

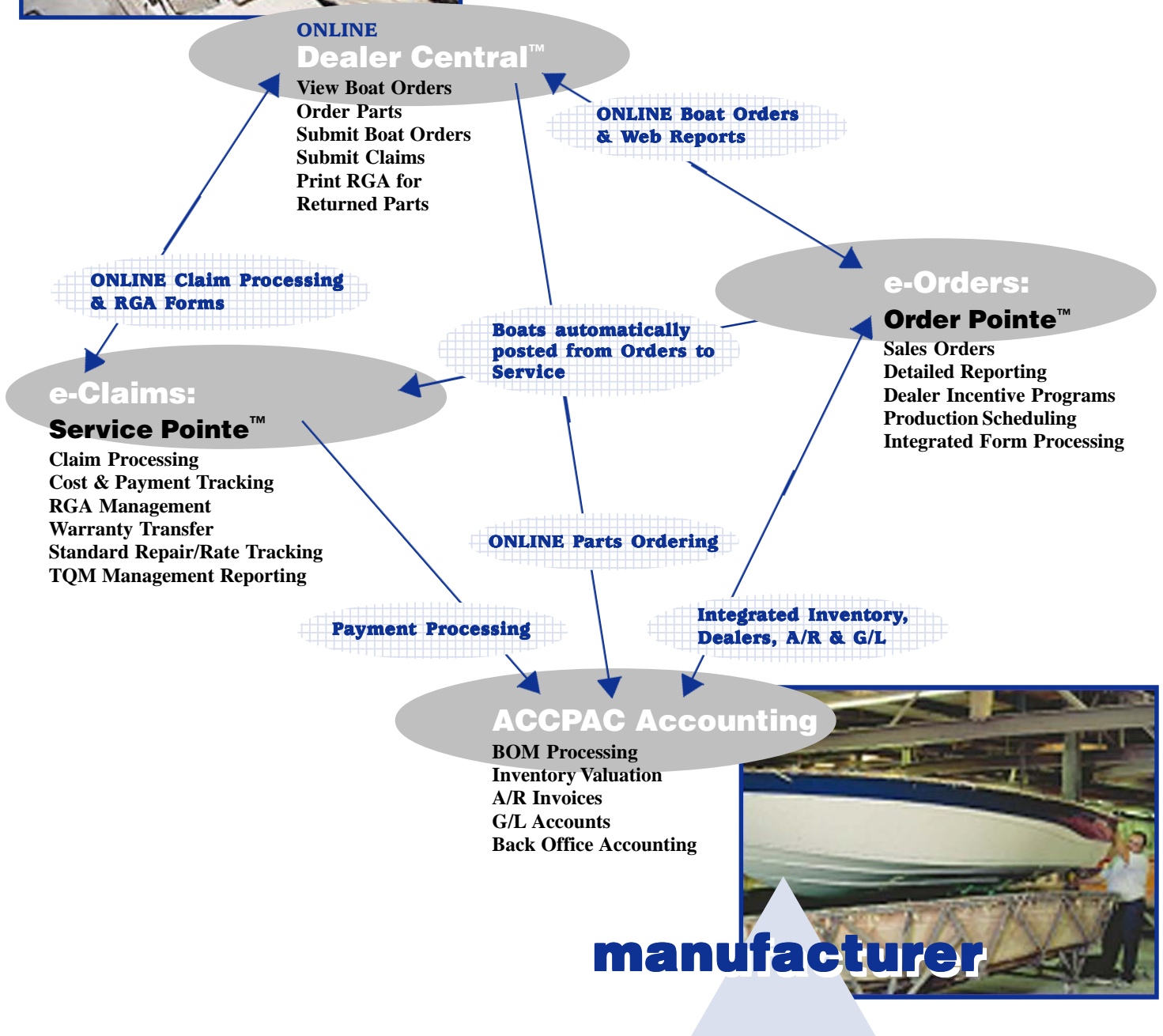
BOAT/TRACK™

Web-Based Solutions for the Marine Industry

WEB-BASED SALES ORDERS & CLAIMS SUBMISSION
SERVICE & WARRANTY MANAGEMENT
FULLY INTEGRATED ACCOUNTING
INVENTORY / COSTING
PRODUCTION SCHEDULING
ONLINE PARTS ORDERING
IMPROVED PROFITABILITY & CUSTOMER SERVICE



retailer



manufacturer

- ☑ eOrders: Online Internet Boat Orders
- ☑ eClaims: Online Internet Warranty & Service Tracking
- ☑ eParts: Online Internet Parts Ordering
- ☑ Online Internet Dealer Program Inquiry
- ☑ Phase-based Coding (BOM) with Inventory Relief
- ☑ WIP (Work In Process) Tracking & Costing by Production Phase
- ☑ Production Scheduling
- ☑ Auto-generate Coast Guard Certified Hull IDs
- ☑ Multi-Plant Inventory Tracking
- ☑ Full Featured CRM (Customer Relationship Management)
- ☑ MSRP Stickers
- ☑ Full Integration Between Orders, Service, BOM & Accounting

seamless boat manufacturing software.

Fully Integrated, Web-Based Business Processing Systems

Integrated Internet Processing (online):

- Boat Orders
- Order Browsing
- Account History Browsing
- Dealer Claims Entry & Submission
- Parts Ordering
- Parts Browsing

Integrated Order Processing:

- Quotes to Orders
- Automatic Dealer Confirmation
- MSRP Sticker
- Orders to Production Scheduling
- Orders to Bills of Material Costing
- Orders to Back Office Accounting
- Orders to Claims Processing

Integrated Claims Processing:

- Claims Entry and Tracking
- RGA Entry and Tracking
- Claims and RGA Forms
- Parts Ordering

Other Integrated Systems:

- Time Clocks to Payroll
- Bar Coding to Inventory
- Fixed Assets to Accounting
- Remote Plants to Each Other
- Dealer Prospecting to Salesman

Order Pointe™

- ✓ *Integrates with Web-Based Dealer Central™*
- ✓ *Easy to build, error-free Sales Orders with models, engines & graphics*
- ✓ *Automatically calculate bonuses, rebates, commissions & freight*
- ✓ *Single-click Forms creation:*
 - *Confirmation Order*
 - *Production Order*
 - *Invoice*
 - *MSRP Sticker*
 - *MSO / Builders Certificate*
 - *Inspection Form*
- ✓ *Production Scheduling*
- ✓ *Fully Integrated Accounting with ACCPAC Accounting systems*
- ✓ *Integrates with BOAT/TRACK Service Pointe™*

Build an error-free order from scratch in seconds

- Select pre-loaded options with a click of your mouse
- Select engine by model; view only those engines specific to a model
- Duplicate a “same as last time” order with 2 mouse clicks

QUICK ORDER ENTRY SCREEN

Description/Instructions	Location	Part/Color	Quantity	Price/Memo
*** CANVAS/TOPS ***				
<input type="checkbox"/> CANVAS PACKAGE		110-010	Opt 1.00	\$413.00
<input checked="" type="checkbox"/> COCKPIT COVER	L: [] C: []	110-020	Opt 1.00	\$400.00
<input checked="" type="checkbox"/> CAMPER CANVAS	L: [] C: []	110-030	Opt 1.00	\$432.00
<input type="checkbox"/> MOORING COVER	L: [] C: []	110-040	Opt 1.00	\$394.00
<input type="checkbox"/> RADAR ARCH	L: [] C: []	110-050	Opt 1.00	\$549.99
*** CARPET ***				
<input type="checkbox"/> COCKPIT CARPET	L: [] C: []	120-010	Opt 1.00	\$425.00
<input type="checkbox"/> SNAP IN CARPET	L: [] C: []	120-020	Opt 1.00	\$499.00

Maintain accurate primary order information

- Quickly reference important order & production dates
- Know at-a-glance status/phase of boat production
- Track boats by hull ID, production number and load
- Track dealer rebates by year, model, purchases, etc.

SALES ORDER HEADER TAB

Header	Motor	Options	Total	Graphics	Print
Plant: ALPHA BOATS, INC.					
Dealer ID: ACP1 Lot: 01					
American Boat Sales					
PO: 1052					
Tax ID: []					
Sales Rep: MENDOZA, ANDREW					
Financed: Bank of America, Inc.					
Approval: 12879A25					
Production #: 20001722					
Phase: COMPLETE					
Load #: F258					
Model: 950-196SSI 196SSI 19'6" SPORTBOAT					
Length: 19.50 Beam: 8.33 Year: 2001					
Graphics: BLUE / WHITE Hull ID (HIN): 20000915-2589					
RetailCust: JIM SCHMIDT					

Fast, custom-built orders

- Select only allowable options by model
- Designate quantities, colors & locations for specific options
- Track serial numbers for options, *i.e.* appliances
- Quickly make line item changes to customize an order
- View automatic back order status created when option is not available in inventory

SALES ORDER OPTIONS TAB

Header	Motor	Options	Total	Graphics	Print
Part	Quantity	Price:Ext Unit MSRP:Ext			Memo / Serial Number
110-020	1.00 EA	Std 400.00 500.00			
COCKPIT COVER		Opt \$400.00 \$500.00			
<input type="checkbox"/> On Backorder	Color: NAVY BLUE				Location:
110-030	1.00 EA	Std 432.00 532.00			
CAMPER CANVAS		Opt \$432.00 \$532.00			
<input type="checkbox"/> On Backorder	Color:				Location:
140-010	1.00 EA	Std 199.00 299.00			
GAS VAPOR DETECTOR		Opt \$199.00 \$299.00			
<input type="checkbox"/> On Backorder	Color:				Location:
140-020	1.00 EA	Std 49.00 .00			
REMOTE SPOT LIGHT		Opt \$49.00 \$0.00			
<input type="checkbox"/> On Backorder	Color:				Location:
150-010	1.00 EA	Std 329.00 429.00			
DIGITAL DEPTH FINDER		Opt \$329.00 \$429.00 258779			
<input type="checkbox"/> On Backorder	Color:				Location:

Invoice data

- Calculates & accrues commissions
- Calculates & accrues dealer rebate programs & discounts
- Break out model, motor & option prices
- Calculate exact dealer freight by location & load

SALES ORDER TOTALS TAB

Header	Motor	Options	Total	Graphics	Print
Commission/Bonus			Model Price:		\$25,714.00
<input checked="" type="checkbox"/> Calculate Commission			Motor Price:		\$6,000.00
Commission Amt: \$1,285.70			Options Price:		\$2,904.00
<input checked="" type="checkbox"/> Calculate Dealer Programs			Invoice Discount:		(\$1,346.18)
<input checked="" type="checkbox"/> Recalculate Invoice Discount			Freight:		1,200.00
Accrued Bonus: \$346.18			Misc 1		.00
			Misc 2		.00
Payment Information			Include in Base Price:		.00
<input type="checkbox"/> Paid			Tax:		\$0.00
Date Paid: 00/00/00			Invoice Total: \$34,471.82		

Accounting integration

Inventory parts control

- Track last, average & standard cost per item
- Maintain tiered retail selling price based on dealer type/volume
- Calculate discounts per line item

ORDER POINTE™ INVENTORY MAINTENANCE

Order Pointe 1.0
File Maintenance Listings Reports Utilities Management Window Help

Inventory Parts
Plant: ALPHA BOATS, INC. Prod Cat: 110 CANVAS/TOPS

Part: 110-020
Description: COCKPIT COVER
Unit of Measure: EA Taxable
Quantity: 2,000.00
Cost: 161.30 (Avg) .00 (Std) 322.59 (Last)

Price: \$400.00 Available
Retail Price (MSRP): 500.00 Motor
Commission Type: % of Item Include for Discount
Item Comm. - Percent: 1.000 Amount: .00 Discount Code

Record 2 of 5

Detailed inventory tracking

- Supports multiple locations for individual warehouse & WIP tracking
- Maintain sales history by item to minimize inventory quantities on hand
- Maintain serialized inventory

INVENTORY MAINTENANCE

SBT Pro Series - Inventory Control
File Edit Transaction Maintain Print Custom Help

Item Master Maintenance
Select Ewd Back Edit Delete Inquiry Item Master

Item: 110-020
Description: COCKPIT COVER

General Settings **Cost/Usage** Accounts Notes

	Average Cost	Standard Cost	Last Cost
Unit Cost	161.29500		322.59000
On Hand Val	322590.00000	0.00000	645180.00000

	Qty Onhand	Unit Use	Period to Date	Year to Date
Alloc, SO	0	\$ Use	0.00000	0.00000
Alloc, WO	0	Unit Sales	0	0
On Order, PO	0	\$ Sales	0.00000	0.00000
On Order, WO	0	ASP	0.00000	0.00000

Bill of Materials

Comprehensive work orders, BOM, WIP tracking and scheduling

- Maintain bills on every kit
- Relieve costs by production stage/kit
- Modular components allow customization of bills per order
- Quickly configure work orders during the sales order entry process
- Automatically generate work orders

BILL OF MATERIALS HEADER

SBT Pro Series - Production Entry

File Edit Transaction Maintain Print Custom Help

Company Number 01 Application ID PE User ID ADMIN

Bill of Materials Maintenance, BOM Header

Select Ewvd Back Edit Delete BOM Header

BOM Number 950-196SSI Revision Level

Description 196SSI 19'6" SPORTBOAT

Effective Date 09/25/00 Revised on 09/25/00 09:16:47

BOM Status Active Kit during SO Entry

BOM Type Standard Configure during SO Entry

SO Note Type Component list into notes Generate WO on SO Entry

Explode on SO Shipment

Drawing Number Total Lead Time 0

Editing record... NUM CAPS

BILL OF MATERIALS DETAIL

Level	ItemNumber	Revision Level	ItemDescription Location ID:	QtyUsed Qty Scrap	Stock U/M P/U Scrap?	Type Lead
BOM Number: 950-196SSI-BOM Revision Level: Description: 196 SPORT BOAT				1.000		
0						
.1	950-196SSI		196SSI 19'6" SPORTBOAT	1.000	EA	INV
			FIN	0.000	No	0
..2	GEL-12		GEL-COAT 12/WHITE	50.000		INV
			WH1	0.000	No	0
..2	FIBER		WH1	12.000	LB	INV
			WH1	0.000	No	0
..2	DECKING		WOOD FOR DECKING	150.000	SF	INV
			WH1	0.000	No	0
.1	160-140		MERCURY 5.0L ALPHA310HP	1.000	EA	INV
			FIN	0.000	No	0

MODULAR COMPONENTS

Highlight modular component for 950-196SSIM qty = 1 and press <Esc>

Item	Revbom	Loctid	Available	Descrip
160-130		FIN	1000.00000	MERCURY 5.7L 4
160-140		FIN	1000.00000	MERCURY 5.0L AI
160-150		FIN	1000.00000	MERCURY 5.5L E
160-160		FIN	1000.00000	MERCURY 7.4L E

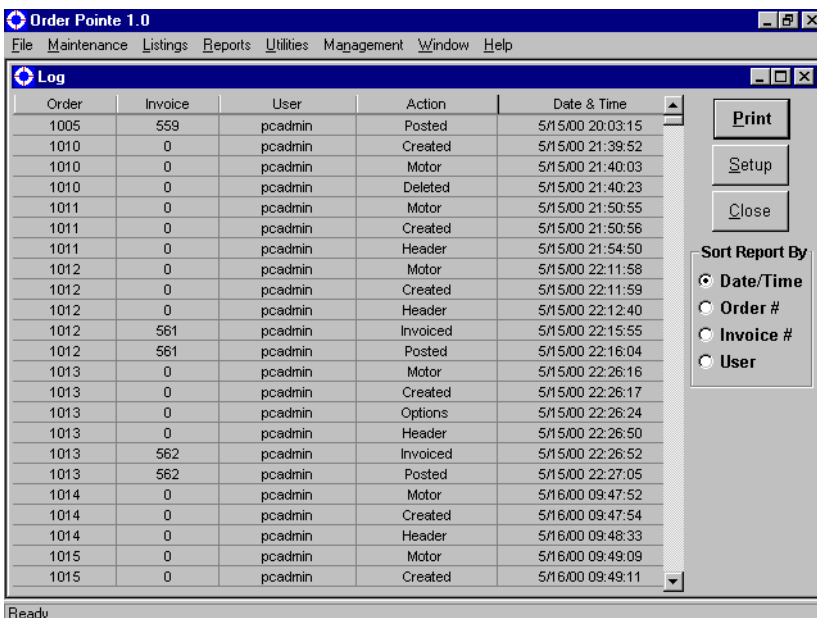
Advanced security

- Permissions allowed on a “need to know” basis only
- Assign security to specific users *i.e.* sales reps enter/inquire on sales orders only
- Maximum flexibility allowed on a “point by point basis”
- Track user activity and order generation

ORDER POINTE™ USER SECURITY



USER ACTIVITY LOG



Web-based software integration

Dealer Central™

Benefits the manufacturer

- ✓ Instant, real-time order, quote & claims submission via the Internet
- ✓ Enhanced communication with your dealers
- ✓ Efficient, cost-effective order, quote & claims transmission
- ✓ Integration with Order Pointe™, Service Pointe™ and ACCPAC Accounting

Benefits the dealer

- ✓ Fast, efficient order & claim processing
- ✓ Online parts ordering
- ✓ Quick, online access to A/R account information

Integrated online order & claim processing and reporting.

- **eOrders**
 - Quickly view, edit and create orders
 - Integrated with Order Pointe™
- **eInfo**
 - Real-Time Reporting at your fingertips
 - Integrated with Order Pointe™, Service Pointe™ & ACCPAC Accounting
- **eClaims**
 - Easily enter, edit and view claims
 - Integrated with Service Pointe™
- **eParts**
 - Online Dealer Parts Ordering
 - Integrated with ACCPAC Accounting

DEALER CENTRAL - MAIN MENU



Quickly look up orders and view important order information

- Lets dealer check status of what is on order, in production, invoiced, etc.
- Easily check orders for accuracy, options, etc.
- Instantly pull up orders from history to compare to current

eORDERS - VIEW ORDER SUMMARY

Order #	Dealer	PO #	Customer	Model	Status	Order Date	In Pro
1003	ACP1	1246	Kim Jensen	900-280	Invoiced	07/01/00	7/5/
1004	ACP1	1021	Jerry Jenkins	900-285	Production	09/01/00	9/2/
1000	ACP1	1018	Jimmy Schmidt	900-240	Production	09/01/00	9/5/
1001	ACP1	4567	Jerry Jones	900-260	Order	09/06/00	

Fast & easy order processing

- View a completed order for accuracy
- Verify prices/options per order
- Full break out of options by production department

eORDERS - COMPLETED ORDER

View Header Detail
Order #1003

Header Details ▾

Basic Order Information

Dealer Lot	ACP1	Plant	01
Order#	1003	Order Date	07/01/00
P.O.#	1246	Requested Ship Date	07/31/00
Retail Customer	Kim Jensen		
Mfg Contact	KEVIN JONES		
Graphics	WHITE		
Payment Terms	NET 30		

Model Information

Model ID	900-280		
Description	SSI 280		
Hull ID #	072000-85977		
Model Year	2001	Length	31
Weight	5200	Beam	8.5
Price	\$19,695.00	MSRP	\$22,000.00

Order/Production Information

Order Status	Invoiced	Production Phase	COMPLETED
Production #	P0703-589	Load #	15879
Mfg Start Date	7/5/00	Requested By	07/31/00
Date Offline	7/30/00	Date Shipped	7/31/00
Date Invoiced	7/31/00		

View & submit claims

- Web-based fast & easy claims submission with approval or denial with reasons
- Standardization between dealer & manufacturer for problem codes
- Parts assigned to problems with RGA control

CLAIM TOTAL INFORMATION

Parts Total	Labor Total	Sublet	Deduction	Freight	Claim Total
\$150.00	\$25.00	\$0.00	\$0.00	\$0.00	\$175.00
\$50.00	\$30.00	\$0.00	\$0.00	\$0.00	\$80.00
\$1,000.00	\$30.00	\$0.00	\$0.00	\$0.00	\$1,030.00
\$890.00	\$12.50	\$0.00	\$0.00	\$0.00	\$902.50
\$940.00	\$75.00	\$0.00	\$(100.00)	\$0.00	\$915.00

eCLAIMS - VIEW/SELECT CLAIMS

Claim #	Status	Plant	Hull ID	Dealer #	Lot	Date Rec.	Date Req.	Date Closed
130	Closed	01	100	ACP1	00	4/12/1999		4/16/1999
131	Closed	01	201	ACP1	01	4/13/1999		4/20/1999
132	Closed	01	201	ACP1	01	4/14/1999		7/15/1999
2000	Closed	01	100	ACP1	00	6/25/1997	6/23/1997	7/20/1997
500	Closed	01	100	ACP1	00	6/30/1997		7/20/1997

Warranty claim processing made easy

- Online manufacturer approval with P.O. number & authorized dollar amount for work order
- Increase CSI with faster turnaround for dealer & customer

eCLAIMS - COMPLETED CLAIM

Your Claim is Complete.
Submission #123

Date Received: 09/01/00
Hull ID#: 884964899
Note to Mfg: Replaced missing top (awning)

Edit/Delete	Problem	Problem Notes	Resolution	Resolution Notes
Edit / Delete	Missing Part	Missing Canvas Top	Replaced	Replaced missing top

Edit/Delete	Problem	Category	Qty	Part #	Part Description
Edit / Delete	Missing Part	Exterior	1	200-300	Awning, Striped

Submit Now Submit Later Delete Claim

Service Pointe™ (Service & Warranty Management)

- ✓ *Efficient claims processing*
- ✓ *Prior and current owner information monitored*
- ✓ *Track variable warranty periods for hull, engine*
- ✓ *Track complete history of dealer/factory repairs on any boat*
- ✓ *Track warranty cost by plant, dealer, model & boat*
- ✓ *Complete & easy to read work forms*
- ✓ *Efficient RGA management*
- ✓ *Warranty transfer*
- ✓ *Standard repair/rate tracking*
- ✓ *Track top ten problems/dealers*
- ✓ *Determine problem trends by model*
- ✓ *View sales order boat detail to confirm options, appliance serial numbers, colors, & match gelcoat lot numbers for repairs*
- ✓ *Improved profitability and CSI*

Keep accurate boat records

- Integrated with Order Pointe™ Sales Order system for easy lookup for service department
- Multiple serial numbers for transom, outdrive, motors & appliances
- Automatically generates distinct, variable warranty periods for Boat (standard) and Hull
- Lets you track detailed information for two additional user-defined fields, *i.e.* PROP and SHAFT, or KEEL and MAST
- Notes tab lets you keep track of important notes detailing interactions with dealers/customers, or information about the boat

Owner information at a glance

- Multiple owner tracking
- Maintains complete history of all work performed on every boat by owner
- Safety/liability recall information easily obtained for notification

BOAT MAINTENANCE - HULL TAB

BOAT/TRACK Service Pointe Version 1.2a

File Maintenance Listings Reports Utilities Management Window Help

Boat: ABK-10254FLA

Hull	Options	Owners	Claims	Notes
Plant: 02 ALPHA BOAT MANUFACTURE			Invoice #: 22541	
Hull ID: ABK-10254FLA			Date Invoiced: 02/01/01	
Model: ALPHA-100			Date Sold: 04/01/01	
ALPHA BOAT MODEL ONE HUNDRE				Standard Exp: 04/01/02
Dealer #: BAC200	Lot: 01		Hull Exp: 03/31/06	
ACTION MARINE INC.				
Graphics: 01 BLUE GRAPHICS				
Boat Name: MY HOLIDAY				
Gel Coat Batch #: 1147FG			Model Year: 2001	
Gel Coat Mfg: ACME GELCOAT			Date Mfg: 01/15/01	
PROP: AAA11-2223344			Lamination Date: 01/02/01	
SHAFT: BBB22-333				

Boats Owners Dealers Add Delete Save Print Close

BOAT MAINTENANCE - OWNERS TAB

BOAT/TRACK Service Pointe Version 1.2a

File Maintenance Listings Reports Utilities Management Window Help

Boat: ABK-10254FLA

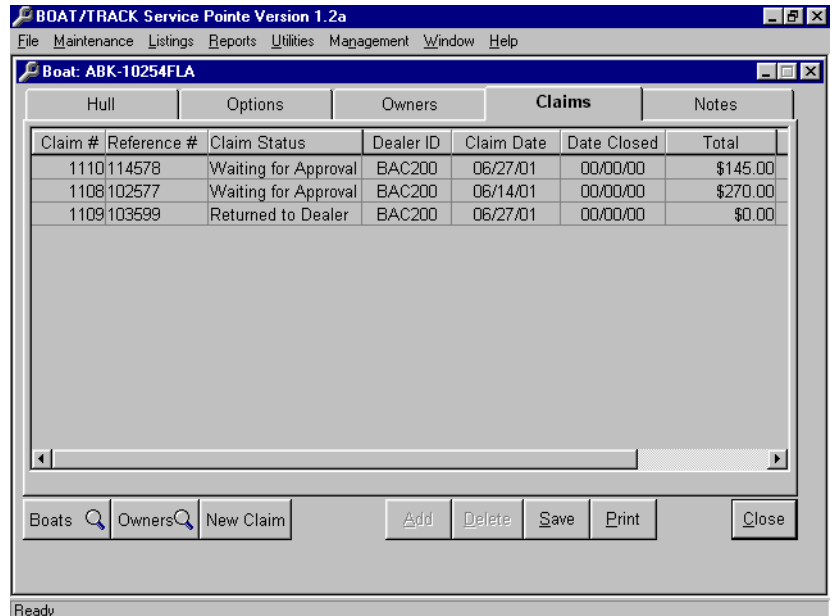
Hull	Options	Owners	Claims	Notes
Last: LOSTERING	First: GENNIE	Phone(H): (305) 222-5689		
Address: 55874 MAPLE STREET		Phone(W): (305) 445-7845		
		Ext. (W):		
City: MIAMI	St: FL	Zip: 33134	Cell Phone: () -	
Country: United States			Fax: () -	
E-mail:		Form #:		
<input checked="" type="checkbox"/> Current Owner		<input checked="" type="checkbox"/> Standard	<input checked="" type="checkbox"/> Hull	Date Purchased: 04/01/01
Last: JOHNSON	First: KEVIN	Phone(H): (954) 225-4578		
Address: 4474 BELLEVUE WAY		Phone(W): (954) 556-8574		
		Ext. (W):		
City: FT. LAUDERDALE	St: FL	Zip: 33308	Cell Phone: () -	
Country: United States			Fax: () -	
E-mail:		Form #:		
<input type="checkbox"/> Current Owner		<input type="checkbox"/> Standard	<input type="checkbox"/> Hull	Date Purchased: 00/00/00

Boats Owners Add Delete Save Print Cancel Close

View claim status

- View claim status for all claims on a boat
- Detailed claim information includes dealer reference number, claim date, date closed, lot number and total claim cost to date
- Drill down to individual claims to view problems, parts, payment information and pictures of claim damage

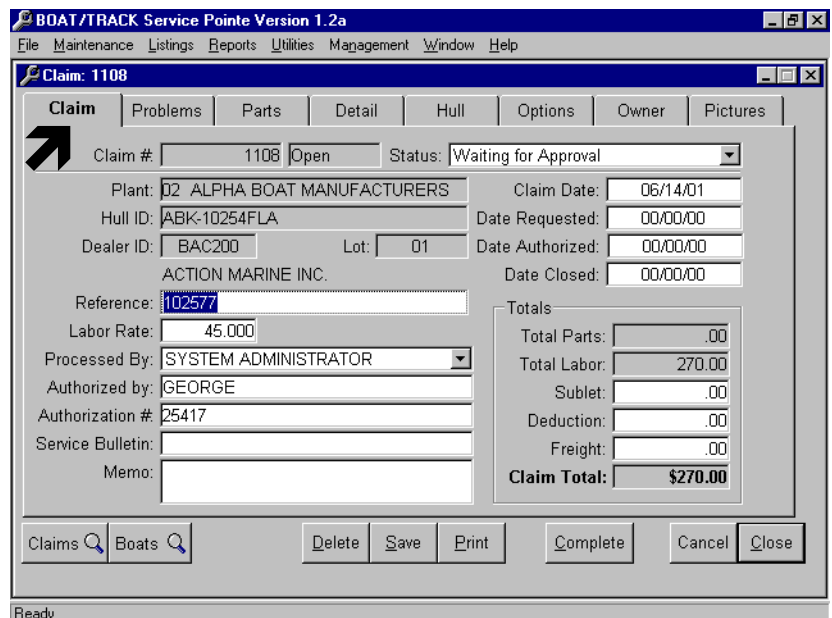
BOAT MAINTENANCE - CLAIMS TAB



Maintain cost information

- Track when calls are submitted
- Track labor, parts & other costs to the claim level
- Know your exact cost by model, dealer & boat
- Maintain specific labor rate for each dealer

CLAIM ENTRY WINDOW - CLAIM TAB



View problem details

- Quickly add problem codes with “pick and click” drop down menu — user defined codes listed by category
- Problem, Resolution and Cause/Responsibility Codes means data is available for detailed and summary claim reports:
 - alerts management of potential problem trends and defects
 - automatically tracks number of occurrences & cost by problem areas
- Standard rate labor hours shows what is allowed vs. what is paid

CLAIM MAINTENANCE - PROBLEMS TAB

BOAT/TRACK Service Pointe Version 1.2a

File Maintenance Listings Reports Utilities Management Window Help

Claim: 1108

Claim	Problems	Parts	Detail	Hull	Options	Owner	Pictures
	Problem: H3802 - HEADLINER TEAR IN HEADLINER						
Repair Date:	05/12/01	Cause/Responsibility:	ASSEMBLY PRODUCTION				
Repaired By:	DEALER	Hrs Req:	4.00	Hrs Allowed:	4.00	Hrs Paid:	4.00
	Problem: H1208 - WATER HEATER NOT HEATING UP, JUST GET COLD WATER						
Repair Date:	05/12/01	Cause/Responsibility:	DAMAGE DEALER				
		Hrs Req:	2.00	Hrs Allowed:	2.00	Hrs Paid:	2.00

Add Delete Save Print Complete Cancel Close

H3802 - HEADLINER

- A / C ELECTRICAL
 - H1224 - LIGHTED CATCHES
 - H1226 - MICROWAVE OVENS
 - H1228 - WASHER / DRYER
- CANVAS & UPHOLSTREY
 - H3800 - HULL LINER
 - H3802 - HEADLINER

Drop down menu of “pick & click” problem codes

Track payment information

- Shows payment issued vs. credit issued to dealer/contractor account
- Shows who received payment, i.e. dealer, 3rd party contractor etc.
- Provides a complete audit trail for accounting department
- Includes dealer reference number for easy reconciliation

CLAIM MAINTENANCE - PAYMENT DETAIL TAB

BOAT/TRACK Service Pointe Version 1.2a

File Maintenance Listings Reports Utilities Management Window Help

Claim: 1108

Claim	Problems	Parts	Detail	Hull	Options	Owner	Pictures
			Payment/Settlement Information				
			<input checked="" type="checkbox"/> Claim Settled <input type="checkbox"/> Issued Check <input type="checkbox"/> Issued Credit				
			Date Issued: 06/14/01				
			Issued To: DEALER				
			Reference: 22541				

Claims Search Save Print Complete Cancel Close

Service Pointe™ Reports

Problem Ranking by Occurrence

- This powerful report provides a detailed or summary listing of problems by:
 - Occurrence
 - Labor Cost only, or
 - Labor and Materials Cost
- It lets management know the areas of production that are causing the most problems, and where to focus efforts to eliminate those problems before the boat is delivered.

For example, if your average number of occurrences for claims involving paint is 30 times for a specified time period, and you see 80 occurrences, you can pinpoint the cause by evaluating the source of the problem at that time period. Was it a bad batch of paint? You can then run a Claim Report by Cause Code to determine the answer.

- Problem Ranking by Occurrence gives you a multitude of sorting options. Select:
 - Ranges of dates by claim date, date manufactured, date repaired and/or date closed.
 - For all or individual models and/or dealers
 - For Open, Closed or All claims

PROBLEM RANKING REPORT SCREEN

BOAT/TRACK Service Pointe Version 1.2a

File Maintenance Listings Reports Utilities Management Window Help

Problem Ranking Report

Select Plant: 02 ALPHA BOAT MANUFACTURERS [Print] [Preview] [Setup] [Close]

Select Model(s)

A0000001	H270 SAILBOAT	[ALL]
ALPHA-100	ALPHA BOAT MODEL	
B0000001	H460 SAILBOAT	
D0000001	H320 SAILBOAT	
E0000001	H310 SAILBOAT	
F0000001	H280 SAILBOAT	
G0000001	H290 SAILBOAT	
H0000001	H306 SAILBOAT	

Select Dealer(s)

BAA200	01	A-1 SAILBOATS	[ALL]
BAC100	01	ACE MARINE	
BAC200	01	ACTION MARINE INC.	
BAD200	01	ADMIRALTY SAILBOATS	
BAD400	01	ADMIRALTY YACHT SALES,	
BAX400	01	ADRIA TYPO CO.	
BAX300	01	ADRIATIC MARINE INTERNAT	
BAP600	01	ADVENTURE CRAFT OUTFITT	
BAC100	01	AGGRESSIVE MARINE	
BAX200	01	ALFABETA	

Report Type

Detail
 Summary

Rank By

Occurrence
 Labor Cost
 Labor & Material Cost

ClaimType

Open Closed All

Claim Date: 00/00/00 to 00/00/00

Date Manufactured: 00/00/00 to 00/00/00

Date Repaired: 00/00/00 to 00/00/00

Date Closed: 00/00/00 to 00/00/00

Ready

Ranking by Occurrence compares what is out of line with what is acceptable. Know your true cost for repairs for problems that are draining profits beyond the acceptable range for specific models/dealers.

Service Pointe™ Reports

Ranking by Occurrence compares what is out of line with what is acceptable. Know your true cost for repairs for problems that are draining profits beyond the acceptable range for specific models/dealers.

Problems by Model

- The Problems by Model report is a wonderful tool to help management analyze problems occurring by model.

Run for Open, Closed or All Claims for a user-defined range of claim-, requested- or closed dates, and for individual or all:

- Claim Status codes
- Plants, and/or
- Dealers

The report provides detailed information for each problem including Problem Codes, Hull ID, Labor Cost and Resolution Code.

This report is an excellent tool for pinpointing specific problems by model, and for determining where problems are occurring the most, i.e., are transportation problems occurring frequently for a particular model and dealer?

PROBLEMS BY MODEL SCREEN

BOAT/TRACK Service Pointe Version 1.2a

File Maintenance Listings Reports Utilities Management Window Help

Problems by Model Report

Select Claim Status

Estimate
Returned to Dealer
Waiting for Approval
Approved
Denied

ALL

Print Preview Setup Close

ClaimType

Open Closed All

Select Plant(s)

02 ALPHA BOAT MANUFACTURERS

ALL

Select Dealer(s)

BAA200 01 A-1 SAILBOATS
BAC100 01 ACE MARINE
BAC200 01 ACTION MARINE INC.
BAD200 01 ADMIRALTY SAILBOATS
BAD400 01 ADMIRALTY YACHT SALES, INC
BAX400 01 ADRIA TYPO CO.

ALL

Claim Date

00/00/00 to 00/00/00

Date Requested

00/00/00 to 00/00/00

Date Closed

00/00/00 to 00/00/00

Ready