

Sales Wrangler Training Manual

Commercial end user

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Overview – The Waste Industry

The US Waste Industry Generates Over **\$80B** In Revenues Per Year. Each Day **1.5m Tons** Of Waste And Recyclables Are Hauled Via **180,000** Waste Collection Trucks Daily!

3 Classifications Of Waste

- Municipal Solid Waste (MSW): Household Refuse.
 - Wet Waste from Restaurants
 - Commercial Business (Gas Station, CVS, Hotel)
 - Common" Garbage" or waste consistent with items discarded by the public
 - Market Is Government Regulated
 - Daily/weekly scheduled pickup
- Construction Debris (CD): Our target market_
 - Renovation debris
 - New Construction Debris
 - Materials: drywall, insulation, empty paint cans, wood, metal studs, shingles, boxes, nails, carpet, etc.
 - Minimally Regulated
- Hazardous Waste: Waste that can create harm to people or the environment if left unprotected. (NOT ACCEPTABLE)
 - Materials include: <u>wet paint</u>, pesticides, batteries, needles, chemicals, corrosive materials, <u>asbestos</u>, <u>lead</u>, <u>oil</u>
 - Intense regulations, permits and specific dumping areas
 - Highly Regulated

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What Is BullBag & How Did It Begin?

BullBag is the premier bulk pick-up service focused on the "end user" positioned between the small trash container and the 30 cubic yard steel dumpster.

Paul DiSpazio, CEO, previously owned and managed TrashBEEGone, the Home Depot dumpster rental program nationwide. Customers kept asking for smaller, more convenient and less expensive options. BullBag was developed in 2007 and officially launched in 2009. BullBag is a personal and reusable dumpster bag that will hold 2 ¼ tons/4500 lbs. of material. It is easily stored, simple to use and available in a single size 8 cubic yard bag. Cost is a flat rate based on multiple fill lines (4,6 & 8 yards) and NOT weight. Customer only pays for height filled. The fill lines provide maximum trash removal capacity and flexibility for those customers seeking smaller sized dumpsters at competitive rates. Mainly used for construction debris, BullBag can contain some municipal solid waste. BullBag is warrantied for life. BullBag is protected by 17 patents in the US and Canada for the bag, lifting device and other intellectual property. BullBag is designed to fail should anyone else try to pick it up.

A BullBag Pick Up



Driver connects to BullBag



Dumps contents in truck



Maneuvers bag over truck



Folds or resets BullBag for reuse or storage

BullBag Basics

- Customer either purchases a BullBag from a retail partner, via our website www.thebullbag.com or receives directly from a BullBag Sales Wrangler.
- Customer sets up bag at appropriate location (set up takes up to 4 minutes) and fills the BullBag up to 4, 6 or 8 cubic yards, then schedules disposal via phone, email or website.
- Disposals are within 48 hours or 2 business days of initial request (may vary in some locations). Customer pays only to height filled (4, 6 and 8 cubic yards). The BullBag is either rolled back up by our driver for storage (and placed in a storage bag) or reset for continued use. It's that simple, It's that convenient.
- Accepted contents of the bag include construction/demolition, restoration and household debris.
- BullBags are 77"W x 77"L x 52"H and hold 2 ¼ tons/4500 lbs.
- Large bulky items can be placed beside the bag and picked up for additional set fee

BullBag Restrictions

- Be careful when placing sharp objects in bags it may result in damage to the bag.
- Do not place under trees or overhead wires.
- Move your bag to a location within 18' from where a truck can access the bag.
 Truck requires 20' height clearance and a 12' wide driveway or path.
- ***For dirt, masonry and concrete, fill only to the 4 cubic yd. line (clean-no wood or mixed)
- ***For asphalt shingles, fill only to the 4 cubic yd. line.
- BullBags have been designed to be lifted solely with our patented lifting device.
 Lifting or moving the BullBag without this device will result in permanent damage to the bag and void the warranty.
- Customer is solely responsible for all contents of the bag. We will not except anything that is explosive, environmentally hazardous or biohazardous. These include but are not limited to asbestos, paint, medical waste, corrosive materials, gas, propane, aerosol cans, batteries and Freon.

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→***Additional charges may apply and certain materials may not be accepted in all areas.

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Why is BullBag Different¶

Smaller and less expensive than traditional dumpsters¶ Takes up less than 7' by 7'¶

Bags are given or rebated to contractors, restoration companies, or home builders¶

Immediate availability

Can fit conveniently into vehicles and can be set up in less than 5 minutes¶

No damage to property

Goes where dumpsters can't or might damage property Behind fences, hedges and walls

Garages

Elevated positions

Sidewalks
On Grass

Can be retrieved up to 14' high and 24' from the truck Need ½ the space of a roll off truck

Only needs 10' by 40' working space for disposal¶ Roll Off Truck would need 10' by 80'¶

BullBag is water permeable¶

Eco-friendly because it's reusable and warranted for life ¶

TAKE PAGEOUT???¶

BullBag - VS – Competitors Bag & Metal Dumpster

BullBag	Competitors	Metal Dumpster	
4, 6, 8 Cubic Yard Option Bag	3 Cubic Yard Bag	Multiple Size Metal	
Lifetime Warranty	1 Time Use	Rental	
Eco-Friendly Reusable Bag	Bag Disposed of With Each Dump	N/A	
Pick Up Within 48 Hrs.	Pick Up 10 – 14 Days	Set Rental Period	
\$39.00 One Time For Life	\$29.00 bag per each use	\$150 - \$400 rental	
2 ¼ tons/4500lbs	3300lbs	Up To 1 Ton Included with rental fee Pay for overage	
Takes Just About Anything With The Exception Of Hazardous Materials	No Yard Waste, Furniture Or Hazardous Materials	Takes Just About Anything With The Exception Of Yard Waste and Hazardous Materials	
Self-Standing Easy Access	Not Self Standing	High Walled Metal	
NO PROPERTY DAMAGE	Sometimes damage to property if bag left for too long	Often damage to property	
Easy Storage	Gone With Disposal - Single Use	Need To Schedule Drop off and Pick Up	
Set Up Convenient For Job	Set Up Not Convenient For Job	Drop Off Where They Can Fit It	
No Hidden Fees	Wont Take Bag Over Weight Or Height	Overage Charges For Weight	
Discounts Offered For Contractors, Veterans And Multiple Bag Pick Ups At One Site	No Discounts	Varies Per Company But Overage Costs May Still Apply	
For 8 Cubic Yards, Cost is Approximately \$247 and You Keep The Bag	Cost is \$179 for collection and is subject to change, applicable taxes and fees apply. Bag is taken away so customer pays \$29 for each additional bag.	Rental ranges from \$330 to \$500 and up. Additional fuel surcharges and overweight fees may apply.	

BullBag - VS – Competitor<u>s</u>



BullBag - Competitors Bag - Metal

BullBag

- Never have to wait for a dumpster, always have a dumpster on hand
- Never damage to property, or driveways
- Water permeable
- Can be placed in areas not suitable for a dumpster
- Less wear and tear on company vehicles
- Always know the disposal cost: No hidden fees
- Cost not based on weight, but on fill lines-4, 6 and 8 cubic yards
- Easy to use, store and transport
- Never fuel surcharges or overweight fees
- Easy to fill: self-standing
- We will take everything from construction debris to yard waste-excluding hazardous materials
- Easy Placement: Can be picked up over fences, behind hedges, in garages,
- Optimize labor costs by having multiple bags at a jobsite
- An additional 10% discount after the first disposal if multiple BullBags at the same location.
- ALWAYS a 10% discount for our veterans.

Competitors

- Single use
- Not self-standing
- Holds only 3 cubic yards
- Available in locations not serviced by <u>competitors</u>, BullBag not available in locations that we currently do not service.

Metal Container

- Must wait for dumpster to be delivered, BullBag always on hand when needed
- Often damage to property
- Additional charges for fuel, weight, daily rental, BullBag charges a flat rate based on fill lines, not based on weight and never has surcharges.

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BullBag – Competitors Bag – Metal

BullBag

77" x 77" x 52" 8 Cubic Yards

Competitors

96" x 48" x 30" 3 Cubic Yards



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30 Yd. Dumpster

22' x 8' x 6' 30 Cubic Yards



Sales Wrangler Responsibilities

The sales <u>Wrangler</u> is an outside sales representative responsible for developing new business opportunities in a defined territory on a business to business basis through cold

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calling, networking, referrals and following up on qualified leads in our CRM which is Salesforce. Target customers are Insurance Restoration Companies, Contractors, Home Builders, Multi-Family Properties, Realtors/Property Managers, Education and Municipalities.

- Responsible for managing the entire sales process from prospecting to close
- Identify and qualify prospects
- Conduct effective sales presentations in person in a cold calling environment
- Sell and differentiate BullBag in a competitive environment
- Follow up on leads, commitments and opportunities
- Input and maintain CRM database on all prospects and accounts on a daily basis to manage sales efforts, move accounts through the sales funnel, record opportunities and activities and upload pertinent documents.
- <u>Develop</u>, <u>follow up</u> and maintain strong rapport with <u>accounts</u>
- Ensure that accounts continue to be educated as to the do's and don'ts of using BullBag (placement, disposal requests etc.) and continue to utilize BullBag as a part of the SOP for construction debris (C & D) removal from jobsites.
- Responsible for conducting demonstrations to accounts and prospects

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Our Target Market

- Insurance Restoration Industry-When major fires, floods, or storms strike, insurance companies turn
 to their preferred networks of restoration contractors to help policyholders recover from their loss as
 quickly and efficiently as possible.
 - The insurance restoration industry benefits in a number of ways by using BullBag as an alternative to their traditional method of waste removal and represents a growing part of BullBag's business. See list on page

· Some of the benefits for insurance restoration are:

- BullBags are easy to store and transport. Weighs only 14 lbs. and conveniently folds to fit in all vehicles.
- End user always has BullBags on hand and in vehicles
- BullBags are reusable.
- Multiple bags can be used as needed around jobsite-NEVER damage to property.
- Eliminates the need to return construction debris back to home office resulting in reduced labor costs and increased safety for labor force.
- Lower cost than metal dumpsters thus increased profitability.

General Contractors / Remodelers/ Home Builders

Builders, contractors and remodelers represent an infinite market for BullBag. There are an unlimited amount of prospects including bathroom and kitchen remodelers, handymen, window and door replacement, home builders, biohazard companies etc.

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 $\boldsymbol{Deleted:}$, roofing and siding companies

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Target Accounts





















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Finding Your Targets

Target Dormant Accounts

There are several ways in which to target and prospect for potential leads in order to build a pipeline. One avenue is to target dormant accounts when applicable. Ask your manager about insurance restoration companies and contractors that been inactive and compile a list. Be sure to gather as much information as possible including contact information and the date of their last disposal. In some cases, accounts were opened and given an inventory of BullBags but haven't requested a restock.

Dormant accounts can be contacted in one of three ways;

Visit

 An effective approach in reaching out to dormant accounts is to simply stop in to say hello. Set up a BullBag before entering the office. Often, there may have been personnel changes and this is an opportunity to educate new general managers, production managers and new crew members.

Phone call

 The same approach can be used as with an email. It is also effective to ask 'what would be a good time for me to stop in?'

Email sample script

· Hello John,

Hope all is well. I would like to get together with you to revisit and review the BullBag program set up last year. I understand that several BullBags were dropped of I and would like to go over the many benefits of the program for you and discuss how we can get back on track. We can arrange for a presentation to reeducate your production team. What would be a convenient time to meet?

Datamining

Datamining/Maintaining an Active Pipeline

- Datamining is an ongoing activity and researching potential accounts can be done by
 using the many available search engines such as Google, Yahoo, Bing and others. By
 using specific key words such as insurance restoration, remodelers and home
 improvement you will find your target.
- Mapping programs such as google maps can be utilized as a tool for charting out markets, targeting accounts and scheduling your day efficiently.

Referrals

 Recognized as a great way to meet with potential end users and is considered a warm lead. Always be sure to ask for referrals whether you are calling on a current account or a prospect. A great question is 'can you recommend anyone that you know who may benefit from our product and service?'

Participating in Trade Organizations and Industry Associations

Search the web by using specific keywords. An example 'trade associations in the insurance restoration industry'. Another very effective approach is to ask our prospects and accounts 'what trade associations or organizations are you affiliated with?'. Or you can ask this question, 'which trade organizations would you suggest we join in order meet other companies in your industry?' Local trade organizations to consider include PIA (Professional Insurance Agents) HBRA (home builders and remodelers associations) and others. Membership offers an opportunity to meet with a number of industry professionals in a social setting.

Cold Calling

When cold calling, there is always an opportunity for prospects to meet you and get an idea of what BullBag is about. Ask who the person would be to speak with about a new item.

- ALWAYS open the BullBag before walking into a cold call or account
- Always have bags on hand for customers <u>and prospects</u>

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Get the contact information for the decision maker before leaving

Industrial Parks

 Great places to find new prospects as many of our target accounts are located in industrial parks. These parks can be found in many cities and towns where are customers are located. There is generally a directory at the entrance of these parks so stop and take a look at the tenants. Often times, contractors, plumbing and heating companies, window and door replacement companies and insurance restoration companies are based in these parks.

ALWAYS HAVE YOUR HEAD ON A SWIVEL

— Watch for commercial vehicles on the road while you are traveling to appointments and note the name and phone number if it seems that they may be a potential customer of BullBag. When you are stopped, google the business, learn about them and see where they are located.
↓ f you pass a jobsite, don't hesitate to stop and introduce yourself, Be aware however, that many jobsites require that hardhats and safety vests be worn. If not prepared, be sure to make note of the business name and phone number, enter into Salesforce and follow up at a later time.
■

Preparing For Success

"Failing to plan is planning to fail"

- Salesforce: Have your target accounts entered into SF prior to hitting the road except in instances where you happen upon a prospect during your scheduled calls and cold calls. SF is a customer relationship management system that is used exclusively by all salespeople at BullBag. SF enables you to record and track all prospects, accounts and contact information. SF is where all correspondence and activities will be documented on a daily basis whether it be phone calls, meetings or emails or uploading customer documents. In addition, weekly scheduling and reporting are generated out of SF. All sales calls are to be recorded daily, preferably after each stop. This is our CRM and any and all information relating to prospects and accounts will be located here. You will have the ability to upload pertinent documents relating to a specific account as well. Schedule your weekly agenda prior to hitting the road. In some instances, a schedule will need to be readjusted around a scheduled meeting and that's OK. Just be prepared!
- Mapping Apps: Utilize the available mapping apps to schedule your stops. Mapline, MapAnything, Around Me, and Google Maps are examples of software that will be integrated within salesforce. For example, MapAnything provides territory management,

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proximity-based searching, and visualization maps. You will be able to optimize travel routes and view real-time traffic on Salesforce.

Ask The Right Questions

- · Ask open ended questions in order to illicit a response rather than a yes or no answer
- Never allow a prospect to answer with a NO
- The most successful sales people are the best listeners and often, the prospect will sell themselves.
- Who is the person I need to contact? What is the best time, place way to catch him/her?

Whenever possible, offer to meet prospect/customer at job site. Great opportunity to meet the folks on the ground and show them the convenience vs using a traditional metal container

- What do you currently do with your C & D (construction debris) and what are some of the issues that you face?
- What are the biggest issues you face now relative to C & D removal?
- How long do you generally have to wait for a dumpster delivery?
- Can you give me the reason why you don't think this can benefit you?
- Do you currently have any issues with property damage at job sites?
- Let's take a look at *Xactimate and compare costs.
- There is no risk to you, why don't you give it a try?

*Xactimate is the industry leading replacement cost estimating software for property claims and provides all of the tools needed to create professional and accurate estimates, as well as to view and manage all your estimating and communication-related activities. Xactimate is used by the majority of insurance restoration companies in the US. BullBags can be billed as a comparable metal container and is extremely profitable for the end user.

Pick-Up Procedure

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How it works

- Set up BullBag at job-site. (Not under trees or overhead wires)
- When BullBag is full, you are done with the job/project, or are just ready to have the BullBag emptied, schedule your disposal through any of the following options
 - Scheduling the disposal is Quick and Easy!
 - Email Service@thebullbag.com
 - Phone 866-414-BULL(2855) *option 1
 - Website https://ecommerce.thebullbag.com
 - Phone app (Soon)

Information required for BullBag disposal

- Your full company name + location
- Height of BullBag contents (fill line)
- Basic contents of bag
- Job identifier (ie. project number, customer name, purchase order, etc.)
- Email, Phone number
- Would you like bag rolled or reset?

Before you Leave

Did you get:

- Get the name and contact information of the decision makers as well as the 'GATEKEEPER'.
- Make notes in Salesforce that you can refer to later with what was discussed and what your follow up action is.
- Whenever possible, try to set up time that's convenient for a meeting or the best time to call.
- Be respectful of the decision but NO is NOT NO.
- ____Statistics show that after the 5th visit, there is an 80% closing rate.

Did you leave your card and or a BullBag donut box?

Thank them for their time.

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Be Sympathetic: Let the customer know that you understand the dispute or concern on their part. Ask if you can leave a BullBag for perhaps a key employee, friend or neighbor to try? Perhaps a VIP customer is cleaning a basement or remodeling a bathroom?

Share Success Stories: Share how other accounts in their industry have benefitted from using BullBag. ¶ **Reinforce Key Attributes**: Increased profitability, increased

Reinforce Key Attributes: Increased profitability, increase efficiency and convenience, no damage to property.

Customer Service: It's what we do and who we are.

48 Business hour turnaround¶

Customer service available 24/7

Always be available for you¶

Would love to have a brief presentation with your team members ¶

We will be sure that you have bags on hand always - NO COST to Large end users for bags \P

*Be prepared that you may have to stop back several times. Don't give up. Let prospects get to know you. People do business with people that they like.¶

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Weekly Reporting

through Salesforce for both retail and non-retail

Accounting For Commissions

- Review pickup report daily.

Weekly Sales Reports

- Weekly sales recap report (accomplishments) every Friday.
 - Emailed to: weeklyreports@thebullbag.com

Expense Reports

 Required no later than noon on the Monday following the previous week's activities. **Deleted:** Tracking customer disposals for sales executiveWranglers

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Social Events & Networking

Our teams are always encouraged to participate in social events and to engage in these
events when it makes sense after they have been pre-approved.

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- We will attend the dinner and social events only and participate in any raffle or prize
 events. <u>BullBag employees do not participate in golfing other than to engage in raffle, luncheon or dinner at the golf outing.</u>
- Here is how we want to participate in the door prize or raffle events:
 - 1 or 2 bags given away for raffles each bag in raffle will be accompanied with a 15% off certificate for their first dump.

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Any contractor to sign end user agreements at the show will receive 20% off first pickup plus free bags. \P

10% of their first pickup will go to the show/charity at that event. \P

Most important, we need to use any event we attend to drive business. Being social is great but it doesn't pay the bills, we need to close deals and drive business, when we do this we all win.

2200 Pick up's

Your annual goal is 2200 pickups per year.

If you break that down by month you need 29 new pickups per month to hit that goal. 29 pickups per month compounded would total 2262 pickups per year. Also, annualized you would be picking up at the end of 12 months 4176 bags per year, not bad. See below:

Month												
1	2	3	4	5	6	7	8	9	10	11	12	Total
29	29	29	29	29	29	29	29	29	29	29	29	
29	58	87	116	145	174	203	232	261	290	319	348	2262

Being realistic we know it's going to take you time to hit those numbers so I challenge you to hit 19 new pickups per month. If you discount your first two months as training and keep a steady 19 new pickups per month for the following 10 months you would total 1045 pickups at the end of the year. Annualized you would be picking up at the end of 12 months 2280 bags per year, also not bad and very achievable.

Month												
1	2	3	4	5	6	7	8	9	10	11	12	Total
0	0	19	19	19	19	19	19	19	19	19	19	
0	0	19	38	57	76	95	114	133	152	171	190	1045

ANDY TO GET US NEW CHART

A condition of employment at BullBag is that every sales representative will meet company minimum sales goals. Failure to meet minimum goals could result in disciplinary action.

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Account Informatio	in:					
Customer						
Contact Name						
Billing Address						
City, State, Zip						
Phone				Fax		
Email			_			
Additional Location	is:	Contact		Pho	ine	Email
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Bullbag Bags:		Cost Per Ba	9			
SullBag Bags: Gtx.RullBags						
Stx. Bullbass.			Ten	m Of Co		
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V/Monitor	Doors	Washer	Refrigerator	\dashv
AC Wind	Tres-Begg	Tub	Stove	\dashv
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Authorized Account Users

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Employee	Position / Title	Phone	Email
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		-	
I further authorize the below lis should I not be reachable by to (Not necessary If you prefer no Authorized Employee	elephone, text or email		nd make decisions in my absence
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Print Name			
Title Date			Initial
Sign & Initial			annugi
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Credit Card Payment Authorization Form

	n to authorize BullBag Corporation to make recurring debits to the account number provided in direct services your organization requests via telephone, fax, text or email.
indicated date. This is per	e BullBag Corporation permission to debit your account for the amount indicated on, or after, the nission for all ongoing disposal and bag purchase transactions only and does not provide authorization d debits or credits to your account.
Please Complete	Information Below:
ı	authorize BullBag Corporation to charge my credit card
account indicated be purchase.	alow for the appropriate correlating amount of the requested disposal or
Billing Information	:
Name On Card	
Billing Address	
City, State & Zip	
Phone	
Email	
Account Type: Visa, MC, AMX, D	
Account Type: Visa, MC, AMX, D Account Informati	on:
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Tier Pricing

Tier Pricing

BullBag Bags

	Qty BullBags	Cost Per Bag	
ı			l

Contracted Cost Per Disposal – Base Pricing Term of Contract

*4 Yard Disposal	From: to
*6 Yard Disposal	Disposal rates guaranteed for 1 year.
*8 Yard Disposal	Never a fuel or environmental surcharge.

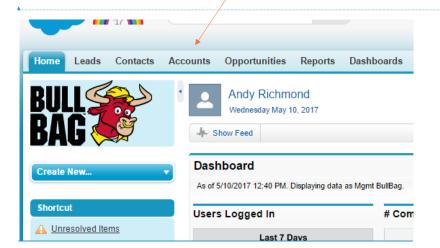
^{*}Based on MSW or similar debris not mentioned in sections below.

8 Yard Pick-Up Volume Pricing with Guarantee

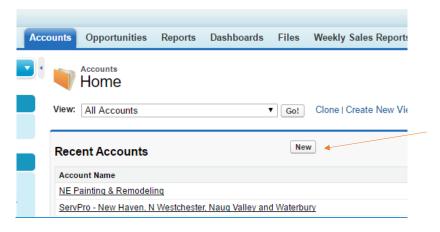
Volume Pricing	8 Yard	Volume Selected	Sign on Guarantee Line
10 Pickups Per Month	\$210.00		
20 Pickups Per Month	\$200.00		
30 Pickups Per Month	\$190.00		
50 Pickups Per Month	\$180.00		

Sales Force Entry Steps

• Click on the accounts icon



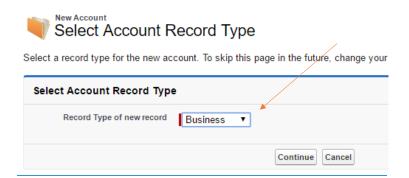
• Click on the New icon



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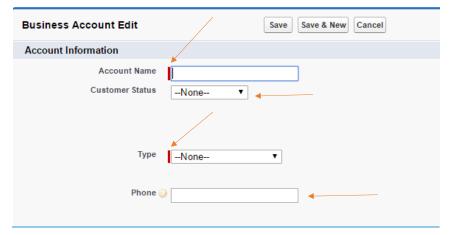
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• Click on either business or retail in the drop-down menu then hit continue

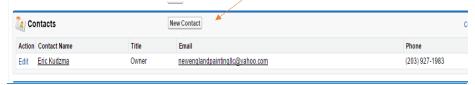


- Fill in all required fields with as much information as possible
- Then click save





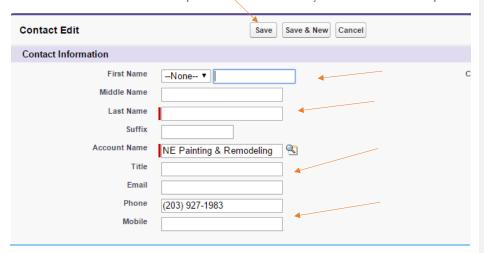
• Click on new contact



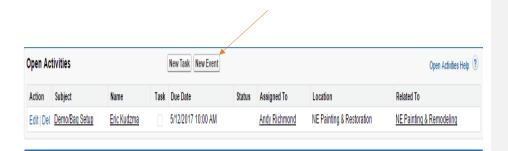
• Fill in all boxes then click save



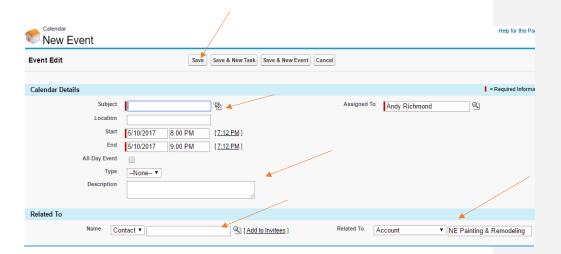
Contacts not associated with accounts are private and cannot be viewed by other users or included in reports.



• Click new event



• Fill in all fields & save



• This is what your schedule will look like after it's filled out

Calendar	New Event New Meeting Request
Scheduled Meetings	Requested Meetings
Today 5/10/2017	
9:00 AM - 11:00 AM	Meeting (ARS Newton MA): ARS Restoration Specialists
12:30 PM - 1:00 PM	Customer Visit (SP New Haven): ServPro - New Haven, N Westchester, Nauq Valley and Waterbury
1:00 PM - 2:00 PM	Cold Call (SP East Haven): ServPro East Haven
1:00 PM - 1:30 PM	<u>Customer Visit</u> (Steam Matic): <u>Steamatic Restoration and Cleaning</u>
2:00 PM - 3:00 PM	Drop Bags Off : ServPro - Stamford
2:00 PM - 2:30 PM	<u>Drop Bags Off</u> (PD Branford): <u>Paul Davis Branford</u>
Thursday 5/11/2017	
9:00 AM - 9:30 AM	Customer Visit (Baystate): Bay State Restoration
9:30 AM - 10:00 AM	Customer Visit (PD Chicopee): Paul Davis Chicopee
9:30 AM - 10:00 AM	Phone Call (Advanced Flooring): Advanced Tile & Flooring
10:00 AM - 10:30 AM	Customer Visit (SP Agawam): ServPro Aqawam
10:30 AM - 11:00 AM	Cold Call (CRS): CRS

Sales Process

- Data Mine
- Enter Prospects in Salesforce
- Plan your schedule in salesforce
 - Nightly following the completion of each day.
 - Prior to Monday morning of each week have your weekly schedule outlined.
 - Visit prospect location
 - BullBag Sales Representatives do not prospect over the phone or email, we visit prospect offices and job sites.
- Open and Demo bag
 - Prior to entering prospect locations, open the bag.
- Schedule follow up demo's and training for employees.
- Get agreement signed
- Identify customer job sites and offer to set up the bag up.
- Ongoing, visit customer job sites maintaining relationships with field staff, project managers and executive team.

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• Thank them for the business, stay top of mind through customer visits, phone calls and emails as well as leave behinds.

BullBag National & Large Accounts

ServPro_https://www.servpro.com/
Paul Davis www.pauldavis.com

ARS www. arsserve.com

RebulidEx - www. rebuildex.com

Roto Rooter- https://www.rotorooter.com

- <u>BELFOR</u> www.belfor.com
- Noah Restoration FL www.911noah.com
- -
- Rapid Response FL<u>www.rrtfl.com</u>
- Allied Kitchen & Bath FL www.alliedkitchenand
- One Call Specialists FL
- Restoration 1 <u>www.restoration1.com</u>
- BMS CAT www.BMSCAT.com,
- Restoration Experts FL www.restorationxperts.net
- <u>Baxter Restoration www.orlandowaterrestorationservices.com</u>
- Eric Rock Property
- United Restoration www.unitedrestorationfl.com
- <u>Habitat for Humanity www.habitat.org</u>
- 1-800 Water Damage <u>www.1800waterdamage.com</u>
 - ServiceMaster <u>www.servicemaster.com</u>
- PuroClean www.puroclean.com
- Rytech www.rytechinc.com
- The Handyman Company <u>-www.the-handyman-company.com</u>
- Stanley Steamer www.stanleysteemer.com

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- Advanta Clean www.advantaclean.com
- 911 Restoration www.911restoration.com



Sales Wrangler Training Manual Retail

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Target Markets

Independent retailers represent a tremendous opportunity for BullBag as a way to take our product to market. Independent hardware and home improvement stores and small box chain stores such as True Value, Ace Hardware and Do It Best are excellent prospects. Lumber wards, equipment rental centers (Taylor Rental), self-storage facilities, moving companies, auto parts stores and paint centers are excellent prospects as well.

Small-box retailers These stores occupy much smaller footprints than big-box retailers and may specialize in niche products. These smaller retailers often offer valued-added services, customized product solutions and other customer-centered business activities that big-box stores don't consistently offer. Small box retailers enable BullBags to be exposed not only to homeowners but to contractors and remodelers.

Big-box retailers BullBag also negotiates with National big box retailers such as Lowes, Home Depot, Sam's Club and Tractor Supply. A big box retailer is a retail store that occupies an enormous amount of physical space and offers a variety of products to its customers. These stores focus on large sales volumes so the quantity is high and the profit margin for each product can be lowered resulting in very competitively priced goods. BullBag Corporate team negotiates with national accounts.

Benefits For Homeowners and Do It Yourselfers who purchase BullBags from our retail partners include:

Convenience(no waiting for a dumpster delivery)

Cost effective, you pay only one time for BullBag since it's REUSABLE and warranted for life. Customer pays only based on height filled to(4, 6 and 8 cubic yrd), disposal cost NOT BASED ON WEIGHT

NO damage to property

Easy to use and store

Water permeable

Disposals within 48 business hours

Customer can take their time completing projects as there is no concern paying daily rental fees for a metal containers.

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Benefits To Retail Customers

BullBags will benefit many return retail customers such as:

General Contractors, Builders, Handyman and Remodelers

- Convenience(no waiting for a dumpster delivery)
- Cost effective, you pay only one time for BullBag since it's REUSABLE and warranted for life.
- Customer pays only based on height filled to(4, 6 and 8 cubic yard),disposal cost NOT BASED ON WEIGHT
- NO damage to property
- Easy to use and store
- Water permeable
- Disposals within 48 business hours
- BullBags are 'Contractor Tough' and will hold up to 4500 lbs.
- BullBag offers a more convenient and cost effective alternative to having a dumpster delivered to a jobsite or hauling the construction debris in their own vehicles
- Easily stored in their vehicles or at their shops
- Can be conveniently placed around jobsites
- Smaller and less expensive than traditional dumpsters
- Can be picked up over hedges, fences, walls and elevated positions
- No concern for costly rental fees, overage charges etc

Sell Benefits NOT Features

- Great profit margins. Suggested retail pricing (SRP) will vary by region but retailers can typically expect margins of 35-40%.
- Great exposure on our website and social media.
- Contractor tough
- Display only takes up 3.5 square feet and master cubes (four units) can be stacked two high or merchandised individually on a shelf.
- Customers who purchase BullBags are typically working on a project (remodel, cleanout, yardwork) and this often leads to add-on purchases from your store.
- We support our program by providing the store with point of purchase collateral such as tear offs, window stickers, yard signs, social media, regional advertising etc.
- BullBag will participate in seasonal and store promotions such as Spring Clean Up, Fall Clean Up and Back To School.
- BullBag retail sales <u>Wranglers</u> are available for other promotional events and can be present to hand out flyers, assemble a BullBag and help promote the item on site.

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Our Target Market (cont'd)

Some of the many benefits include:

- Always have a dumpster on hand
- BullBag offers a more convenient and cost effective alternative to having a dumpster delivered or hauling the construction debris away in their vehicles.
- It's "Contractor Tough" and will hold 2 1/4 tons/4500 lbs.
- Always have timely pickups, typically within 48 buisness hours-This makes for a happy customer.
- Easy placement: we can lift over fences, off 2nd story, over shrubs and hedges and off the top of snowbanks.
- NEVER damage to property

<u>Homeowners</u> - Homeowners can purchase BullBags either from one of our retail partners or via our website www.thebullbag.com

- Homeowners love BullBag for many obvious reasons including but not limited to;
 - Convenience-BullBag is ready when the homeowner is ready to begin any project
 - Homeowners can take their time as they are not being charged daily rental fees as they would with a metal container.
 - And of course, NO damage to their property.

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Bullbog Rep Name:				Date:	0		
Account information: Store Name				Store #	_		
Contact Name			Title	2:0:6 a	-		
Billing Address					\dashv		
City, State, Zip					\dashv		
Phone		Fax			\dashv		
Email					┪		
Website							
Social Media							
Notes:					_		
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Building Initial Order Order Gty	Cost		MSEP	_	\neg		
BuilBog POS Collateral					_		
Bullbag Display Location Information Sheet	Entrance Registers	Exit	Other		_		
Tare-offs	Product	Register	Other		_		
Window "Sold Here" Dec		Edit	Other		-		
Interior Sign Location		Co.	O.ne.		\dashv		
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Resale Certificate Attn: BullBag Rep Merchandising M Check here if some of thave the authority t Print Name	Please red anager Sign as Buyer	nature					
Sign & Initial							
agree that the signature			the state of				
Buyer Signature I agree to remit payr Print Name	ents or legally bind	ding contracts	lust the sa	me as pen-and-p	aper signat	ure or initial.	
Title							
Date						Initial	
Sign & Initial							
I agree that the signature of when I use them on docum	and initials typed i ents or legally bind	n above will be ding contracts	the electr Just the so	onic representatio me as pen-and-p	on of my sig oper signat	nature and m ure or initial.	y initials for all purpose

BULL SP

Retail Credit Card Authorization Form

Account:	Date:
By signing this form, you give BuilBag Corporation permissio indicated on, or after, the indicated date. This is permission to only and does not provide authorization for any additional unit	or all angoing bag purchase transactions
Please Complete Information Below:	
authorize BullBo account indicated below for the appropriate correlating am Retail Soles Agreement.	ng Corporation to charge my credit card ount of the initial order outlined within the
Billing Information:	
Name On Card	
Billing Address	
City, State & Zip	
Phone	
Email	
Account Type:	
Visa, MC, AMX, Discover	
Account Information:	_
Account Number	
Expiration Date	
Security Code	
Security code is the CV2 or CVV2 3 digit # on the back of Visa/MC/Disc and 4	digits on Amex
Authorized Signature	
Print Name	
Title	
Date	Initial
Sign & Initial	
I agree that the signature and initials typed in above will be the electronic rep purposes when I use them an documents or legally binding contracts. Just the	

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Retailer Reorder Form

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		Balance Due:		
III To:				
Store Name			Store #	
Contact				
Name on CC				
Billing Address				
City, State, Zip				
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Expiration Date				
Security Code				
curity code is the CV2 or CVV2 3 d		C/Disc and 4 digits on Amex		
uthorized Signature				
Print Name				
Title				
Date		Initio		

Retail Display

Images of BullBag display set up in store.

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*insert new pictures of displays

SOP

Appearance / Dress Code:

Always be dressed professionally but comfortably which always includes
 BullBag logoed attire. There is always the opportunity to set up a BullBag, set
 up retail displays or deliver BullBags to retailers for restock so dress clothes are
 not required.

*insert link and instructions to lands end

On Site Arrival:

- Be professional, polite and be proud of what BullBag offers our partners. Be sure never to interrupt.
- ALWAYS HAVE A BULLBAG OPEN PRIOR TO WALKING IN

FAQ's

- How much weight can a BullBag hold?
 - BullBag can hold 2 ¼ tons / 4500lbs
- What is the typical turnaround time for disposals?
 - 48 business hours is our goal but of course we can't control weather, traffic or unforeseen mechanical issues. (varies based on location)
- What won't BullBag accept?
 - We will NOT accept hazardous, biohazardous or explosive. There are additional charges for certain items – please call or check the website for such items/materials
- Is BullBag guaranteed in the event that it rips or tears?
 - Yes, the BullBag is warrantied for life.

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Business Cards¶

Sales Literature including laminated Benefits and Function of a BullBag leave behind, Lawn Signs and stands, Tear Offs for display and checkout counters, Window Stickers) Retail Credit Card Authorization Form - Many retailers will wish to pay for BullBags with a credit card as opposed to being billed. ¶

Retail Supplier Agreement - This form includes account set up information including contact person, billing information, social media contact information, resale certificate and other important information. ¶

Retailer Reorder Form - For current accounts wishing to order more BullBags¶

BullBags - Always be prepared to make a sale. ¶

Before going on the road, familiarize yourself with all sales and sign up paperwork and be sure to have the templates set up on your iPad along with hard copy as well.¶

- Will BullBag accept things such as tires, box springs and mattresses and appliances?
 - Yes, we will for an additional fee. Simply contact our customer service or visit our website <u>www.thebullbag.com</u> for pricing in your area. Please make sure you let customer service know if you call in the disposal or select the item as you check out online.
- Will BullBag except yard debris?
 - Yes we will, unlike metal containers.

FAQ's (cont'd)

· How does BullBag compare to Bagster?

- Bagster is for one-time use. BullBag is warrantied for life and will be replaced
 if damaged with normal use.
- Disposals for Bagster is typically 10-14 days BullBag has a 48 business hour turnaround for disposals.
- BullBags are self standing, and provides the option of 3 fill heights Bagster is one size, not self standing

What if I don't sell a new retail account on the first visit?

 Don't give up. BullBag is a value added item for their store that their customers will love.

Do you have any store signage and support material?

 Yes. We have tear offs, informational display headers and training material for your staff. We also attach window stickers and install lawn signs out front and in the parking lot. We will also support the retailer through seasonal promotions, in store demos and circulars.

Are there any discounts on the price of the bags?

Discounts are available based on volume purchased and sold.

What if a customer has multiple BullBags at one jobsite?

 BullBag provides a 10% discount on any additional bags picked up at the same location at the same time.

· How long does it take to set up a BullBag?

Less than 4 minutes. Unfold the BullBag, place poles inside and climb in.
 Insert white bungee poles vertically into the corner pockets to keep bag up.
 Insert black bungee poles horizontally around the top of BullBag into corner pockets to keep bag open.

FAQ's (cont'd)

- What happens if my BullBag gets damaged?
 - We will replace it no charge
- Can a family member or friend use my BullBag?
 - Yes the customer owns the bag and can lend it to anyone they wish.
- I have a Bagster already, can you come pick it up?
 - If we are in your area, we will accommodate you and leave you a BullBag as well.
- What if it rains?
 - BullBag is water permeable.

FAQ's (cont'd)

- What do I do when my BullBag is full?
 - Contact one of customer service representative either via phone call 866-414-BULL, website <u>www.thebullbag.com</u> or email.
- How big is a BullBag when opened?
 - Dimensions are 77" W x 77" L x 52"

How do our trucks **compare** to traditional waste removal vehicles?

Our truck is 1/3 of the weight of a standard dumpster body truck and can reach out to over a 24' radius.

What if an account asks about being invoiced or paying by check?

 Everyone is initially set up by credit card. Once a payment history is established, the salesperson has the ability to request that accounts be switched checks/invoicing.

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ADVANCED WRANGLERS

Municipal & Government Offices

 This is an untapped opportunity for BullBag and the benefits for municipalities other government agencies are many. Whether it be leaf removal in the Fall or storm cleanup after a weather event, BullBag offers a service, not simply a waste pickup. BullBag provides customer service directly for residents and a direct link for BullBags. Our customers will ALWAYS have bags on hand.

Benefits include;

- Bulk Cleanup
- Leaf Removal
- Parks and Rec Department for field and post event cleanup
- Department of Environmental Protection
- Public Works
- FEMA/Emergency Management

Colleges, Universities, Private Schools

- All can benefit by the convenience, service and cost benefits of using BullBag. Be aware that the sales cycle particularly with public schools is typically 6 months or longer so it wise to begin making the initial contact as soon as possible. The facilities Manager is a good place to start.
- BullBag are ideal for moving in days and moving out days when a great deal
 of debris is accumulated as they can be conveniently placed in close
 proximity to school buildings and dormitories and will NOT damage
 property.
- Parents weekend and other special events. BullBag can be on call and prepared for immediate and efficient cleanup of debris. Again, BullBag will NOT damage property.

Our Target Market (cont'd)

- <u>Multi-Family / Condominium Associations (gated communities, apartment complexes, etc.)</u>
 - Whether it be gated communities, townhouses or private condominium associations, this represents an excellent avenue to present the BullBag program.
 - An excellent end user prospect for BullBag, benefits for them include not taking up precious parking spaces, NO damage to property and is a quick and easy solution for their trash needs.
 - For property Management Companies they will ALWAYS have bags on hand
 - Condo Associations don't like dumpsters because they take up a great deal of space
 - Resident on site dumpsters are for Municipal Solid Waste (MSW), not for construction debris(C&D)
 - BullBags are non intrusive, can be placed in a garage and there are NO condo fees.
- Commercial & Industrial Other-Opportunities abound whether it be commercial building undergoing restorations or cleanouts, this represents another excellent opportunity to present the benefits of BullBag.
 - <u>Facility Clean outs and warehouse purge-BullBag can facilitate the</u>
 <u>process up supplying multiple bags for the jobsite</u>
 - Laboratory renovations
 - Warehouse purge
 - Grounds cleanup- Removal of trees, shrubs, dirt...
 - Office Renovations- Partition Walls, Carpeting, Old Furniture
 - Office Cleanout- easy and convenient disposal of boxes, old inventory, old computer

Our Target Market (cont'd)

• Real Estate Industry

- Realtors and Real Estate investment companies can benefit from BullBag in any number of ways. Whether it be commercial or residential properties, BullBag is recession proof as it is always convenient and cost effective regardless of the economic environment and can be used whether buying a new home or selling a current home.
- Foreclosures-Realtors who specialize in foreclosed properties need a cost effective and convenient way to remove debris from vacated properties and prepare them for resale. No waiting for a dumpster delivery.
- Selling Agents are Realtors who specialize in selling homes-When selling a home or commercial building, properties are 'staged' for sale cleaned out and decluttered for showings. What is a convenient way for home sellers to accomplish this cleanout- BullBag of course. Using BullBags is not only convenient, but cost effective as well. This is an excellent opportunity for Real estate agents to market themselves. They can offer BullBags to their customers. And BullBags are recession proof as it is always a convenient and cost effective way to remove debris from a home whether downsizing of selling, regardless of the economic environment.

Our Target Market (cont'd)





Disaster Relief

- BullBag provides a dedicated Disaster Response Team that is recognized by the Federal Emergency Management Agency (FEMA) we are recognized by the American red cross with their 'Ready Rating'
- BullBag provides disaster and storm relief on a Local, Regional and National level. BullBag has the capacity to mobilize quickly and effectively to go to areas effected by Mother nature. Whether it be Hurricanes, extreme cold or other weather related catastrophes, BullBag is ready to help. We are proud to have assisted with storm relief in the Winter of 2016 in the Northeast as well as providing unlimited BullBags and manpower in the face of Hurricane Matthew, Irma and Harvey

Sections to add:	 Formatted: No bullets or numbering
<u>Sales Expenses</u>	
How to properly fill out service agreement. (with screen shots)	
How to upload sales contracts in sales force and forward for approval	Deleted: acts
Add url to accounts	
SOP & dress code	 Formatted: No bullets or numbering