

# Smith System®

## Streamlining Dealer Support

To streamline processes and honor our commitments to our dealer partners, Smith System is reorganizing our support team. Quote requests will be submitted via [quotes@smithsystem.com](mailto:quotes@smithsystem.com) for processing through our Quote Coordinators.

Here are the roles and responsibilities of our support team. More to come soon, and we look forward to connecting! Effective Monday, February 7th.



### Client Success Team

#### Account Coordinator

##### Responsibilities include:

- Order changes and updates
- Order status and tracking
- Shipment logistics
- Warranty processing
- Issue resolution
- Day-to-day customer service and support
- Cross-functional liaison, rallying internal resources to support our dealer partners

#### Order Entry Team

##### Responsibilities include:

- Order entry
- Order verification



### Quote Coordinator

#### Responsibilities include:

- Fulfilling quote requests from dealer partners
- Quote requests sent to [quotes@smithsystem.com](mailto:quotes@smithsystem.com) for our quoting team to process and return within 24-48 hours
- Project / volume
- Bids
- Contracts
- Pilots



### Regional Sales Manager

#### Responsibilities include:

- Strategy planning
- Project registrations
- Sales / design training / product training
- Product / solution recommendation requests
- Rendering services
- Sample requests
- Pilot requests
- Lead time requests
- Custom product requests
- Bid & spec reviews
- Spec Flip and RFP support requests
- Marketing request initiation



### Inside Sales Coordinator

#### Responsibilities include:

- Qualifying web leads, and sending leads to dealer partners
- Rendering requests
- Lead time requests
- Product availability
- Budgetary estimates
- Color sample requests
- Product technical questions & compatibility requests
- Attending incoming calls from designers, dealers, installers, and teachers
- Virtual showroom tours
- Website live CHAT