



Software  
Products

As a leader in innovated ideas and solutions, RTM is dedicated to assisting businesses run in the most efficient manner. We develop fully integrated vertical products for managing service operations. Choose from ServicePoint SQL, Focus, and Focus Lite. Our software will help productively manage and simplify all facets of your service, support, and repair business. We are the clear choice in service software.

**Service  
Point** SQL

**RTM FOCUS**

**RTM FOCUS**  
Life

## Service Work Order Management

Customer L15 Terms N30 Date 02/16/2005 Call # 712  
 Big S Auto Parts, Inc. Time 17:45 Dispatched  
 Svc addr EAST  
 Big S Auto Parts, East  
 821 Sherwood Road Contact Thomas Brady  
 Center Business Complex Phone 410-555-7078  
 Bel Air MD 21014

EqID Model / Serial # Description Invoicing code  
 CMP020 P2550 Computer Computer, mini tower, T/M  
 CP027352G P4/2.4gz Time & materials

Seq	Date	Tech	Stat	Hrs	Rate	Ext price
10	02/19/05	William Wilson, III	Compltd	5.00	90.00	450.00
20	02/20/05	Joseph Anderson	Dsptchd	.00	90.00	.00
Labor subtotal				5.00		450.00

Use Up/Down arrows, PgUp/PgDn, Home/End  
 ENTER = Select, F1 = Add new labor to this call

PgUp=Page up PgDn=Page down Ctrl=Top Ctrl=Bottom F1=Add new labor

Streamlined service call entry can make the difference for a busy dispatcher. RTM software 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. Our software automatically notifies you when a customer, or their 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.
- Unlimited free form notes can be entered. They can be printed directly on invoices, work orders, or be entered for internal use only.
- Instant call summary and billing preview.

## Scheduling / Dispatching

We take a simple and unique approach to help you meet your scheduling and dispatching demands. The on-line scheduling screen is laid out to show service technician status at a glance. A quick pop-up summary screen gives you a total picture of all daily service activity. 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 workday.

- Easy updating of service call labor information.
- Multiple views of scheduled service work by hour, day, and month.
- Point and shoot features make easy work of scheduling and re-scheduling calls.

Whichever platform you choose, the scheduling functions will help ensure timely work order assignment, completion, and billing.

Schedule/Dispatch

W/O [ ] Date 11/10/2003 Tech ZACH

ZACH Monday, 11/10/2003

Time	Activity
05:00 AM	
06:00 AM	
07:00 AM	
08:00 AM	
09:00 AM	
10:00 AM	Carol Dawn, Repair pump, Pump diagnosis/repair Co
11:00 AM	
12:00 PM	
01:00 PM	
02:00 PM	
03:00 PM	
04:00 PM	
05:00 PM	
06:00 PM	
07:00 PM	
08:00 PM	

Calendar | Gantt Chart | Work Order

November 2003

Sun	Mon	Tue	Wed	Thu	Fri	Sat
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

11/12/03 | 11/10/03

Interval:  1 hour  30 min  15 min

Seq # [ ] Tech ID [ ] Work description [ ]

Reg  OT  Spec  NC

Hrs to bill [ ] Ext price 0.00

Calendar:  Single month  Two months

Buttons: Start, Stop, Return

## 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, schedule 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 user 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. In addition, a direct connection to the service database is available on all systems, allowing unlimited inquiry and control of your business information.

## Invoicing

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

Camptown Pools		Invoice			
645 Tournament Lane Memphis, TN 38138 800-4-LUV-SPAS		Date 1/12/04	Invoice # 101840		
Brian Schmidt 921 Tuckerman Rd. Memphis TN 38121		Service Site: Brian Schmidt Brian Schmidt vacation house Los Angeles CA 71225			
WO #	WO Date	Customer #	PO #	Terms	
10184	01/12/2004	1002		NET30	
Monthly maintenance		Model HSS-122	Hot Spring Spa		
		Serial # <none>			
Qty used	Unit	Item	Description	Unit price	Ext price
1.00	BACH	AIM-TL2	Motor	349.99	349.99
1.00	BACH	HSP-5212SB	Filter, cartridge 125af	29.99	29.99
1.00	HRS	WILLIAMS	Performed monthly maintenance	75.00	75.00
3.00	HRS	DOVER	Rebuilt spa pump	90.00	270.00
			Flat		90.00
			Zone Charge		52.50
Thank you for your continued Business!				Parts subtotal	379.98
For your convenience, we accept MC, Visa, and American Express.				Labor subtotal	345.00
				Additional charges	142.50
				Sales tax	51.71
				Payments received	0.00
				<b>Balance Due</b>	<b>\$919.19</b>



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.

Focus and Focus Lite interface directly with Synchronics CounterPoint V7, Great Plains Classic, and PBS from Passport Software. ServicePoint SQL has been written for use with CounterPoint SQL or Great Plains Dynamics.

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