



Retirement Facilities

Sample Reports

&

Information Booklet





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

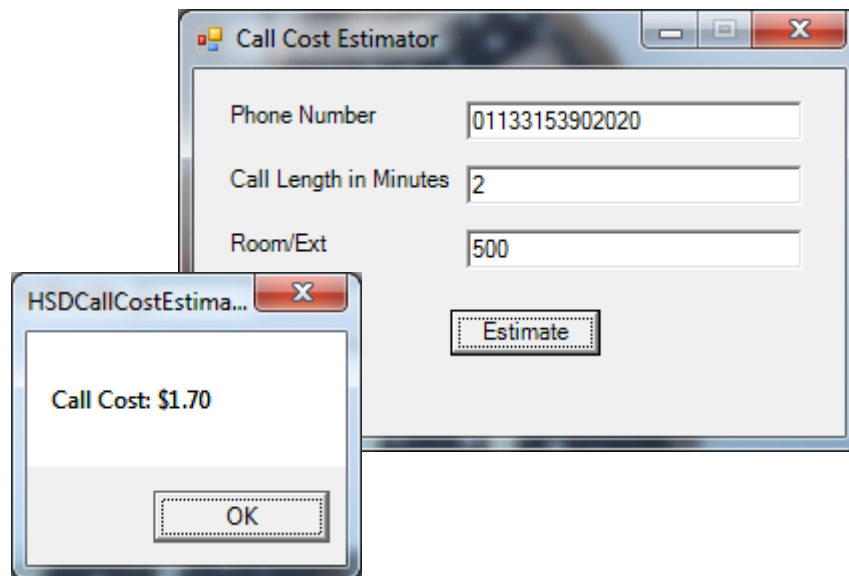


Call Cost Estimator

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 resident 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 residents can now know the cost of a call to eliminate guess work or surprises once billed.





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.

Phone Billing Report for: 05/18/2010 to 05/18/2010

506 Tyrel Hansen



Call Costs

Date	Time	Duration	Phone Number	Location	Amount
05/18/2010	8:58 AM	00:00:57	1- (316)-832-9387	WICHITA, KS	\$5.04
05/18/2010	9:09 AM	00:06:37	1- (925)-284-1005	LAFAYETTE, CA	\$5.33
05/18/2010	9:22 AM	00:04:34	1- (925)-284-1005	LAFAYETTE, CA	\$5.22
05/18/2010	9:27 AM	00:02:57	1- (925)-284-1005	LAFAYETTE, CA	\$5.14
05/18/2010	9:30 AM	00:01:33	1- (925)-284-1005	LAFAYETTE, CA	\$5.07
05/18/2010	9:43 AM	00:00:48	1- (316)-832-9387	WICHITA, KS	\$5.04
05/18/2010	9:48 AM	00:00:49	1- (705)-742-5445	PETERBOROUGH, ON	\$5.00
05/18/2010	9:52 AM	00:00:55	1- (306)-539-2291	REGINA, SK	\$5.00
05/18/2010	11:27 AM	00:00:49	1- (316)-832-9387	WICHITA, KS	\$5.04
05/18/2010	11:31 AM	00:16:04	1- (480)-446-1168	PHOENIX, AZ	\$5.80
05/18/2010	1:13 PM	00:00:56	1- (780)-852-8352	JASPER, AB	\$5.00
05/18/2010	1:15 PM	00:03:40	1- (203)-980-0371	NEW HAVEN, CT	\$5.18
05/18/2010	2:05 PM	00:00:53	1- (818)-307-7950	CANOGA PARK, CA	\$5.04
05/18/2010	2:14 PM	00:00:16	1- (818)-352-8233	SUNLAND TUJUNGA, CA	\$5.03
05/18/2010	2:14 PM	00:03:37	1- (818)-307-7950	CANOGA PARK, CA	\$5.18
05/18/2010	2:19 PM	00:01:52	1- (309)-353-0999	PEKIN, IL	\$5.09
					\$82.20

Recurring Charges

Hand Set Rental	\$1.50
	\$1.50

A detailed billing report will show detailed information on each chargeable call made as well as any recurring or non recurring charges assigned to that tenant. Taxes are then added for a final total.

Sub Total:	\$83.70
GST	\$4.18
Total	\$87.88

Summary by Station With Detail

Station Number List = 501
AND Date Range Between 05/17/2010 AND 05/17/2010



Administration

Station: Sara Pokolm
Stn ID: 501

This report groups the call types for each station in each department and provides the details on each call.

1-800

Date	Time	Duration	Phone Number	Location	Cost of Calls
05/17/2010	10:05:04 AM	00:02:10	1- (800)-742-5877		\$0.00
Totals		00:02:10			\$0.00

Incoming Transfer

Date	Time	Duration	Phone Number	Location	Cost of Calls
05/17/2010	9:28:00 AM	00:00:13	1- (843)-224-3782	CHARLESTON, SC	\$0.00
05/17/2010	10:56:54 AM	00:02:20			\$0.00
05/17/2010	11:23:25 AM	00:01:36			\$0.00
05/17/2010	12:45:01 PM	00:00:13	1- (800)-637-4211		\$0.00
Totals		00:04:22			\$0.00

Long Distance

Date	Time	Duration	Phone Number	Location	Cost of Calls
05/17/2010	7:16:24 AM	00:01:11	1- (714)-571-5230	SANTA ANA, CA	\$0.06
05/17/2010	7:18:02 AM	00:00:55	1- (403)-227-8200	INNISFAIL, AB	\$0.00
05/17/2010	7:20:55 AM	00:01:10	1- (705)-742-5445	PETERBOROUGH, ON	\$0.01
05/17/2010	7:23:54 AM	00:01:20	1- (516)-535-1515	NASSAU ZONE 5, NY	\$0.06
05/17/2010	12:55:00 PM	00:00:38	1- (604)-942-6322	PORT COQUITLAM, BC	\$0.00
Totals		00:05:14			\$0.13

Department Billing Summary

Date Between 05/09/2010 AND 05/15/2010



2 Administration

Station ID	Station Name	Number of Calls	Duration of Calls	Call Charges	Recurring Charges	Non-Recurring Charges	Total Charges
504	Kris Kutny	44	04:17:24	\$6.15	\$11.03	\$0.00	\$17.18
506	Tyrel Hansen	22	02:44:38	\$4.05	\$11.03	\$0.00	\$15.08
2	Administration	66	07:02:02	\$10.78	\$22.06	\$0.00	\$32.84

6 Residents

Station ID	Station Name	Number of Calls	Duration of Calls	Call Charges	Recurring Charges	Non-Recurring Charges	Total Charges
500	Craig Hansen	2	00:04:17	\$0.07	\$11.03	\$0.00	\$11.10
503	Natasha Nicholls	77	05:10:33	\$12.06	\$11.03	\$0.00	\$23.09
550	Craig Hansen Remote Office	1	00:01:11	\$0.01	\$0.00	\$0.00	\$0.01
6	Residents	80	05:16:01	\$12.63	\$22.06	\$0.00	\$34.69

This report shows all billable activity including specific recurring or non recurring charges that may be established. See number of calls in summary format for each station in each department.

Department Billing Overview

Date Between 04/01/2010 AND 04/30/2010
AND Departments List = Administration
OR Departments List = Residents



Dept	Dept Name	Number of Calls	Duration of Calls	Call Charges	Recurring Charges	Non-Recurring Charges	Total Charges
2	Administration	149	05:02:30	\$22.98	\$94.50	\$0.00	\$117.48
6	Residents	337	23:44:55	\$55.42	\$94.50	\$0.00	\$149.92
		486	28:47:25	\$79.97	\$189.00	\$0.00	\$268.97

View at a glance the billable activity that is taking place in each department.

Company Billing Summary

Date Between 04/01/2010 AND 04/30/2010



	Number of Calls	Duration of Calls	Cost of Calls
1-800	71	08:04:29	\$0.00
411or 555-1212	8	00:27:53	\$8.40
Incoming	1021	39:29:40	\$0.00
Incoming Transfer	525	59:16:24	\$0.00
International	1	00:07:14	\$9.59
Local	328	11:15:49	\$0.00
Long Distance	1066	67:09:09	\$162.73
Missed Calls	9	00:00:00	\$0.00
Operator	1	00:00:07	\$1.05
Recurring Charges	0	00:00:00	\$319.09
Non Recurring Charges	0	00:00:00	\$0.00
Totals	3030	185:50:45	\$500.86

View a summary based on the entire company's billable calls, broken down by call type or billing type. See total costs for a specific period of time of your choice.

Station Billing Overview

Date Between 04/01/2010 AND 04/30/2010

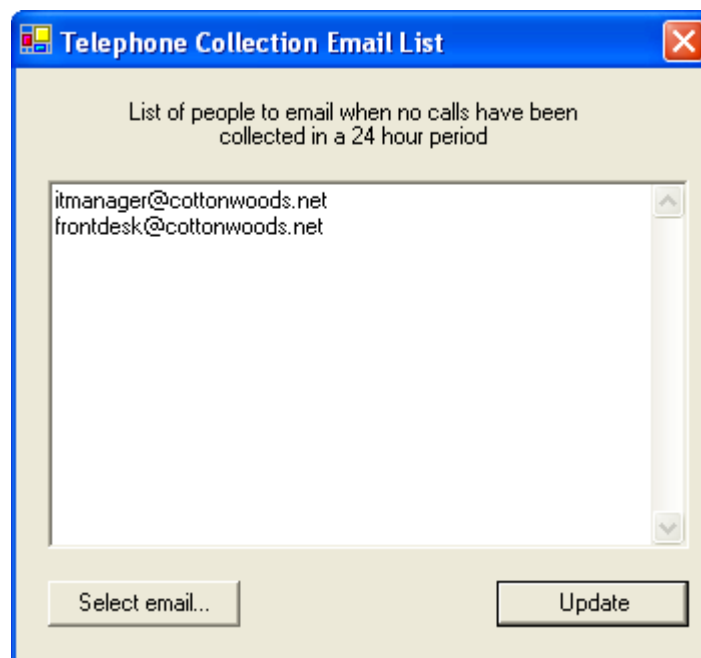


Station ID	Station Name	Number of Calls	Duration of Calls	Call Charges	Recurring Charges	Non-Recurring Charges	Total Charges
0062	Station 0062	0	00:00:00	\$0.00	\$8.40	\$0.00	\$8.40
0064	Station 0064	2	00:00:46	\$0.06	\$0.00	\$0.00	\$0.06
467	Station 467	1	00:00:07	\$1.05	\$0.00	\$0.00	\$1.05
500	Craig Hansen	80	07:05:28	\$10.70	\$47.25	\$0.00	\$57.95
501	Sara Pokolm	125	02:53:47	\$19.60	\$47.25	\$0.00	\$66.85
503	Natasha Nicholls	257	16:39:27	\$45.23	\$47.25	\$0.00	\$92.48
504	Kris Kutny	225	23:54:09	\$66.55	\$47.25	\$0.00	\$113.80
505	Rod McAuley	11	00:50:02	\$2.61	\$47.25	\$0.00	\$49.86
506	Tyrel Hansen	152	11:53:08	\$30.81	\$47.25	\$0.00	\$78.06
507	Alyssa Regier	13	01:18:41	\$1.82	\$0.00	\$0.00	\$1.82
550	Craig Hansen Remote Office	19	00:58:44	\$2.28	\$0.00	\$0.00	\$2.28
555	Voicemail	1	00:00:57	\$1.05	\$0.00	\$0.00	\$1.05
		886	65:35:16	\$181.77	\$291.90	\$0.00	\$473.67

The report shows an overview of all billable calls by station. Choose specific stations or specific date ranges.

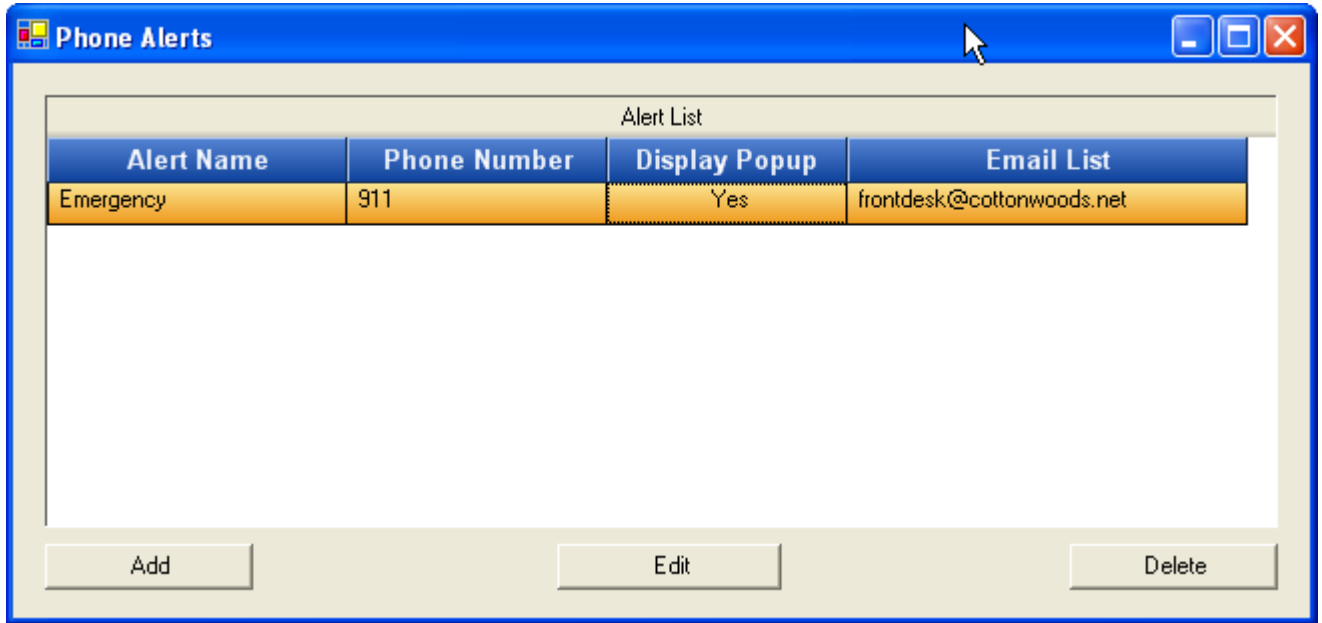
Telephone Collection Alert

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)

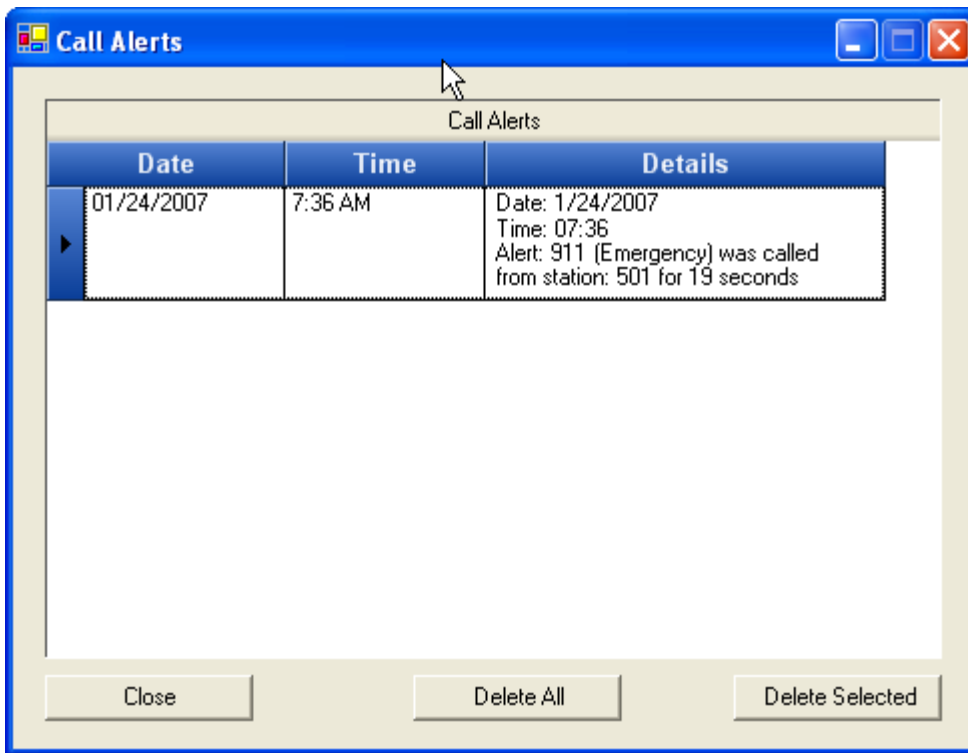
Set any telephone number as a Call Alert. Emergency 911 calls are often most important. Other options may include, 411 / 555-1212 alerts, International Calls, Operator Assisted Calls, or any specific phone number of interest.



The screenshot shows a window titled "Phone Alerts" with a table labeled "Alert List". The table has four columns: "Alert Name", "Phone Number", "Display Popup", and "Email List". There is one row of data.

Alert Name	Phone Number	Display Popup	Email List
Emergency	911	Yes	frontdesk@cottonwoods.net

At the bottom of the window are three buttons: "Add", "Edit", and "Delete".



The screenshot shows a window titled "Call Alerts" with a table labeled "Call Alerts". The table has three columns: "Date", "Time", and "Details". There is one row of data.

Date	Time	Details
01/24/2007	7:36 AM	Date: 1/24/2007 Time: 07:36 Alert: 911 (Emergency) was called from station: 501 for 19 seconds

At the bottom of the window are three buttons: "Close", "Delete All", and "Delete Selected".

Retirement Call Accounting Software

Retirement Facilities use CASH+ Call Accounting Software to:

- **Revenue Generating**
- Report and Bill Long Distance charges to Residents
- Applying Recurring (monthly) and Non-Recurring (incidental) charges to Residents
- Produce detailed Invoices for Residents
- Emergency and/or Custom Alert Notification
- Automated reports – No Personnel Needed
- Monitor Trunk Activity to Analyze Line Requirements



Features & Benefits:

CASH+ allows you to create long distance packages for residents. For example, you can apply 60 free minutes to any resident by using our feature called “Room Manager”.

Using CASH+ Call Accounting allows you to easily recover the cost of equipment (incidental) charges, service (recurring) charges and telephone calls.

To monitor Trunk Activity, CASH+ Call Accounting Software provides useful reports for analyzing present and future line requirements to ensure all residents are able to access an outside line to enable them to stay in touch with their friends and family members.

The Call Alert Notification feature in CASH+ Call Accounting Software is designed to notify staff of emergency, security or other administrative issues. It is an invaluable feature when an immediate response to emergencies is crucial.

Organizations such as **Heritage Manor (Evergreen)** use our software and find that it has provided them with a valuable solution for their call accounting needs.

