**PRELIMINARIES**

* **GREET PROSPECT – SELLERS NAME**
* **GREET PROSPECT – SELLERS COMPANY**

Jay Sims, i am a representative of FedEx

* **ESTABLISH PROSPECT CREDENTIALS – PROSPECTS NAME**
* **ESTABLISH PROSPECT CREDENTIALS – PROSPECTS TITLE/POSITION**

[ NAME ]

CEO

* **REASON FOR VISIT**

we recently discussed over the phone about some matters involving your company. I just wanted to meet with you to further discuss those matters and see how FedEx Office could be able to help with any problems you may be having

* **VERIFY AMOUNT OF TIME FOR VISIT**

Do you have about 10-20 minutes?

* **VERIFY PURCHASING AUTHORITY**

As CEO, do you have the authority in making decisions for your company?

* **PROVIDE BRIEF OVERVIEW OF FEDEX OFFICE BACKGROUND**
* **DESCRIBE FEDEX OFFICE AVAILABLE PRODUCT AND SERVICES**

as for a little bit of FedEx background, First things first, FedEx combines parcel moving capabilities with data and printing capabilities. FedEx Office can prepare documented materials by distributing, storing, and packaging. The firm also offers distribution of data to any of the 2,000 FedEx office locations around the U.S. Each location offers binding, printing, and DVD burning.

Does it sound like this criteria abides by the needs for your company?

**QUALIFY PROSPECT: AUTHORITY AND TIMESCALE**

* **ASK ABOUT TIMESCALE**

With this new basis of production and and ideas that we have to offer; how soon would like to apply these to your offices?

* **ESTABLISH REASON FOR TIMESCALE**

Is there any kind of urgency we should expect?

**SPIN APPROACH**

* **SITUATION QUESTION 1**

How many employees do you currently have?

* **SITUATION QUESTION 2**

What is the general production process?

* **SITUATION QUESTION 3**

where are you located?

* **SITUATION QUESTION 4**

what is the process for sending out materials?

* **PROBLEM QUESTION 1**

have any clients been dissatisfied when receiving materials?

* **PROBLEM QUESTION 2**

do employees go through any hardships during the process?

* **PROBLEM QUESTION 3**

will displeasing clients cause the number of business problems to decrease, then lose company revenue?

* **PROBLEM QUESTION 4**

what happens if these production problems continue?

* **IMPLICATION QUESTION 1**

is it possible that you may lose clients because of the shipping and destination faults within the company?

* **IMPLICATION QUESTION 2**

due to the employee stress of over working them, could this lead to a decrease in production?

* **IMPLICATION QUESTION 3**

because of the overbearing workload on employees, is this going to slow down production?

* **IMPLICATION QUESTION 4**

could unsatisfied clients as a result of mislandled products cause your company revenue to decline?

**SUMMARIZE NEEDS: DISTINCT NEEDS EXPRESSED BY BUYER**

**PROVIDE BRIEF OVERVIEW OF FEDEX OFFICE SOLUTIONS**

I’ve identified three needs that FedEx Office can help restore:

* **NEED 1**

less strain on the workforce and their workload.

FedEx Office can outsource data to clients with no trouble whatsoever. All locations of FedEx are served by delivery and pickup. while allowing us to handle 100% of the electronic segment of the process. This gives the opportunity for your employees to focus primarily on presentations while clients benefit from proper arrangement of materials.

* **NEED 2**

improvement in transportation arangements.

FedEx Office offers a variety of methods when it comes to delivery that will assist customers and clients in every possible way. these include next day, same day, and two business day arrival options. With over 2,000 locations, delivery is possible anywhere where there is a road. with customers and clients receiving what they asked for on the day they asked it, it should bring on continuous clients for several years..

* **NEED 3**

 tracking improvements.

 customers have the ability to go online to our website and track the location of the materials from the assigned tracking number. on a mobile basis, email and text alerts can be used as tracking accessories to locate your desired packages. This allows for no mishaps in the area of missing packages.

**OBTAIN COMMITMENT**

* **CHECK TO SEE IF PROPOSED SOLUTIONS WILL SOLVE THE PROBLEM/NEEDS**

Do most of these solutions sound like something we could potentially move forward with?

* **SECURE PROSPECT AGREEMENT TO PROPOSED SOLUTION**

Do our FedEx office solutions meet all your needs necessary?

* **INVITE CONCERNS AND/OR DEAL WITH OBJECTIONS**

besides the three needs we discussed, was there anything i didnt cover to help your company out?

* **OBTAIN PROSPECT AGREEMENT FOR PROPOSAL**

can I go ahead and create a proposal for these solutions to move forward in this meeting?

* **SET DATE AND TIME FOR NEXT ACTION**

Does Tuesday, next week, at 1:00 o’clock work best for your schedule to go ver the proposal?

great, thank you for your time. i will see you next week 😊