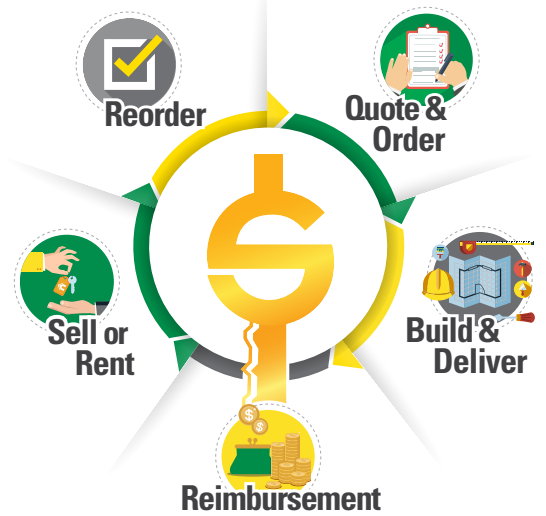


ORDERING CASH HOMES PROCESS



KEYS TO SUCCESS

Community Operator Identifies Which Manufacturer to Utilize

An authorized employee from the community contacts the Manufacturer Sales Representative to inform them that they want homes to be floored under 21st Mortgage's CASH Program.

Manufacturer Sales Representative Will Work with Authorized Community Employee to Create Quotes

- a. Please note CASH Homes should always be priced net. Volume rebates are strictly prohibited starting January 1, 2017.
- b. Quotes need to be signed by an Authorized Community Employee granting approval for the home(s) to be built.
- c. Signed quotes need to be returned to the Manufacturer Sales Rep, who will email these to CashHome@21stmortgage.com for approval.

Once 21st Mortgage Approves the Quotes, An Email Containing the Approvals will be Sent to Both the Community Operator and Manufacturer Sales Representative

Manufacturing of the home(s) begins only after 21st Mortgage has approved the quotes.

Changes To A Quote?

If the quote amount changes due to anything related to the base and/or options, an updated quote must be signed by an authorized community employee and sent to the CASH Program Administrator at CashHome@21stmortgage.com. If a quote or order is canceled by an authorized employee from the Community, please notify the CASH Program Administrator of the cancellation via phone or email.



If you have any questions please contact a
Community Manager at 800-955-0021 ext. 2930

OPERATOR REIMBURSEMENT GUIDELINES



Quick Guidelines:

1. Please complete one reimbursement request per home once setup is completed and paid in full.

The reimbursement will be paid directly to the Community Owner/Operator.

2. In general, we reimburse \$8k for single section homes and \$10k for multi section homes.

Higher amounts will be considered on a case by case, and regional basis.

3. Please allow approximately 7-10 business days for reimbursement.

Options for payment include check or direct deposit (ACH deposit form can be found on page 4).

Items Eligible for Reimbursement:

Note: all include labor

SETUP

Piers, Level, Tie Down, Block, Trim Out

FOUNDATION

Footers, Concrete Slab, Gravel Pad

SKIRTING

Vinyl or Brick, Timber, Gravel, Access Door

LANDINGS

Decks, Steps, Railings, Wheel Chair Ramp

AIR CONDITIONING

Unit, Connections (Including External Thermostat Wire), Platform or Pad

UTILITIES

Connection to Existing Electric or Gas, Sewer and Water Lines

MISCELLANEOUS

Fire Extinguisher, Smoke and Carbon Monoxide Detectors, Permits, Awnings, Shed, Carport, Garage

Community Improvements Not Eligible for Reimbursement:

PROPERTY IMPROVEMENTS

Driveways, Infrastructure (Running of Utility Lines), Sidewalks, Landscaping

HOME ACCESSORIES

Washer and Dryer (must be ordered on home invoice), Mirrors, Fixtures,
Upgrades Not Included on Home Invoice

OTHER

All Tools and Equipment

DIRECTIONS

Please do not submit reimbursement request until all setup has been completed and paid in full; this includes labor & materials. Please provide copies of invoices, receipts, and/or proof of payment to process the reimbursement. If a contractor was used, please include a copy of the invoice, along with a copy of the check written to the contractor (the payee on the check should match the name on the invoice) or a copy of the credit card receipt. **Please submit completed Reimbursement Form, copies of receipts and invoices, and ACH Form (if applicable) to CashHome@21stmortgage.com.**

Community Name			Phone:
Community Address for Reimbursement			Contact:
City	St	Zip	
Home Address (including Lot#)			Serial #
City	St	Zip	

WORK COMPLETED	CONTRACTOR, STONE, VENDOR PAID	AMOUNT
<input type="checkbox"/> FOOTERS / FOUNDATION		\$
<input type="checkbox"/> SETUP		\$
<input type="checkbox"/> SKIRT		\$
<input type="checkbox"/> DECK / STEPS		\$
<input type="checkbox"/> A/C		\$
<input type="checkbox"/> WATER / SEWER HOOK-UP		\$
<input type="checkbox"/> ELECTRIC HOOK-UP		\$
<input type="checkbox"/> MISC		\$
<input type="checkbox"/> MISC		\$
<input type="checkbox"/> MISC		\$
Special Instruction:		\$
		GRAND TOTAL



If more than one page is needed, please include the GRAND TOTAL on 2nd page.

Please submit completed Reimbursement Form, copies of receipts and invoices, and ACH Form (if applicable) to CashHome@21stmortgage.com.



REGISTRATION FORM FOR ACH TRANSACTIONS

INSTRUCTIONS:

Please submit completed ACH Form to the CASH Program Administrator at CashHome@21stMortgage.com, along with the Reimbursement Form and copies of receipts and invoices. In order to verify the information, the initial ACH deposit will be for \$0.00 and you will receive a live check for this reimbursement. Once 21st Mortgage receives confirmation from your bank, future reimbursements will be processed through ACH direct deposit. Funds take approximately two bank business days to appear in your account.

Bank Name:

Bank Address:

Bank Phone #:

ABA Routing Transit #:

Deposit Account #

Deposit Account Title:

Type Of Account:

Tax Id #:

Duns #:

YOUR CONTACT INFORMATION:

ACH Coordinator Name:

ACH Coordinator Phone#

ACH Coordinator Fax #:

ACH Coordinator E-Mail Address:

Date:

FAQ'S



1

Question:

If I am purchasing materials for my CASH home along with other projects, do I need to submit a separate receipt for reimbursable CASH home materials?

Answer:

Yes, please process a separate transaction for CASH home reimbursable materials and submit a separate receipt.

2

Question:

I hired a single contractor to work on several CASH homes in my community. Is a separate invoice required for each home?

Answer:

Yes, please ask the contractor to invoice each home separately and to include the specific lot number on each invoice.

3

Question:

If community maintenance personnel perform any setup work, how do I request reimbursement for his/her labor?

Answer:

Please note on the Reimbursement Request Form that maintenance personnel performed the labor and include the total number of hours x hourly wage. See example below.

<input checked="" type="checkbox"/> SKIRT	Supplies for skirting \$1000.00. Installation by our maintenance person, 12 hours x \$15.50 = \$186.00	\$ 1186.00
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21st Mortgage Corporation | 620 Market Street, One Center Square, Knoxville, TN 37902
800-955-0021 | www.21stMortgage.com