

Date 06/17/1997
 Time 17:45
 Call # 712
 Dispatched

Order # 115
 Terms N30
 Big S Auto Parts, Inc.
 Address 3
 Big S Auto Parts, East
 021 Sherwood Road
 Center Business Complex
 Bel Air MD 21014
 Contact Thomas Brady
 Phone 410-555-7078

Description
 Pentium 90 mini-tower
 computer

Invoicing
 T/M
 Time and

Date	Tech	Stat	Hrs	Rate
10 06/17/97	William Wilson, III	Compltd	5.00	90.00
20 06/18/97	Joseph Anderson	Dispatch	.00	90.00

Total (adjusted)

FOCUS[®]

RTM

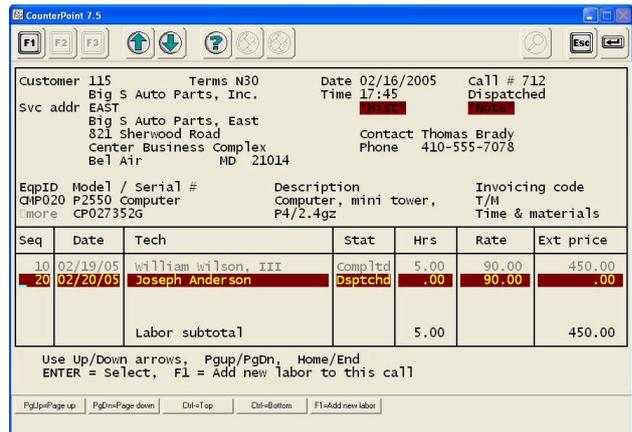
The clear choice in service software

Focus Service Software

Focus. Today more than ever, our demanding economy requires that every business closely monitor and effectively manage their resources. This is especially true of the service industry where competition is often fierce. As a leader in innovated ideas and solutions, we are dedicated to assisting businesses run in the most efficient manner. A fully integrated vertical product, Focus will help productively manage and simplify all facets of your service, support, and repair business. Focus is the clear choice in service software.

Service Call Management

Streamlined service call entry can make the difference for a busy dispatcher. Focus gives you direct access to all service information through one centralized screen. You'll receive immediate access to the customer, service address, and contract information, as well as on-line service history. Warnings are issued for customer credit problems and duplicate call entry, saving you time and money. Use our built-in help desk to avoid unnecessary service calls and our user defined charges and informational fields to customize call entry. Work orders are user-defined, allowing you total control and flexibility. Unlimited free form notes can be entered, which can be printed directly on invoices, work orders, or be entered for internal use only. Multiple pieces of equipment can be assigned to a single service call. Focus automatically notifies you when a piece of equipment is covered under warranty or contract and suggests the appropriate billing rates.



- Immediate access to all customer, service location, and contract information, as well as service history.
- The majority of call information can be completed simply, using pop-up search features.
- Unlimited free form notes can be entered. They can be printed directly on invoices, work orders, or be entered for internal use only.
- Multiple pieces of equipment can be assigned to a single service call.
- User defined work order layouts.
- Instant call summary and billing preview.

Scheduling/Dispatching



Focus takes a simple and unique approach to help you meet your scheduling and dispatching demands. The on-line scheduling screen is laid out in a T-card format and color-coded to show service technician status at a glance. Service technician notes can be used for convenient reminders. A quick pop-up summary screen gives you a total picture of all daily service activity. In a multi-dispatcher environment, automatic screen refreshing is used to keep all information up to date. Point and shoot features make easy work of scheduling and re-scheduling calls, and service call labor information can be easily updated. Any unfinished service work can be automatically rolled forward to the next work day.

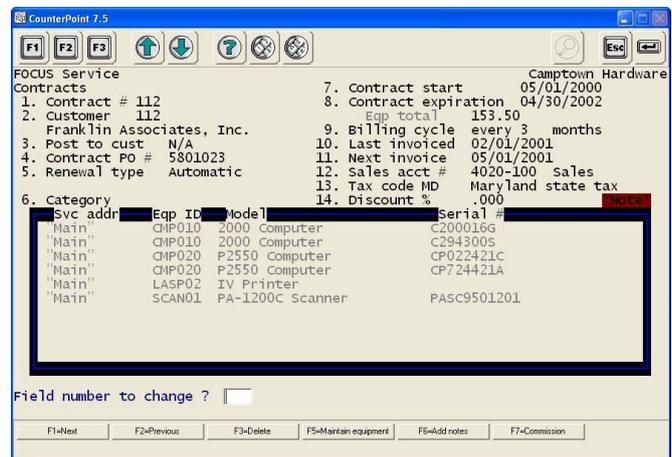
- Easy updating of service call labor information.
- Automatic screen refreshing for use in a multi-dispatcher environment.
- A quick pop-up summary screen gives you a total picture of all daily service activity.
- Service technician notes can be used for convenient reminders.
- Point and shoot features make easy work of scheduling and re-scheduling calls.
- Fast access to all service call information from scheduling.

Billing

Billing is easy with Focus. You just selectively invoice calls and contracts, using invoice formats tailored to fit your needs. Focus is fully integrated with accounts receivable and inventory management packages. Focus' unique "deferred posting" feature can be used to ensure that expired contracts are renewed before service is performed at contract rates.

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, Focus gives you automated contract billing at user defined intervals, as well as automated generation of contract renewal letters and forms. You can attach an unlimited amount of notes to your contracts. They can be printed on contract invoices, contract forms, pop up as dispatch notes during service call entry, or be entered for internal use only. Plus, a pop up window for customer equipment makes attachments to service contracts even easier.



- Automated contract billing at user defined intervals.
- Automated generation of contract renewal letters and forms.
- Unlimited notes can be attached to contracts.
- Pop-up window of customer equipment for easy attachment to service contracts.

Reporting

Focus provides the most comprehensive set of analysis reports of any service package available. We offer management a complete picture of all service department activity. Complete Focus data dictionaries are available to help meet any unique reporting needs.

Equipment Management

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

- Warranty/Service contract tracking.
- Automatic scheduling of preventive maintenance using a variety of methods.
- Complete service history and analysis.
- Predefined invoicing codes control service call charges.
- Support for service of metered equipment.

Additional Features

- Unique credit processing and service call “reactivation” for easy billing corrections.
- Library of predefined notes, available for attachment to service calls and contracts.
- Full support of metered equipment service, with multiple meters tracked for each piece of equipment.
- Features to sell and track pre-paid blocks of service.
- Easy invoice reprinting.
- Income accrual processing for service contract billings.
- Third party billing of service calls and contracts is supported.
- Separate mail-to address can be specified for any service location.
- Unlimited service addresses can be defined for a single customer.
- Customers, equipment, and service addresses can be added on the fly.
- Complete marketing analysis based on advertising response rates.
- And so much more...

Testimonials

- The quality of support is incredible. My calls were returned immediately and my questions were always answered by a courteous and understanding technician. *Lisa Graves*
- RTM has saved me thousands. In fact, the software paid for itself in six months in revenue I would have lost doing things manually. *Lori Whaley*
- RTM offered me a better way to keep track of my clients’ billing history. I know when warranties are coming up, what service we have already provided, and how much we charged for each job. Focus is organized and easy to access. It’s made my business so much easier to run. *Chad Houck*

RTM Computer Solutions

Since 1987, RTM Computer Solutions has been a leader in providing expertise in automated systems for a wide variety of service businesses. We are dedicated to the development of high quality software products. Periodic updates to our software allow for faster, easier, and more efficient solutions.

We at RTM realize that maintaining a high level of courteous technical support is critical in optimizing your investment. Answering your questions quickly and effectively is as important to us as it is for you. Your questions are a key element in developing future innovative software solutions.

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