### MIPPA MONTHLY

#### Connected and Tuned-In, Dependable, Fun, Imaginative, Optimistic

MiPPA is dedicated to providing fun experiences and educational exchanges for suppliers and distributors to help build promotional products professionals and increase industry awareness.

#### THIS MONTH!

### February 2024

13

#### Tuesday Learning Lab:

Harriet Gatter, Founder,
Accounting Support LLC,
"A Tour of QuickBooks ONLINE,
some Tips & Tricks and How it
Integrates with SAGE Online"

28

#### Wild Wednesday Webinar:

Jim Thomsen, V.P. Customer Success & Darlene Unger, Sr. Customer Success Manager – Showdown Displays -"WOW Start with You!"

#### It was a dark and snowy night...

I learned alot about customer service on January 14 this year. It started at 4:00 AM when I awoke to make the pilgrimage to Las Vegas to attend the PPAI Expo.

It was cold...it was snowy...it was windy and I needed to get to the airport to make my flight.

But first I needed to snowblow my driveway which had a plethora of snow. Off to the garage I trekked at 4:20 AM and started my trusty Toro and I soon found out it was no longer worthy of being considered trustworthy. With a loud bang it made



a noise that I knew it wouldn't recover from.I went inside my house and kissed my wife goodbye and told her what happened and the shovel was by the back door\*

When I finally made it to Chicago to connect to my next flight I knew I needed to get another snowblower and get it right away. Sure I could have gotten a better deal at a big box store but my first call was to my local hardware store that I frequent way too often.

The owner heard my issue and promptly got another snowblower on order and arranged to deliver it right away. What was the secret sauce to solving a problem so fast? LOCAL SERVICE.

All of us run into the same 'big box' competitors on a regular basis. We can try to sell ourselves based on our price or who we might affiliate with...but the best response is that YOU are the service that the customer not only needs but pays for. Your service is worth it and don't forget it!

\*Lest you think I was a bad husband that left my wife in a snowstorm to dig out herself...I already arranged with the neighbors to make sure everything was taken care of in my absence.



### PRESIDENT'S LETTER



Ever notice that when you buy a new car you all of a sudden notice that there are a lot of the same car out on the road that you have never noticed before? It seems to be happening to me with the word intentional. On the radio, in print, online, watching to and even going to church, the word intentional is popping up everywhere!

Ok, was this word always floating out there and just by saying it all of the sudden it becomes more apparent to me or are we realizing that as a society and individually we need to be more intentional in what we say and do? When I first starting being active in MiPPA it was just a standard relationship. Send in my dues, Go to a trade show, grab some education here and there, but don't really engage. It was only when someone saw me and said "Hey do you want to be a part of MiPPA and make

a difference?" that I saw what dedicated people there were working for the betterment of the industry, our suppliers, our distributors and our society at large! To that end I want to thank everyone who showed up at the TOM show with INTENT: Donating coats and non-perishable food items for people less fortunate. Interacting with suppliers on the floor looking for that perfect item or idea that would make a difference in someone's marketing program and not turn into promofill. Treating other people with kindness and a smile. THAT is the MiPPA that I know and love.

We are going to continue to strive to bring more value to you as we work on finding a new Executive Director. February bring only one event: Luncheon with the Stars in Grand Rapids. Come and share some MiPPA kindness (and some food) on February 13, and as always, tell Tony **HERE** how we can bring more value to your membership.

For you and because of you,

Tony Shereda, MAS

### WELCOME NEW MIPPA MEMBERS!

#### **New Distributor:**

#### Helm

For many members, membership renewal invoices are being sent out now. Your dues are based on the anniversary date of your last renewal and automatically generated from our membership softward. This gives you the ability to quickly pay the invoice online or mail a check or even call in and give your number over the phone.

#### MiPPA provides you with incredible value with great events and services...

- Informative and motivational meetings with guest speakers, dinners, luncheons, samples and networking.
- A professional community of supportive industry colleagues willing to share and help each other grow and thrive.
- The TOM Show
- Promotional Products 101 Course
- Luncheon With The Stars
- Product Safety Aware Training
- Legislative Education Action Day (LEAD)
- Michigan Leadership Conference
- Special Social Gathering in August
- Wild Wednesday Webinars our monthly webinar series
- Free Processing of CAS/MAS Credits to PPAI for certification

- Annual Member Meetings on both sides of the state
- Volunteer and Leadership Development
   Opportunities
- Smitten With The Mitten Factory Tours
- Exclusive Members Only Coupon Book
- Promo Hunt coupon browser extension
- Discount on all SAGE products
- Healthcare Plan through SALA
- Discounts on Constant Contact
- MiPPA Monthly our monthly newsletter
- www.mippa.org an informative website with rep directory
- Discounts on Zoom Catalog



### MEMBERSHIP RENEWALS February 2024

#### **Distributor Renewal:**

JK Promotions, Metcom, Proforma Printing Concepts, Powerful Incentives, The Harmon Group, LLC, Vision Designs of West Michigan,
Creative Studio Promotions, Alfie Logo Gear, A Design Line Embroidery LLC, JJ Giveaways, Velmark Incentives, Inc., Fay Way Company,
Powerlink Promotional Products LLC, Geiger, Front Door Marketing, Promotion Concepts, Inc., Marali / Kaeser & Blair, Divine Edge Marketing Solutions LLC,
Ann Arbor T-Shirt Company, Bradley + Company, Winners Brand, Wizbang Promotional Products, Sales Marketing Group, The Place LLC, Bankers Advertising,
This n That Sales, Logowear, Combined Products/Proforma, Social Good Promotions, Inc., Sharpe Impressions

#### **Multi Line Renewal:**

DMannding Results, Inc.

#### **Supplier Renewal:**

Snugz USA, AAA Innovations, 3M Promotional Markets, ETS Express, INC, Casual Image, Koozie Group, Starline

### PAST PRESIDENTS OF MIPPA

1969	Chris Franklin	1992	Jim Thomson MAS
1970	Harold Burnstein	1993	Linda Hall MAS
1971	Harold Burnstein	1994	John Wanat
1972	Bernie Brauer	1995	Christine Haberski MAS
1973	Bernie Brauer	1996	Ruth Kramer CAS
1974	Mike Harrison MAS*	1997	Jess Elson MAS
1975	Mike Harrison MAS*	1998	Pauline Listerman MAS
1976	Mike Harrison MAS*	1999	Al Bates MAS*
1977	Al Thomas	2000	Ralene Ehardt
1978	Ken Kelsey MAS*	2001	Eric Wittel /
1979	Ken Kelsey MAS*		Jess Elson MAS
1980	Ken Kelsey MAS*	2002	Michael Crawford MAS
1981	Tim Quinn MAS	2003	Penny Koch
1982	Tim Quinn MAS	2004	John Bell
1983	Joseph Nelson	2005	John Bell
1984	Joseph Nelson	2006	John Andersen MAS*
1985	Tim Quinn MAS /	2007	Tim Hill
	Jim Thomson MAS	2008	Tim Hill
1986	Jim Thomson MAS*	2009	Cyndi Waldren
1987	Jim Thomson MAS*	2010	Kari Moravec Caruso
1988	Greg Campagna MAS	2011	Roger Burnett CAS*
1989	Earl Sisson	2012	Scott Petrowski
1990	Earl Sisson	2013	Tim Stedman
1991	Doug Fraser	2014	Chaundra Haynes CAS

2015	David DeWitt*
2016	John Bates
2017	Paul Zafarana CAS*
2018	Jane Mitchell MAS*
2019	Roger Burnett CAS*
2020	Sarah Merrill
2021	Sandra Kelley MAS
2022	Eric Pehrson

Glenn Miotke

#### **Executive Directors**

2023

	MAS+*
2012-Present	<b>Paul Kiewiet</b>
Interim 2012	LaDonna Belcher*
1993-2012	Donna Hall*
1985-1992	Bob Temske
1982-1984	Al Ellwood*
1981	Carolyn Quinn

<sup>\*</sup> Indicates MiPPA Hall of Fame

Please click
on highlighted presidents
for their podcast with
Roger Burnett.







### featuring Harriet Gatter Founder Accounting Support, LLC

Tuesday, Feb 13, 2024 12:30 pm ET /11:30 am CT / 10:30 am MT / 9:30 am PT

Registration URL: https://attendee.gotowebinar.com/register/3899120457029867614

#### A Tour of QuickBooks Online, some tips and tricks, and how it Integrates with SAGE Online

For better or worse, QuickBooks Online is here to stay. If you are considering starting new in QuickBooks or switching to QBO, this presentation will give you a thorough insight into QBO, some tips to make it more manageable, and what its integration with SAGE Online is and means.

#### **Learning Objectives:**

- How an order, created in SAGE Online, integrates with QBO
- What data is moved when exporting an order from SAGE into QBO
- Which QBO product (there are 4 choices) is best for distributors and why
- An overview of QBO and how to navigate it. (not at all like QB Desktop)
- Some tips and tricks to use QBO more efficiently.

**About Harriet**: Harriet Gatter is an independent consultant who works exclusively with Ad Specialty Distributors. She was a distributor for 23 years and an adjunct accounting professor (not as much fun as expected). She sold her distributorship in 2013, became certified as a QuickBooks ProAdvisor and started Accounting Support, LLC to figure out how to design a simple, efficient, and affordable Order Management and Accounting System exclusively for Ad Specialty Distributors.

Registration URL: https://attendee.gotowebinar.com/register/3899120457029867614

Tuesday, February 13, 2024 12:30 pm Eastern /11:30 am Central / 10:30 am Mountain / 9:30 am Pacific

Your Regional Associations — Where Professionals Go to Grow!







#### Wild Wednesday Webinar

featuring

Jim Thomsen, V.P. Customer Success,
Darlene Unger, Sr. Customer Success Mgr.,
Showdown Displays

Wednesday, February 28, 2024 12:30 pm ET /11:30 am CT / 10:30 am MT / 9:30 am PT

Registration URL: <a href="https://attendee.gotowebinar.com/register/5283301142806454358">https://attendee.gotowebinar.com/register/5283301142806454358</a>

#### "WOW Starts with You!"

The Employee experience directly impacts the Customer experience, (EX=CX). In this presentation we will review Ten Best Practices that help to develop a highly engaged culture that ultimately drives Legendary Customer Experiences.

#### **Learning Outcomes:**

- Best Practice for Hiring the right fit.
- Performance Score Cards that Motivate.
- Creating effective recognition programs.
- Developing a self-sustaining organic culture.

#### **About Jim:**

Jim Thomsen has been the VP of Customer Success at Showdown Displays for the past 10 years. His focus is building highly engaged and World-Class teams that are driven to deliver Legendary Customer experiences on every interaction. Jim's teams have a long history of being recognized for excellence and some of their recent awards are as follows: 2020 Best Contact Center, (ICMI), 2021 Best in Class Runner-Up, (CCW), two consecutive years, 2022 & 2023, winning the Global Gold Medal for Best Customer Service, (Contact Center World). In addition, individual leaders on his team have received Industry recognition with 3 of his managers being named "Best of the Best Contact Center Manager" in 2023, (CCW) along with one of the Senior agents being named "Best Contact Center Trainer", (ICMI) in 2023. Lastly, Jim has been honored with being named Customer Contact Leader of the Year in 2020, (CCW) and Customer Service Executive of the Year in 2023, (ABA).

Registration URL: <a href="https://attendee.gotowebinar.com/register/5283301142806454358">https://attendee.gotowebinar.com/register/5283301142806454358</a>

Wednesday, February 28, 2024 12:30 pm Eastern /11:30 am Central / 10:30 am Mountain / 9:30 am Pacific

Your Regional Associations — Where Professionals Go to Grow!



# Luncheon with the Starts



SANMAR







koozie group°



#### Tuesday, February 13

11:30 am -1:30 pm Holiday Inn Downtown Grand Rapids 310 Pearl St NW Grand Rapids, MI 49504



#### Learn from these MiPPA Supplier Rock Stars

How this works...

You may arrive as early as 11:30 am to visit with Shawn Rogers - SanMar,
Regina Harrington - Tekweld, Carly Jaeger - Koozie Group, and
John Andersen - Showdown Displays who will have nice displays of their best ideas to help you increase your sales. A delicious plated lunch with salad, your choice of one of 3 entrees and unlimited soft drinks will be served for you to enjoy over a lunch that will fill you up with outstanding new ideas to show and sell your clients.

At 12 Noon, each of the Stars will give a 15 minute presentation, give case histories, show samples and make you offers you can't refuse. We'll have **prize drawings** throughout the hour. When the last presenter is done, you can hang around and visit their displays, order samples, ask questions and get more business done.

\*The cost is just \$10.00 for MiPPA Member Distributors or \$30.00 for non-member distributors.

This luncheon is open to the first 30 registrants. Open only to promotional products distributors 
no clients at this event.

RESERVE YOUR PLACE AT THE TABLE https://mippa.org/event-5457765

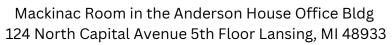
PROMOTIONAL PRODUCTS DISTRIBUTORS ONLY - SEATING IS LIMITED TO 30

#### Legislative Education Action Day



#### **LEAD -Lansing**

Wednesday, March 6, 2024 9 am - 10 am







Help us
ADVOCATE
for
You and Your
Livelihood.



On March 6, we will be hosting a breakfast for your State Representatives and State Senators (Elected Officials) in the Mackinac Room in the Anderson House of Representatives Building. This is an important event and we hope that you will participate. We call it Lansing LEAD. Legislative Education and Action Day (LEAD) will help us protect and grow our industry. This is YOUR opportunity to tell YOUR story about your livelihood and help your elected officials get to know you and your concerns.

Over 8000 Michigan citizens in 900 firms earn their livelihood, feed their families and pay their taxes from our industry here in our state. We request your help by inviting your Elected Officials to this event. If you can take the time, we would also love to have you at the event to personally meet your representatives. Don't worry, we'll provide you with an email template, a telephone tract to follow and our position paper along with information on the impact of our industry on the Michigan economy.

The Mackinac Room will be where we will feature literature on the power of our medium, a running slide show on our association and as a gathering place for you to meet with your elected officials. A wonderful buffet breakfast is offered from 9 am - 10 am.

Register to join us for breakfast and a conversation with your representatives.

To find your state senator - click here

To find your state representative - click here

If you can't join us, please call, email or write your representative and invite them to our breakfast.



# Pizza with the Stores



Jennie Eberz Joe Eberz & Associates



Kent Getsee Preferred Lines Marketing



Deborah Mann DMannding Results



Kurt McGovern McGovern Marketing

## Pizza With The Stars Thursday, March 21, 2024 11:30 am - 1:30 pm Shields Pizzeria

1476 W Maple Rd, Troy, MI 48084

#### Learn from the MiPPA Supplier Rock Stars

How this works...

You may arrive as early as 11:30 am to visit with Jennie, Kent, Deborah, and Kurt who will have nice displays of their best ideas to help you increase your sales. A great buffet of the famous Shields Detroit-style pizzas, pastas and bread sticks will be available for you to enjoy over a lunch that will fill you up with outstanding new ideas to show and sell your clients.

At 12 Noon, each of the Stars will give a 15 minute presentation, give case histories, show samples and make you offers you can't refuse. We'll have prize drawings throughout the hour. When the last presenter is done, you can hang around and visit their displays, order samples, ask questions and get more business done.

The cost is just \$10.00 for MiPPA Member Distributors or \$20.00 for non-member distributors. This luncheon is open to the first 30 registrants. Open only to promotional products distributors - no clients at this event.

MARCH 21, 2024
SHIELDS PIZZERIA AND BAR
1476 W MAPLE RD
TROY, MI 48084
PRESENTATIONS FROM 12 NOON - 1 PM
EXHIBITS OPEN 11:30 AM - 1:30 PM









a Summertime End User Experience Thursday, July 11, 2024 10 am - 2 pm

#### KELLOGG CONFERENCE CENTER

Michigan State University 219 S. Harrison Rd East Lansing, MI 48824

A Brand New End User Experience is coming to central Michigan at Michigan State University.

#### **SAVE THE DATE!**

"Sizzle in the City Showcase" brings top suppliers and reps to the middle of our state for an opportunity for you to show your clients the splendor and awesomeness of our industry. For all member distributors, this is another chance for you to educate your clients on all of the ways you can make them look great.

Distributor and client registration will be opening in March.

Supplier/Exhibitor Registration is open now! https://mippa.org/event-5444876

#### **Marketing Committee**

Help with Promoting MiPPA Social Media Website

#### **Events Committee**

Help with MiPPA Trade Shows
May 15: Ideas in Bloom - Grand Rapids
June 11: Traverse City Mini Showcase
July 11: Sizzle Showcase in Lansing
September 18: Promotions That ROAR!



### Diversity, Equity, Inclusion, Belonging

Help develop a more diverse and inclusive association.

#### Professional Development

Become a Webinar Producer
Course Accreditation
Speaker Recruiting

#### **Advocacy Committee**

Help with Legislative Education Action
Day in Lansing (LEAD Lansing).
Promote speaking opportunities about
the industry.

#### WANT TO HELP? CONTACT US VOLUNTEERS@MIPPA.ORG



Visit the Largest Michigan Supplier



Check out the State of the Art
Order Processing
Decorating
Customization
Service



### Smitten With The Mitten Factory Tour and Lunch

Tuesday, April 30, 2024

Edwards Garment Company - 4900 S 9th St, Kalamazoo, MI 49009

10:30 - 11:00 am am: Arrivals and Coffee Service 11:00 am - 12:00 pm: Edwards Factory Tour 12:00 - 1:45 pm: Edwards Presentation & Lunch

Visit this Michigan-Based Top Twenty Supplier's headquarters in Kalamazoo. Enjoy the tour and learn about the modern and contemporary options Edwards has to offer while, learning to sell uniform programs and custom apparel! Edwards also provides it's customers with a single vendor purchase order model- saving you time and money!

Free for MiPPA Members

**REGISTER** 



Finish the Year Strong!



Tuesday, October 8

or

Wednesday, October 9 10 AM - 4 PM EMBASSY SUITES - LIVONIA / NOVI 19525 Victor Parkway Livonia, MI 48152

#### Limited to 15 Distributor Companies

Up to 2 people per company per meeting.

20 minute private meetings with 15 Top Suppliers

- Get Free Virtual and Spec Samples
  - Self Promotion Specials
- Everything you need to finish the year strong.
- Everything you need to reach new heights in 2025.
  - Includes Group Networking Lunch
    - Free Parking
      - Free Wi-Fi

Create true partnerships with key suppliers that will pay huge dividends for years to come.

REGISTER TODAY
HTTPS://MIPPA.ORG/EVENT-5514716



#### **Reach New Heights**

Apply For A Scholarship Today! The Deadline Is March 15, 2024 At 11:59 PM CDT.











#### **Apply Only At:**

www.ppef.us/college-scholarships/

Through March 15, 2024 At 11:59 PM CDT

PPEF awards higher education scholarships to students with a parent working in the promotional products industry or who work at an industry company themselves.

4-Year College Scholarship For High School Seniors:

Need-Based Scholarship

Awarded \$2,250 Annually

4-Year College Scholarship For High School Seniors:

Merit-Based Scholarship

Awarded \$1,250 Annually

Chairman's Scholarship For Career Candidates Entering Their Junior Year Of College:

\$5,500 Awarded \$2,750 Annually For Two Years

1-Year College Scholarship For Current College Students Or Trade School Applicants:

\$2,250 Need-Based Scholarship

1-Year College Scholarship For Current College Students Or Trade School Applicants:

\$1,250 Merit-Based Scholarship

Contact Us @ PPEF@ppai.org





#### **2024 A YEAR OF VALUE**

delivered by MiPPA

#### WEBINARS AND **PROFESSIONAL DEVELOPMENT**

12 Wild Wednesday Webinars with industry thought leaders.

12 Tuesday Learning Labs - monthly skill-building instruction.

Luncheons With The Stars in Grand Rapids & Troy, Power Partners Meetings in Livonia

#### **EXCLUSIVE COUPON BOOK**

Our Members' Only Coupon Book provided thousands of dollars of exclusive savings. More than 30x the cost of our membership.

#### **Promo Hunt Coupon Finding Browser Extension**

Members' Only Browser Extension that finds discounts and values for you everytime you search for products with a handy supplier reference too.

#### **ADVOCACY**

MiPPA once again monitored legislation and actions and sounded timely alerts. We make sure your voices are heard and your interests are protected in Lansing and in Washington D.C.

MiPPA monitors government actions and sends out Action Alerts to our members throughout the year.

#### **HEALTHCARE ALTERNATIVE**

#### DISCOUNTS

Member distributors receive a 10% discount on SAGE services. PromoHunt coupon finding browser extension finds savings for you on the products you search for. Discount on Constant Contact email services

Discounts on ZoomCatalog.

#### THE GOOD TIMES CONTINUE TO ROLL

July 11: Sizzle in the City End User Show in East Lansing

December 5: West Michigan Holiday Luncheon

#### **WEBSITE & NEWSLETTER**

Manage your membership and get the latest information about our Events, Professional Development, Volunteer and Trade Shows

www.mippa.org

Our MiPPA Monthly Newsletter brings you the latest news and events fresh every month.

**Michigan Promotional Professionals Association** 1016 Kelsey St NE Grand Rapids, MI 49505 269-806-4489









#### PowerTag Bluetooth Finder with Apple Find My #//10/





#### Spot Two-Way Bluetooth Finder



### TOP 10 BEST SELLERS

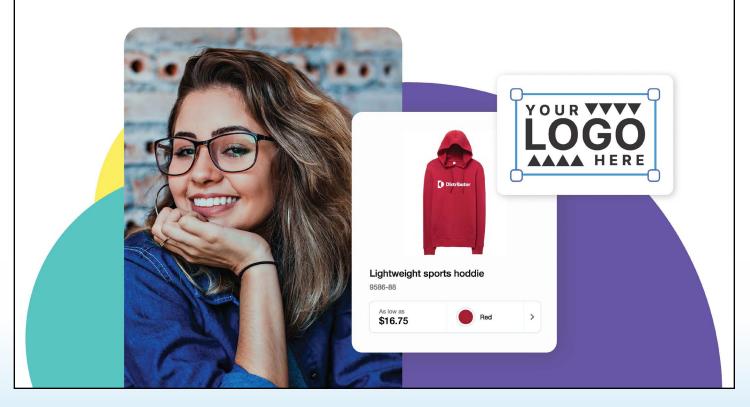






# Customize and Share Catalogs and Flyers From the Industry's Top Suppliers

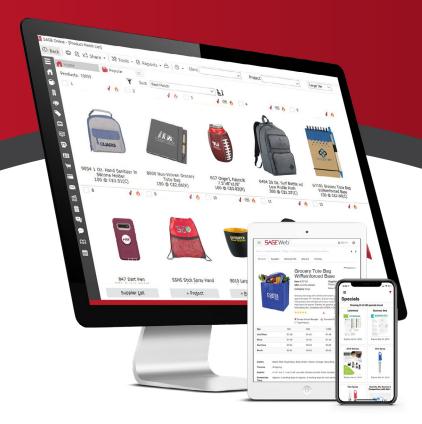
Start Today ZOOMcatalog.com





#### **SAGE** Affiliate Program

### Did you know you get **10% off** SAGE products and services?





Build presentations for your clients



Stay top of mind with email campaigns



Create virtual samples



Keep track of your client info and history



Establish a web presence



Create custom catalogs and flyers



Process payments



And more!

Work smarter with one easy-to-use solution.

www.trySAGE.com



### COMING ATTRACTIONS!





9 - Tuesday Learning Lab 24: Wild Wednesday Webinar 30 - Smitten With The Mitten Factory Tour at Edwards Garment in Kalamazoo.



9- Tuesday Learning Lab 11 - Sizzle in the City Showcase End User Show in E. Lansing! 31: Wild Wednesday Webinar



8 - Tuesday Learning Lab 8-9 - Power Partner Meetings Embassy Suites - Livonia 30: Wild Wednesday Webinar





13: Tuesday Learning Lab 13 - Grand Rapids Luncheon With The Stars 28 : Wild Wednesday Webinar



14 - Tuesday Learning Lab 15 - Ideas in Bloom Show 29: Wild Wednesday Webinar



13- Tuesday Learning Lab 28 - Wild Wednesday Webinar



7 - Annual Members Meeting and Awards Celebration 12 - Tuesday Learning Lab 20: Wild Wednesday Webinar Visit www.mippa.org for more details.





6: LEAD Lansing 12 - Tuesday Learning Lab 21 - Pizza With The Stars at Shields of Troy 27: Wild Wednesday Webinar



11- Tuesday Learning Lab 11- Traverse City MiniShowcase at Great Wolf Lodge 26: Wild Wednesday Webinar



10- Tuesday Learning Lab 17 - Ready to ROAR Party 18 - Promotions That ROAR! Ford Field - Detroit 25: Wild Wednesday Webinar



3 - Tuesday Learning Lab 5 - West Michigan Holiday Luncheon 18: Wild Wednesday Webinar 19 - Holiday Happy Hour - Zoom

