to come together. With the customer in front of her and choosing her words carefully Dene Sue calls **Sandy Lee** (customer service) to see if we have a case of the *Great Hope* in stock.

Betty Briton (Nampa ABC) usually comes in early to get things ready for the day and enters the store through the backdoor. As soon as Betty arrived Sandy let her know there was a customer in the lobby wanting a case of *Great Hope*. Betty immediately called shipping and requested a case of *Great Hope* and volunteered to go back and pick it up herself. Shipping declined the offer and sent a case of *Great Hope* with **Philip Hamilton** (shipping). Philip delivered the case of books to the still unopened bookstore.

Betty then opened the bookstore door, stuck her head out and asked the agitated gentleman in the lobby if he was the one needing a case of *Great Hope*. Dene Sue said "the look on his face was priceless". Within minutes the customer's transaction was complete. All before the store opened.

Gushing about the great service he received; the once agitated customer left the lobby singing the praises of the ABC and Pacific Press.

Let's walk through this one more time looking at the "could haves".

Dene Sue *could have* just let the customer wait for the store to open, but she called Sandy. Sandy *could have* just answered the availability question, but she let Betty know there was a customer in the lobby waiting. Betty *could have* said "the store's not open yet", but she called shipping. Shipping *could have* said "we are too busy to bring it up" and let Betty come get it, but Philip grabbed the books and delivered.

Great customer service comes from always looking for ways to go beyond what is expected of you. Whether you are in the customer service department or not, we all play apart in the customer service experience.

Kudos to Dene Sue, Sandy, Betty, and Philip for taking it to the next level. Great job!!!! —Dan Wegh, Director of Marketing - Special Projects

New Adventist-Themed Face Masks!



These new Adventist-themed face masks promote AdventistBookCenter.com

With four different "Adventist" slogans, these masks are making a big splash in the ABCs. Make sure to stop by the ABC here at Pacific Press

and sport a new mask this Sabbath! —Dan Wegh, Director of Marketing - Special Projects



EL CENTINELA

El Centinela Seminar 2020

Each year the International department hosts the *El Centinela Seminar* for all the conference and union Hispanic ministries coordinators. This year, due to restrictions posed by the COVID 19 pandemic, the seminar was conducted virtually via Zoom. On Tuesday and Wednesday of this week, Ricardo Bentancur led out in meetings for more than 60 participants from around the North American Division.

Tuesday and Wednesday devotionals were presented by Elder Alejandro Bullón, evangelist and author, and Elder Tony Anóbile, North American Division Vice President for Multilingual Affairs, respectively. Dr. George Knight made presentations on both days, highlighting *End-Time Events and the Last Generation* and *Ellen White's Afterlife*. Both of these books are now available in Spanish.

One major purpose of the Seminar is to formally present next year's sharing and lay training books to the Hispanic leaders. The 2021 Sharing Book is titled *Live Without Fear*, and was appreciated for content written with the pandemic in mind. Both authors described the content of their books, and the participants responded by ordering more than 150,000 books. Although as many as half of Hispanic congregations may not be meeting in person, the evangelistic fervor of their members has not abated. —Miguel Valdivia, Vice President for Product Development

“Caption This!” Pet Game



Do you have a funny picture of your pet? One that makes you say, “I bet Rover is thinking _____”. Go ahead and submit that photo into the “Caption This!” Pet Game.

Photos will appear in the next PIP and readers will submit what they think your pet must be thinking. Captions will be posted in a following PIP.

We can't wait to meet your pets! Submit photos and pet name to Kirsten.berger@pacificpress.com
—Your Social Committee

2021 Health Plan Open Enrollment

Health plan open enrollment is September 28-October 23, 2020.

During this time, you can:

- Choose your benefit plan (Accelerate or Access) based on your eligibility
- Change your dependent coverage
- Choose not to participate in either of the Ascend to Wholeness Healthcare Plans (decline coverage)

Your contribution (per pay period, 26 pay periods total) rates are listed below. Please review the benefits and out of pocket maximum comparison as you make your plan selection for 2021, located on the ascendtowholeness.org website under healthcare – plan documents.

Coverage Tier	Accelerate Plan	Access Plan
Employee Only	\$67.50	\$42.50
Employee and/or Spouse and/or Child(ren)	\$135	\$85.00

Log onto ascendtowholeness.org and make your plan selection before October 23, 2020 in order to have coverage for 2021.

If you have any questions, contact HR at ext. 2688, ext. 2567, or ext. 2568 — Human Resources Department

2021 NEW Flexible Spending Open Enrollment

Extra! Extra! Read all about it. Pacific Press is excited to offer a new FSA account, **Flores**, through Adventist Risk.

To learn more, visit ascendtowholeness.org under voluntary benefits – Flexible Spending Account.

Open Enrollment for FSA is September 28 – October 23. The 2021 participation limit is \$2,550. The monthly participation fee is \$4.00 (paid via payroll deduction of \$1.85 biweekly).

Note to 2020 participants: **Flores** will administer our run-out period (Jan-Mar reimbursement for 2020 expenditures).

If you have any questions, please contact HR at ext. 2688, ext. 2567, or ext. 2568. — Human Resources Department

Point Tracking for Accelerate Plan Members

Tracking your wellness points just got a lot more fun—and effective!

As of September 1, 2020, you can track your points through the goal customized platform—Virgin Pulse. Log on to ascendtowholeness.org today—this portal will not allow you to track your points last minute.

You are required to earn 10,000 points to qualify for the Accelerate plan in 2022. If you have trouble navigating the new platform, visit

<https://virginpulse.zendesk.com/hc/en-us> or ask HR. — Human Resources Department

Flu Shot Clinic



Our flu shot clinic will be on **Wednesday, October 7, from 3:00pm – 5:20pm**, in the Owyhee Room.

Flu shots are free to all full-time, part-time and student employees. Temporary employees and family members not covered under our health plan can get a flu shot for \$35.00, paid in cash prior to appointment to the Human Resources Department.

Spaces are limited, so schedule your appointment today by calling Human Resources at ext. 2567. — Human Resources Department

Thinking About Retiring?

On Monday, October 5, the North American Division Retirement office is holding a pre-retirement seminar online for those within 5-10 years of retiring.

We invite all employees 55 years and older to attend this informative seminar. Please contact HR at ext. 2568 to register. — Human Resources Department



Dateline . . .

October

7 PAYDAY
Flu Shot Clinic, 3:00pm – 5:20pm

23 PAYDAY



Fall Weather Facts

- The first day of fall is known as the autumnal equinox and is usually on or around September 22nd. Fall lasts until the winter solstice on or around December 21st.
- In the Northern hemisphere, nights get longer and the weather is chillier in autumn because the tilt of the planet points half the planet farther away from the sun.
- Since the days are shorter and the angle of the sun is lower, the farther you live from the equator, the less warmth reaches you. The weather goes from chilly to cold - summer to winter.
- Cooler weather and less daylight signals some birds and butterflies to migrate south to warmer climates for the winter. Bats, hedgehogs and some fish hibernate instead. However, squirrels and bears just sleep a lot more, relying on stored fat or stored nuts to keep them alive.
- Evergreen trees stay green because their leaves are tightly rolled into needle shapes that are coated with a thick, wax-like protection against evaporation and cold.
- On cool, clear fall evenings, you have the best chance of seeing the aurora borealis, the Northern Lights show of spectacular colors in the night sky. The aurora borealis results from sun particles swirling into geomagnetic storms that then slam into the Earth's magnetic field.
- Early autumn is also peak hurricane season. Lower winds and warmer ocean surface temperatures after the summer create ideal conditions for major storms. By about mid-October, as the winds pick up and the ocean cools, storms get weaker and many don't even travel across the ocean from Africa.

https://kids.lovetoknow.com/wiki/Autumn_Facts_for_Kids