



### Load Scheduling Form

You, your customer and your builder will collectively determine your delivery dates.

Window and doors are ordered six weeks before their load date.

Split deliveries are an option. Great for sites with limited storage. Helps reduce damage and potential theft.

Unless date is specified, trusses are automatically scheduled approximately three weeks after your first delivery.

### Site Directions

- You will need to provide detailed directions to the job site.
- Page 2 on the Sales Agreement.
- This provides a place for phone numbers, names, physical address.
- Start from a major road. Give detailed directions. Use landmarks.
- Actually drive to the site using your directions. Any obstacles? Easy to follow?

### Site Directions

- Internet sites such as Google Maps and Bing Maps are great, for reference.
- These sites are designed for cars, not tractor trailers.

### Delivery Folder

- A delivery folder will be provided with every delivery.
- In it will be a copy of the Delivery Confirmation letter (first load only)
- Shipping Response Sheet
- Verification of Building Materials Received
- Master Material and Packing List (Window List). A copy for the Contractor, Representative, and Customer.
- Any miscellaneous papers, ie... Retail Orders.



### Truck Prints

- On your first delivery you will also receive a Tyvek envelope.
- Inside this envelope will be additional copies Construction plans. If any revisions have been made from your original set, they will be captured here. Make sure your builder is using the most current set.
- Also in the envelope will be your Precut plans. This will be the first time you see these plans. This is a reference for your builder to show where each log goes



**UPS Envelope**

- If money is owed on your delivery, a UPS envelope will be provided.
- Postage is already paid.



**Delivery Confirmation Letter**

- You will have already received this letter but one is put in your Delivery Envelope as a reference / reminder that money is owed.



**Shipping Response Sheet**

- We strive to provide an excellent product with the best customer service.
- Along with that we expect our haulers to provide the same level of customer service.
- Fill out this questionnaire with each delivery.
- Basically asking if the driver was on time, were they courteous, and a spot for any additional comments.

**Verification of Materials**

- If you do notice any damages or shortages, please fill the Verification of Materials sheet out and return it to corporate no later than seven days from delivery.
- Doing so will help prevent any hold ups at the job site.

**Master Material List**

- A Master Material List will be provided with each delivery.
- This list shows the material called out, the materials shipped, where the material is packaged, and where the material is used in the home.

**Packing List**

- A Packing List is provided, with each delivery, for inventory purposes.
- The list will show the pack number, material description of what is in that pack, quantity, and print description (what the material is designated for).
- While we strive for 100% accuracy, an inventory of the materials delivered should be completed. An inventory on site will also create familiarity with the material and material location within the packs.
- Identify any shortages or damages that may have occurred during shipping. (Reported immediately can reduce any chance of impacting construction.)
- Ensures all involved that material was delivered as indicated should theft occur on site.

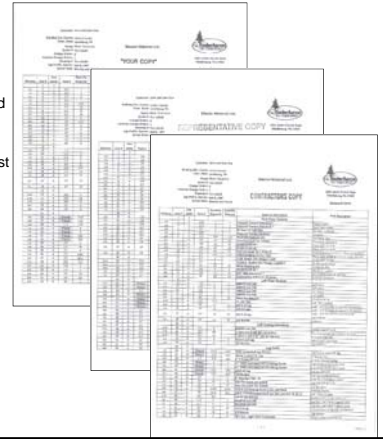
**Window List**

- A window list will be provided with the packing list when the windows ship.
- Look for the Part # on the list and on the window / accessories.

Part #	Part Name	Description	Qty	Unit	Order Qty
2468000010	1	2468000010 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
2468000020	2	2468000020 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
2468000030	3	2468000030 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
2468000040	4	2468000040 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
2468000050	5	2468000050 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
2468000060	6	2468000060 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
2468000070	7	2468000070 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
2468000080	8	2468000080 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
2468000090	9	2468000090 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
2468000100	10	2468000100 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1

**Three Copies**

- Each envelope will contain three copies of the Master Material and Packing list.
- There will be three copies of the window list when they ship.



**Retail Store Price List**

- Found on Rep Portal.
- Updated beginning of each month.
- Quick reference for pricing.

Part #	Part Name	Description	Qty	Unit	Order Qty
2468000010	1	2468000010 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1
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2468000100	10	2468000100 USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)	1	Window	1

8/1/2018

**Retail Sales Form**

- Found on Rep Portal.
- Use for Quote or Retail Order.
- Fill out every line. Use the best description you can to avoid confusion and to speed up the sale or quote.
- Will need to call in with Credit Card Information.

Timberhaven Retail Sales Form

Customer Name: [ ] Phone Number: [ ] Order Number: [ ] Date: [ ]

Shipping Method: [ ] Payment Terms: [ ]

Step 1: Information

Name: [ ] Address: [ ] City: [ ] State: [ ] Zip: [ ]

Step 2: Information

Name: [ ] Address: [ ] City: [ ] State: [ ] Zip: [ ]

Line #	Qty	Description
1	1	USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)
2	1	USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)
3	1	USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)
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7	1	USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)
8	1	USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)
9	1	USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)
10	1	USG, 2 1/2" x 10' Fiberglass, Reinforced/Steel Frame, Low E Glass (Black Seal) (Insulated 4 3/4" cavity)

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M&T Bank - Residential Construction Financing

March 2018



### M&T Bank Offers 1-Close and 2-Close Options

#### 1-Close Construction to Permanent Mortgage

- 90% LTV Financing, 700 FICO
- Loan amounts up to \$1,500,000
- Appraised Value financing available for borrowers that own the lot
- 6, 9, 12 month construction terms – Interest-only payments during construction; loan automatically rollovers at the end of the construction term
- Permanent mortgage rate capped with a free float down at the end of the construction term plus 0.125%.
- End mortgage programs available – 15, 30 year fixed; 5/1, 7/1 ARM
- Available for new construction and renovation

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### M&T Bank

#### 2-Close Construction to Permanent Mortgage

- Up to 95% LTV on the end loan, loan amounts up to \$1,500,000, 700 FICO
- Appraised Value financing available for borrowers that own the lot
- 12 month construction term; interest only during construction
- End loan rate can be locked in or can float during construction; rate cap option available with 2-close option
- End mortgage programs: 15, 30 Fixed (Monthly & BiWeekly options); ARMs
- Available for new construction and renovation

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### M&T Bank

#### Land Loan

- Finance up to 75% of the purchase price
- Min FICO 700; max DTI 43%
- Max acreage is 5 acres however we can get exceptions
- Need to see the lot is buildable – survey, letter from municipality, etc.
- 3-yr Balloon – designed for customers looking to build within the next 3 years
  - Can amortize the payments from 5-30 years

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### M&T Bank – Contractor Registration

Every builder (general contractor) needs to be registered with M&T Bank. The registration package includes:

- Questionnaire
- Contractor Performance Agreement
- Copy of License (if applicable)
- Copy of General Liability Insurance and Worker's Compensation (if applicable)

Once the contractor is registered, the registration is good for multiple projects.

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### M&T Bank - Log Package Payment

M&T Bank will pay for the package in two parts:

- 20% deposit to the manufacturer after the loan closes
- 80% at the time of delivery

The payments for the package and be made as a check or wire. Wires need to be authorized by the borrower.

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### M&T Bank – Draw Disbursements

- Work is paid upon complete (except the log package delivery)
- Borrower or Builder can request the disbursement.
- The following is required prior to disbursement of funds:
  - Inspection showing the work is complete
  - Title update to show the property is free and clear
- Funds can be sent to the borrower in the form of a co-payable check OR funds can be sent by wire directly to the builder with the borrower's authorization.

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### M&T Bank – Pre-Qualification

Borrowers are able to contact M&T Bank for a pre-qualification. This tells the buyer how much they can afford for a total construction budget. There are 3 ways to contact us for a pre-qualification:

- By phone – 888-539-1160
- Submit a request through our website – [www.mtb.com](http://www.mtb.com)
- Submit a pre-qualification form by fax - 844-579-9788

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### M&T Bank – Contact Information

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**Systembuilt Telesales**

888-539-1160 – direct

[www.mtb.com](http://www.mtb.com)

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