BuildTopia Best Practice:
BTService [CS] Sample Email Templates

The use of tagged Email Templates to communicate with the Homebuyers and the Trade Partners accomplishes two (2) prime objectives:

1. Enables the User to quickly generate "personalized" emails utilizing BuildTopia Tags to auto-fill specific fields.

2. Enables the Builder to pre-define the sentence structure and grammar when Service and Warranty personnel are communicating with Homebuyers and Trade Partners.

The following are examples of Service and Warranty Emails. Note the Email naming pattern.

- Emails involving the HomeOwner contain (HO) within the Document Name
- Emails involving the Trade Partners contain (TP) within the Document Name

You may upload these Templates directly into Document Management via the Copy/Paste function and use as is – or Copy/Paste and then modify to match your own preference or style.

As your system matures – you may desire to evolve to the next level and customize your Service Orders or emails – by adding your Builder Logo – or utilizing a specific Service Order Form. Contact your Professional Service Manager or BT Services for an estimate.

NOTE: before uploading sample documents into your Document Management module, please confirm the tags you have included in your email are available from the Email Owner or Email TP links in the CS module [See **BuildTopia Tags** in BTHelp > Document Management > BuildTopia Tags].

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 1 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND

Sample auto-response when
Homebuyer submits a Service Request via the Homebuyer Homepage

(See BT Service Setup – Homebuyer Homepage)

We thank you for submitting your Service Request. It is our policy to review all Service Requests within 24 hours of submission.

If the Request is considered an emergency, please call the applicable Subcontractor Emergency number posted on your Homepage directly or call 800.555.1212.

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 2 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND

Name: (HO) Homebuyer Homepage Request Received

(Received via means other than Homebuyers Homepage)

@@owner_name@@:

Thank you for submitting a warranty request for your home at @@lot_address@@. A Warranty Service Representative will contact you within two calendar days to (Complete text)

Sincerely,

@@btservice_manager_name@@

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 3 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND

Name: (HO) Assign - Homebuyer Homepage Request Received

(From BT Administrator to BT Service Manager)

The following request was received via a homebuyer homepage website.

Owner Name: @@owner_name@@

Owner Address: @@lot_address@@

Project: @@project_common_name@@, @@project_city_state_zip@@

Request #: @@request_number@@

Request Summary: @@request_summary@@

Please check the unassigned request list and assign ownership of the request within the next business day.

(TP) Service Order Delinquent

@@sub_contractor_name@@:

Our records indicate that the following service order is listed as delinquent according to our quality standards. Please contact our office immediately to discuss the status of this service order.
@@so_number@@

Sincerely,
@@btservice_manager_name@@

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 5 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND

(TP) Service Order Late

@@sub_contractor_name@@:

Our records indicate that the following service order is listed as late according to our quality standards. Please contact our office immediately to discuss the status of this service order.

@@so_number@@

Sincerely,

@@btservice_manager_name@@

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 6 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND

(HO) Warranty Request Received

@@owner_name@@:

Thank you for submitting a warranty request for your home at @@lot_address@@. A Warranty Service Representative will contact you within two calendar days to (**complete text**).

Sincerely,

@@btservice_manager_name@@

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 7 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND

(HO) Warranty Work Assigned

@@owner_name@@:

The following warranty service work has been approved and assigned for action.

Work Summary: @@item_customer_summary@@
Assigned Vendor: @@sub_contractor_name@@

The assigned vendor will contact you within 24 hours to schedule a date and time for the work completion.

Respectfully,

@@btservice_manager_name@@

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 8 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND.

(TP) Warranty Work Assigned

(for on-line Trade Partners)

@@sub_contractor_name@@:

You have been assigned a service order. Please check your BuildTopia account for all necessary details.

In addition, please contact the homeowner in the next 24 hours to schedule the necessary work using the information below.

@@owner_name@@
@@owner_home_phone@@

If you have any questions please call me directly.

Sincerely,

@@btservice_manager_name@@

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 9 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND.

(HO) Warranty Request Completed

@@owner_name@@:

We have received confirmation that all assigned vendors have completed the warranty request. See summary below.

Request Summary: @@request_summary@@

Please contact us to schedule a final inspection, so that we can close this request on your behalf. You may reach us at 555.555.1212

Thank you
@@btservice_manager_name@@

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 10 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND

(HO) Service Order Email

```
<html>
<body>
<table>
 <tr><td colspan="4"><center><b>
          @@builder_name@@<br />
          @@project_common_name@@<br />
          Service Order<br /><br /><br />
    </b></center></td></tr>
 <tr>
  <td align="right" valign="top">
          To: <br /><br /><br />
    </td>
  <td valign="top">
          @@sub_contractor_name@@<br />
          @@sub_contractor_full_address@@<br />
          @@sub_contractor_phone@@<br />
    </td>
  <td align="right" valign="top">
          Owner: <br />
          Address: <br /><br />
          H: <br />
          W: <br />
    </td>
  <td valign="top">
          @@owner_name@@<br />
          @@lot_address@@<br />
          @@project_city_state_zip@@<br />
          @@owner_home_phone@@<br />
          @@owner_work_phone@@<br />
    </td>
 </tr>
 <tr>
  <td align="right" valign="top">
          SO #: <br />
          Request: <br />
          <nobr>Schedule Date: </nobr><br />
```

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 11 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND.

```
        <nobr>Schedule Time: </nobr><br />
        Confirmed: <br />
    </td>
  <td  valign="top">
        @@so_number@@<br />
        @@request_number@@<br />
        @@so_scheduled_date@@<br />
        @@so_scheduled_time@@<br />
        @@so_appointment_confirmed@@<br />
    </td>
  <td align="right" valign="top">
        SO Date: <br />
        Request By: <br />
        Status: <br />
        Settlement Date: <br />
    </td>
  <td valign="top">
        @@so_open_date@@<br />
        @@request_service_rep@@<br />
        @@so_status@@<br />
        @@final_settlement_date_long@@<br />
    </td>
</tr>
<tr>
<td colspan="1" valign="top">
        Comments: <br />
</td>
<td colspan="3" valign="top">
        @@so_comment@@<br /><br /><br />
</td>
</tr>
<tr>
<td colspan="4" valign="top">
        @@so_items_table@@<br /><br /><br />
</td>
</tr>
<tr>
<td colspan="2" valign="bottom">
        SEND ALL CORRESPONCE TO:<br />
```

BuildTopia, Inc. 7825 Tuckerman Ln. Suite 214 Potomac, MD 20854   - 12 -
PH: 866.209.3724 ● FX: 301.765.1100 ● www.buildtopia.com   Revised: August 11, 2008

ON-DEMAND

```
                @@builder_name@@<br />
                @@builder_addr1@@<br />
                @@builder_addr2@@<br />
                @@builder_city_state_zip@@<br />
        </td>
        <td colspan="2" valign="bottom">
                _____<br />
        </td>
        </tr>
        <tr>
        <td colspan="3" valign="top" align="right">
                AUTHORIZED BY<br />
        </td>
        <td colspan="1" valign="top" align="right">
                DATE<br />
        </td>
        </tr>
</table>
</body>
</html>
```