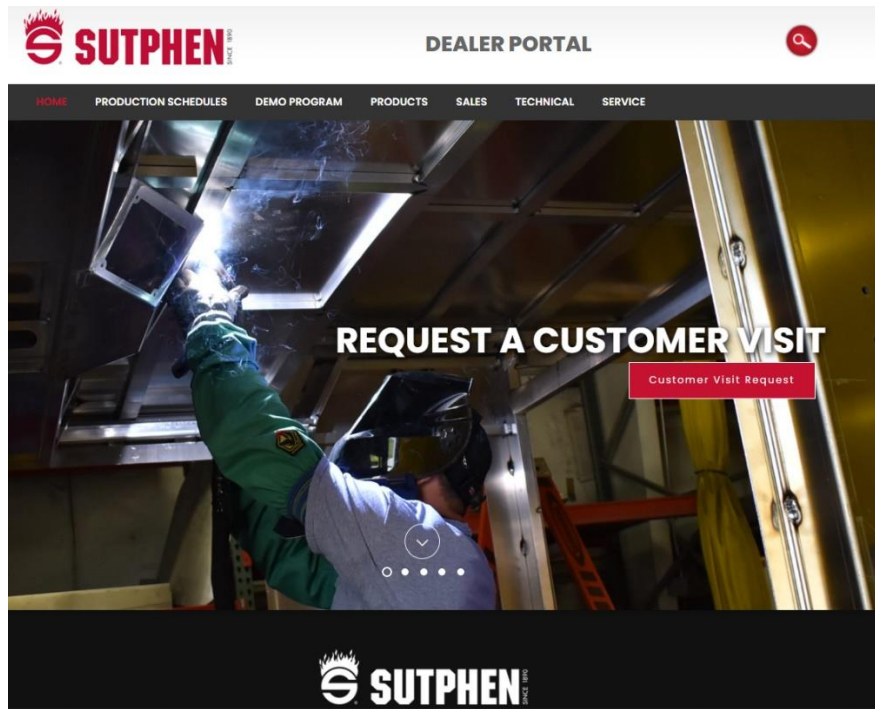


Customer Visit Request Form

Updates, Clarifications, and Details (04/12/23)



-Available on the Sutphen Dealer Portal. <https://dealers.sutphen.com>

-Needs submitted any time you plan to visit a Sutphen facility with customers – and when necessary – (in the event of a pre-construction meeting, mid-inspection, or final inspection) have confirmed timing with your Sutphen Project Manager first, to avoid needing to submit multiple iterations of the Customer Visit Request Form.

The following statements are both **true**..

“Most of the time it will be necessary to confirm the desired timing for a Customer Visit with my Sutphen Project Manager for build meetings / inspections or my STM for tours / demonstrations, before submitting my Customer Visit Request Form through the Dealer Portal.” – True! ✓

“Some of the time it will be ok to make first contact with Sutphen by submitting the Customer Visit Request Form through the Dealer Portal because I’m very confident in the dates I’m requesting being fine for all parties – including Sutphen – based on prior conversations and knowledge.” – True! ✓

The following statements are both **false**..

“I can rely on my Sutphen Project Manager or STM to share my Customer Visit Request details to the rest of Sutphen since we discussed it.” – False! ✗ (you’ll need to submit an updated Customer Visit Request Form)

“I can send an email to my Sutphen Project Manager, STM, or to Richie, when my Customer Visit details change, and they will share those new details with the rest of Sutphen.” – False! ✗ (you’ll need to submit an updated Customer Visit Request Form)

Updates

- Drop-down menus have been created to replace previous write-in fields for Dealer Reps, STMs, and Project Managers. (if names weren't spelled exactly the way we had them in the system, the website wouldn't know to send a notification to that individual. The drop-down selections will prevent this problem from happening moving forward)
- Additional Dealer Representative fields (if applicable) have been created for use if you have more than (1) dealer rep accompanying a customer on a visit.

Clarifications

- If you haven't yet received correspondence from your Project Manager with the Initial Shop Order and potential pre-con dates, it's too early to submit a Customer Visit Request Form for a Pre-Construction meeting. (ok to email your Project Manager directly though to see when they expect to have those documents over to you)
- If you haven't yet received correspondence from your Project Manager with a potential earliest date for final inspection, it's too early to submit a Customer Visit Request Form for a Final Inspection. (ok to email your Project Manager directly though to see when they expect that date range will be ready to discuss)
- If you desire a mid-inspection visit, will need to touch base with your Project Manager first to ensure the progress of the truck is where it needs to be / where you assume it is, prior to submitting a Customer Visit Request Form for a specific date.

Form Details

- Rules are set up to filter your request to the correct internal folks based on the information you fill out on the request form.
- For example, your completed request form will be sent to production/facility managers and general facility staff based on which facilities are selected in the below field:

Facilities Visiting *

- ☐ Dublin
- ☐ Hilliard
- ☐ East
- ☐ Urbana Pumper
- ☐ Urbana Chassis
- ☐ Urbana Service



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-Your completed request form will be sent to the Dealer Representatives (or Dealer Principals) selected in these drop-down fields below:

Accompanied By (Dealer Representative #1) *

Please type in name if above selection was "Other" (if applicable)

Accompanied By (Dealer Representative #2) (if applicable)

Please type in name if above selection was "Other" (if applicable)

Accompanied By (Dealer Representative #3) (if applicable)

Please type in name if above selection was "Other" (if applicable)

Your completed request form will be sent to your STM based on the selection in this drop-down field:

Sutphen Sales Territory Manager *

Dillon Naylor

Justin Howell

Keith Exel

Not Applicable

Your completed request form will be sent to your Project Manager based on the selection in this drop-down field:

Sutphen Project Manager *

Not Applicable

Adam Fout

Anthony Gonzalez

Chris Minor

Daniel Juzwiak

George Green

Jakob Gordon

James Maddy

Kevin Goon

Mark Clark

Matthew Luscher

Max Winnenberg

Raghu Ranganatha

Rick Campbell

Spencer Garver

Steve Dorfman

Tawfik Fahoum