



# SUTPHEN

*Family Owned and Operated since 1890!*



Date 12/8/2021  
ZCR  
Global Sales Meeting

# Lunch Sponsor



## Thank you!



# Submitting Proposals

- *Complete SQS2 quote and price review*
- *Proposal drawing & design review*
- *Special item price review (if applicable)*
- *Prepayment discount review (if applicable)*
- *Cooperative document review (if applicable)*
- *Submit Proposal Page to STM*

 **SUTPHEN**  
**PROPOSAL**

TO THE:  
Fire Department  
Attn: Chief  
Address  
City, State Zip

DATE: January 1, 2018

We hereby propose and agree to furnish the following firefighting equipment upon your acceptance of this proposal:

One (1) Sutphen Heavy Duty 100' Mid-Mount Aerial Ladder (SL100) Complete and  
Delivered for the Total Sum of .....\$925,000.00

The unit shall be manufactured completely in accordance to the following proposal and delivered in approximately 10-12 months from the date of the contract signing or purchase order, subject to delays from all causes beyond our control.

This proposal shall be valid for thirty (30) days. If the contract or purchase order is not received within this proposed duration, we reserve the right to extend, withdraw, or modify our proposal, including pricing, delivery times, and prepayment discounts as applicable.

Respectfully submitted,

{Signature} {company logo}

(Name)  
(Dealership Name)  
Authorized Representative for Sutphen Corporation  
(Phone Number)

SUTPHEN CORPORATION  
6450 Eberman Road | Dublin, OH 43026 | 1-800-848-5860



# Repeat Orders

- Update SQS with final change order from prior build
- Ask STM for review
  - Special item pricing can change
- Creates a cleaner, more streamlined order for the processing teams



# Delivery Paperwork

The following paperwork is included in the front of the manual and must be completed at time of delivery:

- Acceptance Sheet, Shortages and/or Omissions
- Operator and Maintenance Manual Delivery Document
- Persons at Demonstration on Service and Operation of Delivered Apparatus
- MSO Acceptance
- Dealer Supplied Equipment



# Commission Review

- New commission review process (dealer principal only)
- Add a review audit when the truck is assigned
- Helps jumpstart the process as the truck approaches shipment.
- More details to come.....

DATE \_\_\_\_\_

PAY TO THE ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_

\_\_\_\_\_ DOLLARS

MEMO \_\_\_\_\_

1: 0000000000 0000 1:0000



# COVID

- Covid guideline are still in place
- #1 Goal is to keep our employees safe so we can continue building trucks
- Wear your mask if non vaccinated
- Virtual precon/final is still an option



# The Sutphen Experience

- More Trucks = More Visitors
- Uphold the Personal Experience
- Communication is key

## WHAT MAKES THE SUTPHEN EXPERIENCE?

Sutphen gives customers an exceptional experience during their fire truck purchasing process. Below are the 9 key parts to every Sutphen Experience.

### **I. INITIAL SALES CONTACT**

Customers can expect our experts to give sales presentations, truck demonstrations, factory tours and more to accommodate their purchasing needs. If a customer chooses, our expert sales professionals will welcome you on a factory tour to view our one-of-a-kind facilities and to see what makes a Sutphen, a Sutphen.

### **II. ASSISTANCE IN WRITING SPECIFICATIONS**

Our straightforward, easy-to-use Sutphen Quick Specification System eases the specification process for departments and helps streamline the proposal design stage.

### **III. HELP NAVIGATING THE PURCHASING PROCESS**

Sutphen helps customers work through the process of purchasing an apparatus. Whether they decide to purchase via a formal bid, direct purchase or cooperative purchasing program, Sutphen is ready to assist. Additionally, Sutphen offers pre-payment discounts and financing options.

### **IV. DETAILED PRE-CONSTRUCTION MEETING WITH PROJECT COORDINATOR, SALES AND TRUCK COMMITTEE**

During the pre-construction meeting, customers and Sutphen project coordinators review truck build documents together, ensuring a detail-oriented and meticulous review. Additionally, this stage will allow customers to take plant tours, talk with our experts and perfect the apparatus to their exact needs.

### **V. COMMUNICATION DURING BUILD PROCESS**

Customers can expect consistent communication from project coordinators and salesmen during the entire build process. Apparatus pictures and updates will be sent during each step of the process, from beginning to end.

