



September 17, 2012



Marathon Electric Quote Workflow Process



Agenda

- 1** Why we are implementing a new process
- 2** How it affects your communication with us
- 3** How to provide feedback to us

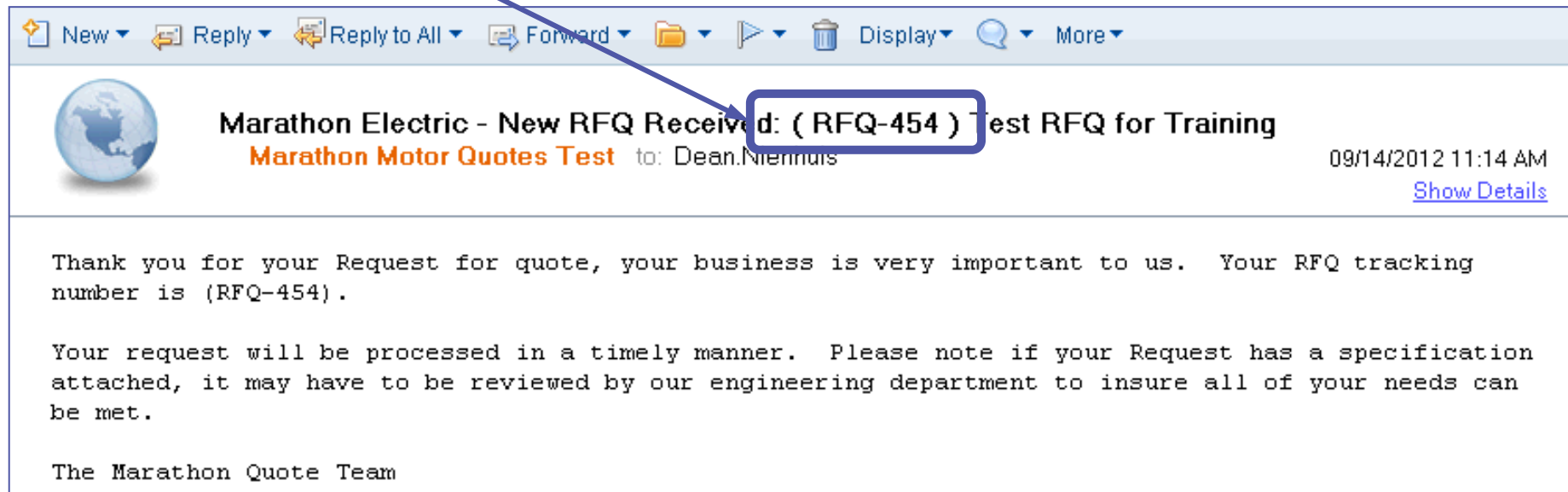
Reasons for new process

- **You requested it!**
- **New Quote Workflow enhances your ability to track your RFQ's**
- **Our actual response time was difficult to measure and this is the metric we need to improve the most**
- **Sales will be able to easily track RFQ's**
- **Our communication back to you will be streamlined, increasing our throughput of RFQ's**

Our Acknowledgement

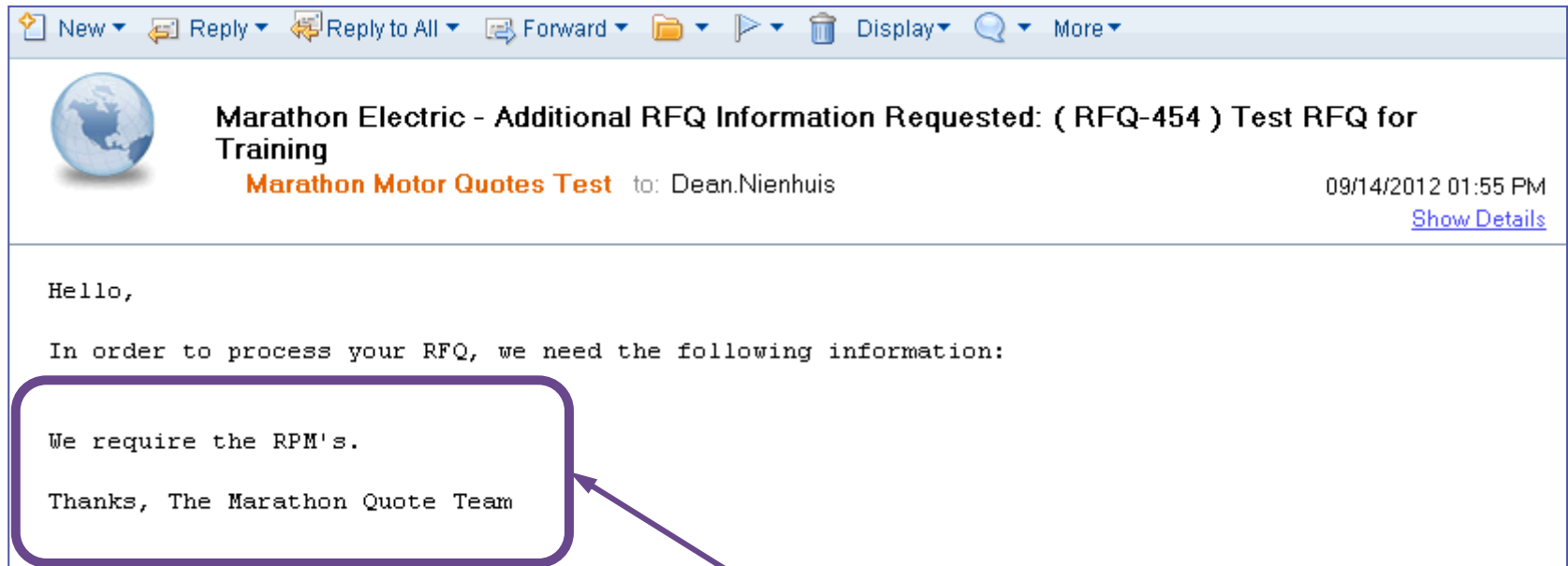
- Continue sending RFQ's to motorquotes@marathonelectric.com
- Quote Workflow will respond with a RFQ tracking number, for increased traceability

Your RFQ
#



Requesting additional data

If we have a question, our email back to you from Quote Workflow will look like this:




**Information we need to
complete your quote**

Replying with Additional Data

To respond, simply Reply to the email with the data we requested and Quote Workflow will import it automatically

Your reply

Send Send and File... Save as Draft Reply to All Delivery Options... Display More

 **To:** Marathon Motor Quotes Test <motorquotes-test@marathonelectric.com>
Cc:
Bcc:
Subject: Re: Marathon Electric - Additional RFQ Information Requested: (RFQ-454) Test RFQ for Training

This is an 1800 RPM motor.
DEAN NIENHUIS

Marathon Motor Quotes Test Hello, In order to process your RFQ, we need the following infor... 09/14/2012 01:55:46 PM

From: Marathon Motor Quotes Test <motorquotes-test@marathonelectric.com>
To: Dean.Nienhuis@Marathonelectric.com
Date: 09/14/2012 01:55 PM
Subject: Marathon Electric - Additional RFQ Information Requested: (RFQ-454) Test RFQ for Training

Hello,

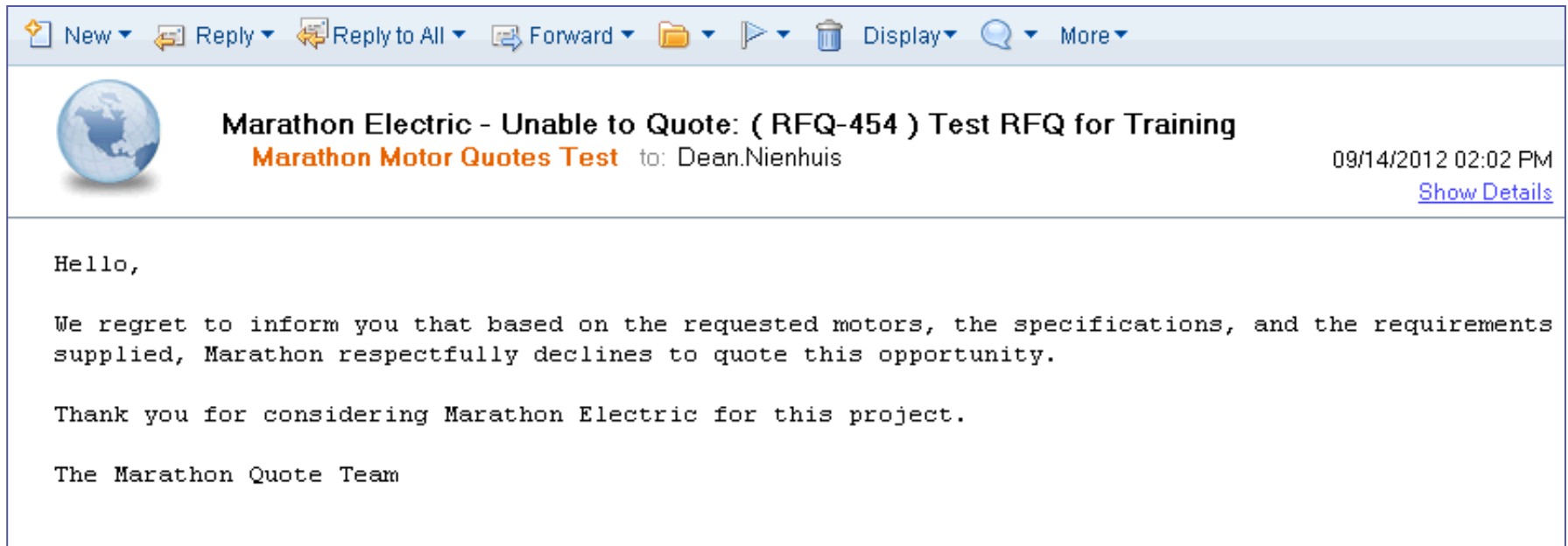
In order to process your RFQ, we need the following information:

We require the RPM's.

Thanks, The Marathon Quote Team

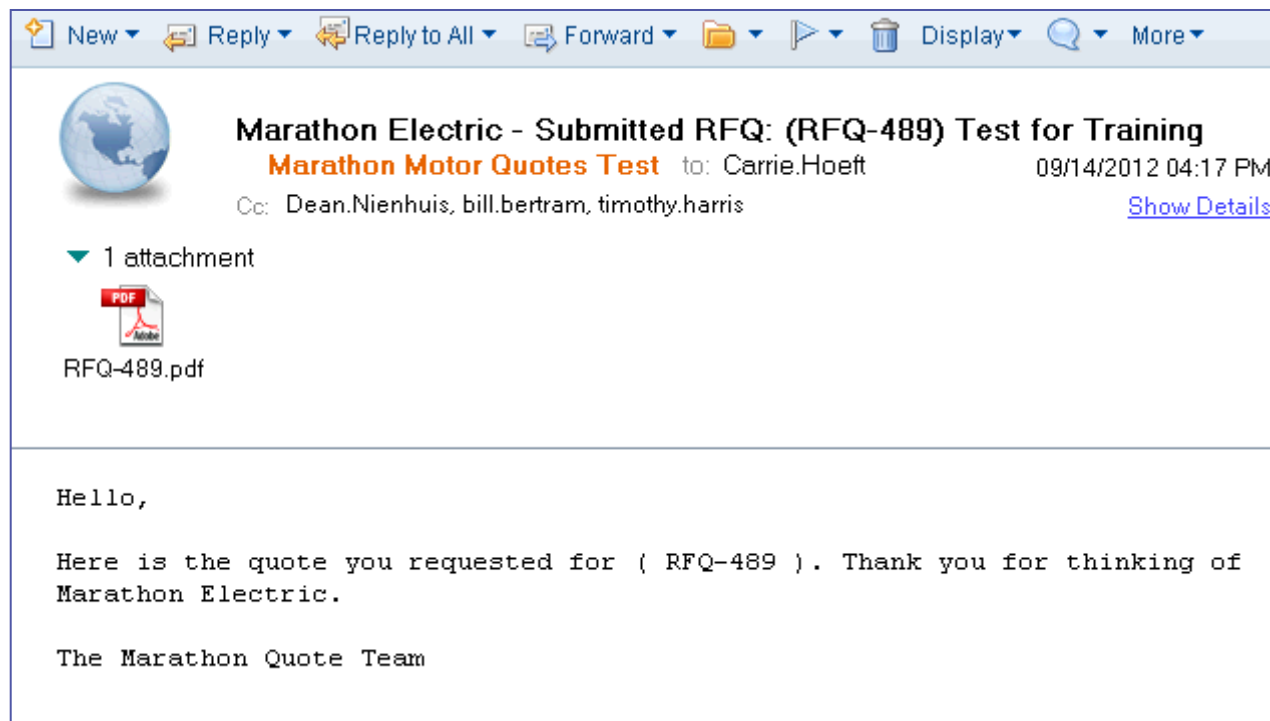
Unable to Quote

If we are Unable to Quote your motor, our response email from Quote Workflow will look like this:



Quote Submission

- Your quote will be submitted to you from Quote Workflow, via “motorquotes@marathonelectric.com”, just as it has been for several years



- If you have questions about the quote, simply respond to the email and it will come in to Quote Workflow



New Quote System Feedback

- **If you have feedback for us on how Quote Workflow is working, simply start a new email to us with the subject “Feedback on Quote Workflow”.**
- **We will trap these and make improvements**

Thank you for your patience as we make these important changes!