



1. Service Provider Profile

Once you have registered as a service provider at RepairTime, you are strongly encouraged to set-up your Account Profile. This is very IMPORTANT because this is where you select the Service Categories (i.e. electrical, plumbing, etc.) you will offer through the network and the Service Areas (i.e. cities) you wish to service through the network. You can also enter a Jingle – to announce special promotions, or to add a few words about your business.

Selecting your list of Services (Required) –

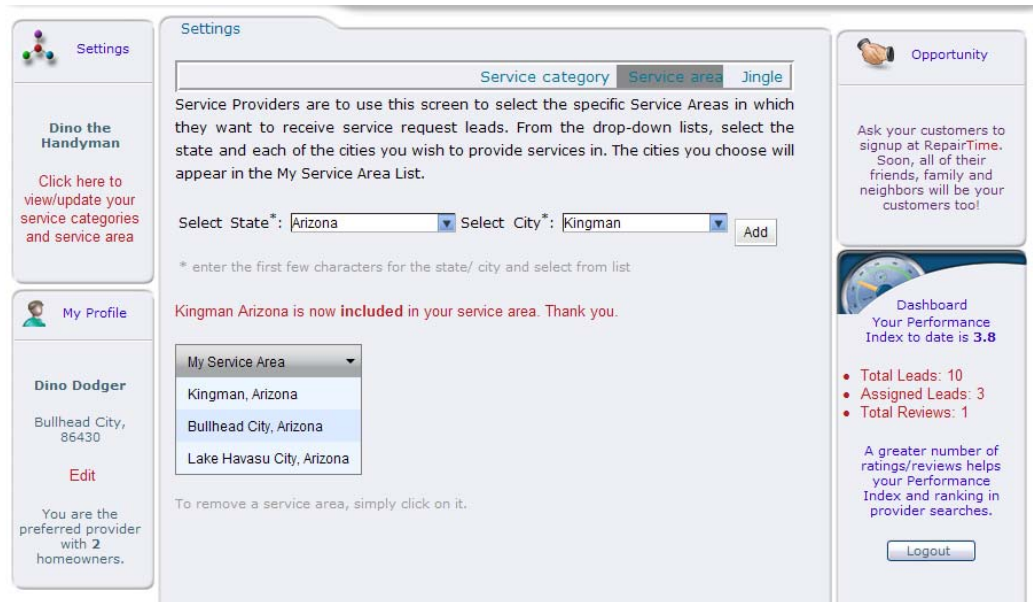
Click to view/update service categories and service areas on the left panel. When the screen fully loads, the first time may take a few seconds, you will be presented with a list of Service Categories. These categories can be expanded or collapsed for ease of viewing – simply click on the “+” to expand or the “-” to collapse. Proceed to click on each Service Category line item you wish to include in your Profile. The first time you view this list, we strongly recommend clicking on “Expand All” so that the entire list is available for viewing. You may change your selections at any time and as frequently as you wish. Keeping in mind that your selections here will control the type of Service Request leads you receive from our members. A sample portion of the Service Category screen is provided below.

Selecting your Service Area (Required) –

After you have completed the selection of your Service Categories, you need to select your Service Areas. Click on “Service area” at the top of the Settings page toolbar. The Service Area selection screen will appear. You are required to select a state and city. At Select State, simply type the first letter of the state and the drop-down list will present your available choices. Next, at Select City, again type the first letter of the city and the

drop-down list will present your available choices. Once you have selected a state and city click "Add." A message will appear alerting you that your selection is now included in your Service Area. You may continue this sequence to add as many Service Areas as you wish. If you wish to remove a previously selected Service Area, from the My Service Area List, simply click on the city/state you wish to remove. You will be prompted with a message asking you to confirm the removal.

You may change your Service Area selections at any time and as frequently as you like. Keeping in mind, your Service Area selections will control the areas from which you will receive leads from our members. A sample of the Service Area screen is provided below.

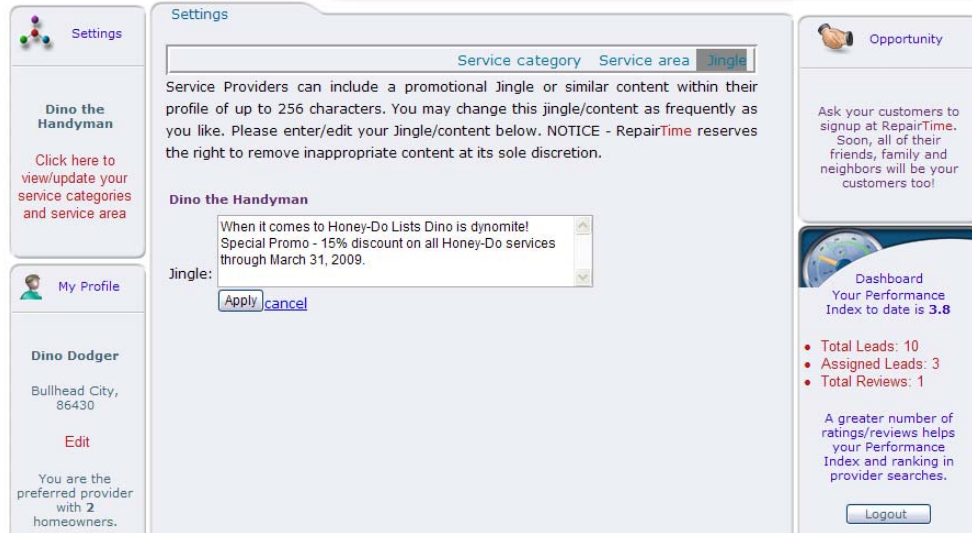


Entering a Jingle (Optional) –

After you have selected your Service Categories and Service Areas, you have the option of including a Jingle. The Jingle can be used to announce special promotions or discounts, or to provide a brief narrative about your company or service. Jingles will appear beneath the name of your company on the My Providers list for each homeowner member connected to you in the network. Members can be connected to you directly or as a result of referrals among members. Jingles are limited to 256 characters. Currently, photos or other file attachments are not permitted. Jingles may be entered or changed at any time and as frequently as you like.

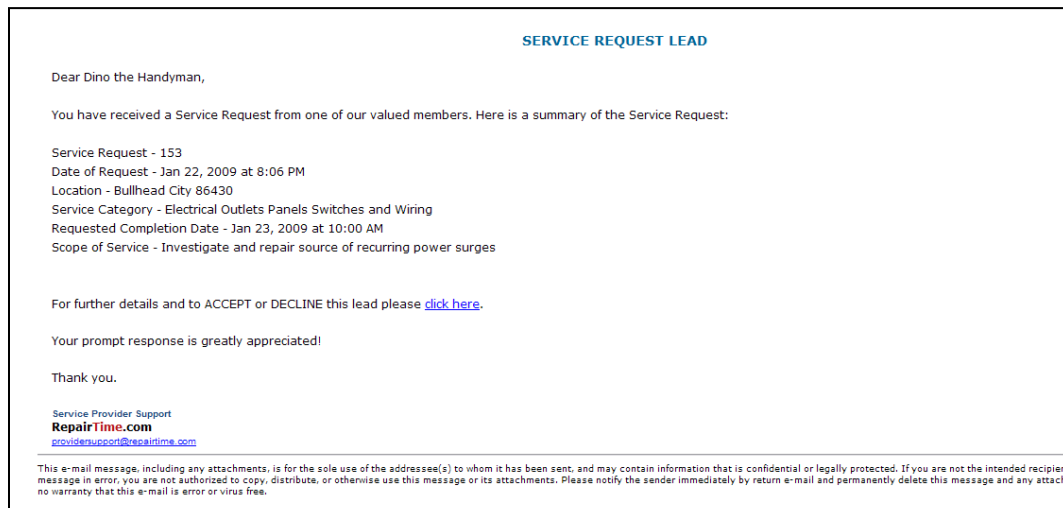
To enter or modify a Jingle, select "Jingle" at the Settings toolbar. By clicking on the area beneath your company name, next to the word Jingle, a text box will appear. Enter the text you wish to include within your Profile. When you are finished, click on the "Apply" button and your message will be saved.

A sample of the Jingle screen is provided below.



2. Available Leads.

You will be notified by email when a new lead is available to you from the RepairTime network. Below, you will find a sample of an email service request notification sent to the service provider.



All available leads can be viewed from the RepairTime website by login to your account. Once logged in, at the top toolbar, you will find "Available Leads," "Accepted Leads," and "All Leads."

The Available Leads page(s) lists all currently available leads. If you are interested in accepting any listed lead, click the "green" checkmark. If you are not interested, click the "blue X" to decline. If you are undecided, simply do nothing. Leads are not available for an indefinite time. Leads not responded to by the homeowners requested service date will expire. Also, if other service providers are available and connected to a homeowner, the lead may become unavailable because it was accepted by another service provider.

Homeowners are provided the choice of how they find Service Providers. The choices available to homeowners include –

1. Asking RepairTime to provide 1 service provider;
2. Asking RepairTime to provide up to 3 service providers;
3. Allowing the homeowner to select from a list of service providers (limited to a maximum of 3)

Criteria used by RepairTime in assigning (i.e. 1 and 2 above) service providers includes –

- Is the service provider connected to homeowner directly (i.e. used by) or indirectly (used by someone known);
- Service providers' Performance Index;
- Service providers' proximity

A sample of the Available Leads page is shown below.

The screenshot displays the RepairTime user interface. At the top, the RepairTime logo is accompanied by the tagline "People you Know. Providers you Trust." Below the logo is a navigation bar with links for "Home", "Available Leads", "Purchased Leads", "All Leads", and "Contact Us". The main content area is titled "Available Leads" and contains a message from RepairTime regarding lead availability. A specific lead is shown for "Dino the Handyman" in Bullhead City, Arizona, with details on the service type and submission date. To the right of the lead are "Interested?" buttons with a green checkmark and a blue X. A sidebar on the right provides performance metrics, including a Performance Index of 3.8 and a list of statistics: Total Leads: 10, Assigned Leads: 3, and Total Reviews: 1.

If you are interested in any lead and elect to click "✓," you are presented with a screen that provides the cost of the lead and your payment options. PLEASE NOTE THAT ALL LEADS ARE CURRENTLY OFFERED AT NO COST to participating service providers.

After the lead is accepted, you are provided with the full name, full address, phone number, cell number (when available), and email address of the homeowner member requesting the service. You are strongly encouraged to contact the homeowner as soon as possible upon acceptance of the lead.

A sample of the Lead Details screen is provided below. The homeowner is provided ample space to describe their requested scope of service.

Settings

Sledgestone Concrete

[Click here to view/update your service categories and service area](#)

My Profile

Roger Stone

Tempe, 85284

[Edit](#)

You are the preferred provider with 2 homeowners.

Lead Details

[Service Info](#) [Payment](#)

ID: 111

Stone, Wall

4805555555, 6024566474 jknm5@repairtime.com

235 Slate St, Bullhead City, Arizona, 86430

Status is Purchased

install circular driveway

Submitted on: Dec 10, 2008 Service on: Dec 10, 2008 at 1:00 PM

Opportunity

Ask your customers to sign up at RepairTime. Soon, all of their friends, family and neighbors will be your customers too!

Dashboard

Your Performance Index to date is **3.47**

- Total Leads: 24
- Assigned Leads: 8
- Total Reviews: 6

A greater number of ratings/reviews helps your Performance Index and ranking in provider searches.

[Logout](#)

We encourage all homeowner members to complete a ratings ScoreCard following completion of each service request. Members can only complete ScoreCards that are directly tied to Service Requests they submit. This restriction is for the protection of our participating service providers, as well as protecting the integrity of the network. Your Performance Index is based on the cumulative average of all ScoreCards submitted by the network members for services you specifically perform.

A sample ScoreCard is shown on the next page.

Service Request - 135
 Date of Request - Jan 3, 2009
 From the dropdown menu, select the Service Provider that completed the work:

1. **PREFERRED NETWORK** - Would you use this Service Provider again?
 No Yes

2. **PUNCTUAL** - Did the Service Provider show up on time?
 Never Seldom Sometimes Usually Always

3. **RESPONSIVE** - Was the Service Provider attentive to your needs and questions?
 Never Seldom Sometimes Usually Always

4. **CLEANLINESS** - Did the Service Provider maintain and leave the work area clean?
 Never Seldom Sometimes Usually Always

5. **PROFESSIONAL** - Was the Service Provider professional in appearance and attitude?
 Never Seldom Sometimes Usually Always

6. **SATISFACTION** - How would you rate your level of satisfaction with this Service Provider?
 Terrible Poor OK Above Average Fantastic

ScoreCards are based on a 4.0 scale, with 4.0 being the best possible score. Service providers should always strive for a 4.0 score because your Performance Index is based on this score. The higher the Performance Index, the higher ranking you receive in the search and selection process when matching service providers with submitted service requests.

3. Tip to MAXIMIZE the benefits of the RepairTime Network.

RepairTime is an extremely powerful referral platform for homeowners seeking home repair and improvement service providers. For savvy service providers, the RepairTime network provides an unprecedented opportunity to turn your existing customers into effective sales people for your business.

80% of all homeowners rely on referrals for service providers. Until now, the sharing of referrals was cumbersome, time consuming, and depended on word of mouth. Today, RepairTime has streamlined, organized, and automated a far more efficient and effective way for homeowners to provide and receive referrals for qualified service providers.

Since 50% of most service providers' business relies on referrals and in many reported statistics it is as much as 75%, being connected to RepairTime will prove to be an invaluable business development tool for your business.

TIP: Ask your existing customers to join the RepairTime network and to Invite/Connect with you at RepairTime.

You may be asking yourself – Why? Indeed, you are currently servicing your existing customers. But, are you servicing all of the people your customers know - their friends, family and neighbors? In all likelihood, truth be told - the answer is no.

At RepairTime, when your existing customers' friends, family and neighbors are in need of your services, we'll notify you immediately and automatically. No longer do you have to wonder about what opportunities are slipping through your fingers.

Our technology makes it simple, convenient, and we deliver it all to your computer and email.

Help us – Help you! Begin telling your customers about RepairTime today and be sure to tell them to invite/connect with you there.

By the way, since our systems use email addresses as member and service provider usernames, you'll want to be certain to provide your customers with your email address. That way, they are able to invite/connect with you far more quickly after they register.

If you have any questions, or would like more information on how we can assist you in turning your existing customers into your business cheerleaders contact us at providersupport@repairtime.com.