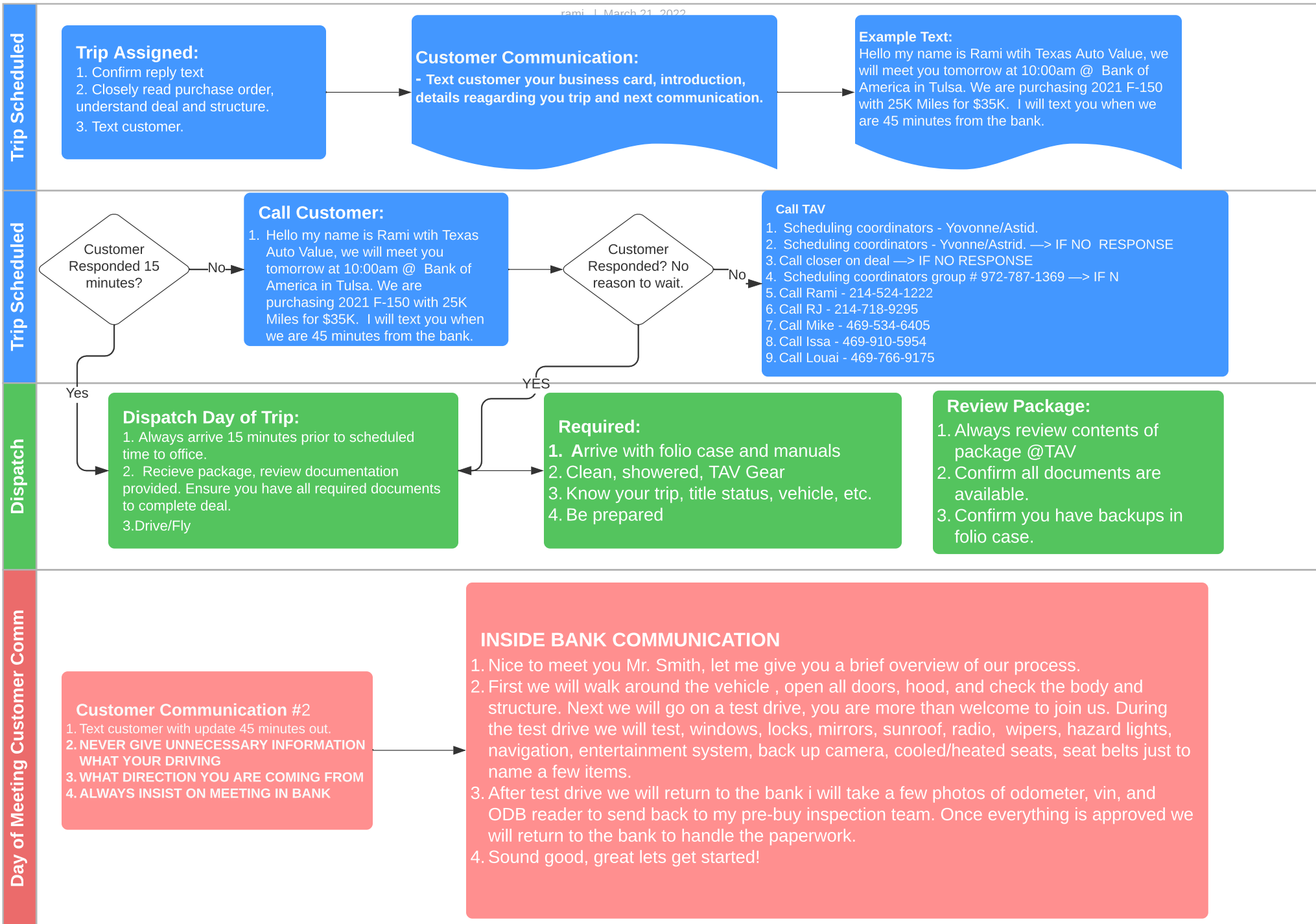


TAV Transporter Communication Process Flow

rami.l March 21, 2022



Trip Scheduled

Trip Scheduled

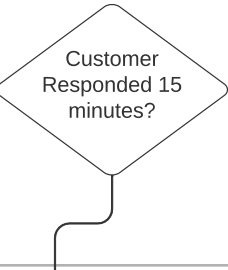
Dispatch

Day of Meeting Customer Comm

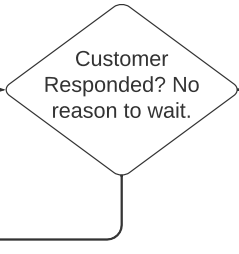
Trip Assigned:
1. Confirm reply text
2. Closely read purchase order, understand deal and structure.
3. Text customer.

Customer Communication:
- Text customer your business card, introduction, details reagarding you trip and next communication.

Example Text:
Hello my name is Rami with Texas Auto Value, we will meet you tomorrow at 10:00am @ Bank of America in Tulsa. We are purchasing 2021 F-150 with 25K Miles for \$35K. I will text you when we are 45 minutes from the bank.



Call Customer:
1. Hello my name is Rami with Texas Auto Value, we will meet you tomorrow at 10:00am @ Bank of America in Tulsa. We are purchasing 2021 F-150 with 25K Miles for \$35K. I will text you when we are 45 minutes from the bank.



Call TAV
1. Scheduling coordinators - Yvonne/Astid.
2. Scheduling coordinators - Yvonne/Astrid. --> IF NO RESPONSE
3. Call closer on deal --> IF NO RESPONSE
4. Scheduling coordinators group # 972-787-1369 --> IF N
5. Call Rami - 214-524-1222
6. Call RJ - 214-718-9295
7. Call Mike - 469-534-6405
8. Call Issa - 469-910-5954
9. Call Louai - 469-766-9175

Dispatch Day of Trip:
1. Always arrive 15 minutes prior to scheduled time to office.
2. Recieve package, review documentation provided. Ensure you have all required documents to complete deal.
3. Drive/Fly

Required:
1. Arrive with folio case and manuals
2. Clean, showered, TAV Gear
3. Know your trip, title status, vehicle, etc.
4. Be prepared

Review Package:
1. Always review contents of package @TAV
2. Confirm all documents are available.
3. Confirm you have backups in folio case.

Customer Communication #2
1. Text customer with update 45 minutes out.
2. NEVER GIVE UNNECESSARY INFORMATION WHAT YOUR DRIVING
3. WHAT DIRECTION YOU ARE COMING FROM
4. ALWAYS INSIST ON MEETING IN BANK

INSIDE BANK COMMUNICATION
1. Nice to meet you Mr. Smith, let me give you a brief overview of our process.
2. First we will walk around the vehicle , open all doors, hood, and check the body and structure. Next we will go on a test drive, you are more than welcome to join us. During the test drive we will test, windows, locks, mirrors, sunroof, radio, wipers, hazard lights, navigation, entertainment system, back up camera, cooled/heated seats, seat belts just to name a few items.
3. After test drive we will return to the bank i will take a few photos of odometer, vin, and ODB reader to send back to my pre-buy inspection team. Once everything is approved we will return to the bank to handle the paperwork.
4. Sound good, great lets get started!