

## How Do I Set Up a Visit to Greenheck?

**OBJECTIVE:** Establish a relationship with an engineer/contractor to develop a preference to specify/purchase Greenheck equipment through their respective sales channel.

### 1. Visitation Initiation

**Prior to contacting your Greenheck Area Sales Manager**, approval that the Education Center calendar has availability on the dates that you desire to visit is required. Contact your area sales managers, and/or Education Center representative

Contact	Title	Direct Dial
Eric Tufto	North Regional Sales Director, North Central	(715) 355-2416
Jordan Baker	Regional Sales Manager, Midwest	(715) 841-8475
Ken Lopas	Regional Sales Manager, Great Lakes & Canada	(715) 355-3965
Ermias Lamesgin	East Regional Sales Director, Mid-Atlantic	(605) 838-8928
Brendan Ryan-Buchanan	Regional Sales Manager, Southeast	(727) 597-0605
Clayton Foster	Regional Sales Manager, Northeast	(715) 841-8466
Nick Bouray	West Regional Sales Director, California	(731) 780-9219
Peter Kubica	Regional Sales Manager, Mountain	(715) 301-5482
Ryan Ebert	Regional Sales Manager, South Central	(715) 841-8311
Lisa Zastrow	Sales Application Manager, US & Canada	(715) 841-8300
Stephen Butina	Sales Application Manager, US & Canada	(715) 841-8406
Ammy Parker	Hospitality Scheduling Specialist	(715) 355-2275

### 2. Group Size

**Small Groups (recommended):** A group of **four to six** is preferred in order to facilitate the most relevant discussion and deliver specialized information (three to five contractors/engineers accompanied by one manufacturer's representative).

**Larger Groups:** Special arrangements must be made for groups exceeding ten. Please ensure that a Greenheck representative is fully aware of your final count.

### 3. How do I set up transportation and hotel accommodations?

**Contact Fox World Travel (1.855.792.3113).** They will suggest flight options that are convenient for you and your guests. When asked for "the purpose of the trip" this is a "Customer Visit" or a "Packer Experience"

**You will need your Greenheck 4-digit office number.**

**Arrival:** Morning or early afternoon of the first visitation day

**Departure:** Mid-to-late afternoon of the following day.

*\*A minimum of 8-10 hours on site is required.\**

#### How are expenses handled?

The cost for flights is split between Greenheck and the Rep office (chart below). Greenheck will bill the rep for their portion of the flight cost after the visit takes place. The cost for meals, lodging, and local transportation to and from the airport during the visit will be covered by Greenheck.

Flight Ticket(s) Purchase	Greenheck Cost Participation	Rep Cost Participation
21+ days prior to visit	1/2	1/2
14 days prior to visit	1/3	2/3
7 days prior to visit	1/4	3/4
Less than 7 days prior to visit	Must be approved by Greenheck	
<b>The Rep office will be billed for 100% of the cost for "no shows."</b>		

**Greenheck will be responsible for:**

Meals, lodging, and local transportation to and from the airport for the duration of the visit.

**4. Complete Visitor Registration on My Account**

Enter your visitor’s names in our Visitor Registration system to ensure accurate planning. Things like correctly spelled names as well as customer interests and special diets are important. We want your visit to be successful. Access our Visitor Registration System via My Account under Rep Resources, Customer Visits, Visitor Registration in order to submit the necessary information for us to best facilitate your visit.

**Please complete this process at least 15 days prior to your visit.**

The screenshot shows the Greenheck website interface. At the top, there is a navigation bar with the Greenheck logo and tagline 'Building Value in Air.' followed by menu items: PRODUCTS, FIND MY REP, RESOURCES, ABOUT US, PARTS, and SHOP. A search bar and a '-CHOOSE MODEL-' dropdown are also present. Language options for English and Hindi are shown on the right. Below the navigation, a breadcrumb trail is highlighted in red: 'My Account > Rep Resources > Customer Visits'. The main content area is titled 'CUSTOMER VISITS' and includes a sub-heading 'Visit the Greenheck campus and take advantage of your best sales tool.' The text explains the importance of customer relationships and provides instructions on how to schedule a visit. An 'Information' menu on the right lists links for 'Guidelines: Greenheck Visits', 'Customer Visitor Profile', 'Visitor Registration', and two brochures: 'Bernard A. Greenheck Education Center' and 'Robert C. Greenheck Innovation Center'. A sidebar on the left contains various resource links, with 'Customer Visits' highlighted in red.

**Visitation Checklist:**

- Received approval that the Education Center calendar is available on desired dates of visit.
- Greenheck Sales Team has been notified of visit and I understand my financial responsibilities.
- Fox World Travel has been contacted and travel arrangements have been confirmed.
- Visitor Registration has been completed.
- Visitation preparation information has been shared with all visiting individuals.

## Customer Visit Data

A data page identifying what to bring, what to wear etc. should be sent out to all visitors.

We definitely experience the four seasons in Wisconsin. The average highs and lows are as follows:

	Average High (°F)	Average Low (°F)
January	23	6
February	28	10
March	40	21
April	55	33
May	67	44
June	76	54
July	80	59
August	78	57
September	69	48
October	55	37
November	40	25
December	27	11

### Daily Activities

Your time at Greenheck will include tours of our labs, manufacturing facilities and our Education Center. Other activities include:

- Walking tours
- Presentations and demonstrations
- Taking part in discussions

### Facility Tours and Attire

Dress is casual, so be comfortable. Closed-toe shoes are allowed in the plant.

#### Daytime Spent:

- Walking tours
- Presentations & demonstrations
- Taking part in discussions

#### Nighttime Spent:

- Evening meal will be off site
- Evenings can be cool, even during summer, so bringing a (light) jacket would be highly suggested

### Special Requests

Please make Greenheck aware of any dietary requirements prior to your visit so that we are able to make arrangements in advance.

If anyone may have trouble walking long distances, please let us know so appropriate arrangements can be made.