



RavenCrest Tactical

Sales Representative Information Packet

(Last updated: October 2015)

SALES MANAGER NEW HIRE/TRAINING CHECK SHEET

- Print W-9 Form
- Print this packet
- Add new sales team member to square and make sure new rep gets logged in
- Photo Copy Drivers License
- Get all signed docs from rep (non compete, contact sheet, rep agreement)
- Put all signed paper work in folder with new reps name on it (turn into owners at meeting)
- Review packet with new sales rep
 - Important Parts to Discuss:
 - Products (Product knowledge)
 - How to sell product at a show
 - Basic sales presentation
 - Basic knife presentation
 - Show dos and don'ts
 - Common questions and answers
 - Know your state laws
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- Show new rep how knife is made and how it works

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WELCOME TO THE RAVEN CREST TACTICAL TEAM

We are excited you are here with us today. You are about to enter a world with no time clocks and limitless earning potential. By joining the Raven Crest family you are becoming part of an elite team of individuals who take pride in their work, knowledge and skill. Let us be the first to tell you this job is truly and adventure! You will meet lots of great people and a few "wild" ones. You will get to travel all around the country and see new things. Pick your own schedule and the best part...make money doing it all. So we want to say welcome and give a few words of advice before you dive into the rest of the material. We very rarely do anything perfect the first time. We have found in this business that most representatives hit their stride after the first 3-5 shows. So hang in there and give it some time. Pick quality shows and learn everything you can from the other veterans. Remember this is not hard work, but it is smart work. There are a few things you can do to set yourself up for greater success. Number one: Pick quality shows that many people will be attending and have buying power. Number two: Fill up the show calendar with at least 3 months of shows at a time. And finally number three: have fun. If you're having fun your customers will too. People love to be around those who are happy and enjoying themselves.

Wishing you much success!

Welcome to the team.

-RavenCrest Tactical

W-9

Please print out the W-9 form by using the link below and then turn in to RavenCrest Tactical.

<http://www.irs.gov/pub/irs-pdf/fw9.pdf>

Non-Compete Agreement

This non-compete agreement (the agreement) is made and effective _____

BETWEEN: RavenCrest Tactical, LLC (the first party) a Limited Liability Company organized and existing under the laws of the state of Arizona with its head office located at:

2754 E. McKellips Road, suite 100

Mesa, AZ 85213

AND: _____ (second party name)

FOR GOOD CONSIDERATION, the receipt of which is hereby acknowledged, the undersigned second party agrees not to compete with the first party, or its successors or assigns.

The term "not to compete" shall mean that the undersigned second party shall not directly or indirectly compete with the company by serving as an officer, owner, partner, director, agent, employee or consultant to any firm or entity substantially engaged in a business similar or competitive to the business of the first party.

The agreement shall remain in effect for 1 year from date below.

Date: _____

First Party

Second party

Authorized Signature

Authorized Signature

Print Name and Title

Print Name and Title

Sales Representative Contact Sheet

This sheet is to be filled out and turned into RavenCrest Tactical.

Name: _____

Contact Info:

Cell: _____ **Home:** _____

Email: _____

Address: _____

About Me:

Birthday: _____

Favorite Hobby _____

Favorite Super Hero _____

RavenCrest Tactical
Sales Rep Agreement

This Agreement ("Agreement") is made and effective on by and between

(Sales Rep Name) _____
("Rep") and RavenCrest Tactical.

In consideration of the mutual promises contained herein, the parties agree as follows:

1. Definitions.

As used herein, the following terms shall have the meanings set forth below:

- A. "Products" shall mean the Company's products to be sold by Rep;
- B. "Show" shall mean any trade show, or event that is approved by RavenCrest

2. Appointment.

Company hereby appoints Rep as its sales rep for the Products at approved shows, and Rep hereby accepts such appointment. Rep's sole authority shall be to solicit orders for the Products at the show in accordance with the terms of this Agreement. Rep shall not have the authority to make any commitments whatsoever on behalf of Company, and be fully responsible for keeping his or her customers duly informed of this limit on Rep's authority to make agreements on behalf of the Company with the customer.

3. General Duties.

Rep shall use its best efforts to promote the Products and maximize the sale of the Products in at the show. Rep shall also provide reasonable assistance to Company in promotional activities in the Territory such as trade shows, product presentations, sales calls and other activities of Company with respect to the Products. Rep shall also provide reasonable "after sale" support to Product purchasers and generally perform such sales related activities as are reasonable to promote the Products and the goodwill of Company at the show, in the line of business Company is in. Rep shall report within five days of the shows end. They will return all product, cash, and any other Raven Crest property at this time. Rep will devote adequate time and effort to perform its obligations.

4. Reserved Rights.

Company reserves the right to solicit orders directly from and sell directly to any end users or other retail buyers the sales rep made contact with. Rep's task is to solicit orders from all potential wholesale customers at the show including original equipment manufacturers, distributors, resellers, dealers, value-added resellers, telemarketing companies and retail distribution chains, unless agreed otherwise else in this agreement.

5. Conflict of Interest.

Rep warrants to Company that it does not currently represent or promote any lines or products that compete with the Products. During the term of this Agreement, Rep shall not represent, promote or otherwise try to sell within the show any lines or products that, in Company's judgment, compete with the Products covered by this Agreement. Rep shall provide Company with a list of the companies and products that it currently represents and shall notify Company in writing of any new companies and products at such time as its promotion of those new companies and products commence.

6. Independent Contractor.

Rep is an independent contractor, and nothing contained in this Agreement shall be construed to (i) give either party the power to direct and control the day-to-day activities of the other, (ii) constitute the parties as partners, joint ventures, co-owners or otherwise, or (iii) allow Rep to create or assume any obligation on behalf of Company for any purpose whatsoever. Rep is not an employee of Company and is not entitled to any employee benefits. Rep shall be responsible for paying all income taxes and other taxes charged to Rep on amounts earned hereunder. All financial and other obligations associated with Rep's business are the sole responsibility of Rep.

7. Indemnification by Rep.

Rep shall indemnify and hold Company free and harmless from any and all claims, damages or lawsuits (including reasonable attorneys' fees) arising out of negligence or malfeasant acts of Rep, its employees or its agents.

8. Indemnification by Company.

Company shall indemnify and hold Rep free and harmless from any and all claims, damages or lawsuits (including reasonable attorneys' fees) arising out of defects in the Products caused by Company or failure of Company to provide any products to a customer that has properly ordered through Rep.

9. Commission.

Sole Compensation. Rep's sole compensation under the terms of this Agreement shall be a commission computed as follows:

All Commission is figured after show costs are taken from total sales of show. Example: Lets say show cost \$750 for booth, \$250 for travel and hotel. The show brought in \$5000 in sales. We subtract \$1000 of costs (*travel, booth, tax, fees, discounts*) from \$5000 and commission is paid out on \$4000. Show commission is paid per team not individual. If 2 people work a show, commission is split between the two.

Sales is figured based on adding total sales of all sales people on team.

If you do three or more shows the month previous you qualify for the below scale:

Total sales before costs	Commission
0-3000	\$150 per person
3000-4000	15%
4000-6000	25%
6000-10000	27.5%
10,000 +	30%

All sales not from show (excluding sales to stores, wholesaling out, or any sales with a discount) commission is 25%. Any sales when product is discounted the commission will be negotiated before the sale is finalized between RavenCrest and Sales Rep.

Basis of Commission. The Commission shall apply to all orders solicited by Rep from the show that have been accepted by Company and for which shipment has occurred. No commissions shall be paid on (i) orders from outside the show (even if Rep receives the initial inquiry from outside the Territory) unless otherwise agreed in writing by Company. Commissions shall be computed on the net amount paid by customer minus all show costs.

Time of Payment. The commission on a given order shall be due and payable when paid by the customer and be due within 5 days after their product, cash, any RavenCrest property, and show kit have been returned to the warehouse.

Commission Charge-Back. Company shall have the absolute right to set forth cash discounts, to make such allowances and adjustments to accept such returns from its customers, and to write off as bad debts such overdue customer accounts as it deems advisable. In each such case Company shall charge back to Rep's account any amounts previously paid or credited to it with respect to such cash discounts, allowances, adjustments, return or bad debts. However, Company agrees that the amount of any cash discount provided to a customer and charged back to Rep shall not exceed of the sales price. Payment to Rep upon receipt of customer payments and for the percentage agreed upon eliminates most of these areas for dispute, which the parties acknowledge herein.

Annual Inspection of Records. Rep shall have the right, at its own expense and not more than once per year, to inspect at reasonable times Company's relevant accounting records to verify the accuracy of commissions paid by Company under the terms of this Agreement. If the audit correctly reveals that Company has underpaid Rep by ten percent (10%) or more, then Company shall reimburse Rep for the cost of the audit, in addition to the amount of underpayment. Unless otherwise stipulated, this date shall be January 31 of each year. In no event shall an audit be permitted for more than the past 12 months. Therefore, any amounts possibly due prior to this year and one day, are not subject to review for any reason including fraudulent misrepresentation or any other such claim Rep might make.

10. Sale of the Products.

Prices and Terms of Sale. Company shall provide Rep with copies of its current price lists, delivery schedules, and standard terms and conditions of sale, as established from time to time. Rep shall quote to customers only those authorized prices, delivery schedules, and terms and conditions, and modify, add to or discontinue Products following written notice to Rep. Each order shall be controlled by the prices, delivery schedules, and terms and conditions in effect at the time the order is accepted, and all quotations by Reps shall contain a statement to that effect.

Quotations. Reps shall promptly furnish to Company copies of all quotations submitted to customers. Each quotation shall accurately reflect the terms of this Agreement.

Orders. All orders for the Products shall be in writing, and the originals shall be submitted to Company. All orders shall be sent directly from the customer to the Company not to the Rep for forwarding to the Company.

Acceptance. All orders obtained by Rep shall be subject to final acceptance by Company at its principal office and all quotations by Reps shall contain a statement to that effect. Rep shall have no authority to make any acceptance or delivery commitments to customers. Company specifically reserves the right to reject any order or any part thereof for any reason.

Credit Approval. Company shall have the sole right of credit approval or credit refusal for customers in all cases, with or without cause.

Collection. Full responsibility for collection from customers rests with Company, provided that Rep shall at Company's request assist in such collection efforts.

Inquiries from Outside the Show. Rep shall promptly submit to Company, for Company's attention and handling, the originals of all inquiries received by Rep from customers outside the Show.

11. Check Out and Return of Product for a show: Sales rep are responsible to check out their show kit before each show, and return the show kit within **2 days** following a show.

- a. **Sales rep will count and sign out all product in kit from the warehouse before the show.**
 - i. ***The Rep is responsible for all the product until they check the product back in. Any product that cannot be accounted for from theft or loss will be the Rep's financial responsibility.***
- b. **Sales Rep is responsible to check product back in and drop off cash from the show to the warehouse within 2 days of the show. Any Cash or product that cannot be accounted for is the Sales Rep's responsibility. This amount will be deducted from their commission check. Any outstanding amount will need to be paid back within 30 days.**
- c. **Product will be checked in at warehouse, sales rep and warehouse manager must be present at time of check in. Both parties must sign off on counts of product. Any product left without a warehouse manager is at the sales rep's risk. Any missing product will be their responsibility.**

12. Term and Termination.

A. Term. This Agreement shall commence on _____ and continue for one year thereafter, unless terminated earlier as provided herein. This Agreement shall continue until terminated upon at least 30 Days written notice by either party. If not terminated during the first year, this Agreement shall continue until one party or the other terminates the Agreement with 30 Days written notice.

- B. **Return of Materials.** All of Company's trademarks, trade names, patents, copyrights, designs, drawings, formulas or other data, photographs, demonstrators, literature, and sales aids of every kind shall remain the property of Company. Within 10 days after the termination of this Agreement, Rep shall return all such items to company at Rep's expense. Rep shall not make or retain any copies of any confidential items or information that may have been entrusted to it. Effective upon the termination of this Agreement, Rep shall cease to use all trademarks, marks and trade name of Company.

13. Limitation of Liability.

Upon termination by either party in accordance with any of the provisions of this Agreement, neither party shall be liable to the other, because of the termination for compensation, reimbursement or damages on account of the loss of prospective profits or anticipated sales or on account of expenditures, investments, leases or commitments in connection with the business or goodwill of Company or Rep. Company's sole liability under the terms of this Agreement shall be for any unpaid commissions.

14. Confidentiality.

Rep acknowledges that by reason of its relationship to Company hereunder it will have access to certain information and materials concerning Company's business plans, customers, technology, and products that is confidential and of substantial value to Company, which value would be impaired if such information were disclosed to third parties. Rep agrees that it shall not use in any way for its own account or the account of any third party, nor disclose to any third party, any such confidential information revealed to it by Company. Rep shall not publish any technical description of the Products beyond the description published by Company. In the event of termination of this Agreement, there shall be no use or disclosure by Rep of any confidential information of Company, and Rep shall not manufacture or have manufactured any devices, components or assemblies utilizing Company's patents, inventions, copyrights, know-how or trade secrets.

14. Notices.

Any notices required or permitted by this Agreement shall be deemed given if sent by certified mail, postage prepaid, return receipt requested or by recognized an overnight delivery service such as FedEx:

If to Company: 2754 E. McKellips Road, suite 100 Mesa, AZ 85213

If to Rep: _____.

(Name & Address)

15. No Waiver. The waiver or failure of either party to exercise in any respect any right provided in this agreement shall not be deemed a waiver of any other right or remedy to which the party may be entitled.

16. Entirety of Agreement.

The terms and conditions set forth herein constitute the entire agreement between the parties and supersede any communications or previous agreements with respect to the subject matter of this Agreement. There are no written or oral understandings directly or indirectly related to this Agreement that are not set forth herein. No change can be made to this Agreement other than in writing and signed by both parties.

17. Governing Law.

This Agreement shall be construed and enforced according to the laws of the State of Arizona and any dispute under this Agreement must be brought in this venue and no other.

18. Headings in this Agreement

The headings in this Agreement are for convenience only, confirm no rights or obligations in either party, and do not alter any terms of this Agreement.

19. Severability.

If any term of this Agreement is held by a court of competent jurisdiction to be invalid or unenforceable, then this Agreement, including all of the remaining terms, will remain in full force and effect as if such invalid or unenforceable term had never been included.

In Witness whereof, the parties have executed this Agreement as of the date first written above.

_____	_____	_____
Company Witness Printed Name:	Signature:	Today's Date

_____	_____	_____
Rep Printed Name	Signature	Today's Date

The sales rep has the right to get a copy of this signed contract at any time. RavenCrest has seven days to produce a copy for the sales rep.

Sales Rep Agreement

Review List

This review list is provided to inform you about the document in question and assist you in its preparation.

1. The Sales Rep Agreement is used only to appoint an independent sales rep. If you will hire a person as a full time sales executive, see the Sales Employment Agreement.
2. This Agreement, as written, provides for termination in 30 days. This is an important clause to protect the Company from having to retain an ineffective Rep. In addition the document provides for paying the Rep a percentage based on receipts, not a more complicated formula; provides for payment after receipt so the Company is not financing the Rep commission; and provides for only one back year of auditing to prevent a potential lawsuit from spiraling out of control. The venue for litigation is important and should always be in the Company's home state.
3. The rep is treated as an independent contractor in this Agreement, not as an employee, and this clause should be protected because the distinction is very important for the Company. This means the sales rep is not eligible to receive employee benefits and is responsible for his or her own income, social security, and Medicare taxes, among other things. Request the Rep fill out a W-9 IRS Form (one is on this Legal Forms CD), which provides for documentation of the Rep's status. The IRS has a long history of allowing Reps to be independent contractors. This category has well-established precedents, unlike other categories, as long as the Rep is not based out of your corporate office. Even under these circumstances, a Rep can be treated as an independent contractor; but the "bar" is higher to meet the IRS' standards.
4. Although IRS rules do not vary state-to-state, state employment and contractor laws and rules do. Therefore, before using this document, you would be well advised to seek legal counsel about its appropriateness.

COMPANY HISTORY (*About RavenCrest Tactical*)

Who Is Raven Crest Tactical?

RavenCrest Tactical, LLC was founded in the beginning of 2012 out of a vision for equipping individuals with high performance OTF Knives and tactical gear. RCT is a family owned and operated business in the heart of Gilbert, Arizona. Its owners include: Nate Mirand, Scot Anderson and Derek Jordan. Our mission is to build and develop tactical products that will serve their operators well for a lifetime at a price point that is affordable by most everyone. Raven Crest Tactical is committed to offering quality OTF (Out the Front) automatic tactical knives and tactical gear that are a perfect combination of form and function. We want to put the tools in your hand to help you accomplish the task in front of you. Whether it be hunting, fishing, at the range, personal defense or doing projects around the house, we hope you find your RCT Knife to be a trusted friend.

OUR BUILDING BLOCKS FOR SUCCESS

MISSION

- RavenCrest strives to create quality tactical products that have high value, quality and appeal.

PRIDE

- We take pride in our products and in the way we handle our business dealings.

PASSION

- We are passionate about our products and customers. Our passion drives us to continually bring the best OTF Knives and tactical gear to our consumers.

CREATIVITY

- Creativity is a driving force for us. We believe in bringing the most cutting edge marketing and products to our consumers.

INTEGRITY

- We believe your word is your bond. Without integrity what is a man? We interact with every employee and consumer in a way that brings honor to the word integrity.

ACCOUNTABILITY

- If we say something we do it. We believe in having our words and actions line up.

LEADERSHIP

- We strive to develop ourselves and others around us for the benefit of our consumers.

OUR PRODUCTS

RavenCrest Tactical sells a number of different tactical items with its focus and specialty in OTF (out the front) automatic knives. Below you will find all the basic information you may need about all of our products.

OTF (out the front) KNIVES



MODEL: RCT-1 Raven

PRICE: \$189 - \$399 (*Price varies based on customization and blade steel choice*)

Total Length: 24cm / 9.4in

Blade Length: 10cm / 3.9in

Blade Thickness: 0.3cm / .11in

Blade Width: 2.8cm / .11in

Blade Material: 440C Stainless Steel

Handle: Zinc Alloy

Hardness: 58HRC **

Gross Weight: 260g / 9.17oz

Total Weight: 430g / 15.16oz

Components: Stainless Steel

Knife Anatomy

- Blade
- Handle
- Button
- Screws
- Glass Breaker (end of knife)
- Pocket Clip

Extras

- Sheath
- Extra Pocket Clip

How it works

- All of our OTF knives are operated by a button that engages a single spring that rides along a metal slide. When the button is pressed forward, the blade is deployed. When the button is pressed backwards the blade is retracted back into the handle.
- **Safety Feature:**
 - When the knife blade is deployed and comes in contact with anything it will stop not penetrating deeply into the object. This is safety feature of the knife. To re-engage a knife that has been put into "Safe Mode" simply pull the blade to the top until you feel the back of the blade touch the inside top of the knife and there is no more room for it to go then release. The blade can then be retracted and deployed again as usual.
IMPORTANT This is not a knife defect.



MODEL: RCT-1 MINI Raven

PRICE: \$189 - \$399 (*Price varies based on customization and blade steel choice*)

Total Length: 17.78cm / 7in

Blade Length: 6.985cm / 2.75in

Blade Thickness: 0.3cm / .11in

Blade Width: 1.27cm / .5in

Blade Material: 440C Stainless Steel

Handle: Zinc Alloy

Hardness: 58HRC **

Total Weight: 146.567g / 5.17oz

Components: Stainless Steel

Knife Anatomy

- Blade
- Handle
- Button
- Screws
- Glass Breaker (end of knife)
- Pocket Clip

Extras

- Sheath

- Extra Pocket Clip

How it works

- All of our OTF knives are operated by a button that engages a single spring that rides along a metal slide. When the button is pressed forward, the blade is deployed. When the button is pressed backwards the blade is retracted back into the handle.
- **Safety Feature:**
 - When the knife blade is deployed and comes in contact with anything it will stop not penetrating deeply into the object. This is safety feature of the knife. To re-engage a knife that has been put into "Safe Mode" simply pull the blade to the top until you feel the back of the blade touch the inside top of the knife and there is no more room for it to go then release. The blade can then be retracted and deployed again as usual. *****IMPORTANT***** This is not a knife defect.



MODEL: Spartan & Spartan "Gladius"
PRICE: \$199

Total Length : 23.495cm / 9.25in

Blade Length : 10cm / 3.9in

Blade Thickness : 0.3cm / .11in

Blade Width: 2.8cm / 1.1in

Blade Material: 440C Stainless Steel

Handle : Zinc Alloy

Handle Inlay: Ebony Wood

Hardness : 58HRC **

Gross Weight : 260g / 9.17oz

Total Weight : 430g / 15.16oz

Components: Stainless Steel

Knife Anatomy

- Blade
- Handle
- Button
- Screws
- Glass Breaker (end of knife)
- Pocket Clip

Extras

- Sheath
- Extra Pocket Clip

How it works

- All of our OTF knives are operated by a button that engages a single spring that rides along a metal slide. When the button is pressed forward, the blade is deployed. When the button is press backwards the blade is retracted back into the handle.
- **Safety Feature:**
 - When the knife blade is deployed and comes in contact with anything it will stop not penetrating deeply into the object. This is safety feature of the knife. To re-engage a knife that has been put into "Safe Mode" simply pull the blade to the top until you feel the back of the blade touch the inside top of the knife and there is no more room for it go then release. The blade can then be retracted and deployed again as usual. *****IMPORTANT***** This is not a knife defect.



MODEL: Titan

PRICE: \$99 - \$149 (All black models are \$99 all other colors \$149)

Total Length : 23cm / 9in

Blade Length : 9cm / 3.5in

Blade Thickness : 0.3cm / .11in

Blade Width: 2.8cm / 1.1in

Blade Material: 440C Stainless Steel

Handle : Zinc Alloy

Hardness : 57HRC **

Gross Weight : 230g / 8.11oz

Total Weight : 350g / 12.34oz

Components: Stainless Steel

Knife Anatomy

- Blade
- Handle
- Button
- Screws
- Glass Breaker (end of knife)
- Pocket Clip

Extras

- Sheath
- Extra Pocket Clip

How it works

- All of our OTF knives are operated by a button that engages a single spring that rides along a metal slide. When the button is pressed forward, the blade is deployed. When the button is press backwards the blade is retracted back into the handle.
- **Safety Feature:**
 - When the knife blade is deployed and comes in contact with anything it will stop not penetrating deeply into the object. This is safety feature of the knife. To re-engage a knife that has been put into "Safe Mode" simply pull the blade to the top until you feel the back of the blade touch the inside top of the knife and there is no more room for it go then release. The blade can then be retracted and deployed again as usual.
IMPORTANT This is not a knife defect.

ASSIST OPEN KNIVES ****DISCONTINUED****

Assist Open Knife (The Punisher)



Materials

- **Blade:** 440C Stainless Steel
- **Handle:** Aluminum
- **Components:** Stainless Steel

Knife Anatomy

- Blade (Serrated Blade)
- Blade "Flipper"
- Blade "Thumb Stud"
- Handle
- Liner Lock
- Liner Lock Release Button
- Screw/Pin
- Glass Breaker (end of knife)
- Seat Belt Cutter
- Lanyard Hole
- Pocket Clip

Extras

- Velvet Drawstring Pouch

How it works

- You can use the “flipper” on the spine of the blade or thumb stud on the side of the blade to open the knife while you use these the blades spring helps launch the blade into lock position. Blade opens from the side of the handle and does not come out the front. This is not an automatic knife. This is assist knife because the knife has a “leaf spring” like mechanism that gives the operator some help when opening.

Prices (Show prices listed below)

- \$29

PARACORD BRACELETS ****DISCONTINUED****



Materials

- **Material:** 450 (4 Strand) Paracord
- **Toggle:** Flint (Fire Starter) Magnesium
- **Length:** 11.75" (From end to end) Bracelet adjustable from 9" - 11" (Will fit almost any wrist size)
- **Braid:** Cobra braid

Paracord Anatomy

- Flint Toggle
- Braided Cord
- Striker

How it works

- To get start a fire with our paracord bracelet simply shave off bits of magnesium from the toggle until a small pile has been made. Then take the o ring striker and quickly with force strike the toggle its full length from top to bottom in the direction of the flint pile. Sparks from striking the toggle will catch the pile on fire.

Prices (Show prices listed below)

- **\$10**

R1 MULTITOOL **DISCONTINUED**



Materials

- **Material:** Stainless Steel

Multitool Anatomy

- Saw Blade
- Fishing Blade with Edge
- Straight Edge
- Bottle Opener
- File
- Pliers
- Philips Screwdriver (adapter with add on)
- Flathead Screwdriver (adapter with add on)
- Hex head (multiple sizes - adapter with add on)
- Case and more.

How it works

- Open the tool and then lock into position the desired tool for use.

Prices (Show prices listed below)

- \$39

R2 CARBON FIBER WATCH ****DISCONTINUED****



Materials

- 304 stainless steel case and band
- Sapphire glass
- Real Carbon Fiber Dial
- Swiss luminous oil letters (stainless steel markers with luminous oil letters)
- Japanese Citizen Miyota OS 10 quartz movement
- Dial Diameter : 1 and 3/4 inches
- Dial to Crown Diameter : 2 inches
- Case Thickness: 1/2 inches

Watch Anatomy

- Band
- Dial
- Glass (Sapphire glass)
- Crown
- Lug ends
- Date display
- Hands
- Chronograph Sub Dials
- Bezel

How it works

- Loosen the crown by unscrewing and then pulling out about a quarter inch and then turn to set hands to the correct time. Pull again about an eighth inch to set the date. Once set, push the crown back into watch and screw down to tighten.

Prices (Show prices listed below)

- \$149

When We Pay

We pay commission on Friday's for the previous week's activity.

Example: If you do a show on Sept 27-28. Your paycheck will be ready on 10/3/14.

You can pick up your check from the warehouse location anytime between 2 pm - 5 pm on Friday's. You will need to make arrangements with the warehouse manager to pick up at a later date/time if you cannot pickup on that day.

To receive your pay check all show kit, cash and receipts must be turned in no later than Tuesday of each week. If possible please turn in all show kit, cash and receipts by Monday. (**Ex:** you are at show Friday – Sunday, you arrive back in town Sunday night. Schedule with warehouse manager to drop off your kit, cash and any receipts for the next day Monday.)

Minimum Sales Representative Monthly Activity

N/A

What Does RavenCrest Tactical Pay For?

We pay the following show and travel expenses: (*Must have receipt for all reimbursements. Anything without a receipt will not be reimbursed.)

- Airfare
- RCT Luggage
- Hotel
- Rental Car or Cab
- Show Booth and or Table(s)
- Gas
 - We offer .30/mile for mileage reimbursement for events that are over 50 miles one way. You will need to provide a MapQuest or Google Maps report detailing your address and the show address in order to receive reimbursement. This reimbursement will be included in your check and will be detailed as such to avoid any incorrect tax liabilities

If there is a special need please contact us and we can discuss a reimbursement of funds.

What we do not pay for:

- Airport Parking
- Rental car to drive from Mesa/Phoenix area to a show.
- Gas for travel under 50 miles one way.
- We only fly one person out to a show.
- We do not pay for movies, drinks, meals, entertainment at hotels or anywhere else.
 - Any charges turned in will forfeit your right to do a show in the future.

Monthly Team Meeting

As a member of the RavenCrest Tactical Sales team we ask that you may yourself available for a monthly meeting held RavenCrest Tactical store. Days and Times will be emailed.

These meetings we feel are important to your success we will discuss the following but not limited to:

- Sales Training/Professional Development
- New Product Releases
- Specials and Promos
- Questions and Answers

Product Responsibility

You are responsible for ALL product and cash (*includes cash you make from shows*) once checked out from warehouse. Please make sure to take all measures to watch over your kit once you leave to your show.

Stolen or Lost Items:

- Stolen and or lost items will be deducted from your commission check.
- Please notify our show booking manager immediately if you believe you are missing any inventory.
- We will examine each case individually so we as a company may discuss what actions to take.

Sales Representative Personal Discount

All sales reps receive a 25% discount off of shows pricing on all products. Only available for personal and immediate family.

Sales Representative Webpage

The sales team has access to a special resource page on the RavenCrest Tactical website. It is a page that can only be viewed via this link: <http://ravencresttactical.com/showsubmissions/> on this page you will find all the tools you will need to be a successful sales representative for RavenCrest Tactical.

You will use this page for the following:

- Submitting your requests for upcoming shows
- Submitting your requests for travel after shows have been approved
- Checking the show calendar for approved shows
- Download this packet
- *And other resources*

Sales Representative Termination

RavenCrest Tactical reserves the right terminate a Sales Representative for any of but not limited to the following reasons:

- Theft of any kind
- Irresponsible behavior with knives at shows
- Misconduct at shows
- Not turning in cash and kits on time
- Giving unapproved discounts on products

As a RavenCrest Tactical Sales Representative you are a full representation of this company. We require all reps to act with the utmost character, integrity and tact when "on the job".

List of Important Contacts

Nate Mirand

Owner

- **Email:** Natemirand@gmail.com
- **Phone:** 602-722-7826

Scot Anderson

Owner

- **Email:** scotlwbcaol.com
- **Phone:** 480-540-5228

Derek Jordan

Owner

- **Email:** djordanaz@gmail.com
- **Phone:** 480-784-7978

Basic Training

In this section you will learn everything you need to know about selling for RavenCrest Tactical.

How To Sell Product At A Show

Basic Table Set Up

The basic table set up consist of the following elements:

- Table
- Table cloth
- Products
- Cash Box
- Tank Tough Sign
- Warranty Sign
- Mini Video Player with Torture Test videos

1. Drape your table or tables with table cloth

Make sure table cloth is even and neat

2. Take one of each OTF Knife and place on table and order from least expensive to most expensive

You can prop them up inside the box or take out of box completely so it's just the knife.

3. Make sure inventory is under table and organized so you are able to get to quickly when making a sale.

4. Keep cash box behind table away from easy reach.

Principles to follow when setting up your table

- Make the product look its best (showcase it).
- Make it easy for customers to try out.
- Try to fill the space of the table evenly. Look for balance.
- Keep it organized and orderly.
- Keep your area clean.

Basic Sales Presentation

--Start

People are walking by the table, when they look in your direction open and close the knife a few times and say "how are you doing, or how are you guys doing?" or some other kind of similar greeting.

They either respond and keep walking or come to the table.

Once at the table proceed to ask them "Are you familiar with OTF Knives?" they either say "No, not really" or "oh yeah...or yes"

If they are NOT familiar tell them "Excellent, well let me tell you a little bit about our knives so you know what you are looking at." If they say YES then say "Excellent, well let me tell you about some of the great things about the RavenCrest Tactical brand that you may not know."

Then begin to say "All of our knives are OTF's meaning "Out The Front" - The blade comes out the front of the knife instead of from the side. The blade is a 440C stainless steel, the handles are made from Zinc Alloy, it comes with a glass breaker on the end...which can be unscrewed so the clip can be moved to either side or replaced with one of our other colored clips. All our knives do come with two pocket clips and a sheath. But the best part I saved for last ...it has a Lifetime Warranty. If anything breaks or malfunctions we will fix it, if we can't fix it we will give you a new one."

--END

At the end of the pitch it is usually best to wait and field any basic questions that the customer may have.

Whether they purchased or not when they leave your table thank them for stopping by.

Knife Presentation (click, click...click, click)

When selling OTF knives it is best to demonstrate the knives to the people walking by so that they know it is not just another liner lock or some other kind of common knife. Many people are not familiar with OTF Knives and or may have only seen them in Television shows or movies.

So while standing at your table make sure you are constantly opening and closing the knife to grab your potential customer's attention. Many times people will double take as they are walking away and then come back to your table for a closer look!

Point System for Sales Representatives “Sales Tools” ****Currently Discontinued****

We do not offer discounts on our products unless in the form of a special promo. So to help sell knives to customers who are looking for some kind of deal we offer product giveaways. To know what products you are able to giveaway and at what times we have come up with the “RCT Sales Point System”

The point system is as follows:

Any sales representative has up to 3 points to spend per customer. How the points are spent are determined by which product a customer is wanting to purchase.

Point Breakdown:

- **Paracord Bracelet** = 1 point
- **Punisher Assist Open Knife** = 1 points
- **Multitool** = 2 points

On a NEMESIS/REAPER purchase you may use up to 3 total points. On all OTHER OTF knives you may use up to 2 points.

EX: you could give someone a paracord and a multitool to help you close a Nemesis sale.

**IMPORTANT – The point system is to only be used on OTF knives.*

Please use this system sparingly. This is a TOOL to be used to help you close more sales. This is NOT something to do with each and every sale. You will find as your sales skills increase the less you will use such devices.

Show Dos and Don'ts

Dos

- Do remember to be professional and respectful to the customer
- Do try and research the knife laws for the state you are at show in, especially the code number for reference.
- Do be careful of the knives. (We have all cut ourselves)
- Do try and answer the customer's questions to the best of your knowledge while staying honest
- Do be respectful of the vendors around you. You are a representative of RCT and therefore any good or bad you do reflects on us all. (Plus nearby vendors can come in handy quite often and are good connections to have and will also purchase knives.)
- Do make sure to issue a refund if requested by the customer, no matter the reason. As long as the customer has a product to return, issue the refund.

- Do contact someone if you need help or have a question.
- Do turn in all monies after show within 24 hours if possible.
- Do engage with customers as they walk by your table.
- **Do make sure to test fire EVERY product behind the table before giving it to the client after the sale to make sure everything is in perfect working order and not defective or need repair.**

Don'ts

- Don't lie if asked where the knives are made, it is better to be honest and tell them they are manufactured overseas then it is to back pedal when they research and find out you lied.
- Don't charge/make custom sales. The prices are marked for a reason, and need to be consistent for our customers. Charging custom amounts is hard for accounting and can create trust issues for future shows.
- Don't be rude or overly aggressive to customers, even if they are rude first.
- Don't blame the customer, even if they messed up. Remember to stay calm and in control of the situation if confronted by a customer. Always remember "L.A.S.T." Listen, Ask, Solve, Thank. Listen to the problem, ask needed questions, solve the problem accordingly, and thank the customer for their time and purchase.
- Don't sit behind your booth/table when customers are present. Make sure you stand to attract the most attention and to show you welcome people at your booth/table.
- Don't leave your cash box unattended
- *Don't forget to have fun!*

Show Discounts

We do NOT offer show discounts. Any kind of discount would need to go through one of the owners for approval. If you feel like a special situation may warrant some kind of discount please feel free to call any of the owners on the important list of contacts.

Common Questions and Answers

Q: "Isn't this knife just a Microtech knock-off?"

A: "Actually no. We are RavenCrest Tactical. Microtech does offer very similar products, but there are some big differences between our products.

Difference 1:

Microtech knives are built for the use and needs of the highest branches of military and Special Forces. The materials they use are very high grade, and with that comes a high price tag.

Raven Crest Tactical knives are built with 440C stainless which is a very strong and versatile steel grade. 440C is commonly used in high quality knife blades as well as surgical instruments. It is designed to handle the needs of the average user as well as the needs of a professional operator.

Difference 2:

Microtech's warranty on automatic knives has many terms and conditions. One of which is the warranty only valid if you are active military or police. That means they do not honor warranty's on retail purchases to non-active military or police.

Raven Crest Tactical's lifetime warranty on automatic knives has no terms or conditions. You break it, we fix or replace it no questions asked.

Always end with a statement boosting Microtech and reaffirming what we are there to do, something such as: "Microtech makes an amazing product and in no way do we want to bash them. We greatly respect what they are capable of doing. We are simply just trying to offer a very high quality OTF knife for a much more affordable cost. That way more people can enjoy how awesome these knives are."

Q: "Where are the knives made?"

A: "We source the materials for the knives from China, but all assembly and quality control testing is done in Gilbert, Arizona.

Q: "Where is the Steel for the knives made?"

A: "Our steel is sourced from China." If further discussion is needed you can add that "we source our steel from China so that we can keep the cost of our product as low as possible, while still being able to offering our lifetime warranty."

Q: "If my knife breaks, how do I get it warranted?"

A: "You simply visit our website www.ravencresttactical.com, at the bottom of the page click the link "Warranty info/returns". Once there, please fill out our return form. One of our customer service reps will get in touch with you within 24 hours of submitting a return authorization request. They will either give you instructions on how you can fix the problem yourself, or if the knife needs to be sent back in to us for the warranty work, they will create a shipping label for you.

Q: Customer approaches with a RCT knife that isn't working: "I purchased this knife at (customer will tell you the show), and now it isn't working correctly. I was wondering what you could do for me?"

A: "I am so sorry to hear that you are having issues with your knife. Let me take a look at it and see what we can do for you." From there you will do the following:

Step 1: Evaluate the knife to see if you can determine what the issue is

Step 2: If the knife is in safety mode, simply pull the knife blade forward to put it back into operational mode.

Step 3: If the knife issue is not safety mode simply take the knife back and give the customer a new knife of equal or lesser value. If we do not have the knife they want we can ship them a one, but we would need to get their shipping address.

Further Training

We want to encourage to please keep learning all you can about our products, sales, leadership, influence, and customer service the better you will be at your profession. Below is a starter reading list and some quick people principles to live by.

Here is a small reading list to help get you started:

- **How to Win Friends and Influence People**
 - By Dale Carnegie
- **The Psychology of Selling**
 - By Brian Tracy
- **The Little Red Book of Sales**
 - Jeffrey Gitomer

We also encourage you to do some research and become familiar with **other automatic knives and brands**. Many times your customers will bring these up in conversations about “how they compare” or “have you seen them before?” Here is a few to get you started on your research:

- Microtech (Brand)
- Benchmade (Brand/Infidel Model)
- Piranha (Brand)
- Joker (Model)
- Boker (Brand)
- H&K (Brand)
- Lightning (Model)
- Smith & Wesson (Brand)

Some Basic “People Principles”

Become a Friendlier Person

1. Don't criticize, condemn or complain.
2. Give honest, sincere appreciation.
3. Arouse in the other person an eager want.
4. Become genuinely interested in other people.
5. Smile.
6. Remember that a person's name is to that person the sweetest and most important sound in any language.
7. Be a good listener. Encourage others to talk about themselves.
8. Talk in terms of the other person's interests.
9. Make the other person feel important - and do it sincerely.

Win People to Your Way of Thinking

10. The only way to get the best of an argument is to avoid it.
11. Show respect for the other person's opinion. Never say, "You're wrong."
12. If you are wrong, admit it quickly and emphatically.
13. Begin in a friendly way.
14. Get the other person saying "yes, yes" immediately.
15. Let the other person do a great deal of the talking.
16. Let the other person feel that the idea is his or hers.
17. Try honestly to see things from the other person's point of view.
18. Be sympathetic with the other person's ideas and desires.
19. Appeal to the nobler motives.
20. Dramatize your ideas.
21. Throw down a challenge.

How To Use Square (The “Cash Register/Credit Card Terminal”)

Taking payments from customers is quick and easy with the square reader app. All transactions including cash are run through these “registers”. To use these “registers” you must have a decent smart phone with available phone line.

When using Square Reader

***IMPORTANT: MAKE SURE TO NAME YOUR DEVICE YOUR NAME IN YOUR PHONE SETTINGS**

(This is not an option in the app. Must be done in settings area of your phone.)

1. Get the app from the app store for iDevices or Google Play for Android Devices. (It is Free.) It’s called square register.
2. Sign in with the user account. (Sales manager will add you as a staff member to our account)
 - a. Make sure tax is turned on for the location you will be selling in.
3. Swipe back and forth from the custom input interface (like a calculator) to the menu of pre-programmed items.
4. Ring up customers according to what they are purchasing.

If Cash – Make sure to put in cash amount they give you and the app will calculate the change for you to give if changed needed.

If Credit- Swipe the card through the reader. After transaction goes through have the customer sign the receipt (which is on the screen). Then ask if they would like the receipt emailed to them. If so get email and send. If not just close that interface and you are ready for next transaction.

Trouble Shooting Your Square Reader

No Signal

- If you are getting no signal see if you can switch to the locations Wi-Fi. If there is no wifi you will have to take payment down manually and run later that evening when you get back to a location with signal.

Reader Not Working

- If the reader does not work and no spare reader is available please manually enter payments. However when a working reader is available please always use the reader as manual transactions result in high fees.

Can’t get payment to go through

- Check to make sure that you are using only your phone line and Wi-Fi is turned off. Sometimes the two can compete for attention.

Cash Handling Basics

Handling cash should never be taken lightly. Make sure you handle all cash with care, remember you are responsible to collect and deliver all cash on time and without error.

Here are some principles to consider when handling cash:

- Keep all cash in cash box at all times
- Do not put cash taken from a customer in your pocket
- Make sure cash travels with you. If you have to go to the restroom etc.
- At end of day cash goes back to the hotel or home with you (even if product stays at show location)
- When turning in show money make sure to count out the petty cash and set aside from earnings.
- Don't flash cash around others at show or when in travel.
- Do not put cash into your bank account for "Safe keeping".

Warranty Registration Cards

When you sell a customer and OTF knife make sure to have them fill out the simple "Warranty Registration" card. It gets the customer's name, email and Knife model. You are to have the client do this before they leave your table after they buy. Let them know this helps us keep track of the warranty for them. Most people should have no problem doing this. Please treat this registration card as if it were cash. Make sure to immediately put it into the cash box after the customer has filled out.

Most people should have no problem filling out this form however someone does not want to fill this out, please do not insist or make them. They still will have a lifetime of coverage without this form.

These forms are highly valuable to the company for the marketing data (email) they contain.

Knife State Laws

For a full list of Legal and Illegal states and an at a glance map visit our website here:

<http://ravencresttactical.com/otf-knife-laws/>

MYTH: Switchblades and Balisongs (butterfly knives) are illegal everywhere without exception

Not true. Most laws about non-firearm weapons are by state, with very few existing at the Federal level. Currently, the only country-wide law about switchblades is [US Code Title 15, Chapter 29](#), and this law only controls the importation of these knives into the US, and the sale over state lines. It has no

effects on buying, owning or carrying switchblades. Such is left to the states. The majority of states allow legal ownership of switchblades, but a few do not. Many have prohibitions on the sale of them, and most have laws against carrying them concealed. But some states such as Vermont and Utah have no restrictions on them.

US Switchblade Laws

The following is a comprehensive compilation of the laws on switchblades (*also called automatics*) in the United States. This chart covers both overall federal law and each state law. These laws are for non-law enforcement citizens, as nearly all laws contain some sort of exemption for police. In states where unlawful intent must be proven (and is not simply presumed) for the knife to be illegal, this chart counts this as "legal."

Legend:

Possession = Refers to the legality of merely owning or having direct control over a switchblade, even if kept at home. Sale = The legality of merchants and private citizens offering switchblades for sale or selling them. Usually includes any transfer of ownership, even gifts. Note that such laws almost always only affect the seller; no state law affects the buyer of such a transaction. Open Carry = legality of carrying a switchblade unconcealed and in plain view of others. Concealed Carry = legality of carrying a switchblade in a concealed manner on one's person (or most of the time, in a car). Balisong considered same thing? = Refers to if the wording of the law considers switchblades and balisongs to be the same thing. If "Yes," balisongs are subject to all the same restrictions as switchblades listed for that state. If "no" they are covered by a separate law and may or may not be legal. Blanks indicate the state has no laws about either.

Practical Matters

If possession itself is illegal, then all others become illegal by default. If possession is legal, but sale is not, it effectively becomes impossible to legally obtain a switchblade from within that state (since federal law prohibits inter-state sale). One must physically travel to another state to legally purchase.

Submitting For Shows

Every sales representative is encouraged to find their own shows. This is done through research online as well as from other vendors and word of mouth once you get started. At times RavenCrest Tactical will find shows and place on the show calendar as rep needed. The show is the life force of how you will make money in this position. Without a show, you are without money. Finding good shows will be important to your success. You will make money at all shows, but there are definitely shows that perform better than others. So your job becomes finding out and submitting for those shows.

Remember shows are first come, first serve. When you submit your show in the show submission form that locks you in as the Rep for that show. When you submit your show it is time stamped and logged into a database so if another rep finds the same show in books the one who is time stamped first will get the show.

When you are going to submit a show request please use the rep page link below:

<http://ravencresttactical.com/showsubmissions/>

When you fill out the show submission form, please complete the form as much as possible. Very important is the total cost! Shows that do not show cost information will automatically be denied.

We reserve the right to accept or deny any show that is submitted by a sales representative.

When submitting for shows you do not need to fill out the travel show submission form even though you will be traveling if approved. This form is for after the show has been approved.

Show Approvals/Denials

The owners of RavenCrest Tactical approve shows every Wednesday/Thursday. RavenCrest Tactical also reserves the right to give any show to Sales Representative at any time. If a show that you find is taken and given to another sales rep you will be given a 10% commission on that shows earnings after expenses as a finder's fee.

Once your show is approved it will go onto the master show calendar. This master show calendar can be found on the Sales Representative Webpage below.

<http://ravencresttactical.com/showsubmissions/>

If a show is denied it will not appear on the show calendar.

The show calendar will display ALL approved shows and also at times there will be shows that Raven Crest Tactical has found and will put on the calendar as rep needed. If you find a show that you would like to attend that was already on the show calendar and needs a representative, please contact the show booking manager to lock in that show. Once locked in, your name will appear on that show and rep needed will no longer be visible.

Travel Request

Once you have been approved for your show and you will be doing some kind of overnight travel you will need to fill out the travel form online and submit. This goes directly to our sales manager who will then book your shows.

What Makes A Good Show

Here are some basic principles when looking for a "Good Show".

- **Show Location** – Is it in a legal location. If in a legal location bigger cities will work better than the smaller cities. **EX:** Phoenix would have a better show than Casa Grande or Payson.
- **Show Marketing** – Has the show been marketed well to the general public
- **Show Attendance** – If you can find out what past events have done and what they expect the current event to do. A big number is 10,000+ A huge number is 400,000+.
- **How Many Vendors** – How many tables they have is a glimpse on how big the event could be. An average Gun Show has 300 tables.

- **Industry** – Think about the industries that would appreciate this product. EX: Gun and Knife Shows, SWAT and Tactical shows, Prepper Shows, Hunting and Fishing Expos, Police Expos etc.
- **Weather** – Make sure to check the weather and make sure good weather is at hand. The better the weather a lot of times the better the show. You really want to make sure that weather will not be so bad that the event will be shut down.
- **Sporting Events** – Make sure to check and see what kind of major and college sporting events may be happening at the same time. Sometimes these events can have a negative effect on your show.

There are many factors into what makes a great show and there is still no guarantee of success but if you follow some of these simple guidelines it could be the difference of a \$2,300 dollar show or an \$8,700 show!

Your RavenCrest Tactical Show Kit

There are a few things to remember when picking up your RCT Show Kit. **You will pick up your show kit from the following location:** 2754 E. McKellips Road, suite 100 Mesa, AZ 85213

Make sure to do the following:

- Schedule your pick up time with the sales manager.
- Arrive on time for your appointment. (other reps may be before and after you so be courteous)
- Check out the kit with the sales manager. We recommend you check each box and make sure all items function properly if you have time available. Make sure your kit is complete and includes the following:
 - All appropriate product for show
 - Table cloth
 - Table Signs
 - Video Player
 - Business Cards
 - Warranty Registration Cards
 - Petty Cash with Cash Box
 - Any other cash you may need for expense. These must set up in advance with the sales manager.
 - Square Reader
 - If flying will need to have 2 full size suitcases. These must weigh in less than 50lbs each.

How To Travel To A Show

Whether you are traveling by vehicle or by plane there are some basics to remember.

Air Travel:

- You must have 2 full size suitcases ready for your sales kit only. These suitcases must weigh in under 50lbs each.
- When you arrive at the airport you simply check those bags. DO NOT TRY TO CARRY ON ANY WEAPONS WITH YOU.

Vehicle Travel:

- Totes and or boxes will be available for your use at the warehouse to put your product in for carry.
- It may be useful to have a handcart to use for traveling from your car to your booth.

Arrival at Your Show Venue

- Make sure once you arrive that you go to "Vendor Check in" on site staff and security should be able to help you locate where to go. Once you arrive at the check in you tell them you are checking in for RavenCrest Tactical. They will show give you a table number or equivalent and show you where to go for your table.
- Make sure to arrive on time so you have plenty of time to setup your table.
- There may be times where you will be given cash to bring with you to pay for your table when you arrive. This is based on the needs of the show.

Disclaimer: RavenCrest Tactical, LLC reserves the right to change any of the documentation at any time without warning.