

Collin County

Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Pamela "Sue" Martens

Honoree's Job Title: Administrative Secretary

Department: County Clerk

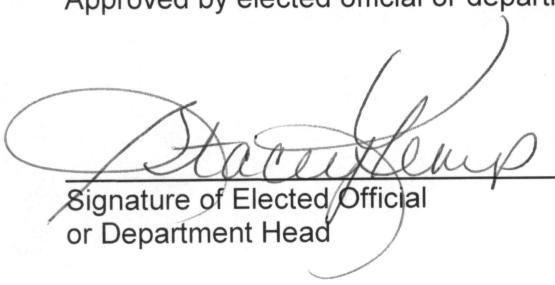
Years of Service with the County: 2.5

Why the Honoree is receiving a GEM Award including dates:

One of Sue's duties is to ensure the Vitals department is always fully stocked with security paper for issuing birth and death certificates as well as special preservation envelopes in which the customer can safely store those certificates. While Sue was processing the most recent order for the document preservation envelopes, she noticed a significant increase in the vendor's pricing. Rather than accept the higher cost and placing the order, Sue began research to see if another vendor could supply the same product at a lower cost. She found a vendor who not only quoted a lower price per unit, they also had a significantly lower shipping charge. Sue brought this to the attention of the County Clerk who then began negotiating with the current vendor. Rather than lose the county's business, the vendor offered the product at an even lower cost than its competitor and eliminated the shipping charge.

Sue's efforts resulted in a total savings of \$1,960. In addition, she was able to secure enough product to ensure the department would have an adequate supply for an entire year. Sue has been nominated for the GEM award in recognition of continuing efforts to ensure the County Clerk's office runs as efficiently as possible.

Approved by elected official or department head on the 20th day of March, 2015


Signature of Elected Official
or Department Head


Printed Name