



# HOME/TRACK™

*Totally Integrated MH Solutions*



*Prospecting*

*Quick Quotes*

*Credit Apps*

*Payment Calculations (with Amortization)*

*Sales Orders*

*Multiple Lender Form 500™ Purchase Agreements*

*Lot Inventory Tracking*

*Washout Sheet*

*Accounting Interface*

*Service & Warranty Management*

*e-Claims*

*After Sale Training, Service & Support*

*Automatic Updates & Enhancements Program*

**seamless software integration.**

# HOME/TRACK™

Designed to Keep Your Profits Growing



## The Alpha Data Advantage

*There are many aspects of a system to consider before you make a purchase decision. Most importantly is whether the software will do the things you need it to. But there are many other important considerations, such as:*

### Number of years in business.

- Alpha Data Systems is enjoying its **23rd successful year** in business.

### Number of industry-type accounts.

- **400 retailers** and **over 100 manufacturers** currently use Alpha Data's HOME/TRACK™ systems.
- **More than one half of the top manufacturers** are HOME/TRACK™ customers.

### Service and support. A vendor that will be available after the sale.

- Alpha Data Systems has **34 employees** to service your needs after the sale.
- Customized, one-on-one telephone training gets you up and running quickly.
- Full networking capabilities, consultation and support is available for all modules & systems.

### Number of years developing industry-type software.

- HOME/TRACK™ was the **first Windows-based industry specific software** made to address the specific business needs of the MH manufacturing and retail communities.
- HOME/TRACK™ is the **number one selling industry ready software** on the market today.
- Alpha Data Systems' **first manufactured housing sale was in 1978**. Our early accounts remain loyal customers.

### New technology.

- Alpha Data Systems is the **first and only computer software company to use e-Commerce applications between manufacturers and retailers**.
- Our e-Commerce applications allow you to minimize costs, maximize profitability and improve communications between you and your manufacturers.

### Regular Updates and Enhancements.

- Alpha Data Systems staffs a dedicated programming department that can cater to your specialized needs.
- Our programming department processes numerous enhancement requests each year and **builds your suggestions into the software**.
- Our **aggressive software update schedule guards your system against obsolescence** and ensures that HOME/TRACK™ is always improving.
- We offer an Automatic Update Program that allows you to keep your software current and up-to-date at all times.

### Reputation.

- HOME/TRACK™ has become a household name, and is **recognized as the industry standard for Windows-based service and inventory management in the MH industry**. HOME/TRACK™ is fast becoming known for its popular SalesPro™ sales quotes, orders and prospecting modules as well.



## Prospect Management Sales Quotes & Orders

- ✓ Industry-ready prospect tracking
- ✓ Demonstrates professionalism
- ✓ Print instant credit apps for multiple lenders from single-key entry
- ✓ Track marketing methods & sales resulting from marketing efforts
- ✓ Mail merge feature
- ✓ Quick home quoting
- ✓ Build a home quote or order from scratch in minutes
- ✓ Create quotes after hours when factory is closed
- ✓ Form 500™ Purchase Agreements
- ✓ No duplicate entry

### Keep up with prospect information.

- Detailed prospect demographics, sales personnel, marketing methods — all located on one convenient screen
- Access prospect demographics and finance data when salesmen are out
- Credit app information is at your fingertips
- Reference important sales notes at-a-glance
- Track marketing methods & sales generated from marketing efforts
- Demonstrate professionalism — understand your prospects' needs

#### PROSPECT HEADER TAB

HOME/TRACK Salesorder with Prospecting - Version 1.08

File Maintenance Reports Management Window Help

Prospects

Header Credit Home User Fields Calls

Salesperson: Tom Gladstone Status:  Prospect  Customer

First Name: JANET MI: M Date Sold:

Last Name: JONES Mktg Date: 05/25/00

Address: 1222 DELKWOOD LANE Mkt Method: Referral

City: TALLAHASSEE State: FL Zip: 32111 Ref. Name: John Jordan

Home Phone: 850-222-1111  Walk-In

Work Phone: 850-244-2222  Will be Back

Work Phone 2: 850-249-1314  App.

Ssn: 036-99-4567 Notes: GOOD PROSPECT, READY TO BUY THIS MONTH. SHE TALKED TO GENERAL MANAGER ABOUT HOME IN SPACE #2. CURTAILMENT COMING UP END OF MONTH!

Birth Date: 06/15/50 Age: 50

Race (Optional): White

Sex:  Male  Female

Salutation: Ms. Jones

Browse Delete Save Credit App Help Cancel Close

Ready

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## Complete Sales Activity Tracking.

- Complete sales activity scheduling
- Know at-a-glance what stage of the sales process you're in with each prospect
- Quick reports show you who needs to be contacted and when, as well as which homes each prospect is interested in
- View history of calls to look at past sales activity

### PROSPECT CALLS TAB

## Professional Follow-up Letters with Mail Merge Feature.

- Create quick follow-up letters to individual prospects
- Quickly print letters to a large group of prospects with Mail Merge feature
- Customized letter templates create a variety of letters for various follow-up activities

### PROSPECT CALLS TAB

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- PROSPECTING**
- SALES ORDERS & QUOTES**
- SERVICE & WARRANTY**
- INVENTORY**
- ACCOUNTING**
- DETAILED REPORTING**
- WINDOWS™ - BASED**
- NETWORK READY**

## Keep Up with Credit Information. Fast Credit Approval Process.

- Basic credit information is at your fingertips
- Single-key entry saves valuable time in processing multiple credit apps
- Print for multiple lenders such as GreenPoint, Conseco, plus your favorites, in seconds
- Make line item changes easily and reprint
- Professional, detailed credit applications — no typos, white out, errors or re-writes

### CREDIT APPLICATION PRIMARY TAB

## Customer Financing Is a Breeze.

- Make multiple adjustments to cash down, trade in amounts
- Simplifies quoting process
- Keeps critical finance information in one place
- Flexible, yet detailed

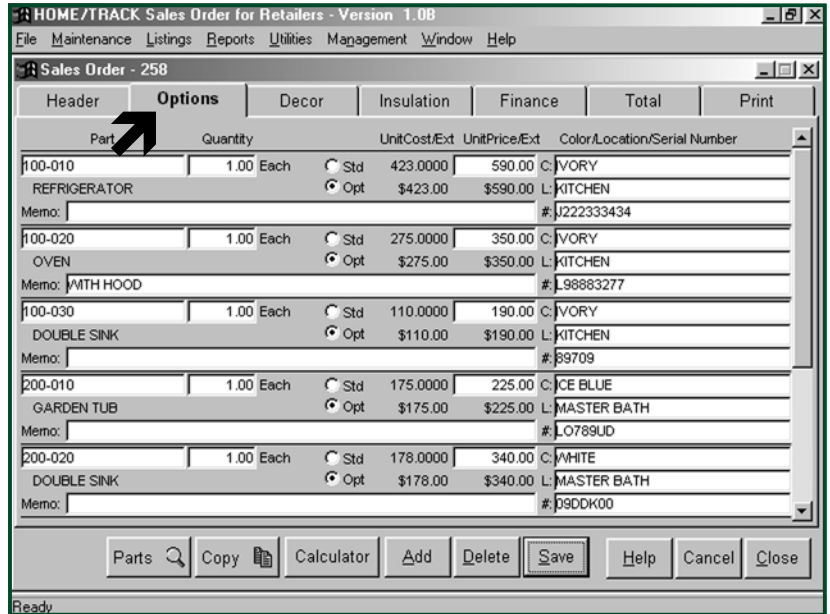
### CREDIT APPLICATION FINANCING TAB



## Specify Options with Ease.

- Add and delete options to a home with a click of your mouse
- Copy an existing Lot model with a particular set of options, and change options to create a new custom order in seconds
- Accurate pricing ensures integrity of quote

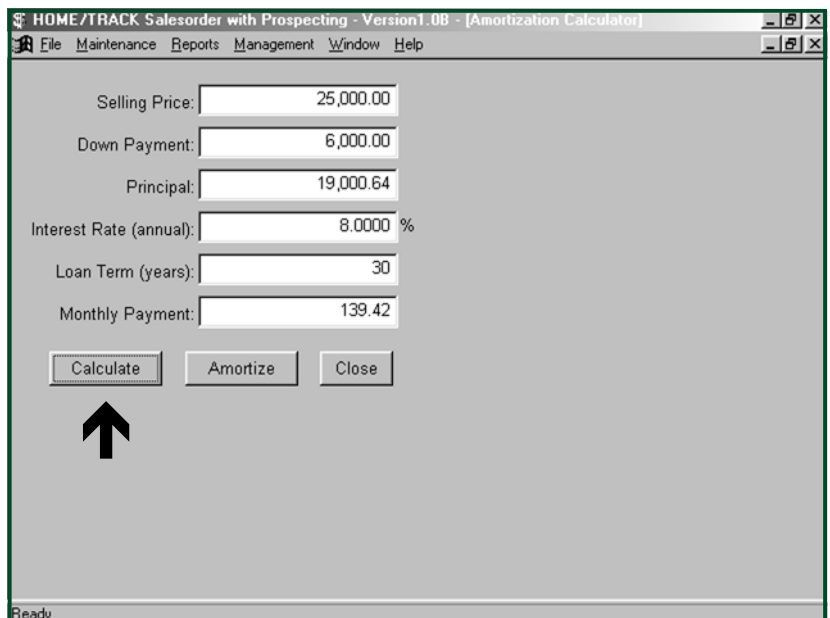
### SALES ORDER OPTIONS TAB



## Fast & Accurate Payment Quoting.

- Quickly calculate principal or monthly payment for desired term
- “Back into” price
- Quickly determine answers to “What if ... ?” payment questions

### CREDIT APPLICATION AMORTIZATION CALCULATOR



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## Maintain Home Information with Ease.

- Choose customer, decor package and manufacturer
- Identify salesperson and tax locations
- Identify lending source

### SALES ORDER HEADER TAB

HOME/TRACK Sales Order for Retailers - Version 1.0B

File Maintenance Listings Reports Utilities Management Window Help

Sales Order - 258

| Header                            | Options | Decor | Insulation | Finance | Total                       | Print       |
|-----------------------------------|---------|-------|------------|---------|-----------------------------|-------------|
| Dealer ID: 1000-1 Lot: 01         |         |       |            |         | Invoice # 145               |             |
| HAPPY HOMES OF TALLAHASSEE        |         |       |            |         |                             | Quote # 258 |
| RetailCust: JONES, JANET M.       |         |       |            |         | Type: Order                 |             |
| Mfg: 01A SUNBRIGHT HOMES          |         |       |            |         | Status: Quote               |             |
| Model: MODEL 1 Year: 2000         |         |       |            |         | Order Date: 06/08/00        |             |
| Desc: MUSTANG                     |         |       |            |         | Invoice Date: 00/00/00      |             |
|                                   |         |       |            |         | Est Delivery Date: 00/00/00 |             |
| Decor: CHOCOLATE                  |         |       |            |         | Ship Date: 00/00/00         |             |
| Serial #: SBH-123456789           |         |       |            |         |                             |             |
| SlsPerson: Gladstone, Tom         |         |       |            |         | Notes:                      |             |
| Tax ID: FL FLORIDA                |         |       |            |         | MODEL WITH WHITE SHUTTERS   |             |
| Financed: GREENTREE, NEW YORK, NY |         |       |            |         |                             |             |
| Approval: TGG                     |         |       |            |         |                             |             |
| Via:                              |         |       |            |         |                             |             |

Models Copy Calculator Add Delete Save Help Cancel Close

6/8/00 15 HAPPY HOMES OF TALLAHASSEE Quote #: 258  
4678 WEST TENNESSEE STREET  
P.O. BOX 590  
TALLAHASSEE, FL 32304  
Phone (850) 334-5893 Fax: (850) 334-5593

### Home Quote

|  |  |
|--|--|
| Customer:<br>JANET M. JONES<br>1222 DELKWOOD LANE<br>TALLAHASSEE, FL 32111<br>850-222-1111 (home)<br>850-244-2222 (work) | Home Details:<br>Model: 2654<br>Serial Number: SBH-123456789<br>Stock Number: 99<br>Decor ID: 20 Desert Sand<br>Plant: Joyful Manufactured Housing |
|--|--|

|                                      |  |
|--------------------------------------|--|
| Base Price: \$25,000.00              |  |
| Options: \$3,120.00                  |  |
| Fees/Permits: \$0.00                 |  |
| Setup Fees: \$0.00                   |  |
| Delivery/Freight: \$1,200.00         |  |
| Taxes: \$64.00                       |  |
| <b>Total Home Price: \$29,404.00</b> |  |
| Trade In Amount: \$0.00              |  |
| Trade In Balance: \$0.00             |  |
| Net Trade In: 00.00                  |  |
| Cash Down Payment: \$8,000.00        |  |
| Total Down Payment: \$8,000.00       |  |
| <b>Total Financed: \$21,404.00</b>   |  |

| Finance Information |                 |
|---------------------|-----------------|
| Loan Term           | Monthly Payment |
| 10 years            | \$282.86        |
| 15 years            | \$230.01        |
| 20 years            | \$206.55        |
| 30 years            | \$187.84        |

Interest Rate: 10.00%

**OPTIONS Included:**

| Qty  | Description/Memo | Price    | Color / Location      |
|------|------------------|----------|-----------------------|
| 1.00 | REFRIGERATOR     | \$590.00 |                       |
| 1.00 | OVEN             | \$350.00 |                       |
| 1.00 | DOUBLE SINK      | \$190.00 |                       |
| 1.00 | GARDEN TUB       | \$225.00 | Location: MASTER BATH |
| 1.00 | DOUBLE SINK      | \$340.00 | Color: Ivory          |
| 1.00 | VANITY           | \$125.00 |                       |
| 1.00 | WALK-IN CLOSET   | \$800.00 |                       |
| 1.00 | BAY WINDOW       | \$500.00 |                       |

Quote Submitted By: Gladston, Tom

# HOME/TRACK™

Designed to Keep Your Profits Growing



- PROSPECTING
- SALES ORDERS & QUOTES
- SERVICE & WARRANTY
- INVENTORY
- ACCOUNTING
- DETAILED REPORTING
- WINDOWS™ - BASED
- NETWORK READY

## Finance Made Easy.

- Easily compute a quick quote of monthly payments (works like amortization schedule)
- Lets customer see numbers easily in a way they can understand
- Assists in illustrating buy down points
- Gives payment range
- Form 500™ automatically printed

### SALES ORDER FINANCE TAB

HOME/TRACK Sales Order for Retailers - Version 1.0B

File Maintenance Listings Reports Utilities Management Window Help

Sales Order - 258

Header Options Decor Insulation **Finance** Total Print

Trade In Amount: 8,000.00

Trade in Balance: 2,000.00

Net Trade In Amount: \$6,000.00

Cash Down Payment: 2,000.00

Total Down Payment: \$8,000.00

Total Financed: \$21,404.00

Interest Rate: 8.000 %

| Loan Term | Monthly Payment |
|-----------|-----------------|
| 10 years: | \$259.69        |
| 15 years: | \$204.55        |
| 20 years: | \$179.03        |
| 30 years: | \$157.05        |

Import Prospect Finance

Copy Calculator Add Delete Save Help Cancel Close

### FORM 500™

**ALPHA HOMES**  
First in Quality Homes Since 1978®

ROUTE 45 NORTH ■ BOX 123  
ANY CITY, PA 12345  
Phone (222) 345-6789 Fax: (222) 345-1234

**IN THIS CONTRACT THE WORDS I, ME, AND WE REFER TO THE PURCHASER AND CO-PURCHASER SIGNING THIS CONTRACT. THE WORDS YOU AND YOUR REFER TO THE RETAILER SUBJECT TO THE TERMS AND CONDITIONS ON BOTH SIDES OF THIS AGREEMENT YOU AGREE TO BUY AND FINANCE TO PURCHASE THE FOLLOWING DESCRIBED UNIT.**

PURCHASER'S NAME: SMITH, MARY AND JOHN PHONE: 333-456-7890 DATE: 06/09/00  
ADDRESS: 444 ANY STREET, ANY CITY, PA 23456 SALESPERSON: BESS SELLING

DELIVERY ADDRESS: 555 ANY ROAD, ANY TOWN, PA 23457

MAKE & MODEL: TRUE MFD. HOMES TRUE BLUE YEAR: 2000 NO. RM: 3 FLOOR SIZE: 56128 WTCH SIZE: STOCK NUMBER:  
SERIAL NUMBER: 1234-5678-ABC X NEW □ USED COLOR: BLUE/GREY PRICED DELIVERY DATE: 02/13/00 KEY NUMBER:

| OPTIONAL EQUIPMENT, LABOR AND ACCESSORIES   | BASE PRICE OF UNIT |  |
|---|--------------------|--|
| PRICE INCLUDES:   | \$ 60360 .00       |  |
| DELIVERY OF HOME TO SITE  |                    |  |
| HOMES COMPLETELY TRIMMED FROM   |                    |  |
| FLOOR UP INSIDE AND OUT (SET),  |                    |  |
| TAX   |                    |  |
| BASEMENT  | 16000 .00          |  |
| SEPTIC  | 6000 .00           |  |
| A/C   | 2000 .00           |  |
| CUSTOMER RESPONSIBLE FOR ANY SITE PREPARATIONS, FINAL UTILITY   |                    |  |
| HOOK-UPS, A PIECE OF EQUIPMENT TO SPOT HOMES WITH, INS.   |                    |  |
| TIRES/AXLES TO BE RETURNED TO DEALER UPON SET-UP; IF CUSTOMER NEEDS THEM FOR SECONDARY MOVE, THEY ARE NO CHARGE |                    |  |
| BALANCE CARRIED TO OPTIONAL EQUIPMENT   | \$ 24000 .00       |  |

SALES TAX: 0.00  
NON-TAXABLE ITEMS: 152.50  
VARIOUS FEES AND INSURANCE: \$ 84512.50  
1. CASH PURCHASE PRICE: \$ 15,000.00  
TRADE-IN ALLOWANCE: 0.00  
LESS BAL. DUE ON ABOVE: 0.00  
NET ALLOWANCE: 1000.00  
CASH DOWN PAYMENT: 0.00  
CASH AS AGREED: SEE FORM  
2. LESS TOTAL CREDITS: \$ 16000.00  
SALES TAX (if Net Incl. Above):  
3. Upaid Balance of Cash Sale Price: \$ 68512.50

Down payment received 01/01/00.  
\$1,000 - Check #6543.

NOTE: WARRANTY AND EXCLUSIONS AND LIMITATIONS OF DAMAGES ON THE REVERSE

BEIGE - SINGLE-WIDE YEAR: 1999 NO. X 14  
GOOD HOMES MODEL: SANDALWOOD BEDROOMS: 2  
WB5227 SERIAL NO: 12222224 BEIGE/BK TRIM  
NONE

ANY DEBT OWED ON THE TRADE-IN IS TO BE PAID BY YOU

I OR WE ACKNOWLEDGE RECEIPT OF A COPY OF THIS ORDER AND THAT I OR WE HAVE READ AND UNDERSTAND THE BACK OF THIS AGREEMENT.

ALPHA HOMES RETAILER SIGNED X PURCHASER  
BY: SOCIAL SECURITY NO.:  
APPROVED: SOCIAL SECURITY NO.:

FORM 500 988 ORIGINAL A PLAIN LANGUAGE PURCHASE AGREEMENT REV 9/98 Copyright ©1998 JMWARD BUSINESS FORMS BADC001AH, E. 62258



PROSPECTING  
SALES ORDERS & QUOTES  
SERVICE & WARRANTY  
**INVENTORY**  
ACCOUNTING  
DETAILED REPORTING  
WINDOWS™ - BASED  
NETWORK READY

## Inventory Tracking

- ✓ Industry-ready inventory tracking
- ✓ Maintains accurate home inventory
- ✓ Washout sheet reflects final cost/profit
- ✓ Track number of turns per model
- ✓ Track number of days on lot
- ✓ Curtailment tracking
- ✓ Single-key entry allows information to flow into Service side of the system
- ✓ No duplicate entry

### INVENTORY SIX TAB INTERFACE

The screenshot displays the 'HOME/TRACK GOLD v. 3.0' application window. The 'Inventory' tab is selected within the 'Homes' window. The form contains the following data:

|   |                                   |  |        |   |                                   |
|---|-----------------------------------|--|--------|---|-----------------------------------|
| Model Number:   | 1806968833322                     | Stock No.:   | 100    | Space Number:   | 02                                |
| Retailer:   | Alpha Home Sales                  | P.O. No.:  | 000345 | Model Yr.:  | 1997                              |
| Manf / Model: Gilgamesh Homes - Plant No. 01 - F4-36513 |                                   |  |        |   |                                   |
| Owner Name:   | Clarkston, Judith A               | <input checked="" type="radio"/> New<br><input type="radio"/> Used<br><input type="radio"/> Repo |        | <input type="radio"/> On Lot<br><input checked="" type="radio"/> Sold<br><input type="radio"/> Under Contract<br><input type="radio"/> On Order |                                   |
| Prev Ownr Name:   | None                              | Zone:  | Sagle  | Cost Code Memo:   |                                   |
| Decor Package:  | Teal                              |  |        |   |                                   |
| Description:  | Green Roof with White Siding      |  |        |   |                                   |
| Size:   | 28 x 80                           | Bedrooms:  | 3      | Bathrooms:  | 2.00                              |
|   |                                   |  |        | <input checked="" type="radio"/> Furnished  | <input type="radio"/> UnFurnished |
| Memo:   | GOOD CUSTOMER - USE AS REFERENCE! |  |        |   |                                   |

Buttons at the bottom: Cancel, Add, Remove, Items, Add Home, Delete Home, Save, Close. Status: Record 1 of 86. Bottom bar: Ready.



## Inventory Management Reports:

Know at-a-glance how many homes are on the lot and your cost of each —

| 02/01/2000                             |       | <b>Home Valuation Report</b> |                                  |                     |                   | Page 1 of 1     |                     |
|--|-------|------------------------------|----------------------------------|---------------------|-------------------|-----------------|---------------------|
| Serial No:                             | Space | Stock No:                    | Model/Manufacturer               | Home Cost           | Furniture Cost    | Misc Cost       | Total Home Cost     |
| <b>Alpha Home Sales</b>                |       |                              |                                  |                     |                   |                 |                     |
| AB9688923                              | 14    | D-202                        | Best Homes - Plant No. 01 - 4606 | 46,559.00           | 0.00              | 4,100.00        | 50,659.00           |
| CCC43356                               | 9     | D-155                        | Best Homes - Plant No. 01 - 5556 | 32,500.00           | 2,500.00          | 4,000.00        | 39,000.00           |
| F3452CDR                               | 12    | D-185                        | Best Homes - Plant No. 02 - 3454 | 41,500.00           | 2,000.00          | 6,000.00        | 49,500.00           |
| <b>Lot Totals for Alpha Home Sales</b> |       |                              |                                  | <b>\$120,559.00</b> | <b>\$4,500.00</b> | <b>\$14,100</b> | <b>\$139,159.00</b> |
| <b>Grand Totals</b>                    |       |                              |                                  | <b>\$120,559.00</b> | <b>\$4,500.00</b> | <b>\$14,100</b> | <b>\$139,159.00</b> |

Immediate access to every home on the lot, number of days on the lot, manufacturer, model and much more —

| 02/01/2000                 |         | <b>Lot Inventory Report</b> |            |  |   | Page 1 of 1            |         |          |
|----------------------------|---------|-----------------------------|------------|--|---|------------------------|---------|----------|
| Serial No:                 | Stock # | Space                       | Model Year | Description                                    | Manf/Model:                             | Status                 | Size    | Bed/Bath |
| 123456                     | 101     | 7                           | 1997       | White Siding                                   | Centerfield Homes - Plant No. 01 - 8611 | Sold                   | 14 X 74 | 3/2      |
| Condition: New Unfurnished |         | Decor Package: Teal         |            | Date Ordered: 12/01/1997 Date Manf: 12/08/1997 |   | Date Deliv: 12/15/1997 |         |          |
| Selling Price: \$50,000.00 |         | Days On Lot: 778            |            | Lot #: Alpha Home Sales 1                      |   | Cost Code Memo:        |         |          |
| 18069                      | 100     | 02                          | 1997       | Green Roof-White Siding                        | Gilgamesh Homes - Plant No. 01 - F4-3   | Sold                   | Single  | 3/2      |
| Condition: New Furnished   |         | Decor Package: Teal         |            | Date Ordered: 10/01/1997 Date Manf: 10/08/1997 |   | Date Deliv: 10/15/1997 |         |          |
| Selling Price: \$43,089.75 |         | Days On Lot: 839            |            | Lot #: Alpha Home Sales 1                      |   | Cost Code Memo:        |         |          |
| 9565223J                   | 9559    | 18                          | 1996       | Black Roof-Tan Siding                          | Gilgamesh Homes - Plant No. 01 - 6521   | Sold                   | 28 X 52 | 3/1.5    |
| Condition: New Unfurnished |         | Decor Package: Teal         |            | Date Ordered: 02/24/1996 Date Manf: 02/28/1996 |   | Date Deliv: 03/02/1996 |         |          |
| Selling Price: \$35,970.50 |         | Days On Lot: 1431           |            | Lot #: Alpha Home Sales 1                      |   | Cost Code Memo:        |         |          |
| 969935C2                   | S-1234  | 11                          | 1997       | Black Roof-White Siding                        | Gilgamesh Homes - Plant No. 01 - 6521   | Sold                   | 24 X 70 | 3/2.5    |
| Condition: New Furnished   |         | Decor Package: Neutral      |            | Date Ordered: 05/15/1997 Date Manf: 05/20/1997 |   | Date Deliv: 06/01/1997 |         |          |
| Selling Price: \$43,205.36 |         | Days On Lot: 975            |            | Lot #: Alpha Home Sales 1                      |   | Cost Code Memo:        |         |          |



## Inventory

**PROSPECTING**  
**SALES ORDERS & QUOTES**  
**SERVICE & WARRANTY**  
**INVENTORY**  
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**DETAILED REPORTING**  
**WINDOWS™ - BASED**  
**NETWORK READY**

### WASHOUT / COMMISSION SHEET (Home Profit Report)

|   |                    |  |
|---|--------------------|--|
| <b>Serial Number:</b> 1850                  | <b>Year:</b> 97    | <b>Retailer:</b> AMERICAN HOMES        |
| <b>Model:</b> CAMELOT 1                     |                    | <b>Home Stock #:</b> 1001              |
| <b>Description:</b> SILVER CREST DOUBLEWIDE |                    | <b>Lot Space #:</b> 2                  |
| <b>Decor:</b> JASPER                        |                    | <b>Owner:</b> INGRAHAM, GARY / ROBERTA |
| <b>Size:</b> 28 X 72                        |                    | <b>Home Status:</b> Sold               |
| <b>Bedrooms:</b> 3                          | <b>Baths:</b> 2.00 | <b>Condition:</b> New                  |
|   |                    | <b>Selling Price:</b> \$73,475.00      |
|   |                    | <b>Home Cost:</b> \$47,595.00          |

#### FURNITURE COSTS

| Item # | Description            | Item Serial #  | Amount  |
|--------|------------------------|----------------|---------|
| 1      | Amana Refrigerator S/S | 5469965-150545 | 1100.00 |
| 2      | Bassett Sofa           | Tag 105C       | 600.00  |
| 3      | Bassett Recliner       | Tag 210 B      | 400.00  |
| 5      | Cherry End Tables      | Tag 49R        | 600.00  |

**Total Furn Cost: \$2,700.00**

#### MISCELLANEOUS COSTS

| Date     | Description     | Vendor      | Check # | Budgeted   | Actual     | (Over) / Under \$ | (Over) / Under % |
|----------|-----------------|-------------|---------|------------|------------|-------------------|------------------|
| 03/10/98 | SETUP           | A-1 SETUP   | 2221    | \$2,750.00 | \$2,250.00 | \$500.00          |                  |
| 03/10/98 | AIR COND.       | ED'S AC     | 2222    | \$1500.00  | \$1550.00  | (\$50.00)         |                  |
| 03/10/98 | AWNINGS         | AAA AWNING  | 2223    | \$4,500.00 | \$3,799.00 | \$701.00          |                  |
| 03/13/98 | INSURANCE       | USA INSUR.  | 2250    | \$262.00   | \$262.00   |                   |                  |
| 03/13/98 | PREP CLEAN      | MARY JANE'S | 2251    | \$75.00    | \$75.00    |                   |                  |
| 03/13/98 | FLOOR PLAN INT. | USA FINANCE | 2252    | \$1,200.00 | \$1,200.00 |                   |                  |
| 03/13/98 | GAS & ELECTRIC  | S.E. GAS    | 2253    | \$1,000.00 | \$1,000.00 |                   |                  |
| 03/13/98 | PAY OFF COLLEC. | CREDIT NOW! | 2254    | \$720.00   | \$720.00   |                   |                  |
| 03/13/98 | COMMISSION      | JIM SMITH   | 2255    | \$450.00   | \$450.00   |                   |                  |

**\$12,457.00    \$11,306.00    \$1,151.00    9.24 %**

*Track all costs for each home — know your real bottom line for every sale.*

**Salesperson's Signature:** \_\_\_\_\_

**Manager's Signature:** \_\_\_\_\_



## Service & Warranty Management

- ✓ Increase bill backs
- ✓ Completely organize your service department
- ✓ Complete & easy to read work order, authorization request, invoice and more
- ✓ Eliminate repeat service calls to the home
- ✓ Improve customer service
- ✓ Increase referrals & sales
- ✓ Professional, accurate and detailed invoicing
- ✓ Built in HUD codes
- ✓ Monitor warranty related costs and payments
- ✓ View problem trends
- ✓ Comprehensive reports including Accounts Receivable, Open Claims and many more
- ✓ Accounting interface
- ✓ No duplicate entry

### SERVICE & WARRANTY MAIN INTERFACE

HOME/TRACK GOLD v. 3.0

File Maintenance Records Reports Claims Management Window Help

Open Claim - 111

Claim Detail Cost Detail Payments Problems List Parts List Owner Home

Claim Number: 111

Serial Number: 16375

Owner Name: Barter, Michael A.

Requested By: Owner

P.O. Number: Technician Name: Brandi Wentford

Date of Request: 08/08/00 Date Called: 08/08/00

Date Scheduled: 08/10/00 Date Completed: 00/00/00

Completion Code: <none>

No Bill Back

Bill Back Entire Claim

Bill Back Item By Item

Manufacturer Repair

Retailer Repair

Sub Repair

Warranty Claim

Service Call

Add Payment Add Problem Add Part Close Claim Save Close

Ready



## *Service & Warranty Management Detailed Work Forms*

*On the following pages are samples of two detailed work forms: the Work Order and Invoice. The following list of detailed work forms are available with HOME/TRACK™:*

- ✓ *Authorization Request with Parts*
- ✓ *Authorization Request without Parts*
- ✓ *Work Order*
- ✓ *Summary Work Order*
- ✓ *Parts Order*
- ✓ *Claim Status*
- ✓ *Parts List*
- ✓ *Invoice*

## *Service & Warranty Management Reports*

*HOME/TRACK™ has many reports that let you target specific problems and take action to solve those problems before they affect your bottom line.*

- ✓ *Bill Back Report*
- ✓ *Claims Report*
- ✓ *Cost Summary Report*
- ✓ *Accounts Receivable Report*
- ✓ *Parts Outstanding Report*
- ✓ *Trend Report*
- ✓ *Problem Trend Report*
- ✓ *Warranty Card Report*



## Service & Warranty

09/20/96

### WORK ORDER Warranty

**Best Manufactured Homes**  
2343 W. Tennessee Street  
Tallahassee FL 32304  
(904) 385-4578

**Claim**  
**Autho**  
**Date c**  
**Date S**

**Serial Number:** MOD9989-223      **Manufa**  
**Model:** SUN56900  
**Model Description:** 28' x 80' double wide with bay window

**Owner Name:** Peron, Jeffrey M.  
**Address:** P.O. Box 567  
Tallahassee FL 32308  
**Home Phone:** (904) 223-5656      **Work Phone:** (904) 2  
**Directions:** Go five miles west on West Tennessee Street, tu  
Juniper, second home on left.

#### Work Description

**07**      **Exterior Siding**  
**0707.01**      **Hardboard- Bowd**  
**Cause:** Design/Layout      **Correction:**  
**Responsibility:** Manufacturer  
Exterior siding is pulling away from house. Siding is next to front door.

**08**      **Roofs**  
**0802.05**      **Shingle-shipped short**  
**Cause:** Shipped short      **Correction:**  
**Responsibility:** Manufacturer  
Shingles lost in transit. Parts won't be in for 60 days. Hold off on this

Retailer  
Information

Home  
Information

Owner Information,  
including directions  
to the home

Problem Codes and  
Descriptions

Inform



## Service & Warranty

- PROSPECTING
- SALES ORDERS & QUOTES
- SERVICE & WARRANTY
- INVENTORY
- ACCOUNTING
- DETAILED REPORTING
- WINDOWS™ - BASED
- NETWORK READY

09/20/96

### WORK ORDER Warranty

**Best Manufactured Homes**  
2343 W. Tennessee Street  
Tallahassee FL 32304  
(904) 385-4578

**Claim**  
**Autho**  
**Date c**  
**Date S**

**Serial Number:** MOD9989-223      **Manufa**  
**Model:** SUN56900  
**Model Description:** 28 ' x 80 ' double wide with bay window

**Owner Name:** Peron, Jeffrey M.  
**Address:** P.O. Box 567  
Tallahassee FL 32308  
**Home Phone:** (904) 223-5656      **Work Phone:** (904) 2  
**Directions:** Go five miles west on West Tennessee Stree, tu  
Juniper, second home on left.

| Quantity       | Parts          | Description       |
|----------------|----------------|-------------------|
| 6.00 Sheet     | <b>45-3382</b> | Red vinyl siding. |
| 50.00 Sq. Ft.  | <b>23-3444</b> | Black shingles.   |
| 100.00 Sq. Ft. | <b>89-5968</b> | Cream linoleum.   |

#### Notes

Part  
Codes  
and  
Descrip-  
tions

The Parts section of the work order contains valuable information. With no Date Delivered entered for shingles, the technician knows that the parts are outstanding.

The technician and the owner sign off on the repair.

Travel cost information is indicated here.

## Service & Warranty

09/23/96

### INVOICE

**Best Manufactured Homes**  
2343 W. Tennessee Street  
Tallahassee FL 32304  
(904) 385-4578

**BILL TO:** ☐  
F  
E

**Claim Number:** 8 **Au**  
**Serial Number:** MOD9989-223  
**Model:** SUN56900 **Year:** 1996  
**Model Description:** 28 ' x 80 ' double wide with bay window

**Owner Name:** Peron, Jeffrey M.  
**Address:** P.O. Box 567  
Tallahassee FL 32308-  
**Home Phone:** (904) 223-5656 **Work Phone:** (904) :

| Work Description   |                                 | Date Requested | Labor Hours          | Overtime Ho |
|--|---------------------------------|----------------|----------------------|-------------|
| 07   | <b>Exterior Siding</b>          |                |                      |             |
| 0707.01  | <b>Hardboard- Bowed</b>         | 09/13/96       |                      |             |
| Exterior siding is pulling away from house. Siding is next to front door.        |                                 |                |                      |             |
| 08   | <b>Roofs</b>                    |                |                      |             |
| 0802.05  | <b>Shingle-shipped short</b>    | 09/13/96       |                      |             |
| Shingles lost in transit. Parts won 't be in for 60 days. Hold off on this on    |                                 |                |                      |             |
| 03   | <b>Floor Covering</b>           |                |                      |             |
| 0301.02  | <b>Vinyl/Linoleum - Damaged</b> | 09/13/96       |                      |             |
| Rip in linoleum in front of fridge. Customer reports that tear in floor is 81/2' |                                 |                |                      |             |
|  |                                 |                | <b>Indirect Hour</b> |             |

| Quantity | Parts | Description |
|----------|-------|-------------|
|----------|-------|-------------|

Claim Information

The Invoice gives complete information on all repair work that was done, including problem and part codes and descriptions, labor hours, travel expense, mileage and indirect costs.

Claim Cost

Retailer Information  
Home Information  
Owner Information  
Problem Codes and Descriptions  
Part Codes and Descriptions



*2001 Thomasville Road  
Tallahassee, FL 32312-3333  
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FAX (850) 385-4063*

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**www.alphadatasystems.com**