



# Hospitality Solutions

Full Version

without a Property Management System

Sample Reports

&

Information Booklet





How to...



## Increase Room Occupancy

**By using** the one of a kind “Room Manager” tool, only found within the CASH+ Call accounting software, you can offer your guests any number of free long distance minutes per day included with their stay. Attracting more guests and providing motivation for return visits to your property because of the extra’s they receive when staying with you. Whether you offer free long distance with a standard room or whether you offer the service to VIP or card holder visitors, use your CASH+ Call Accounting “Room Manager” to set your property apart from the others and increase occupancy.

**Pass on the Savings** with call accounting a property has the power to offer very competitive per minute rates to its guest. With long distance being much less expensive than in years past it makes sense to pass this service onto your guest as well. Unfortunately most guests still assume that hotels do not offer reasonable long distance rates. In the past, hotels would charge very high per minute rates to its guests and therefore today’s travellers still have this pre-conceived belief. This is why most guests do not use hotel phones and continue to use their cell phones. Even with their cell phones higher long distance rates and the extremely high costs for browsing they still believe it is more cost effective for them to use their cell phones.

**Advertise Your Services...** Be sure to indicate to each guest as they check in that you are different, encourage them to use the phone by announcing to them the free long distance they will receive with the room in addition to the excellent rate you offer them should they exceed their free minutes. Providing clearly marked rate cards in the room will share this message too.



Being able to offer some savings in today’s market will show that you are concerned with your guests overall needs and customer service experience while staying at your hotel. Remember, everyone would prefer to save money than not, especially in the economic times of today.



**Set yourself apart from the rest with great services!**

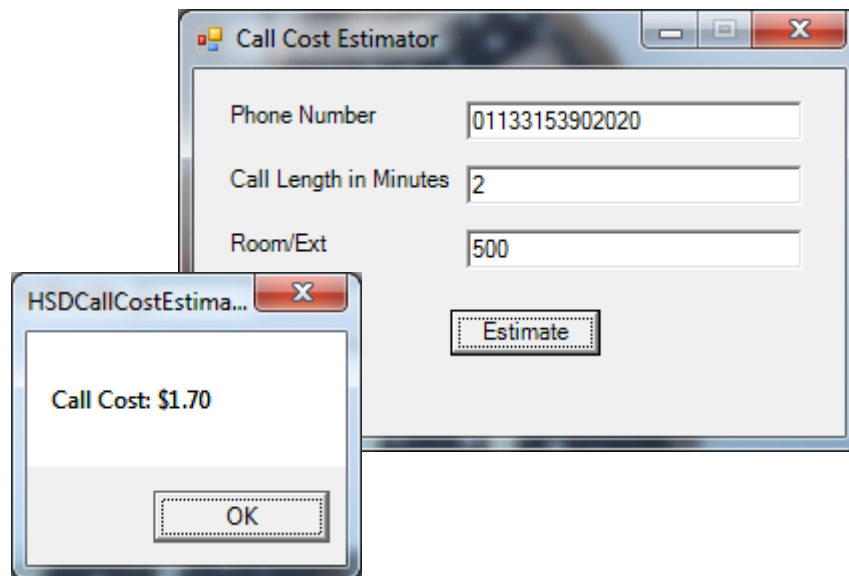


## Call Cost Estimator

Hansen Software Corporation is pleased to announce a new feature in CASH+ Call Accounting Software! No more guessing or digging to find out what a call costs!

If a guest wants to know the cost to call a specific number, simply enter the details and the length. By entering a specific phone number the call cost estimator will calculate the per minute rate including any mark up and surcharges set up in the software. From there it can estimate a cost depending on the length of the call.

The guest can now know the cost of a call to eliminate guess work or surprises upon checkout.





## Features...

- Installation, Training and Technical Support is Available through our Online Web Support Option
- Emergency Technical Support is Available 24/7!
- Rapid Report Generator
- Automated E-mailing and/or Printing of Scheduled Reports
- TONS of Report Variations Available in many Different Formats (i.e.PDF,Excel,Word)
- Client/Server Network Compatible
- 911/Specific Call Type Alert feature
- No Call Data Collection Alert Notification
- Station Billing Detail for Recurring and Non-Recurring Charges
- Multi-Site Application Available
- Area code & Exchange Table Updates
- Compatible with all Windows Operating Systems Currently Supported by Microsoft
- Data may be Collected via IP, Serial Port, or Database



## Why Us...

- Competitive Pricing Tailored to Size of Company
- Exceptional Industry Knowledge
- Fantastic Customer Care & Technical Support
- Remote Installation Assistance
- Remote Setup & Training
- Unlimited Technical Support & Training for the first year
- New features, Software and Area Code Upgrades throughout the Year
- 24/7 Support for Emergencies
- Specialized Online Webinar's to Assist in Your Evaluation Process



**The Preferred Call Accounting Solution**

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



Software Assurance Coverage is **included** with CASH+ software:

- ✓ We do the software installation
- ✓ Remote Installation Assistance
- ✓ Unlimited User Training
- ✓ 1 year of unlimited technical support
- ✓ 24/7 Support for Technical Emergencies
- ✓ Remote Online Training, Support or Upgrade Assistance

Feature for Feature We Have the **Best Price in the Industry:**

- ✓ Installation Assistance and Training Included with Software Purchase
- ✓ Pricing Includes First Year of Software Assurance Coverage
- ✓ We Offer Smaller Extension Ordering Points
- ✓ CASH+ Pricing Includes Unlimited Client Copies
  
- ✓ Semi Annual Software Updates
  - Automatic Maintenance Routine
  - Product Enhancements
  - Area Code Updates
  - Additional Reports
  - New Telephone Systems Additions
  - Microsoft Windows Compatibility Upgrades

We are compatible with all phone systems and have been certified by:



**1.877.795.2274**



**The Preferred Call Accounting Solution**



## Hardware Requirements for CASH+

### SYSTEM REQUIREMENTS

- Telephone System must have SMDR Interface outputting via RS232 or TCP/IP
- CPU Processor – 1.0GHz or better
- CD ROM
- Minimum of 1 GB RAM
- Serial Port dedicated for CASH+\*
- High Speed Internet Access for technical support
- Minimum 10GB of free hard disk space\*\*
- Windows 2003 Server, 2008 Server, XP, Vista, Windows 7 (32 bit & 64 bit) or Windows Small Business Server 2011

In many cases CASH+ can run as a service which allows the host computer to be logged off. In other cases it runs as an application. Please call for more details.

### **CASH+ DOES NOT REQUIRE A DEDICATED COMPUTER**

\* Only required to collect SMDR/CDR data via RS232 connection; not required if collecting via TCP/IP. A second serial port is required for clients exporting calls to Serial PM Systems.

\*\* Requirement may vary depending on number of extensions and call volume.

## Wake Up Calls

Date Range Between 10/05/2008 AND 10/06/2008



Date	Time	Room	Action	Wake Up Call Time
10/05/2008	4:20:00 AM	240	Answer	6:45:00 AM
10/05/2008	4:20:00 AM	241	Answer	6:45:00 AM
10/05/2008	4:45:00 AM	437	Answer	6:45:00 AM
10/05/2008	5:45:00 AM	233	Answer	6:45:00 AM
10/05/2008	6:30:00 AM	234	Answer	6:45:00 AM
10/05/2008	6:30:00 AM	338	Answer	6:45:00 AM
10/05/2008	7:00:00 AM	433	Answer	6:45:00 AM
10/05/2008	2:01:00 PM	108	Set	6:00:00 AM
10/05/2008	2:04:00 PM	108	Cancel	6:00:00 AM
10/05/2008	2:04:00 PM	117	Set	6:00:00 AM
10/05/2008	6:44:00 PM	433	Set	6:00:00 AM
10/05/2008	11:54:00 PM	240	Set	4:20:00 AM
10/05/2008	11:54:00 PM	241	Set	4:00:00 AM
10/05/2008	11:54:00 PM	242	Set	4:00:00 AM
10/06/2008	1:06:00 AM	233	Set	5:00:00 AM
10/06/2008	1:07:00 AM	439	Set	5:45:00 AM
10/06/2008	4:00:00 AM	242	Answer	5:45:00 AM
10/06/2008	4:00:00 AM	241	Answer	5:45:00 AM
10/06/2008	4:20:00 AM	240	Answer	5:45:00 AM
10/06/2008	4:33:00 AM	237	No Answer	5:45:00 AM
10/06/2008	4:45:00 AM	130	Answer	5:45:00 AM
10/06/2008	5:00:00 AM	233	Answer	5:45:00 AM
10/06/2008	5:45:00 AM	439	Answer	5:45:00 AM
10/06/2008	6:00:00 AM	117	Answer	5:45:00 AM
10/06/2008	6:00:00 AM	433	Answer	5:45:00 AM
10/06/2008	6:30:00 AM	107	Answer	5:45:00 AM
10/06/2008	7:00:00 AM	261	Answer	5:45:00 AM
10/06/2008	1:50:00 PM	244	Cancel	5:45:00 AM
10/06/2008	6:00:00 PM	112	Set	7:30:00 AM
10/06/2008	7:43:00 PM	433	Set	6:00:00 AM
10/06/2008	8:54:00 PM	256	Set	7:00:00 AM
10/06/2008	9:12:00 PM	108	Set	7:30:00 AM
10/06/2008	9:13:00 PM	238	Set	3:15:00 AM
10/06/2008	9:21:00 PM	107	Set	4:00:00 AM
10/06/2008	9:26:00 PM	110	Set	6:00:00 AM

# Night Audit Report

Date Range Between 2/18/2001 AND 2/18/2001  
AND Station Number List = 218

218

Room 218

Failed Exports to PMS

Date	Time	Duration	Phone Number	Location	Export Status	Cost
02/18/2001	3:39	00:00:56	604-2753	,	PMS did not respond	\$0.25
02/18/2001	3:39	00:00:20	275-3500	RICHMOND, BC	PMS did not respond	\$0.25
02/18/2001	3:37	00:00:38	277-8887	RICHMOND, BC	PMS did not respond	\$0.25
02/18/2001	2:54	00:00:13	506-8210	VANCOUVER, BC	PMS did not respond	\$0.25
02/18/2001	2:54	00:00:27	277-8887	RICHMOND, BC	PMS did not respond	\$0.25
02/18/2001	2:41	00:00:14	506-8210	VANCOUVER, BC	PMS did not respond	\$0.25
02/18/2001	2:40	00:00:23	277-8887	RICHMOND, BC	PMS did not respond	\$0.25
02/18/2001	2:40	00:00:16	277-8887	RICHMOND, BC	PMS did not respond	\$0.25

Total: \$2.00

# Night Audit Telephone Revenue

Date = 05/18/2010



Room #	Surcharges	Cost	GST	Tax 2	Tax 3	Cost
501	\$5.00	\$0.00	\$0.25	\$0.00	\$0.00	\$5.25
501	\$5.00	\$0.01	\$0.25	\$0.00	\$0.00	\$5.26
501	\$5.00	\$0.00	\$0.25	\$0.00	\$0.00	\$5.25
503	\$5.00	\$0.05	\$0.25	\$0.00	\$0.00	\$5.30
503	\$5.00	\$0.05	\$0.25	\$0.00	\$0.00	\$5.30
503	\$5.00	\$0.06	\$0.25	\$0.00	\$0.00	\$5.31
503	\$5.00	\$0.04	\$0.25	\$0.00	\$0.00	\$5.29
503	\$5.00	\$0.00	\$0.25	\$0.00	\$0.00	\$5.25
503	\$5.00	\$0.03	\$0.25	\$0.00	\$0.00	\$5.28
503	\$5.00	\$0.12	\$0.26	\$0.00	\$0.00	\$5.38
503	\$5.00	\$0.01	\$0.25	\$0.00	\$0.00	\$5.26
503	\$5.00	\$0.25	\$0.26	\$0.00	\$0.00	\$5.51
503	\$5.00	\$0.01	\$0.25	\$0.00	\$0.00	\$5.26
503	\$5.00	\$0.00	\$0.25	\$0.00	\$0.00	\$5.25
504	\$5.00	\$0.04	\$0.25	\$0.00	\$0.00	\$5.29
504	\$5.00	\$0.35	\$0.27	\$0.00	\$0.00	\$5.62
506	\$5.00	\$0.04	\$0.25	\$0.00	\$0.00	\$5.29
506	\$5.00	\$0.33	\$0.27	\$0.00	\$0.00	\$5.60
506	\$5.00	\$0.22	\$0.26	\$0.00	\$0.00	\$5.48
506	\$5.00	\$0.14	\$0.26	\$0.00	\$0.00	\$5.40
506	\$5.00	\$0.07	\$0.25	\$0.00	\$0.00	\$5.32
506	\$5.00	\$0.04	\$0.25	\$0.00	\$0.00	\$5.29
	\$110.00	\$1.86	\$5.59	\$0.00	\$0.00	\$117.45

## Department Summary

Departments List = Rooms

Rooms	Number of Calls	Duration of Calls	Cost of Calls	Surcharge of Calls
1-800	2059	219:09:38	\$0.00	\$0.00
Calling Card	286	26:19:12	\$0.00	\$0.00
411or 555-1212	32	00:37:34	\$32.00	\$0.00
International	108	06:50:48	\$453.00	\$324.00
House Keeping	2	00:00:00	\$0.00	\$0.00
Incoming	5198	440:17:58	\$0.00	\$0.00
Local	7859	819:27:48	\$0.00	\$1,964.75
Missed Calls	232	01:40:48	\$0.00	\$0.00
Operator	344	22:05:53	\$344.00	\$0.00
Long Distance	838	51:05:00	\$1,302.66	\$838.00
Operator International	24	01:20:38	\$24.00	\$0.00
<b>Totals</b>	<b>16982</b>	<b>1588:55:17</b>	<b>\$2,155.66</b>	<b>\$3,126.75</b>
			<b>Cost:</b>	<b>\$5,282.41</b>
			<b>Total</b>	<b>\$5,282.41</b>

# Station Detail Report

Date = 05/18/2010  
 AND Station Number List = 506



Station: 506 Tyrel Hansen

Date	Time	Duration	I/O	Phone Number	Location	Cost
05/18/2010	8:42:14 AM	00:00:09	I	1- (979)-540-2200	GIDDINGS, TX	\$0.00
05/18/2010	8:58:50 AM	00:00:57	O	1- (316)-832-9387	WICHITA, KS	\$5.04
05/18/2010	9:06:51 AM	00:02:29	IT	1- (316)-832-9387	WICHITA, KS	\$0.00
05/18/2010	9:09:14 AM	00:06:37	O	1- (925)-284-1005	LAFAYETTE, CA	\$5.33
05/18/2010	9:22:26 AM	00:04:34	O	1- (925)-284-1005	LAFAYETTE, CA	\$5.22
05/18/2010	9:27:04 AM	00:02:57	O	1- (925)-284-1005	LAFAYETTE, CA	\$5.14
05/18/2010	9:30:08 AM	00:01:33	O	1- (925)-284-1005	LAFAYETTE, CA	\$5.07
05/18/2010	9:43:25 AM	00:00:48	O	1- (316)-832-9387	WICHITA, KS	\$5.04
05/18/2010	9:48:58 AM	00:00:49	O	1- (705)-742-5445	PETERBOROUGH, ON	\$5.00
05/18/2010	9:52:23 AM	00:00:55	O	1- (306)-539-2291	REGINA, SK	\$5.00
05/18/2010	10:01:59 AM	00:25:10	IT			\$0.00
05/18/2010	10:48:58 AM	00:17:54	IT	1- (770)-916-6700	ATLANTA NORTHWEST, GA	\$0.00
05/18/2010	11:09:04 AM	00:09:33	IT	1- (604)-482-2002	VANCOUVER, BC	\$0.00
05/18/2010	11:19:35 AM	00:01:49	O	(250)-575-2234	KELOWNA, BC	\$0.00
				Bev Hansen - Cellular		
05/18/2010	11:21:55 AM	00:05:50	IT	1- (925)-871-1834	LAFAYETTE, CA	\$0.00
05/18/2010	11:27:59 AM	00:00:49	O	1- (316)-832-9387	WICHITA, KS	\$5.04
05/18/2010	11:31:50 AM	00:16:04	O	1- (480)-446-1168	PHOENIX, AZ	\$5.80
05/18/2010	1:13:44 PM	00:00:56	O	1- (780)-852-8352	JASPER, AB	\$5.00
05/18/2010	1:15:02 PM	00:03:40	O	1- (203)-980-0371	NEW HAVEN, CT	\$5.18
05/18/2010	1:33:26 PM	00:30:33	IT	1- (818)-352-8233	SUNLAND TUJUNGA, CA	\$0.00
05/18/2010	2:05:52 PM	00:00:53	O	1- (818)-307-7950	CANOGA PARK, CA	\$5.04
05/18/2010	2:14:24 PM	00:00:16	O	1- (818)-352-8233	SUNLAND TUJUNGA, CA	\$5.03
05/18/2010	2:14:42 PM	00:03:37	O	1- (818)-307-7950	CANOGA PARK, CA	\$5.18
05/18/2010	2:19:25 PM	00:01:52	O	1- (309)-353-0999	PEKIN, IL	\$5.09
05/18/2010	2:26:34 PM	00:23:09	IT	1- (780)-852-3386	JASPER, AB	\$0.00
Number of calls: 25		02:43:53				
						Cost: \$82.20
						GST \$4.11
						Total \$86.31

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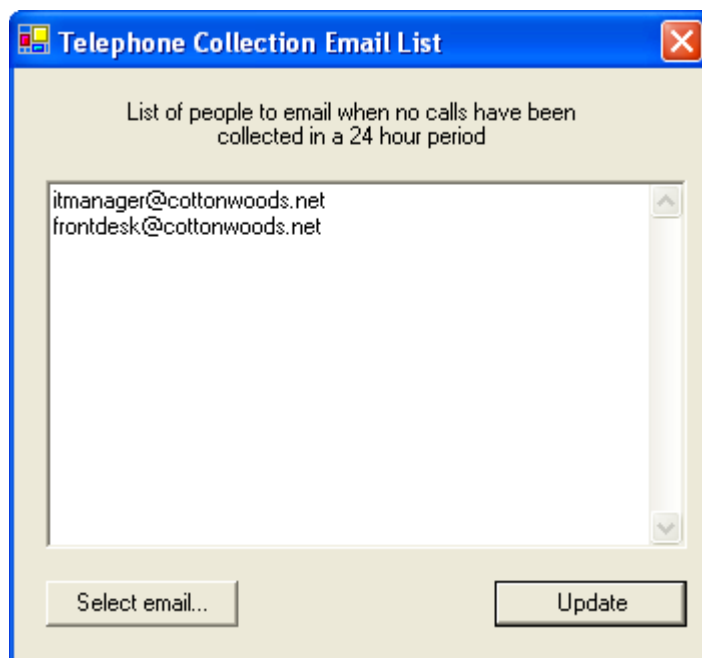
## Telephone Charges

503

Date	Time	Duration	Room	I/O	Phone Number	Location	Cost
05/20/2010	9:49:10 AM	00:01:14	503	O	1- (715)-362-7100	RHINELANDER, WI	\$5.06
05/20/2010	9:49:10 AM	00:01:14	503	O	1- (715)-362-7100	RHINELANDER, WI	\$5.06
05/20/2010	9:58:56 AM	00:01:09	503	O	1- (403)-284-8558	CALGARY, AB	\$5.01
05/20/2010	10:01:58 AM	00:00:39	503	O	1- (478)-743-6311	MACON, GA	\$5.03
05/20/2010	10:29:23 AM	00:00:51	503	O	1- (604)-325-8880	VANCOUVER, BC	\$5.00
05/20/2010	10:38:00 AM	00:00:41	503	O	1- (518)-724-6632	COLONIE, NY	\$5.03
		<hr/> 00:05:48					
						Cost:	\$30.19
						GST	\$1.51
						Total	<hr/> \$31.70

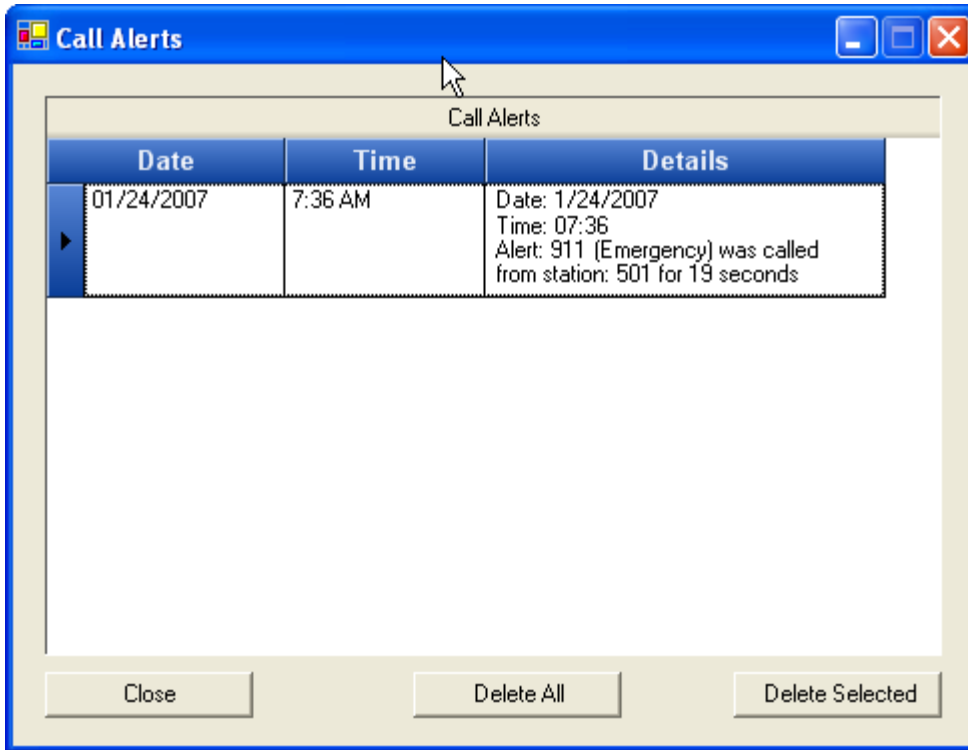
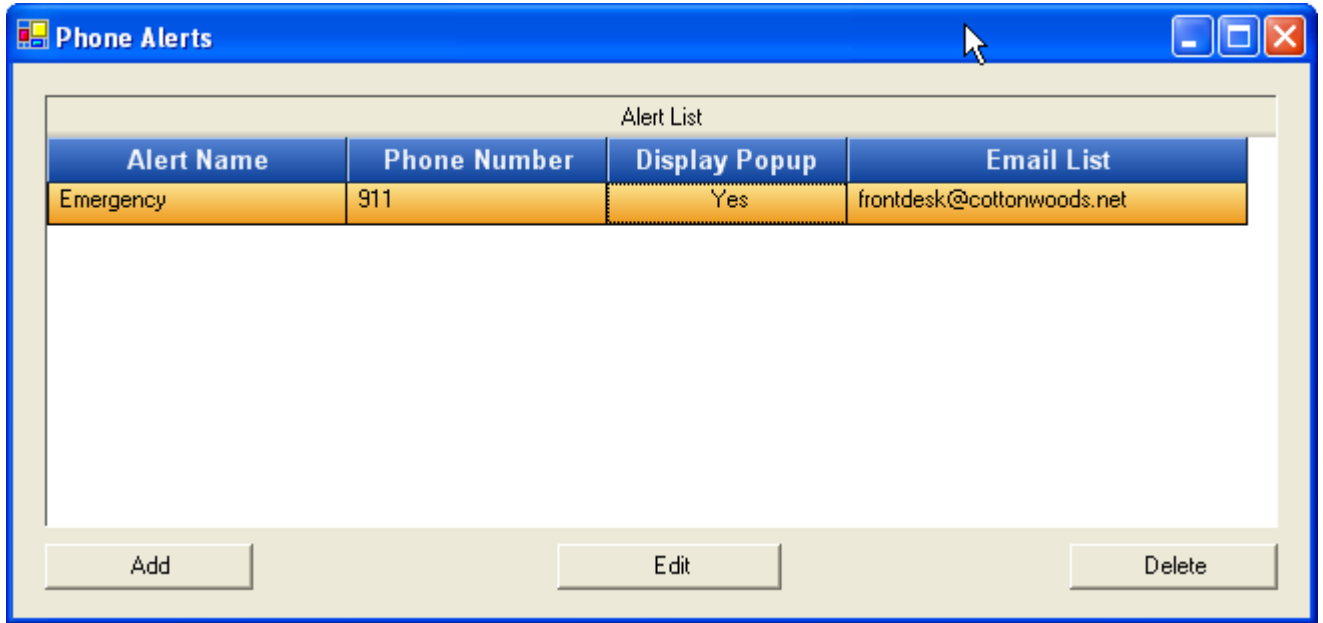
## Telephone Collection Alert

This feature allows users to be notified by email when no calls have been collected for a period of 24 hours. Quick detection will minimize the amount of calls lost and lessen the overall impact by quick rectification of the issue. You may set this alert to include as many email addresses as needed.



## Phone Number Alerts (Call Alerts)

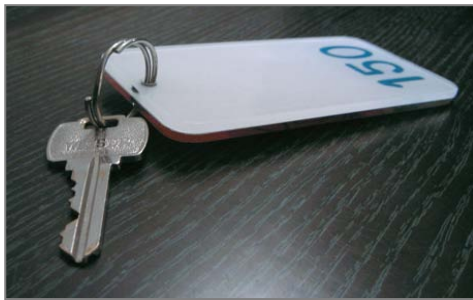
Set any telephone number as a Call Alert. Emergency 911 calls often most important. Other options may include, 411 / 555-1212 alerts, International Calls, Operator Assisted Calls, or any specific phone number of interest.



# CASH+

## CALL MANAGEMENT

CASH+ Call Accounting is one of the most widely-used call accounting systems in the hospitality industry. This is due to its innovative features, easy-to-use Windows interface and unparalleled tools for reporting, billing and tracking administrative and guest phone calls. **Best-Net Services**, supplier of goods and services to all Best Western in Canada and the USA, has chosen CASH+ as the preferred solution for their properties.



We include, at no extra charge, the interface to all of the most popular Property Management Systems available on the market to date. In addition, the purchase of the software includes online installation assistance as well as the first year of our Software Assurance Coverage. Receive throughout the year 24/7 unlimited technical support, training, and software and area code updates.

### Features Include...

- 911 Call Alert
- Wake Up Call Report
- Night Audit Report
- Call Cost Estimator
- Recurring/Non-Recurring Charges for Monthly Billing
- Ability to Allow Free Calls to Specific Rooms for Promotional Purposes
- Telephone system Data Collection and Call Alerts
- Multi-Rate Departmental Charges
- Built-In Checkout Feature (if not using a PM System)
- Flexible and Detailed Reporting for Monitoring your Administrative Extensions
- Property Management Interfaces

### Hardware Specs...

IBM Compatible Personal Computer with:

- Microsoft Windows 2000, XP, Vista & Windows 2003 Server
- CD ROM and Minimum 512 MB RAM
- 1 COM Port Dedicated for SMDR (unless collecting TCP/IP)
- 1 COM Port for PM System (serial interface)
- Remote Internet Access for Technical Support

