



Reviva Quote Checklist

Winning orders reference this checklist to keep a step ahead.

1) Information needed to receive a quote from Reviva

- ESN or VIN (The most important piece of information)
- For off-highway applications, we also need the make/model, machine SN, and model code

2) Questions to ask your customer to set you up for success

- a. What failed on the engine?
- b. What options are they considering?
- c. What are the customer's priorities? price, lead time, quality, warranty coverage, etc.
- d. Future plans for the truck or equipment? Are they planning to sell soon? How much longer will it be in service? Etc.
- e. Does the customer know if this is the original engine in the equipment.

3) Remind Them of Pricing & Value

- Competitively priced at suggested resale or as close as possible
- Explain the **CORE CREDIT**. Send us your core and you **get your core deposit back**. It is that simple!
 - Light and medium-duty core is external and visual- If the core is like for like, you are **guaranteed half credit**. Even if the block has a hole in it.
 - Heavy-duty requires crank rotation
- Specific core requirements laid out in every Reviva quote

4) Documentation Included to share with your customer

- SmartLink included with quote— share this with your customer to help you win the sale!
- Product bulletin attached with highlighted sections: - lots of key information in here to help answer common questions (Warranty coverage & Parts lists- what is included with each configuration)

5) Mention Freight & Fulfillment

- Round trip freight is included with all Reviva engines (within the lower 48 states)
- Drop-ship directly to you or your customer

6) Not Everyone Does This: Build & Quality Assurance

- Engine built to original ESN specifications. Customer gets exactly what they need for their specific application

7) Sales Support

- Your Reviva rep. is always available to help answer any questions or concerns you or your customer may have, including hopping on a call or into an email chain to directly assist. Your rep can help review their answers to the questions in section 2 of this document. This will help position you as a trusted advisor by providing your customer with the best solution for their scenario.