

2019



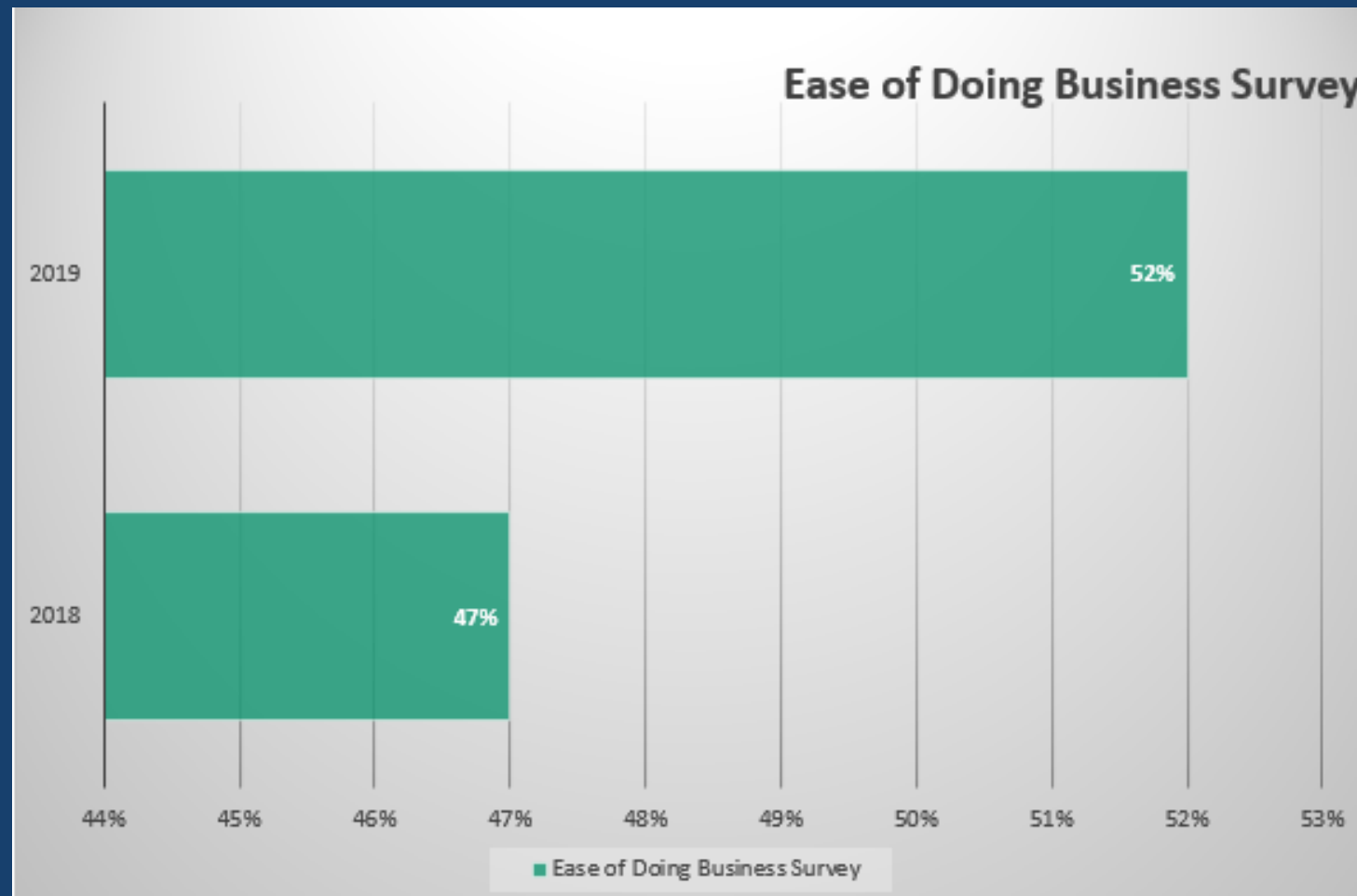
B2B Survey

To our valued retail partners, thank you for taking time to review our 2019 B2B survey results presentation.

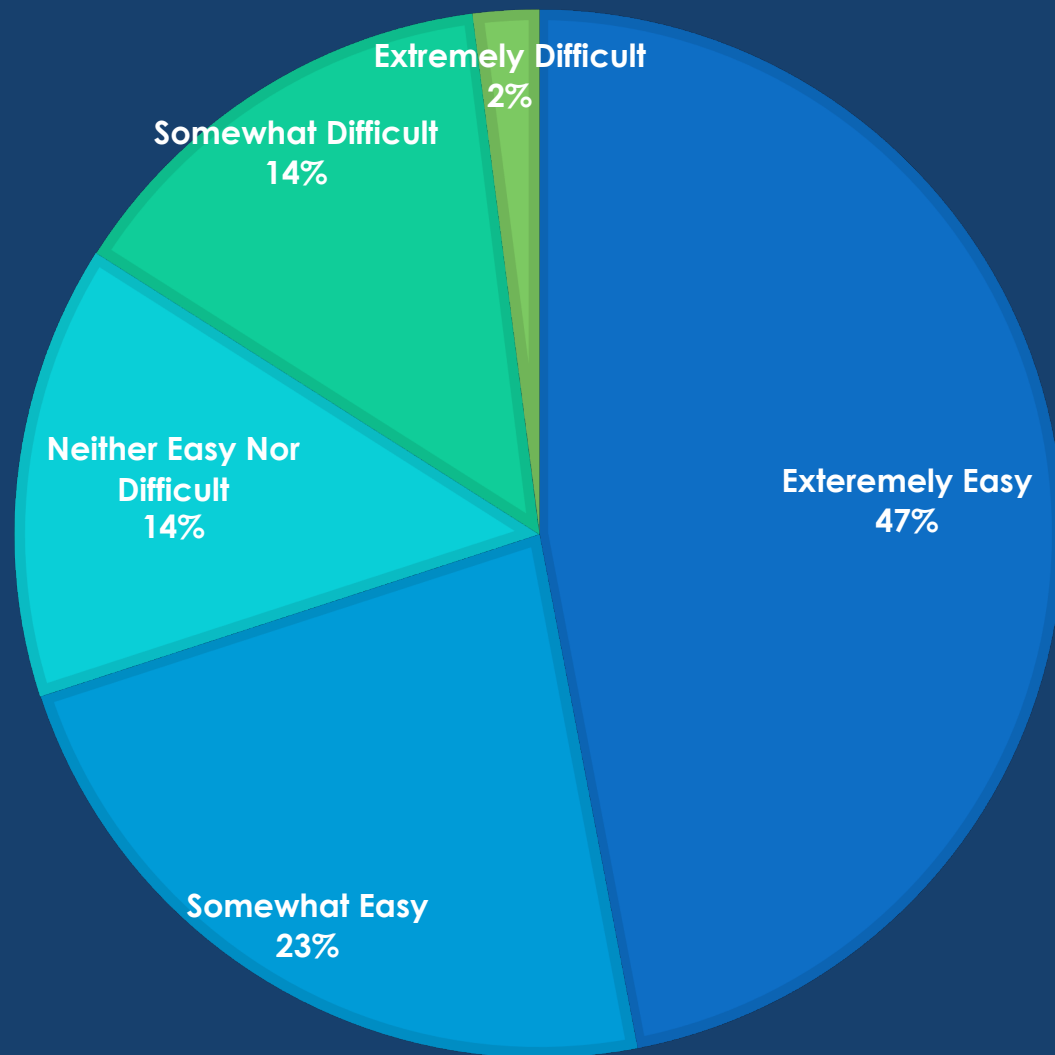
Based on your feedback, we have highlighted 3 core areas we will be focusing on in 2020. Through this presentation, we would like to demonstrate that we are committed to improving our ease of doing business.



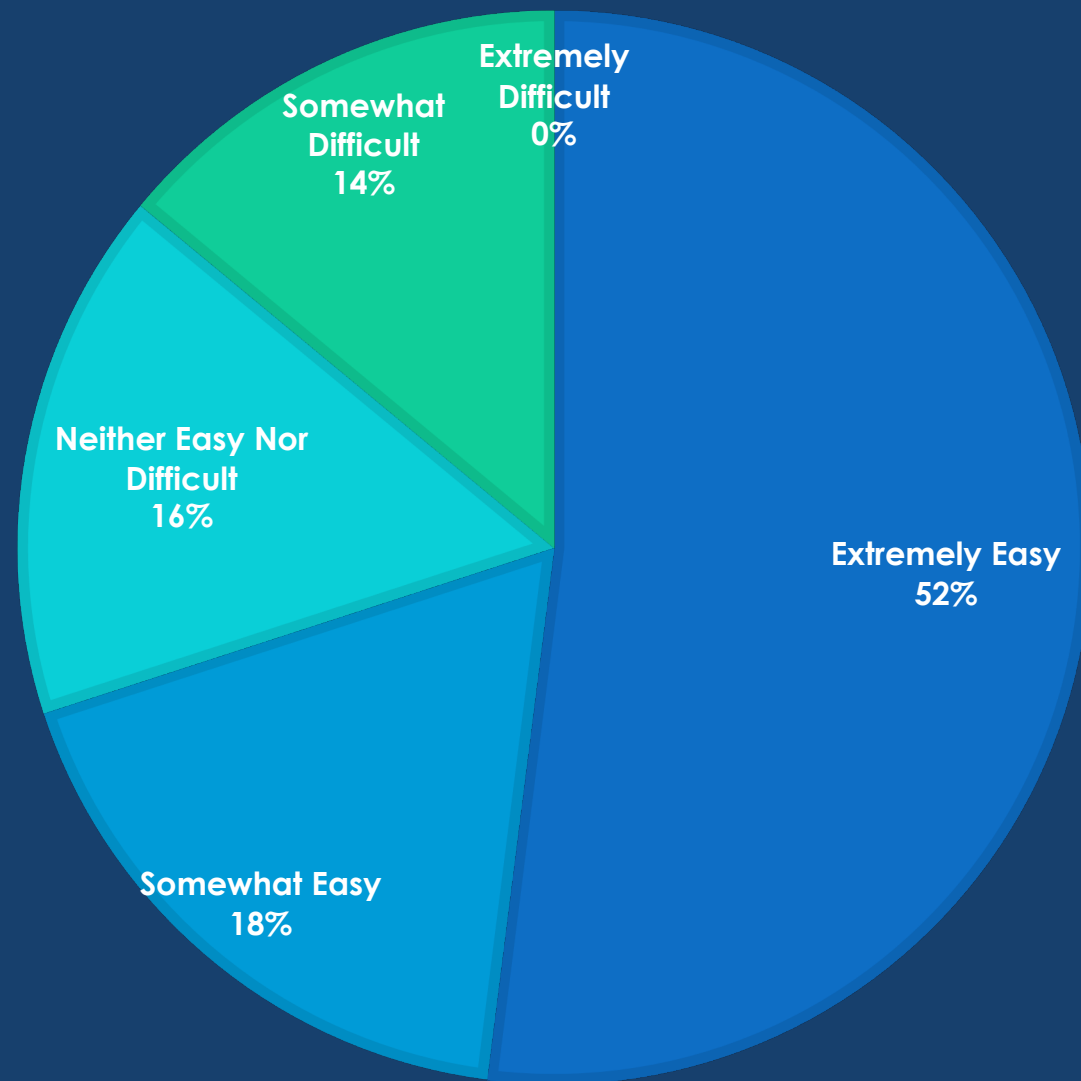
Ease of Doing Business



2018



2019

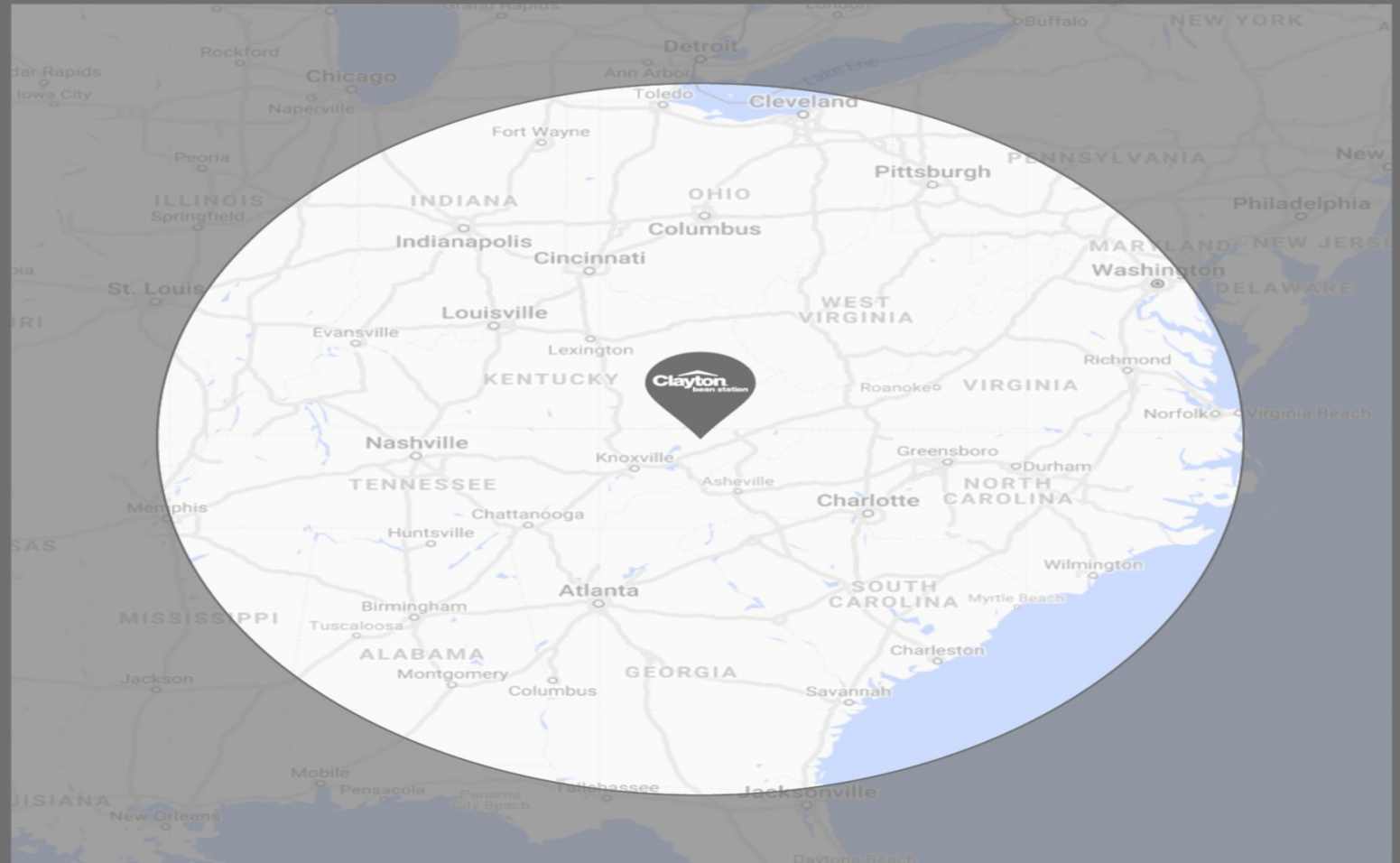


We Heard What You Said

- Parts Delivery
- Billback Process
- Factory Service Approach

Due to unprecedented success, Clayton Bean Station has expanded its personal parts delivery program from 150 miles to 400 miles.

We made the decision to start delivering parts ourselves rather than leave it up to a third party company to deliver your parts quickly and without damage.



Meet Our Parts Team!

3rd Van Just added!

Benefits of the in-house parts delivery program:

- Parts are processed and scheduled within 1.5 days with an average 4 day delivery
- Lower Costs
- Less Damage
- More Accurate Deliveries



Brad
Merrill
22 YOS



Jimmy
Moore
19 YOS



Rick
Steadman
35 YOS



Truit
Bowen
29 YOS

Our Guys in Action!



Testimonials

Hear how our parts delivery has been making a difference for our retail partners and customers

“The experience between the common carriers vs. the Norris parts delivery are so vast, it would be hard to describe. They help to eliminate frustrations such as high costs, delays, damages, shipping incorrect parts, and lost parts.”

– Chris Bragg | Clayton Homes #402

“The Bean Station delivery drivers have been so polite and helpful. The material is always in better condition than when it’s delivered by the big name delivery services.”

– Leslie Buchanan | Meadows Homes

Parts delivery shipping directly from the bean station facility is a great way to ensure that the product arrives intact. Before this service was offered, I would often wait two weeks for parts (which also means my homeowners are waiting two weeks for service), then the parts come in from a shipping company damaged which causes frustration. The entire process then has to start over and can put my homeowners waiting over a month for something as simple as replacing a door.”

– Tricia Beavin
Clayton Homes #646

We Heard What You Said

- Parts Delivery ✓
- Billback Process
- Factory Service Approach

Billbacks

- Average days to process a billback – 2.5

Understanding the Billback Process

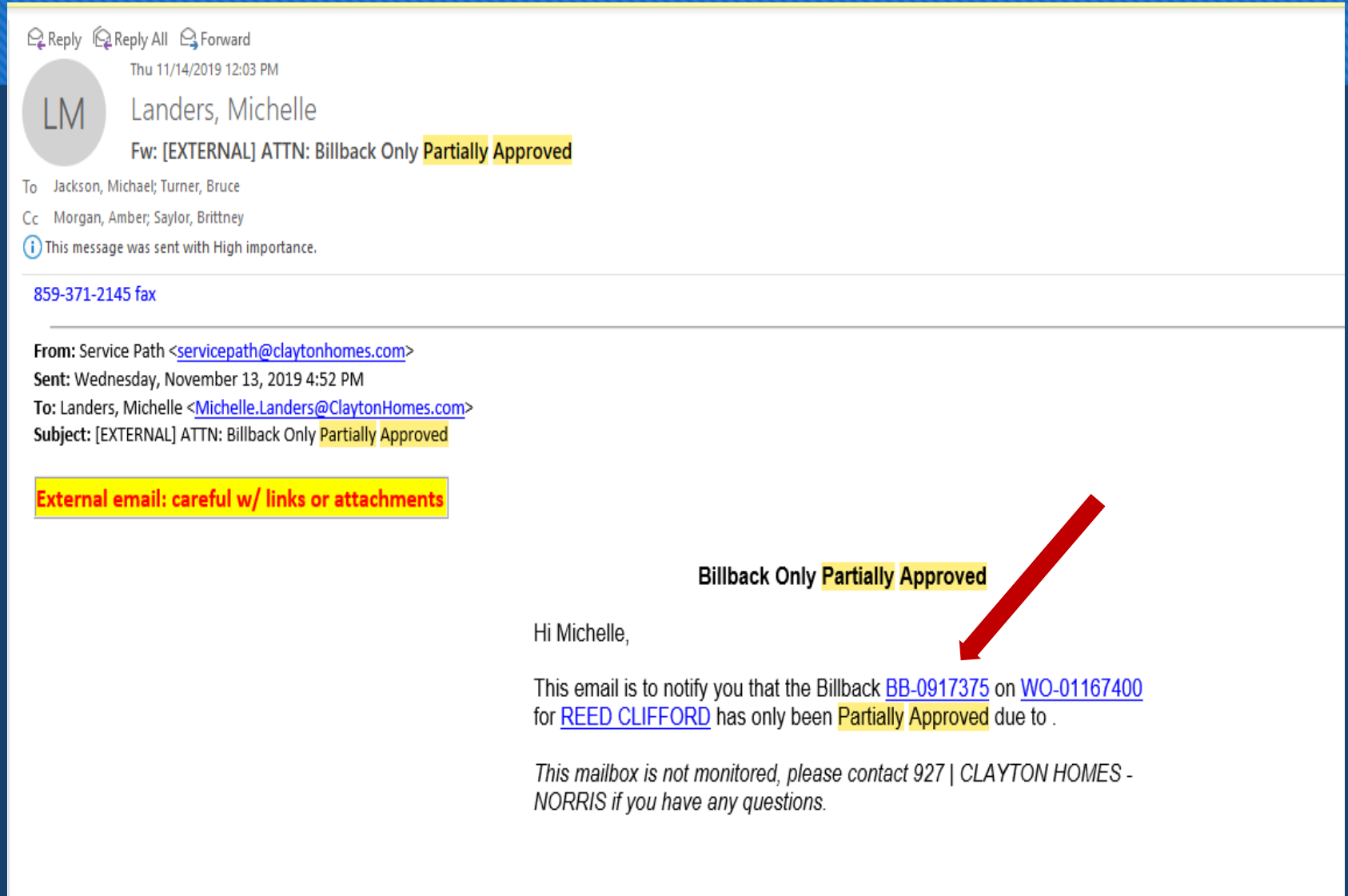
- Billback is received by factory from retail center
- All billbacks go through a coding process to comply with HUD
- If there is a lack of information or attachments for a line item or the billback as a whole, we will reach out to the retail center via email to try and obtain what we need for proper coding and processing. If no response is received we will reach out by phone.
- Policy dictates that billbacks must be processed within 7 days. That is why it is critical for us to receive the missing information to avoid denial.
- If it is determined by Brittney that a line item or a billback as a whole should be declined, then it will be forwarded to Mike for final review.

***Given that each billback is case by case, any pictures or pertinent information that you can provide will allow us to process the bills in a timely manner. We also use them as training tools for production.**

Please feel free to reach out at any time if you have questions about our process! We are always willing to discuss why a decision was made.

Billback Declined?

An example of the automated email that the billback owner receives when a Billback is Declined or Partially Approved is pictured. Clicking the billback hyperlink will take you directly to the bill so you can review the decline reason.



How to view the reason a line item has been declined.

Billback

BB-0917375

Account Name

REED CLIFFORD

Status

Partially Approved

Home Center

166 | CLAYTON HOMES WALTON, KY

Total Billback Cost

\$231.70

Details

Related

Add/Update WOLI(S)

Add/Update HUD Codes

Details

Billback Number

BB-0917375

Owner

Michelle Landers

Case

01323111

Status

Partially Approved

Work Order

WO-01167400

Substatus

Payment Processing

Serial Number

NO2026799TNAB

Billback Approval

Comments

Home Center

166 | CLAYTON HOMES WALTON, KY

Home Building Facility

927 | CLAYTON HOMES - NORRIS

Preauthorization Information (if applicable)

Work Order

WOLI-00000003

Description of

back door shows light

Status:

Closed

Substatus:

Approved

WOLI-00000002

Description of

ceiling cracked bedrm 2

Status:

Closed

Substatus:

Declined

BB-0917375

WOLI-00...

REED CLIFFORD

WO-01167400

Closed

Declined

Details

Related

Details

Work Order Line Item Number

WOLI-00000002

Status

Closed

Substatus

Declined

Reason for Decline

Ceiling cracks must be noted on check in sheet for reimbursement per Customer Service Agreement

Line Item Details

Description of

ceiling cracked bedrm 2

Determined Cause

stress crack

Macros

History

Notes

If the whole bill has been denied, not just a line item, the reason will be on the details page of the billback.

Account Name

Status

Home Center

Total Billback Cost

Declined

779 | CLAYTON HOMES LYNCHBURG, VA

\$104.54

Details

Related

Add/Update WOLI(S)

Add/Update HUD Codes

Details

Billback Number

BB-0958580

Case

00961525

Work Order

WO-00873816

Serial Number

NO2026273TNABM

Home Center

779 | CLAYTON HOMES LYNCHBURG, VA

Owner

Penny Baunach

Status

Declined

Substatus

Billback Approval Comments

Exterior damage must be noted on check in sheet for reimbursement per Customer Service Agreement. Please see attached check in sheet.

Home Building Facility

927 | CLAYTON HOMES - NORRIS

Preauthorization Information (if applicable)

Work Order Line Items (1)

WOLI-00000001

Description o...

drip edge needs to be replaced

Status:

Closed

Substatus:

View All

Notes (0)

Files (1)

26273

Feb 13, 2020 • 75KB • pdf

View All

Delivery Report

Clayton Homes-Lynchburg (047790)

Bean Station (927) | NO2026273TNABM

Delivery Date

12/14/2018

Site Delivery?

No

Any obvious exterior damage to:

Roof/Shingles?	No
Siding?	No
Road Damage?	No
Driver Damage?	No
Shipping Plastic?	No
Windows/Screens?	No
Other?	

Any obvious damage to the floor covering:

Lino/Tile?	No
Carpet?	No
Other?	will inspect after set up loose parts in floor

Any obvious damage to the interior walls:

Drywall?	Yes	wall cracks in most of rooms
Wall panels?	No	
Other?		

Any obvious damage to the ceiling:

Ceiling panels?	No
Ceiling texture?	No
Other?	

Appliances:

Any damage to appliances?	No
Appliance straps broken?	No

<https://cmhconnection.com/web/#!/surveys/deliveryreports/19903>

2/13/2020

ClaytonGO | Delivery Report

Other?

Were parts included:

Ship Loose parts?	Yes
Parts for other homes?	No
Other?	

Attachments

20181217_090543.jpeg	front
20181217_090619.jpeg	hitch
20181217_090650.jpeg	back

1/2

Delivery Report

We Heard What You Said

- Parts Delivery ✓
- Billback Process ✓
- Factory Service Approach

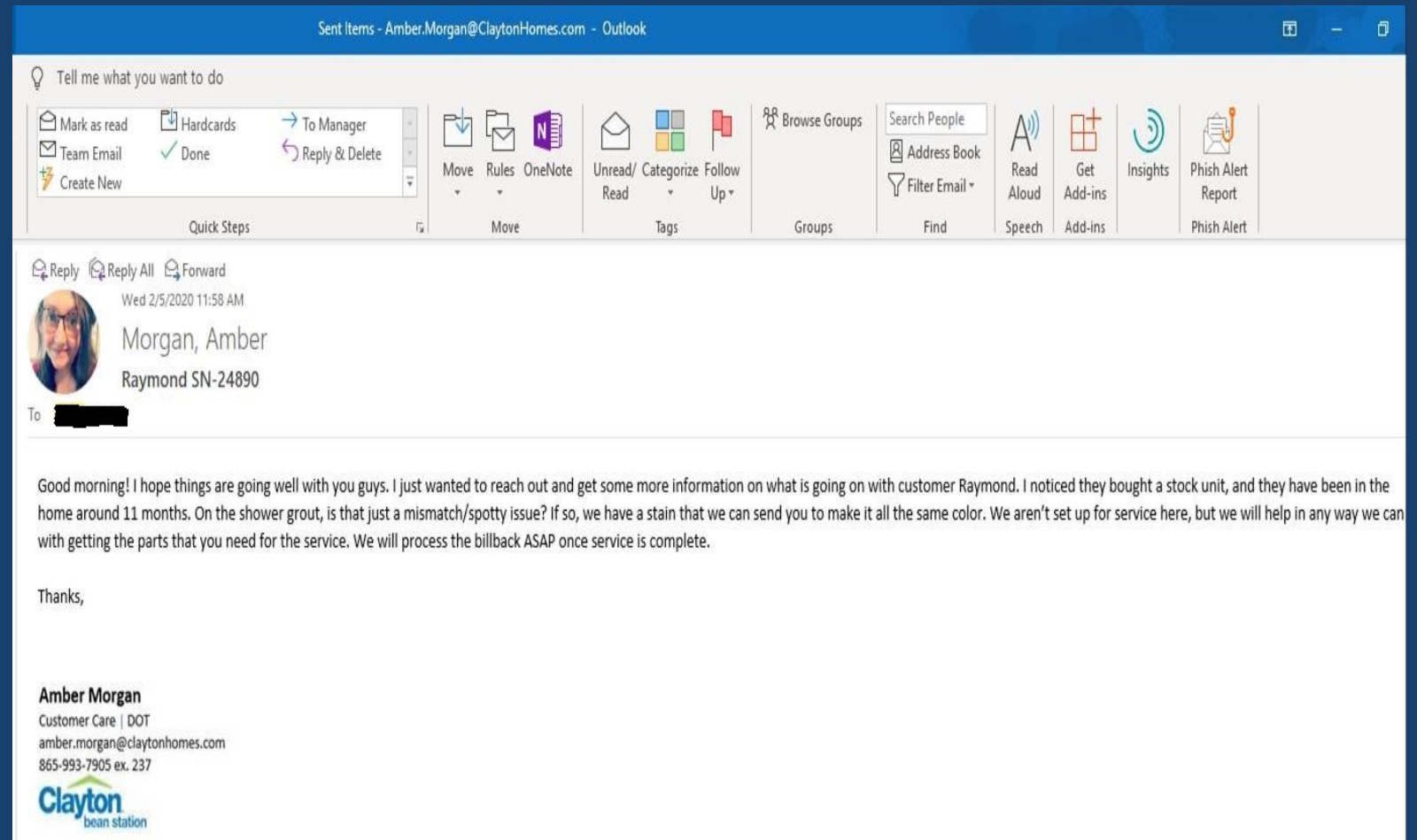
Factory Service: Maintaining our Identity While Improving our Approach

Our business model is billback based, however we want to create strong partnerships with our home centers. Our goal is to provide as much support as possible to insure that all of our retail partners and homeowners have a world class experience. Based on feedback that you provided we realized there was opportunity to grow.

The New Approach

As a retail partner, you have probably received an email or a phone call from us in the past that went something like, “We aren’t set up for factory service. Please have your tech or a contractor complete the service and bill us back.” We realized that this response does not best serve you. Providing possible solutions and offering any other support needed will be our response going forward.

In this example, we offered solutions in the initial response after receiving a factory service request. The retail partner was able to complete the service within days for the homeowner.



○Parts Delivery ✓

○Billback Process ✓

○Factory Service
Approach ✓

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*Ease of
Doing
Business*

Thank You!



In closing, we appreciate your time and attention and hope that this presentation has been beneficial in strengthening your confidence in our efforts to build world class homes while finding us extremely easy to do business with.