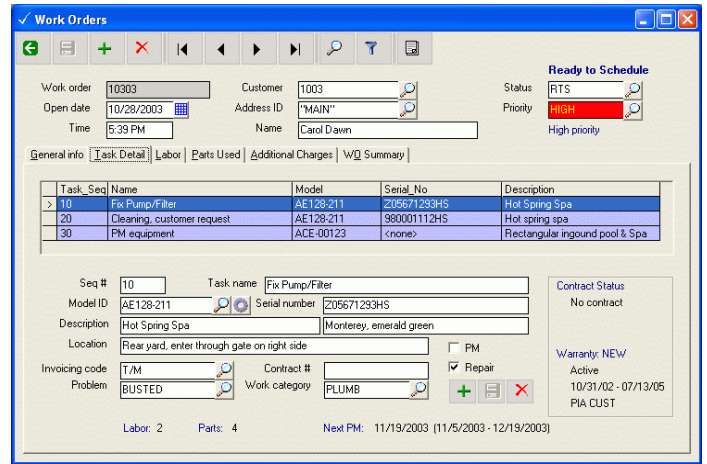


# ServicePoint SQL Management Software

ServicePoint is the next generation of service management software from RTM Computer Solutions. Our software takes full advantage of Microsoft SQL technology to bring you a reliable, robust service management solution that will help productively manage and simplify all facets of your service, support, and repair business. We are the clear choice in service software.

The right management system can transform a busy service company. The ability to streamline your operation will save you both time and money. ServicePoint is smart software, designed to take the guesswork out of your day-to-day operations and help you make important decisions affecting your service department. Initial return on investment can be achieved by scheduling just one extra call per day, making your business more efficient and cost effective. Don't yet offer service contracts? Now you can, with our automated tools. ServicePoint can continue to make money for you day after day.



## Service Work Order Management

Efficient work order entry will make a real difference for the entire service department. ServicePoint software gives you immediate access to all important service information through one centralized screen. Our system will automatically notify you when a customer or their equipment is covered under warranty or contract and suggest the appropriate billing rates.

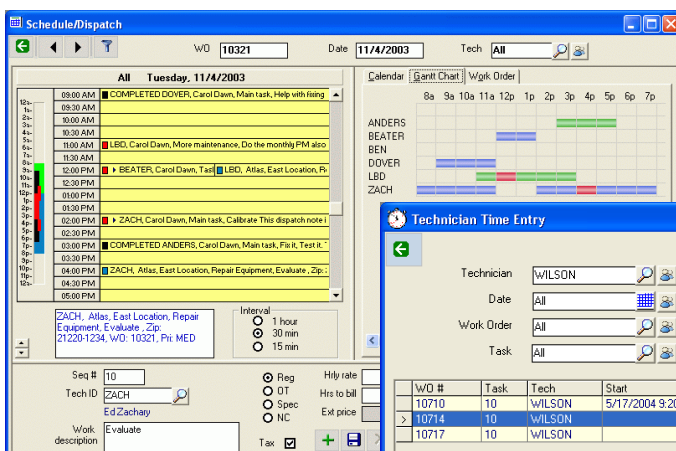
- Instant call summary and billing preview, and detailed profit analysis
- Built-in help desk can avoid unnecessary calls
- Unlimited free form notes can be entered, to be printed directly on invoices, work order forms, or for internal use only

## Scheduling / Dispatching

We take a simple and unique approach to help you meet your scheduling and dispatching needs. The scheduling functions are designed to show service technician status at a glance, giving you a total picture of all service activity. You will have the ability to efficiently schedule resources by location, type of service needed, and technical skills required.

- Easy updating of service call labor information
- Multiple views of scheduled work by hour, day, week, and month
- Interface to Google maps

The scheduling functions will help ensure timely work order assignment, completion, and billing.



Scheduling and Tech Time Entry

## Equipment Management

To help you maintain and manage your customers' equipment, our software tracks all your warranty and service contract information. The scheduling of preventive maintenance is automatically handled through user defined intervals, scheduled dates, or meter readings. Predefined invoicing codes control all service call charges. A complete service history and analysis is available for all equipment.

## Service Contract Management


Expiration reports increase your profits by notifying you of customer contracts and equipment warranties coming due. And to help you effectively track and manage your service contracts, RTM solutions give you automated contract billing at your defined intervals, as well as automated generation of contract renewal letters and forms.

## Reporting

Our products deliver a comprehensive set of analysis reports with each system. We offer a complete picture of all service department activity. ServicePoint uses Crystal Reports for unmatched reporting capability, using industry-standard tools. All reports and forms can be exported to common formats or sent directly to email. In addition, a direct connection to the service database is available, allowing limitless inquiry and control of your business information.

## Invoicing

Making sure your work is billed quickly and accurately after completion is easy with ServicePoint. You can selectively invoice service calls and contracts, using invoice formats tailored to fit your needs. We are fully integrated with major accounts receivable and inventory management packages, and full history of all billing is preserved.

Camptown Pool and Spa		Invoice			
645 Tournament Lane Memphis, TN 38138 800-I-LUV-SPAS					
		Date	Invoice #		
		1/12/04	20046		
Bill Baker 1426 Millstream Parkway Memphis TN 38120		Service Site: Bill Baker 1426 Millstream Parkway Unit 120 Memphis TN 38120			
WO#	WO Date	Customer#	PO#	Terms	
10729	01/12/2004	1000		NET30	
Service notes:					
Performed regular maintenance. Also delivered maintenance supplies per your standing order.					
Quarterly Maintenance		Model	SPA-S	Sovereign Spa	
		Serial #	210-93321-2003	Hot Spring	
Qty used	Unit	Item	Description	Unit price	Est price
2.00	EACH	B1031310	4Way Test Strips	8.57	17.14
1.00	EACH	B1024123	Sparkle Up 1.5 lb	22.76	22.76
5.00	EACH	B1045513	Bromine Concentrate	5.99	29.95
1.00	EACH	STAINKIT	Stain Remover Kit	5.00	5.00
0.75	HRS	WILSON	Spa drain and clean	75.00	56.25
			Trip Charge		65.00
Thank you for your continued business. For your convenience, we accept MC, Visa, and AmEx.				Parts subtotal	74.85
				Labor subtotal	56.25
				Additional charges	65.00
				Discount	0.00
				Sales tax	20.60
				Payments received	0.00
				<b>Balance Due</b>	<b>\$216.70</b>



Since 1987, RTM Computer Solutions has been a leader in providing expertise in automated systems for a wide variety of service businesses around the world. We are dedicated to the development of high quality software products. Periodic updates to our software allow for faster, easier, and more efficient solutions. ServicePoint SQL has been written for use with CounterPoint SQL, Passport Business Solutions, or Great Plains Dynamics.

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