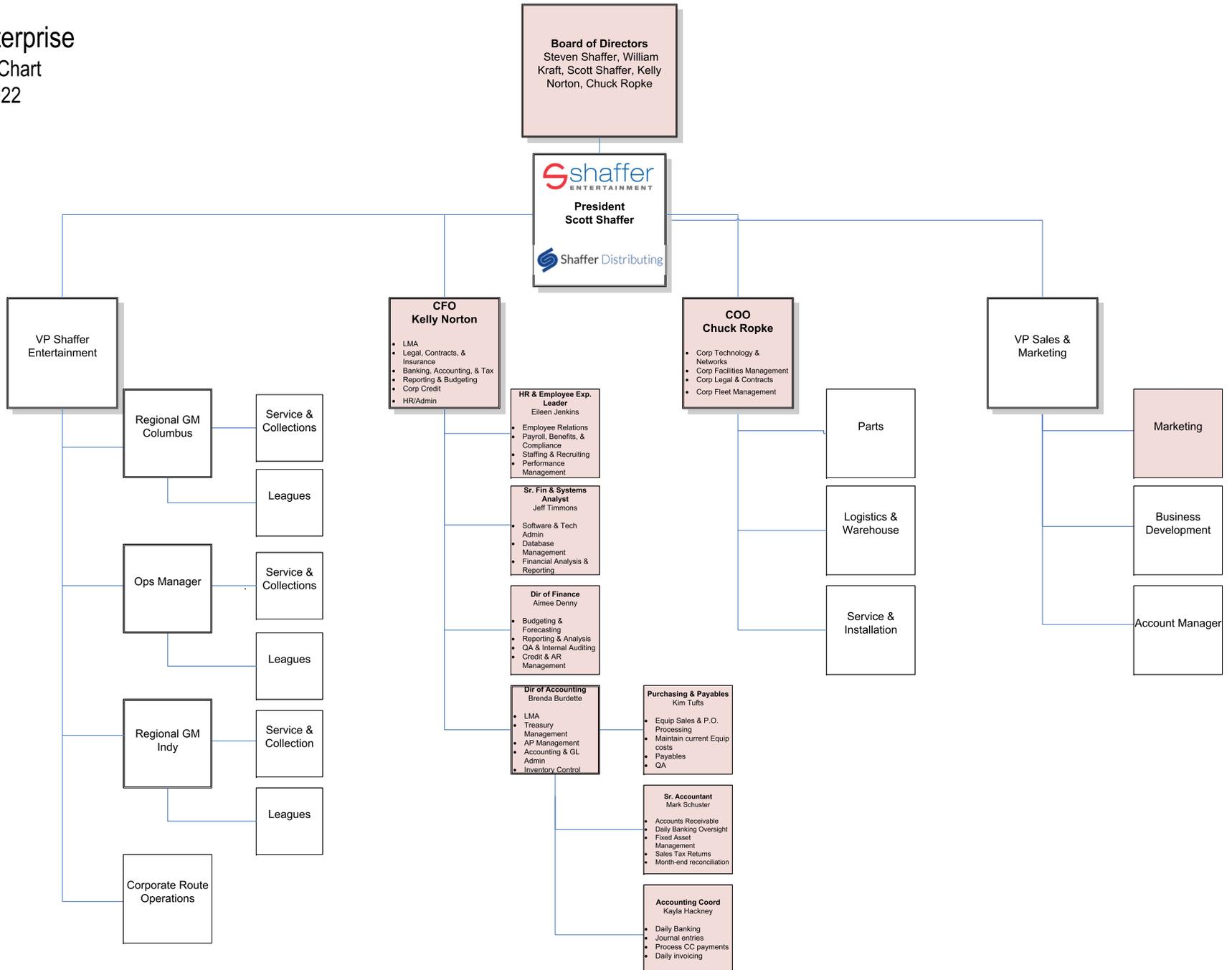


Shaffer Enterprise

Accountability Chart

Revised 6/1/2022



Shaffer ENTERTAINMENT
President SE
Scott Shaffer

- LMA
- Company Leadership & Culture
- Strategic Planning & Execution
- Sales & Strategic Relationships
- Core Values Champion

VP Shaffer Entertainment
John Clapham

- LMA
- Centralized route management
- Strategic planning & Execution
- Route Key Account Relationship management
- Core Process Management

Corporate Route Operations

Regional GM
Bob Davis

- LMA
- Meet route objectives
- Route issue management
- Customer Relationships
- Expand customer base
- Local Fleet & Facility Maintenance

Regional GM
Bob Almond

- LMA
- Meet route objectives
- Route issue management
- Customer Relationships
- Expand customer base
- Local Fleet & Facility Maintenance

Director, Technical Operations
Robin Neely

- Inventory & Asset Management
- Facility Management
- Route IT Management
- Route Fleet tracking

Route Ops Accountant
Mike Capro

- Route Fixed Asset Movement
- Route Reporting
- Collection reconciliation
- Route Daily Banking
- Route receivables
- Route software data entry

Route Ops Coord
Teresa Lester

- Bank Reconciliation
- Office Admin
- Bookkeeping
- Reporting
- League Admin

FEC Coordinator
Richard Melton

- Manage FEC Plush Collection
- FEC relationship management
- Corp Accounts

Dir, Client Success
Matt Hogan

- Maintain & Grow client base
- Negotiate renewals
- Reduce churn
- Revenue generation strategies

Client Growth Specialist
Kris Morse

- Meet Sales objectives
- Expand business w/ current customers
- Expand Customer base
- Relationship Building

Account Representative Supervisor
Brandon Smeiser

- LMA
- Customer Relations
- Collections
- Preventive Maintenance
- Fill ATMs
- Plush Management

Service/Ops Supervisor
Jason Bourne

- LMA
- Schedule & Manage Service Requests
- Service & Repair Route equipment
- Inspect & Prep new equip
- Equipment Installation

Warehouse/Truck
Carl Thompson
Jimmy Jenkins
Carlos Salinas

- Warehouse Org
- Delivery
- Inspect & Prep new & used equip
- Logistics admin
- General warehouse inventory

Indy League Coordinator
Steve Price (darts)

- Manage League matches/tournaments
- Grow Leagues
- Marketing & Promo

Ops Manager
Sam Shanborn

- LMA
- Collections
- Customer Relations
- Sales

Service Technician
Bruce Johnson
Joe Eaton
Mark Vecchra
Roy Guaremo
Michael Greene
Phil Hunter
Jill Lang
Dennis Lester

- Service
- Repair & Troubleshoot
- Inspect & Prep new equip
- Equipment Installation/Equipment Moves
- Collections
- Delivery

Account Representative
Troy Jackson
Randy Steele

- Collections
- Customer Relations
- Preventive Maintenance
- Fill ATMs
- Plush Management

Richmond Route Service & Collections
Rob Brawley
Mike Gibbel

- Collections
- Run local Service & leagues
- Customer Relations
- Equipment Installation/Equipment Moves
- Fill ATMs

Service Technician
Nick Ray
Aaron Simpson
Kyle Kluesener

- Service
- Repair & Troubleshoot
- Inspect & Prep new equip
- Equipment Installation/Equipment Moves
- Collections
- Delivery

FEC Supervisor
Dee Rizek

- FEC profitability
- FEC relationships
- Service & FMs
- Repair & Troubleshoot
- Top 25 accounts

Service/Ops Supervisor
Jeremy Langley

- LMA
- Schedule & Manage Service Requests
- Service & Repair Route equipment
- Inspect & Prep new equip
- Equip Installation/Equipment moves

Plush Coordinator
Amanda Lester

- Crane merchandise management
- Repair & Troubleshoot
- FEC relationships

Account Representative Supervisor
Chuck Reynolds

- LMA
- Customer Relations
- Collections
- Route scheduling
- Manage ATMs

League Coordinator
Chris Williams (Pool, Cbus & Indy)
Tom Ceckitts (Darts, Cbus & Detroit)

- Manage League matches/tournaments
- Grow Leagues
- Marketing & Promo

Digital Marketing Specialist
Drew Shaffer

- Create & implement digital marketing campaigns to support sales
- Relationship building
- Social Media Presence/Online Engagement
- Video Marketing

Service Technician
Ken Muha
Bob Cook
Robert Garcia
Brandon Pritchett
Sean Bart

- Service
- Repair & Troubleshoot
- Inspect & Prep new equip
- Equip installation/Equipment moves
- Collections
- Delivery

Account Representative
Rich Sheets
Dewayne Trent

- Collections
- Customer Relations
- Fill ATMs
- Equipment Installation/Equipment Moves



President SDC
 Scott Shaffer

- LMA
- Company Leadership & Culture
- Strategic Planning & Execution
- Sales & Strategic Relationships
- Core Values Champion

VP Sales & Marketing
 George Speakman

- LMA
- New Business Development
- Develop and meet sales objectives
- Customer Relationship & Account Management
- Vendor Relationship Management
- Marketing Strategy
- Inventory and Receivables Management

COO
 Chuck Ropke

- LMA
- Strategic Initiatives
- Parts, Service & Logistics Oversight
- Strategic Customer Relationships
- Lease & Contract Management
- Fleet Management

Marketing
 Priya Amin

- Develop marketing and branding initiatives to support sales objectives
- Social Media Presence / Online Engagement
- Website Management

Account Manager
 Paul Jones
 Bob Muniak
 Marty Turner
 Mando Ancona

- Meet Sales objectives
- Expand business w/ current customers
- Expand Customer base
- Relationship Building

Business Development
 Adam Kleinhenz

- Meet sales objectives
- Build Industry presence & relationships
- Expand customer base
- FEC Design, Proposal and Management

Sales Liaison
 Michelle Bocoock

- Support Sales Team
- FEC Process Management
- Sales Order Generation
- Liaison to Ops & Logistics
- Post project follow up

Customer Success Liaison
 Mike Snider

- FEC Project Management
- Customer Service
- Pricing/Freight Quotation

Director of Operations
 Chad Roll

- LMA
- Install Management
- Service Management
- Customer/Vendor Relations

Logistics Manager
 Jake Wayton

- LMA
- Delivery & Truck Management
- Facilities Management
- Warehouse Management
- Customer/Vendor Relations

Parts Manager
 Terry Hubbell

- LMA
- Parts Sales
- Inventory & Purchasing
- Customer/Vendor Relations

Service Tech
 Delane Murrell
 Ted Rudie
 Bobby Garrett
 Tim Iley
 Doug Schudel
 Norm Wayland
 Jim Reese
 James Meadows
 Ronda Spillman
 Mark Ugodnikov
 Rob Melko
 Steve Garrison

- Service
- Repair & Troubleshoot
- Inspect & Prep new equip
- Equipment Installation

Service Coordinator
 Delaina Ceckitti

- Service scheduling and dispatch
- Order processing/invoicing
- Customer/Vendor relations
- Customer Equipment management

Warehouse/Truck
 Clinton Davis
 Steve Snodgres
 Sam Martinez

- Load/Unload Truck
- Delivery
- Prep and Set up equipment
- Shipping/Receiving
- Equipment Installation
- DOT Compliance

Logistics Coordinator
 Erin Saunders

- Freight Scheduling & Admin
- Order fulfillment
- Customer/Vendor Relations

Parts Sales
 Dave Westfall
 Bob Springer
 Don Cole

- Parts Sales
- Order Entry
- PO Submittals
- Customer Service

Parts Advance Replacements
 Dan Swisher

- In-warranty advance replacement
- Out-of-warranty advance replacement
- Parts Sales
- Customer/Vendor Relations