CASH+ Call Accounting

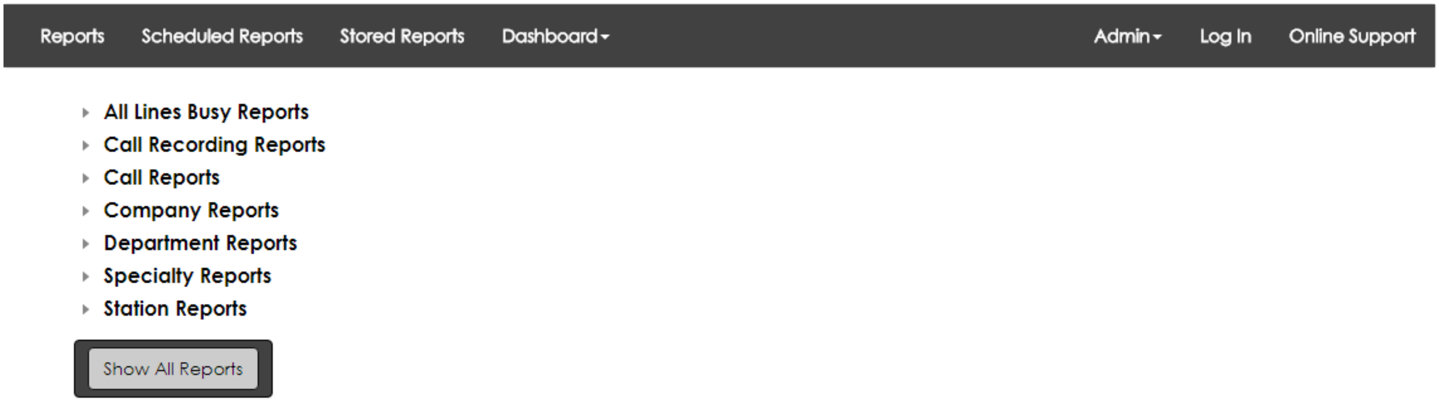
User Guide

Version 1708

www.hansensoftware.com
1.877.795.2274

CASH+ Reporting Module

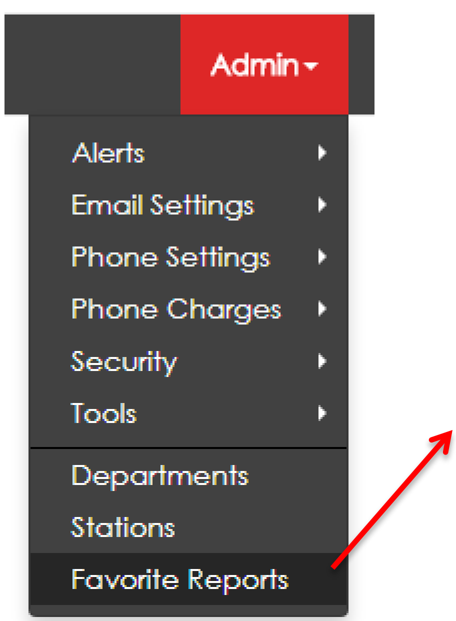
Go online and open CASH+ Reports.



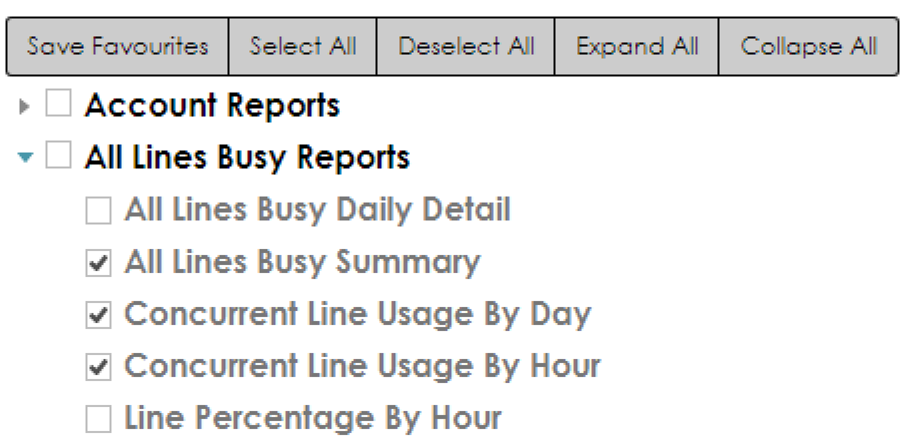
CASH+ Reporting Window Descriptions

- Reports – Displays reports favorited by user
- Scheduled Reports Button – Displays all scheduled reports and their schedule frequencies.
- Stored Reports Button – Displays all stored reports.
- Dashboard – runs live display of call activity.
- Admin - opens CASH+ Admin which includes call alerts, rates, and maintenance.
- Log in – where users log in if security is enabled.
- Online Support – Opens utility to technical assistance on the software. Make sure to call Hansen Software to receive support.
- Show All Reports – will show the full list of report available in the software.

To customize what reports you see on the main screen, go to the **Admin** drop down and click **Favourite Reports**.

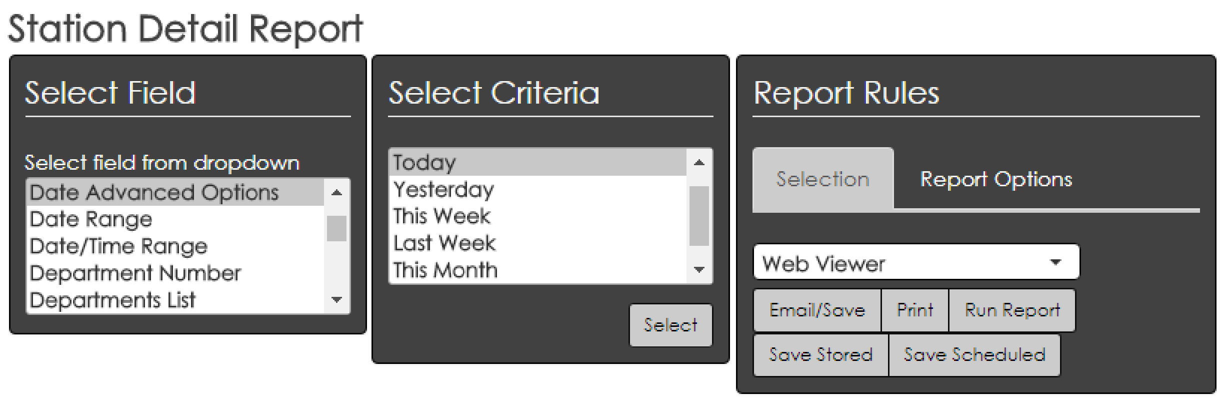


From there, you can check off the reports you want to pick as your favorites that will show up on the main screen. Be sure to hit **Save Favourites** once you have made your selections.



Manually Generating Reports

To manually generate a report click on the desired report. This will open the Select Report Criteria Window where specific criteria can be added to customize the report.



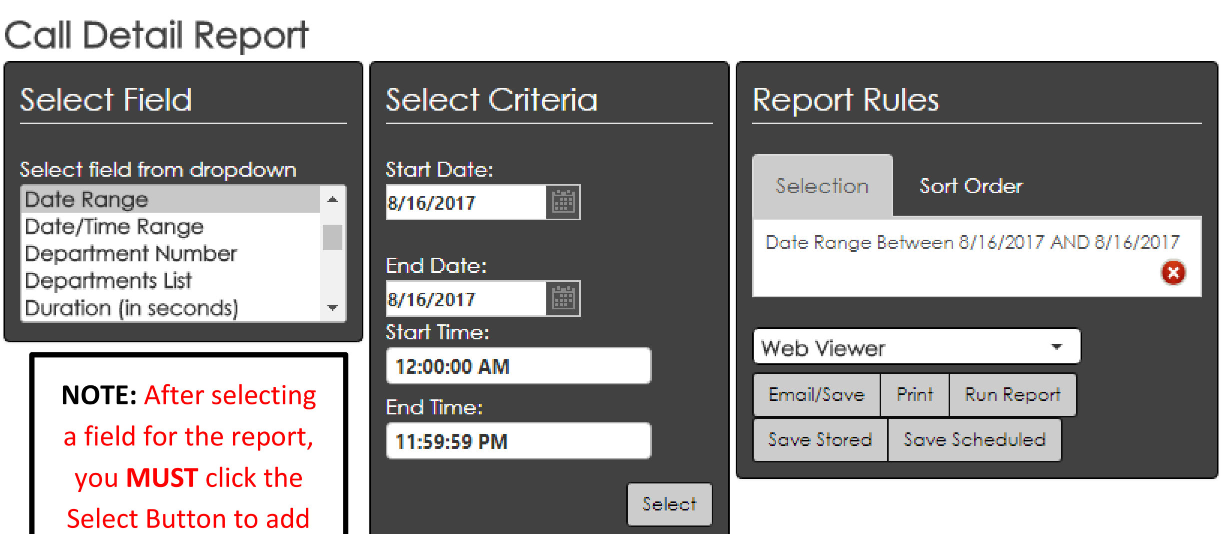
In the example below, we will manually generate a Call Detail Report with the following criteria:

- Date – July 16th – Aug 16th, 2017
- All extensions

From the main CASH+ Reports screen, click on the **Call Detail**. With the Select Report Criteria window, select the field Date Range. This will display the **Date Range** selection information in the next box. To change the date, click the calendar beside Start or End date and a calendar will appear. To apply the criteria you MUST click the **Select** button.

Once you click **Select**, you will notice the criteria will appear in the Report Rules box. If a mistake is made just, simply click to remove the criteria.

Once you have clicked on the criteria you want, be sure to click on **Select** to apply that criteria to your report. When you are ready, you can **email/save, print, run report, save stored,** or **save scheduled.**



NOTE: After selecting a field for the report, you **MUST** click the Select Button to add the criteria

Select Report Criteria Window Description

Options available in this window will vary for each report type. Here is a brief description of **ALL** the Select Fields.

- **Account –** use to include account numbers that are less than, great than, equal to, between, etc.
- **Account List –** gives a list of Account Codes to choose from
- **Area Code –** use to run a report on calls made to or from specific area codes.
- **City –** use to find call records for a specified city. **Note:** Only cities that are currently already populated in CASH+ database will be available.
- **Country -** use to find call records for a specified country. **Note:** Only countries that are currently already populated in CASH+ database will be available.
- **Date Advanced Options –** use to add date options such as Today, Yesterday, This Week, Last Week, This Month, Last Month. You must use this option when storing reports.
- **Date Range –** use this to apply a specific Date Range. **Note:** The time function in this rule is used for specific call reporting times. For example, if you have a Start Date of April 1, 20XX, and End Date of April 3, 20XX, and set the Start Time to 9:00am and End Time to 5:00pm, the generated report will show ONLY calls between 9:00am and 5:00pm for each day from April 1st to April 3rd.
- **Date/Time Range –** use this to apply a specific Date/Time Range. **Note:** The time function is used for specific call reporting times. For example, if you have a Start Date of April 1, 20XX, Start Time for 5:00pm, and End Date of April 3, 20XX, End Time 11:00am, the generated report will show calls beginning at 5:00pm April 1st, all the calls for April 2nd, and only calls until 11:00am April 3rd.
- **Departments –** use to include department numbers that are less than, greater than, equal to, between, etc.
- **Departments List –** use this to see a list of all the departments to select specific ones.
- **Duration (in seconds) –** use to report on calls that reach a minimum call length. **Note:** Duration values are in seconds and special text characters CANNOT be used.
- **Exchange –** use this to report on specific phone exchanges.
- **Line –** use this to report on specific phone lines.
- **Line List –** use this to report on specific phone lines by selecting the existing ones from the list.
- **Net Cost –** use this to report on calls that match a specified cost.
- **Net Cost + Surcharges –** use this to report on calls that match a specified cost including surcharges
- **Phone Number –** use to include phone numbers that are less than, great than, equal to, between, etc.
- **PIN Number –** use to include PIN numbers that are less than, great than, equal to, between, etc.
- **Rate ID -** use to include Rate ID that are less than, great than, equal to, between, etc.
- **Rate ID List –** use this to report on Rate ID's by selecting from the list.
- **Ring Duration –** use this to report on how many seconds it takes to answer an incoming call.
- **Site Name List –** use this to report on a specific site (multi-site clients only).
- **Sate/Prov List –** use this to report on a specific province or state.
- **Station Name –** use to include station name that are less than, great than, equal to, between, etc.
- **Station Name List -** use this to select an existing station name to report on.
- **Station Number –** use to include station number that are less than, great than, equal to, between, etc.
- **Station Number List -** use this to select an existing station number to report on.
- **Suffix –** use to include suffix that are less than, great than, equal to, between, etc.
- **Trunk –** use to include truck that are less than, great than, equal to, between, etc.
- **Trunk List –** use this to select an existing trunk to report on.
- **Type of Calls –** use this to specify a call type (outgoing, incoming, outgoing toll, etc…)

*Please note that some of these features are only available with certain phone systems. Check with your phone vendor for more information

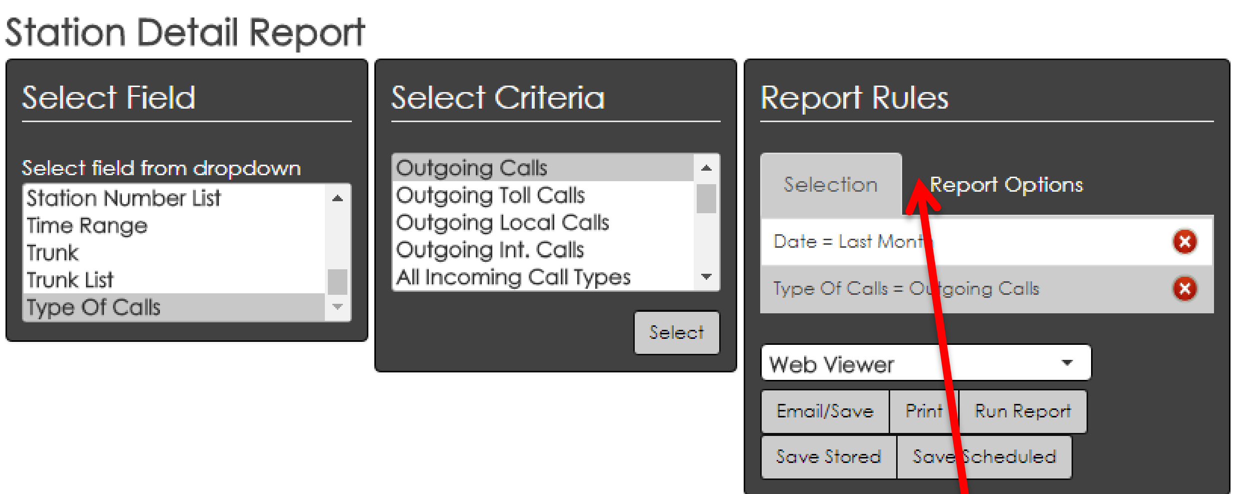
How to Generate Reports

In this second example, we will manually generate a **Station Detail** report with the following criteria:

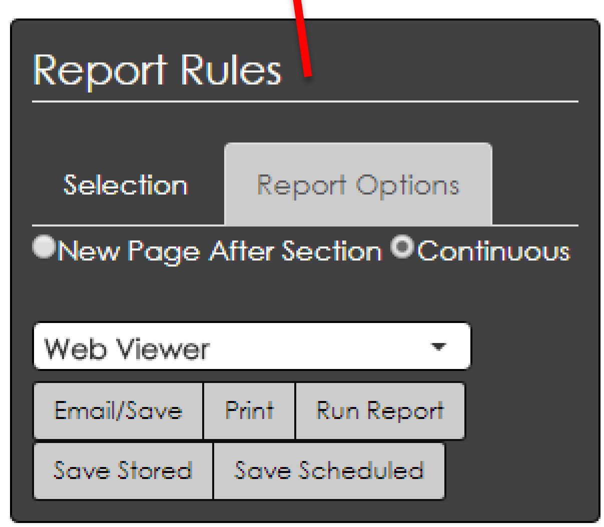
- Date Advanced Options: Last Month
- All Extensions
- Type of Calls: Outgoing Calls

From the main CASH+ reports screen, click the **Station Detail** report.
With the Select Report Criteria window now open for the **Station Detail** report:

- Select the **Date Advanced Option**, click the down arrow and pick Last Month. Make sure to click the **Select** button.
- Next, select the field **Type of Calls**. From the drop down menu on the right, select Outgoing Calls, then click **Select** to add this criteria.
- Because we have not specified a station, the report that generates will show all stations.



This report will automatically put each station on a different page. If you would like them to be continuous, back-to-back, click on **Report Options**. This option can be especially useful to save paper if you are printing reports.



How to Create Scheduled Reports

In order to automate a **Scheduled Report**, you must first configure the report criteria and then save it as a scheduled report.

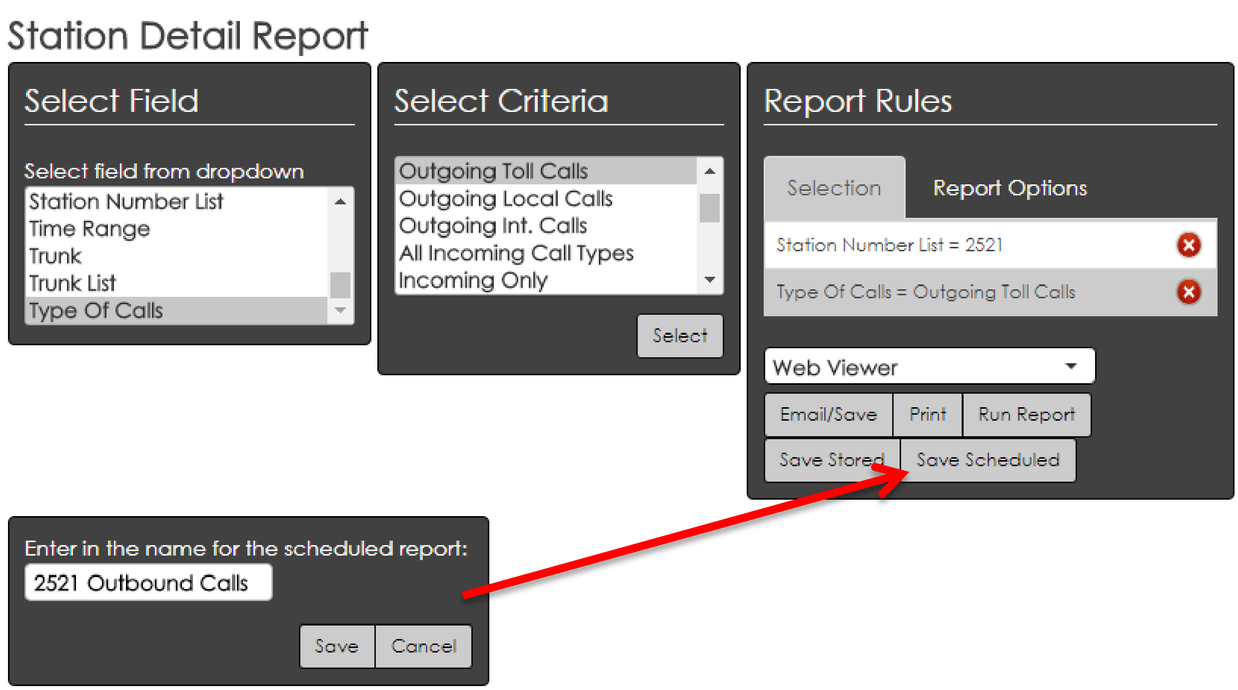
In this example, we will save a **Station Detail** report as a **Scheduled Report** named “Station Detail for 2521” with the following criteria:

- Station Number List: 2521
- Type of Calls: Outgoing Toll Calls

NOTE: Scheduled reports do NOT include a date criteria in the Report Criteria. This is because the date is determined by the schedule assigned to the automated report.

With the Report Criteria window open select **Station Number List** and with the drop down menu pick station 2521 and click the select button. Then select **Type of Calls**, use the drop down menu to pick Outgoing Toll Calls and then click the select button.

The Report Criteria window should now look like the screen shot below. Click on the **Save Scheduled** button. You will be prompted to input a name for the Scheduled Report and click OK.

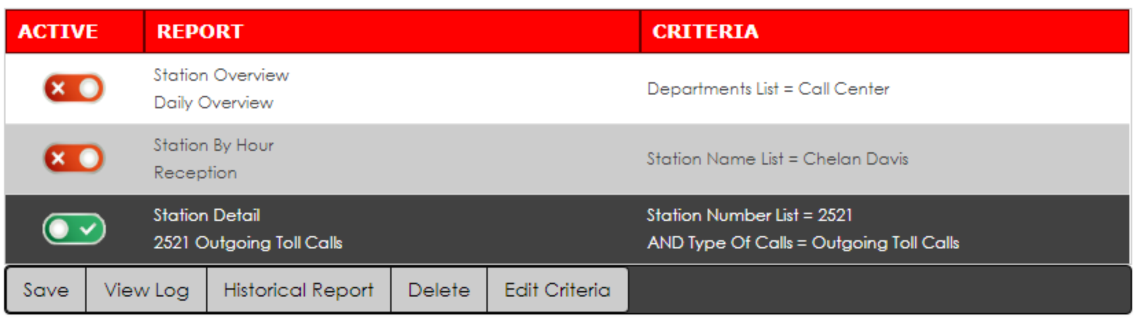


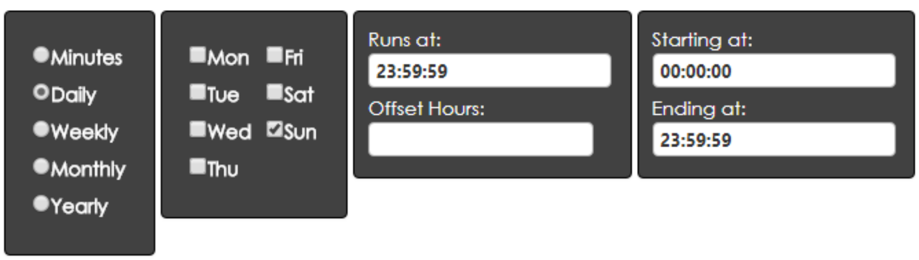
Schedule Report to Print Daily

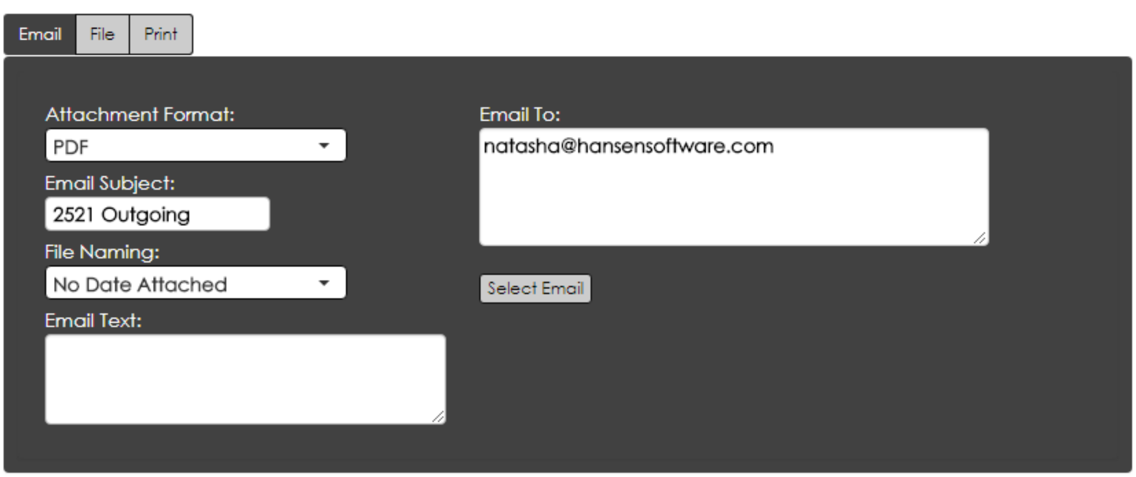
Once the report is saved as a **Scheduled Report,** click the Scheduled Reports button at the top. This window will display a list of all the Scheduled Reports you have created. If you have more than one scheduled report in the list, you must first highlight the desired report to be scheduled.

In the following example the report has been scheduled to print daily at 11:59:59PM.

- Select **Daily** and then check off desired days you wish to receive the report.
- From the **Print Time** section, select the (**Prints At**) times at you would like the report to run, as well as the time period (**Starting At, Ending At)** for the report. In this example, the report will print just before midnight including calls between 12AM and just before midnight that same day. This is how you would schedule a report for an entire days' worth of calls.
- From the **Email, File and Print** tabs, select **Email**. Select the desired email in **Email To**.
- To set the schedule, you **MUST** click on the red icon beside your report. This will change to a green icon with a check, showing the report has been scheduled.







You can use the **Historical Report** to select a date to rerun reports that were scheduled for the date in mind.

*if you are using a multi-site application be sure to select the site you would like to see the report for in the drop down menu.

How to Generate Stored Reports

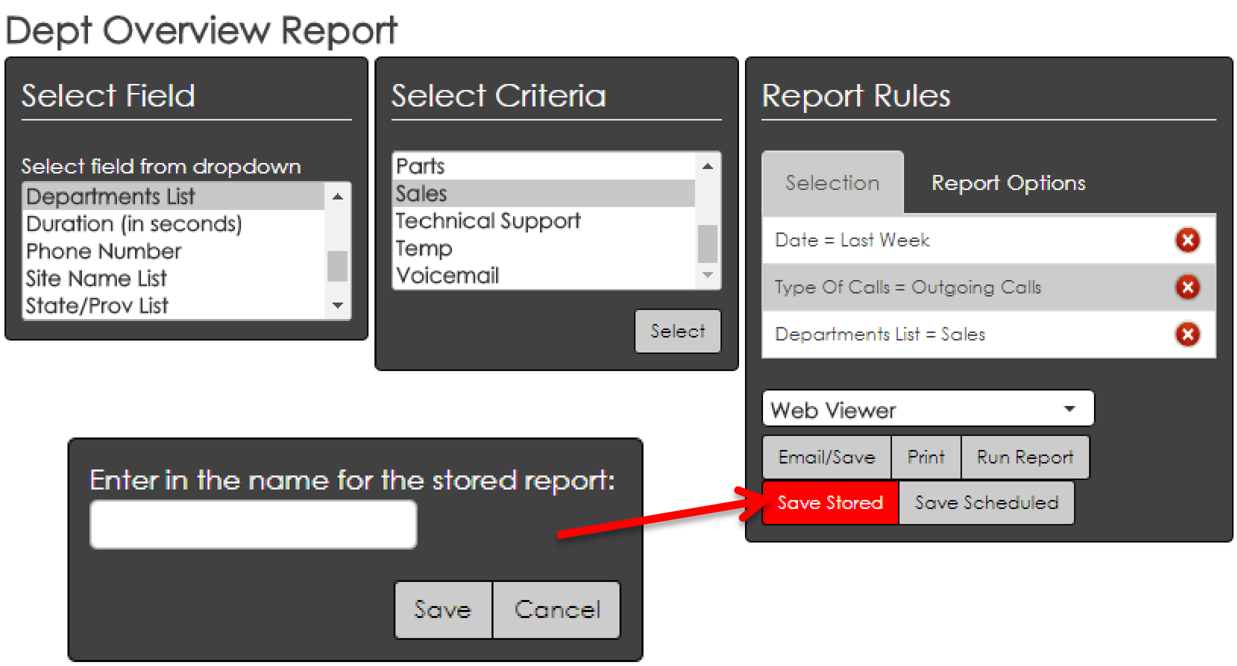
In order to generate a report from a Stored Report, you must first configure the report then Save the Report Definition.

In this example we will generate a **Department Overview** report from a **Stored Report** named "Sales Dept Overview" with the following criteria:

- Date Advanced Options: Last Week
- Type of Calls: Outgoing Calls
- Department List: Sales

From the main CASH+ reports screen, click the **Department Overview** report. With the Select Report Criteria window now open for the **Department Overview** report:

- Select the **Date Advanced Option**, click the down arrow and pick Last Week. Make sure to click the **Select** button.
- Next, select the field **Type of Calls**. From the drop down menu on the right, select Outgoing Calls, and then click **Select** to add this criteria.
- Finally, select the field **Department List**, click the drop down menu on the right, select Sales, and then click **Select** to add this criteria.



To store the report click on **Save Stored**. You will be prompted to name the Stored Report. Do so and click OK.

*NOTE: when storing a report we recommended you use the Date Advanced Options rather than Date Range as it will hard code that date range in your stored report making it static.

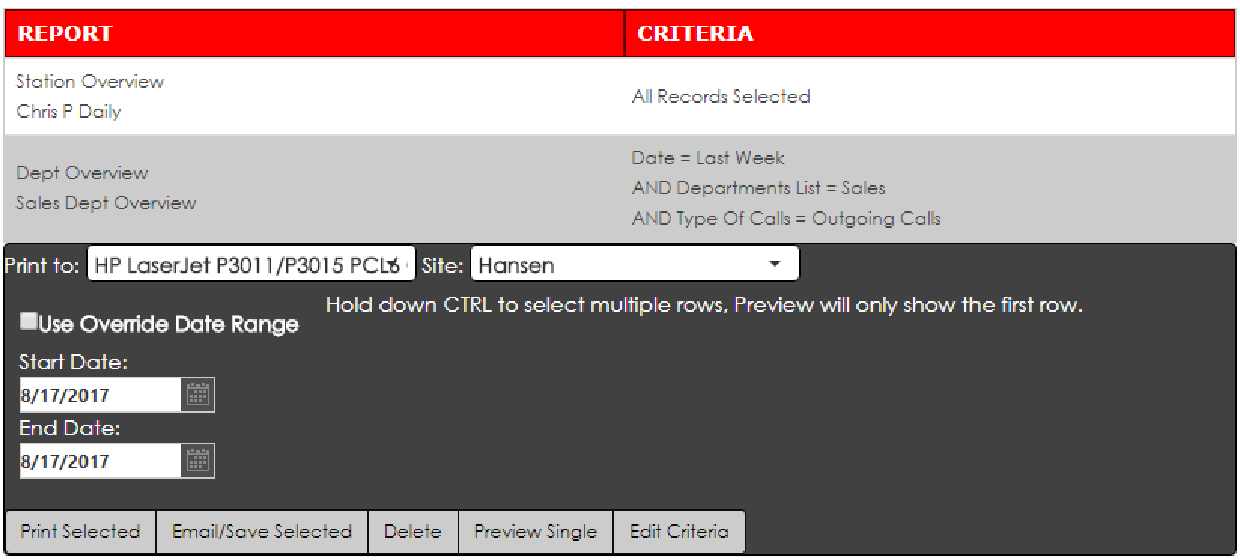
How to Generate Stored Reports

With the Report Criteria now saved click on the **Stored Reports** button at the top. The window, shown below, will display a list of all the stored reports you have created.

To print, preview, email, or save a file, highlight desired stored report then click the appropriate button.

If you want to print a stored report, a printer must be loaded by selecting a printer from the **Print To:** drop down menu.

To email the report your email settings must be set up and working. Go to the 'Settings' area of the user guide for instructions on doing this.



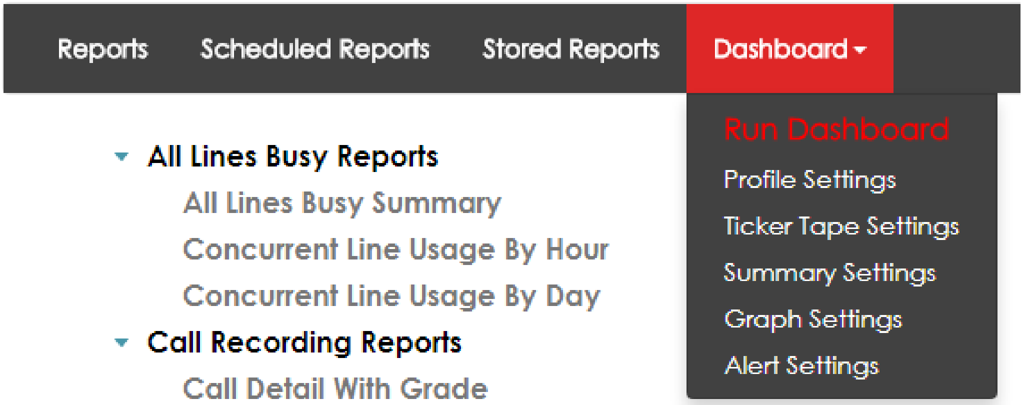
If you want to run the report for a date range that different from the date range in the scheduled report you can check off **Use Override Date Range** box and specify a different date range.

To delete a **Stored Report**, highlight the report that you want deleted then click the **Delete** button. You will be prompted to confirm deletion. Click Yes to delete or No to keep the stored report.

*if you are using a multi-site application be sure to select the site you would like to see the report for in the drop down menu.

Dashboard

Clicking on the Dashboard drop down will give you a variety of options.

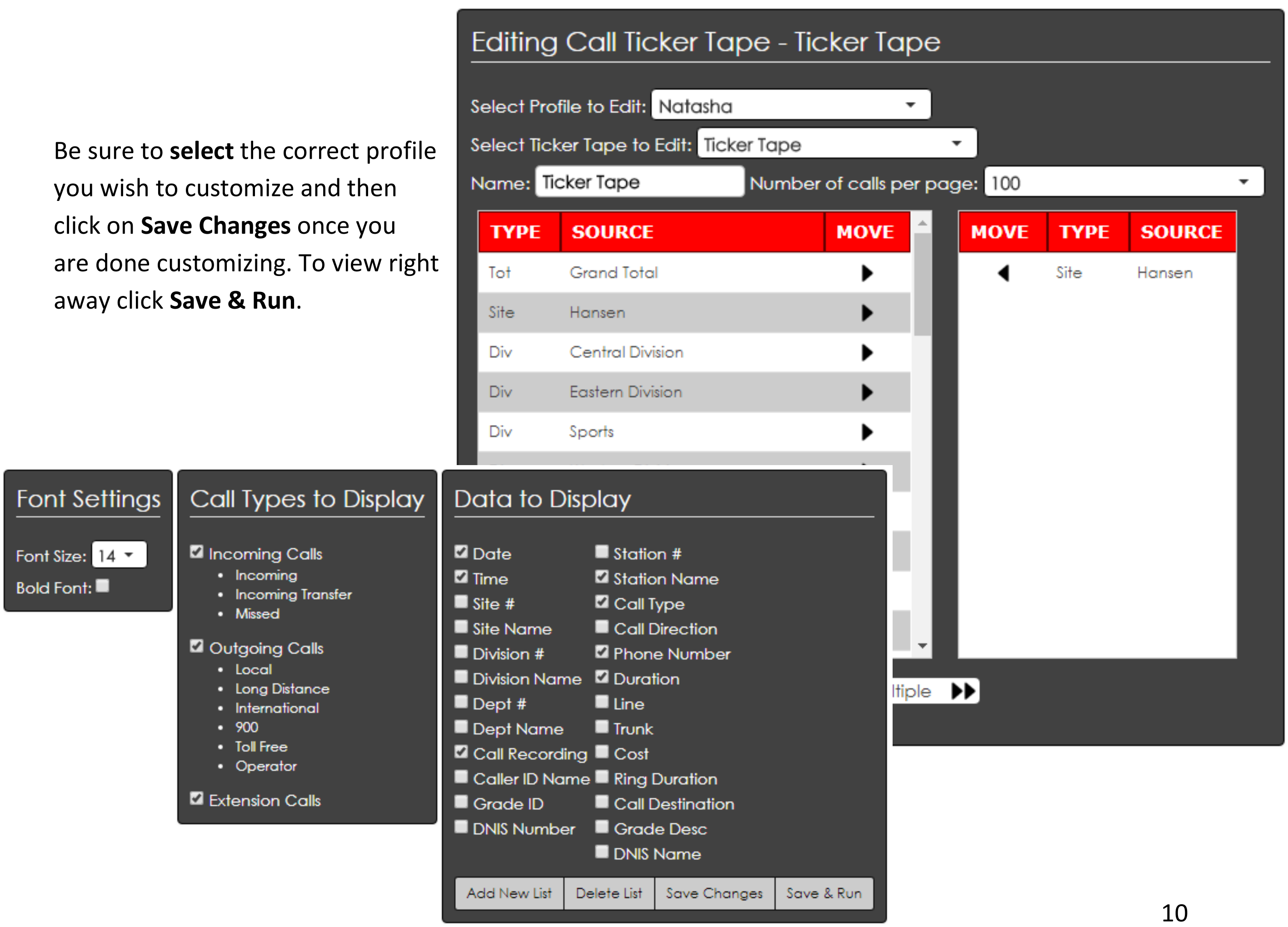


Run Dashboard will start dashboard, showing real time live data.

Profile Settings allows you to customize the Dashboard windows by creating different profiles

Ticker Tape Setting/Summary Settings/Graph Settings/Alert Settings allow you to customize each individual window. You can choose what data to display and in what order.

Be sure to **select** the correct profile you wish to customize and then click on **Save Changes** once you are done customizing. To view right away click **Save & Run**.



Dashboard

Call Summary allows you to monitor any combination of total volumes, call direction, duration, and cost on either individual extensions or groups.

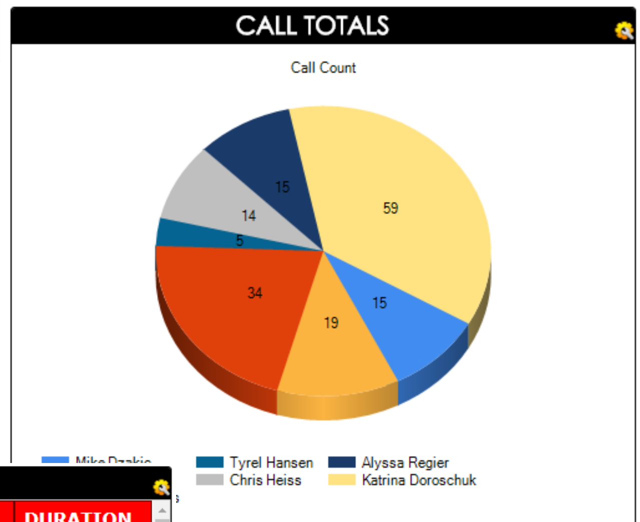
CALL COUNTS

SOURCE	INCOMING	OUTGOING	TOTAL CALLS	IN DURATION	OUT DURATION	TOTAL DURATION
Alyssa Regier	6	9	15	00:46:24	00:34:42	01:21:06
Chris Heiss	5	9	14	01:26:03	00:41:55	02:07:58
Chris Pisio	9	10	19	01:55:25	00:19:17	02:14:42
Katrina Doroschuk	12	47	59	01:04:33	02:16:29	03:21:02
Mike Dzakic	8	7	15	03:26:43	00:36:19	04:03:02
Natasha Nicholls	7	27	34	00:43:04	01:22:37	02:05:41
Tyrel Hansen	3	2	5	00:36:45	00:10:34	00:47:19

ALERTS

MESSAGE
Date: 7/3/2017 Time: 10:24 AM Alert: (After Hours Pager - Chris Heis) 2505754776 was called from station: 2999: Voicemail 3 for 11 seconds
Date: 7/3/2017 Time: 10:44 AM Alert: (After Hours Pager - Chris Heis) 2505754776 was called from station: 2999: Voicemail 3 for 23 seconds

Call Alerts notify you if any predefined alert is triggered. Among other options, this can include 911, calls over certain durations, and calls to specific numbers.



Graphs can be manipulated to show any combination of incoming, outgoing, or total call volumes. A number of graph options are available, such as bar charts, column charts, or pie charts. Graphs can also be viewed in 2D or 3D.

HSC TICKER TAPE

DATE	TIME	DEPT NAME	STN	STN NAME	PHONE	DURATION
7/5/2017	4:08:00 PM	Sales	509	Alyssa Regier	(250)-864-2278	00:11:12
7/5/2017	3:57:00 PM	Technical Support	501	Chris Pisio	(250)-864-2278	00:02:32
7/5/2017	3:51:00 PM	Sales	509	Alyssa Regier	(250)-575-2234	00:03:59
7/5/2017	3:05:00 PM	Sales	503	Natasha Nicholls	(250)-861-5677	00:01:03
7/5/2017	2:59:00 PM	Sales	503	Natasha Nicholls	1- (604)-817-8527	00:01:25
7/5/2017	2:46:00 PM	Technical Support	501	Chris Pisio	1- (972)-692-2442	00:10:21
7/5/2017	2:26:00 PM	Administration	518	Katrina Doroschuk	1- (623)-780-6000	00:03:48
7/5/2017	2:07:00 PM	Administration	518	Katrina Doroschuk	1- (970)-243-3822	00:05:02
7/5/2017	2:02:00 PM	Sales	503	Natasha Nicholls	1- (289)-288-0200	00:35:49
7/5/2017	2:00:00 PM	Administration	518	Katrina Doroschuk	(250)-864-2278	00:00:24
7/5/2017	1:56:00 PM	Technical Support	508	Chris Heiss	1- (605)-725-2907	00:13:11

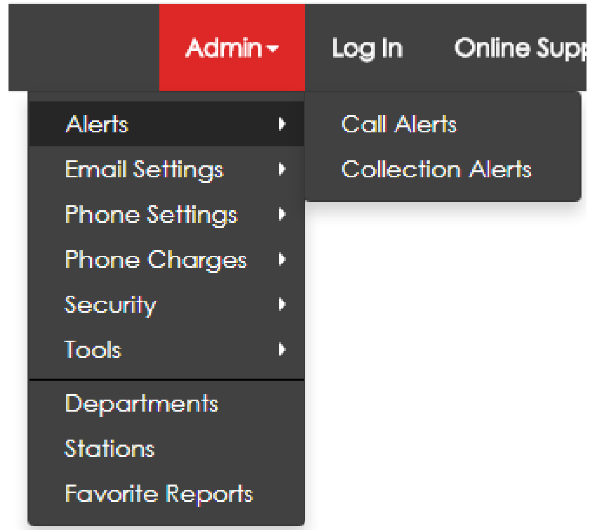
1 2 ... Last

The **Ticker Tape** displays individual calls as they happen. You can have this include as much or as little detail as you wish.

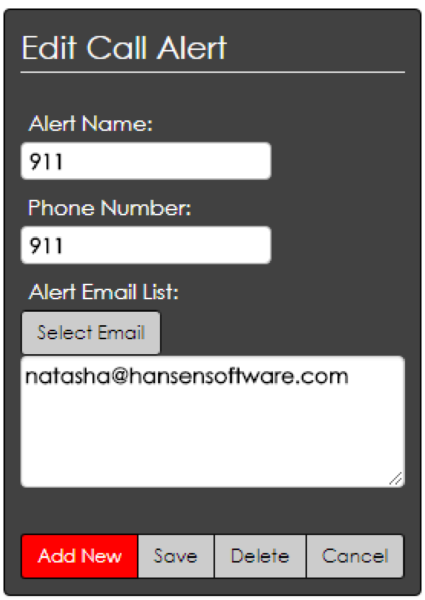
You can also click on the gear icon on any individual window to customize the date and display.

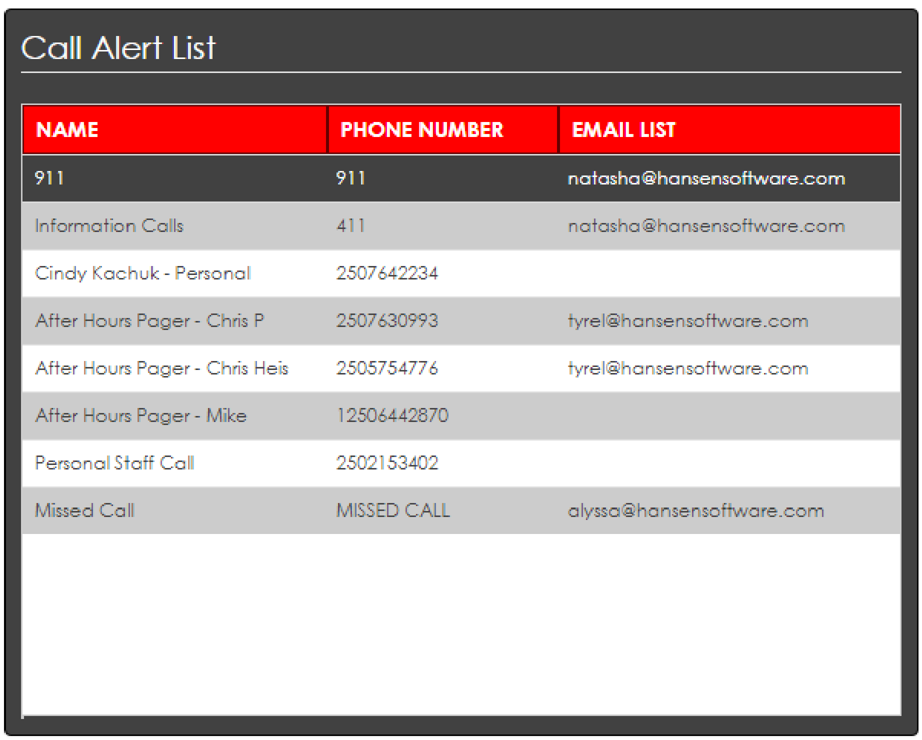
Admin – Alerts

Click on the **Admin Tab** click on **Alerts** to set up alerts. Click **Call Alerts** to add a new call alert or **Collection Alerts** to set up an alert if no data is being collected.



After you have clicked **Call Alerts** you will be able to create new, edit existing, or delete call alerts. To create a call alert, simply type in the **Alert Name** and fill in the **Phone Number** field for the desired call. You can select one or multiple emails to receive an email when the number is dialed. Be sure to click **Add New** to create the new alert. You will see it show up on the **Call Alert List** window.

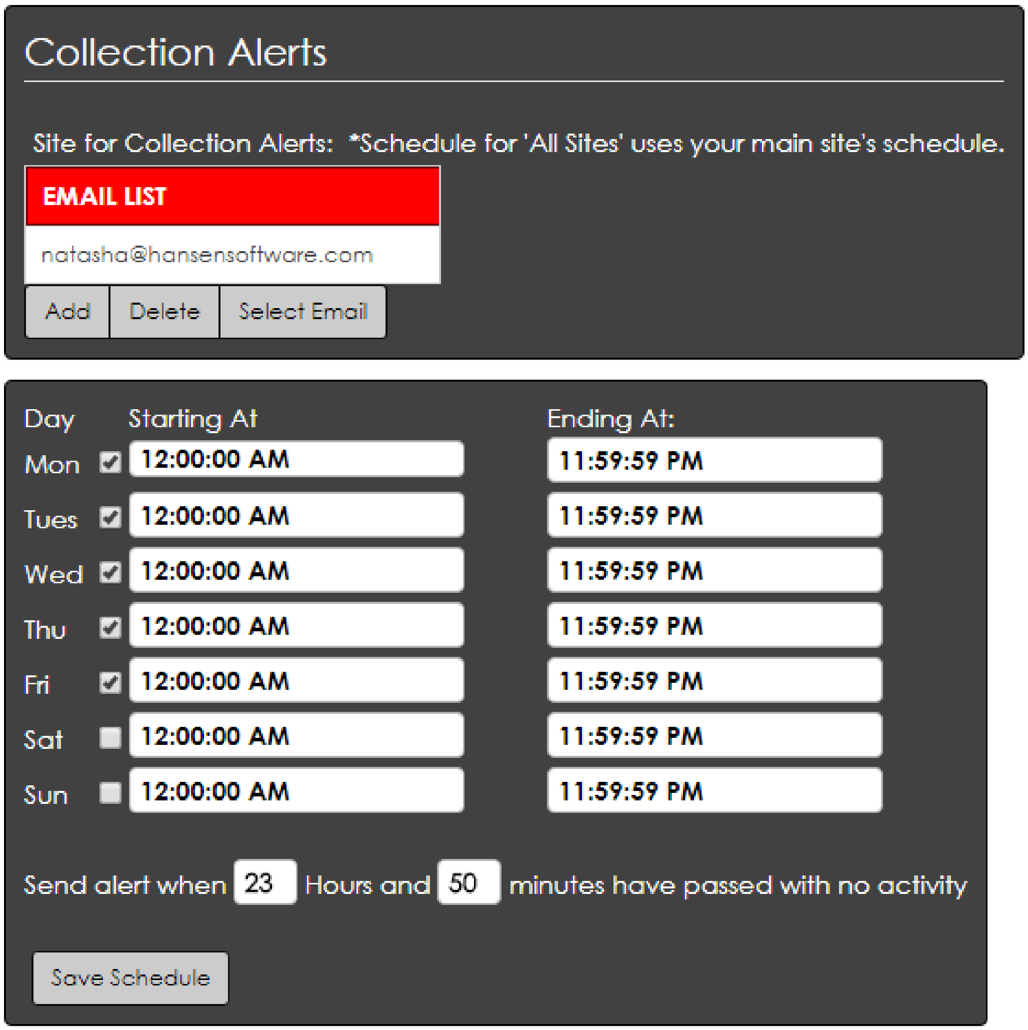




NOTE: Email function will only operate if you have set up your email server information under **Admin -> Email Settings**.

Admin – Alerts

Click on the **Admin Tab** click on **Alerts** to set up alerts. Click **Collection Alerts** to add a new alert if no data is being collected.

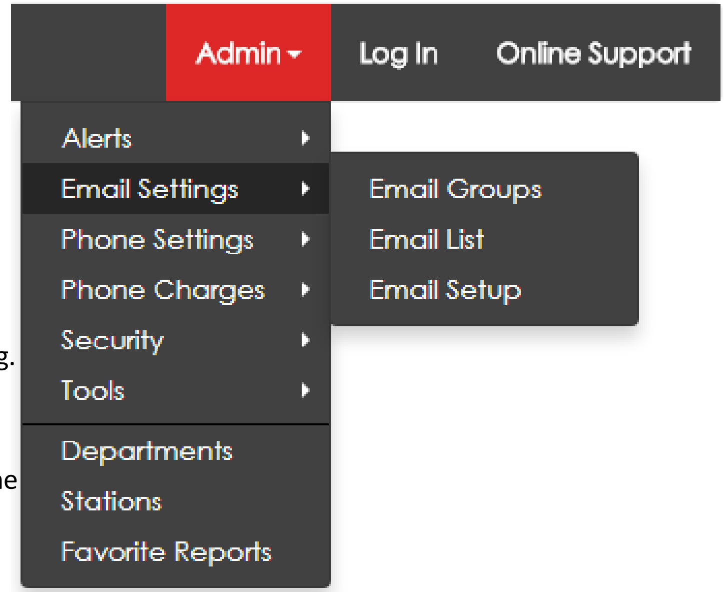


From here you can add delete emails that will be sent an alert. You can then select what days you would like to include. Keeping the time stamp the way it is will include then entire 24 hour period of that day. You can also customize how much time has passed without activity.

Keep in mind, if you put this at one minute, if no one uses the phone for a minute during the day, you will get an alert. This may not mean there is a problem, but simply that the phones were not in use.

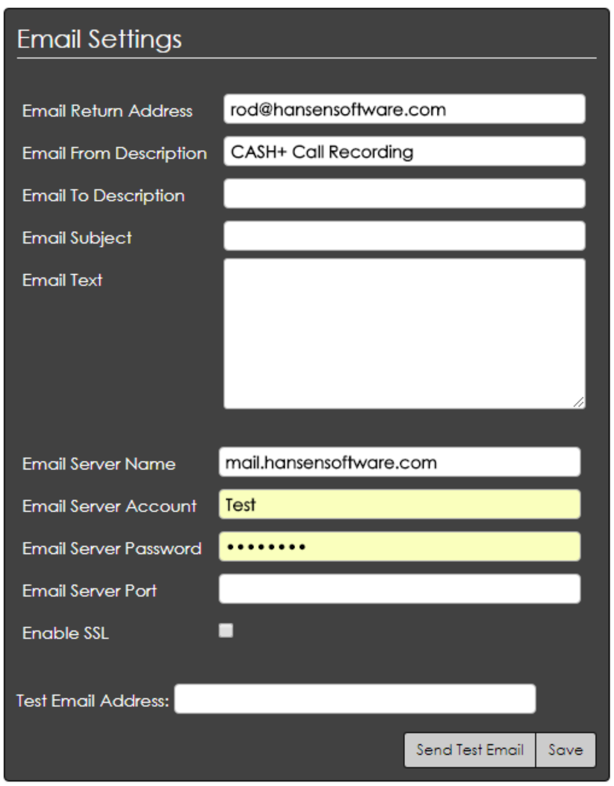
Admin – Email Settings

Email Settings is used to configure settings for email. These settings follow the same logic as an email management program like MS Outlook. In order to use the Email function in CASH+ you MUST use your Outgoing SMTP or Exchange Email Server.



To set up email within the software click on **Email** Setup. When a report is emailed, Settings configured in this section will be used as the default Email setting.

To enable an email recipient to reply to an email report they received, enter a valid email address in the **Email Return Address** textbox. If left blank, default value is *unknown@unknown.com*



Email From Description is the proper name of email sender. If left blank, default value is ‘*Phone Report’*
Email To Description is the proper name of the email recipient. If left blank, default value is ‘Report User’
Email Subject is the subject heading of the outgoing email. If left blank, default value is ‘*Phone Report’*
Email Text is the body of the outgoing email. If left blank, default value is ‘*Your phone report is attached’*
To configure the **Email Server** enter the name of your Outgoing SMTP of Exchange Email Server (example: mail.yourcompany.com). This section is **required** in order for the email function to work.
The **Email Server Account** and **Email Server Password** are only used when using a third party email server, like Yahoo and Hotmail and are usually NOT required if using a private company email or exchange server.
Test Email Address is to enter an email address and test if the settings entered are correct.

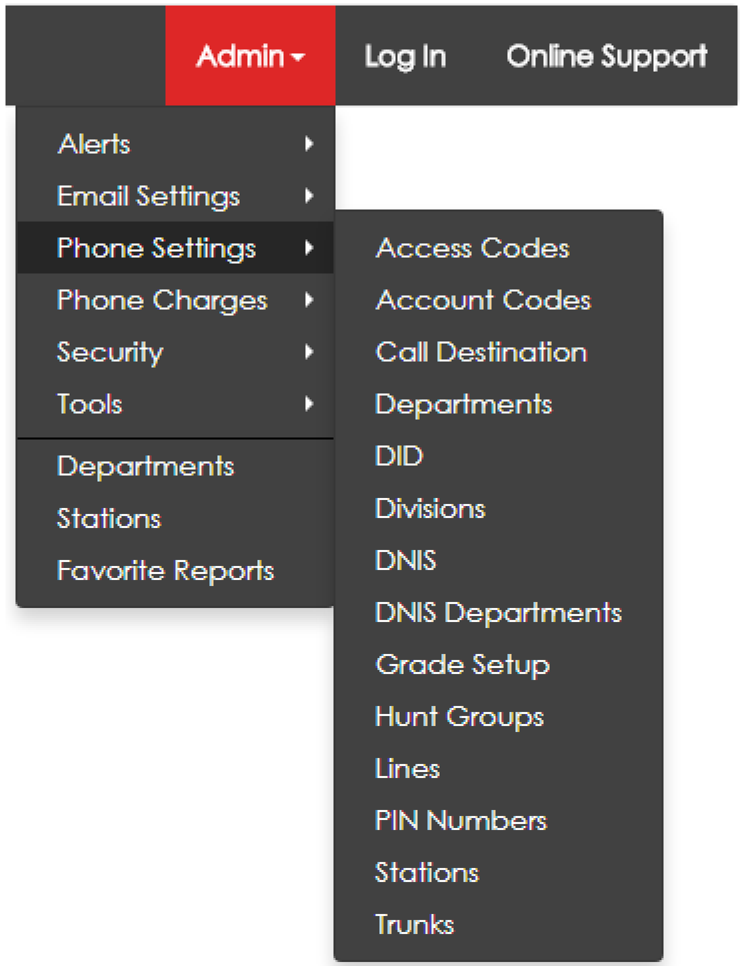
Be sure to click on the save button to save all of the settings.

Clicking on **Email Groups** allows you to create an email group for future use.

Email List is where you can add and delete email addresses of people you anticipate sending information to through the software.

Admin – Phone Settings

The **Phone Settings** tab is used to configure **Access Codes**, **Account Codes, Call Destination, Departments, DID, Divisions, DNIS, DNIS Departments**, **Grade Setup, Hunt Groups, Lines, PIN Numbers, Stations and Trunks.**



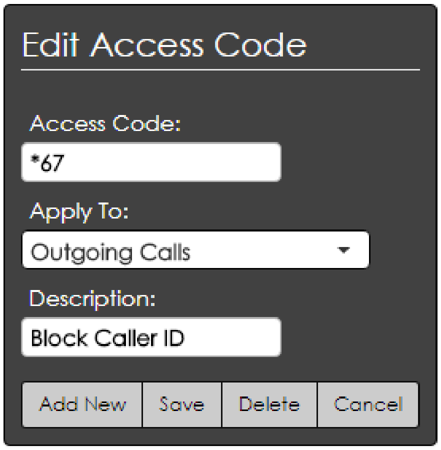
The logical configuration hierarhcy for CASH+ is as follows:

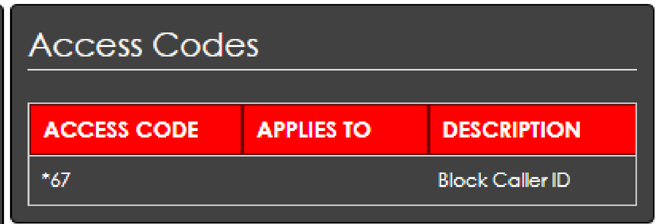
- Company
- Divisions
- Departments
- Stations

NOTE: In most cases, configuring Divisions is not required.

Admin – Phone Settings

Certain telephone systems require you to dial ‘8’ or ‘9’ for an outside line. If these additional digits are showing up on your CASH+ Reports they will need to be entered into the **Access Codes** table to remove them.



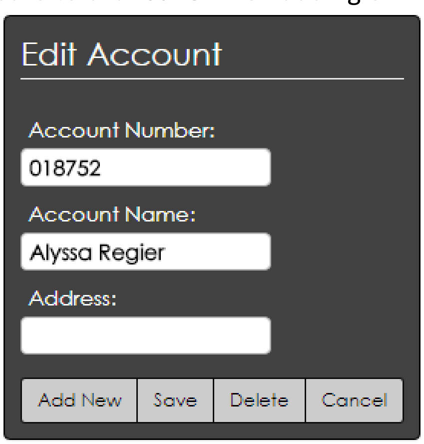


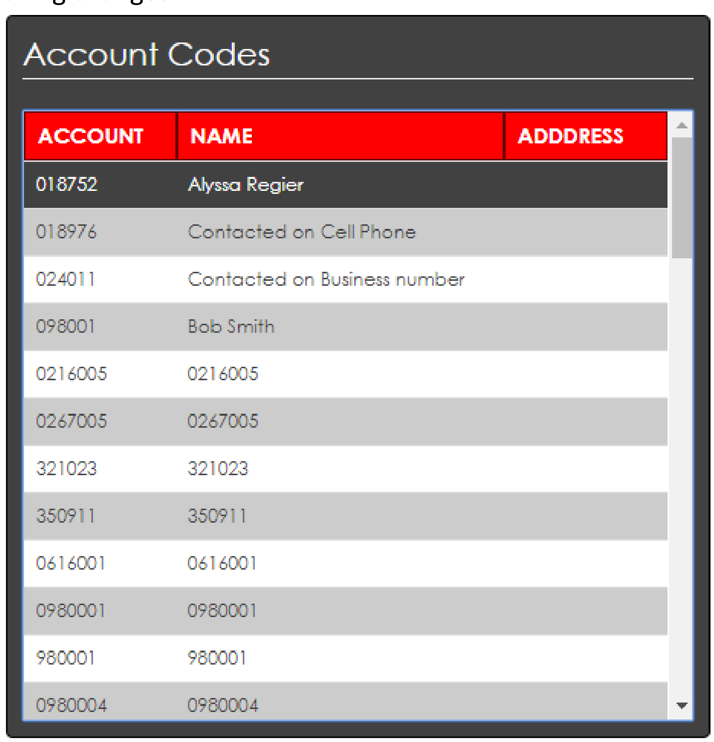
To add an **Access Code** click **Add New** and enter the access code, what calls to apply it to, and description. Be sure to click **Save** and you will see the access code appear on the right hand screen

NOTE: Some phone systems will take care of the **Access Codes**. If you use a phone system that does not attach the access code to the phone number, you do NOT need to configure **Access Codes**.

Account Codes are used to associate all calls to a specific client or account. If your phone system supports account codes, CASH+ will automatically populate the **Accounts** as they are used.

You can assign names and addresses to the account making the reports more descriptive by editing the account. You can manually add accounts however; CASH+ will automatically populate the Account as they are used. You can delete accounts from this area but it will also delete any records associated with it. Be sure to click **Save** when adding or making changes.

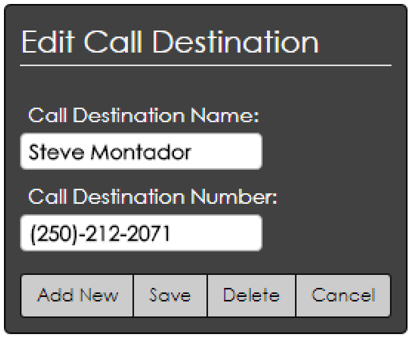


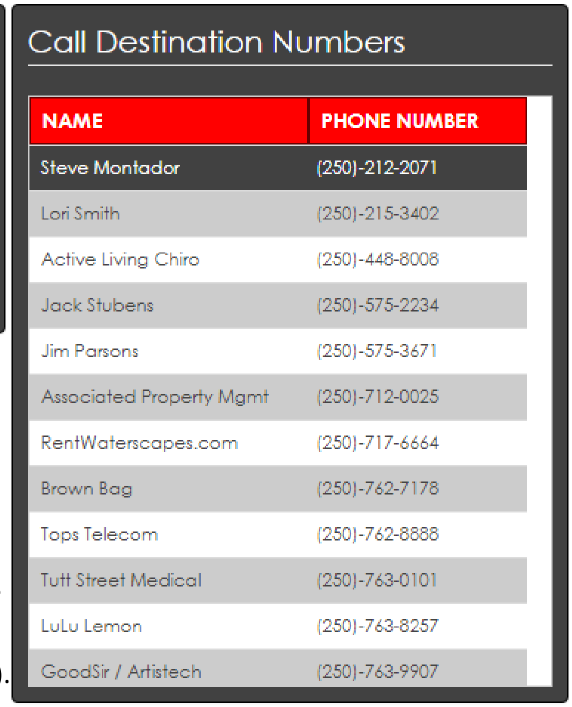


NOTE: When running the account code reports in CASH+ you have the option to show the account code or keep it private.

Admin – Phone Settings

To quickly identify frequently used numbers **Call Destinations** can be assigned to any number. The name you assign in the **Call Destinations** table will be the name that is displayed on the CASH+ reports. **Call Destinations** are extremely useful for monitoring employee telephone usage. By attaching a name to a telephone number it allows the user to easily see the name of the client or employee on reports, rather than the telephone number.

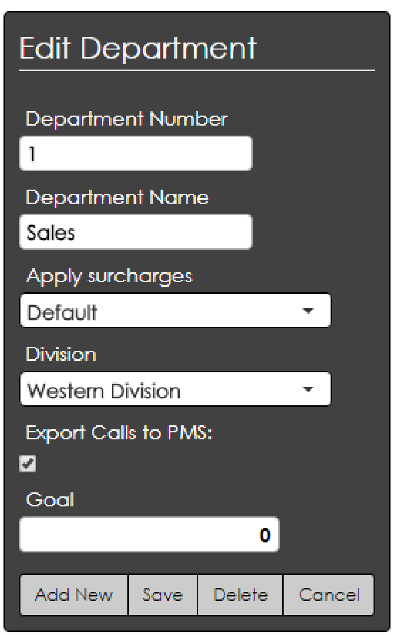




NAME	PHONE NUMBER
Steve Montador	(250)-212-2071
Lori Smith	(250)-215-3402
Active Living Chiro	(250)-448-8008
Jack Stubens	(250)-575-2234
Jim Parsons	(250)-575-3671
Associated Property Mgmt	(250)-712-0025
RentWaterscapes.com	(250)-717-6664
Brown Bag	(250)-762-7178
Tops Telecom	(250)-762-8888
Tutt Street Medical	(250)-763-0101
LuLu Lemon	(250)-763-8257
GoodSir / Artistech	(250)-763-9907

This feature can be used to attach an employee's home telephone number to their name. Printing the **Most Call Numbers** report will easily identify how many times a destination has been called and when those calls were made. This feature is also useful in establishing calling patterns for speed dials. Simply click **Add** and enter the name and telephone number. The telephone number must be entered the way it is dialed (outgoing toll calls must include proper prefixes 011, 1, 0).

To establish control of your telephone costs and to run reports easily, we recommend that you establish departments tailored to your organization. Once departments are established you can easily monitor costs and telephone usages. To organize departments click on **Admin** and then the **Departments** button.



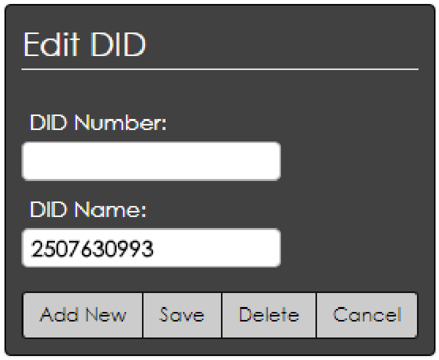
To add a department click **Add New** and enter a department number and name. Select 'Default' for **Apply Surcharges** if you would like that department to have the surcharges applied to them. You can also choose which division the department is located if you choose to. If you are exporting to a hotel property management system you can customize whether or not the calls get sent to the PM system by checking or unchecking the **Export calls to PMS** field. You can also edit and delete departments from this area.

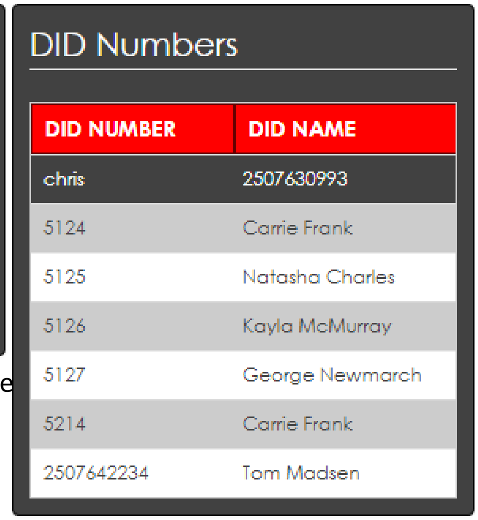
NOTE: If you delete a department you are also deleting the records associated with it.

Admin – Phone Settings

A Direct Inward Dialing (**DID**) Number is a phone number that is dedicated to a particular station. Some phone systems are able to provide CASH+ with this information and automatically populate as the **DID Numbers** are used.

NOTE: DID Numbers are only available with certain phone systems.

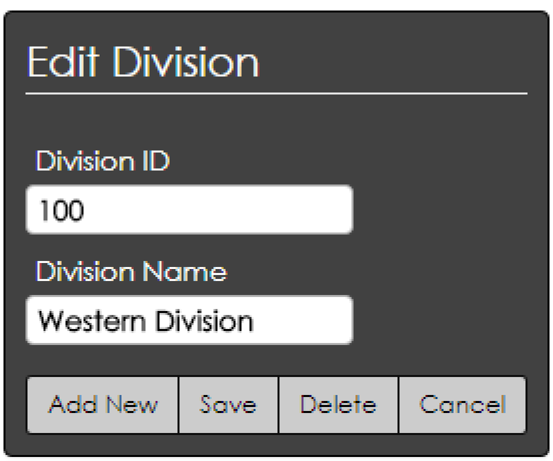


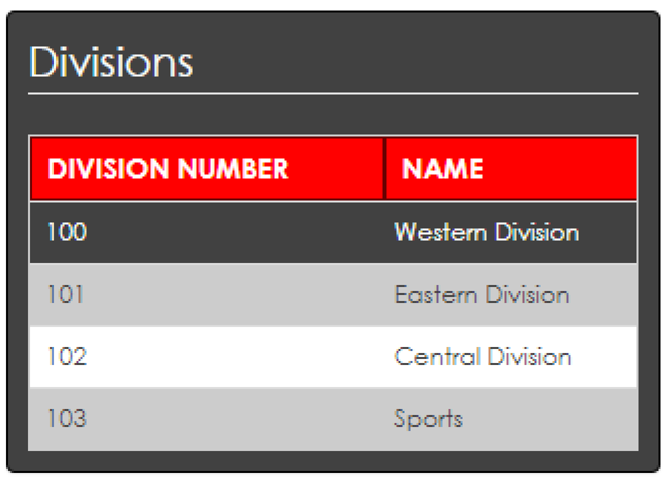


To edit a **DID Number** simply select the desired **DID** and change the **DID Name.** To manually add a **DID Number** click **Add New** and enter the number and the name, however, the **DID Numbers** will automatically populate as they are used as long as the phone system is capable. Be sure to click **Save** when adding or editing.

Divisions are used to place multiple departments into a larger organizational group. For Example: A Sales Division may include multiple departments (Regional Sales, National Sales).

To edit a **Division** simply select the desired **Division** and change the **Division Name**. Be sure to click **Save** when you are done editing. To add a division click the **Add New** button, enter a division number and name and click **Save**.



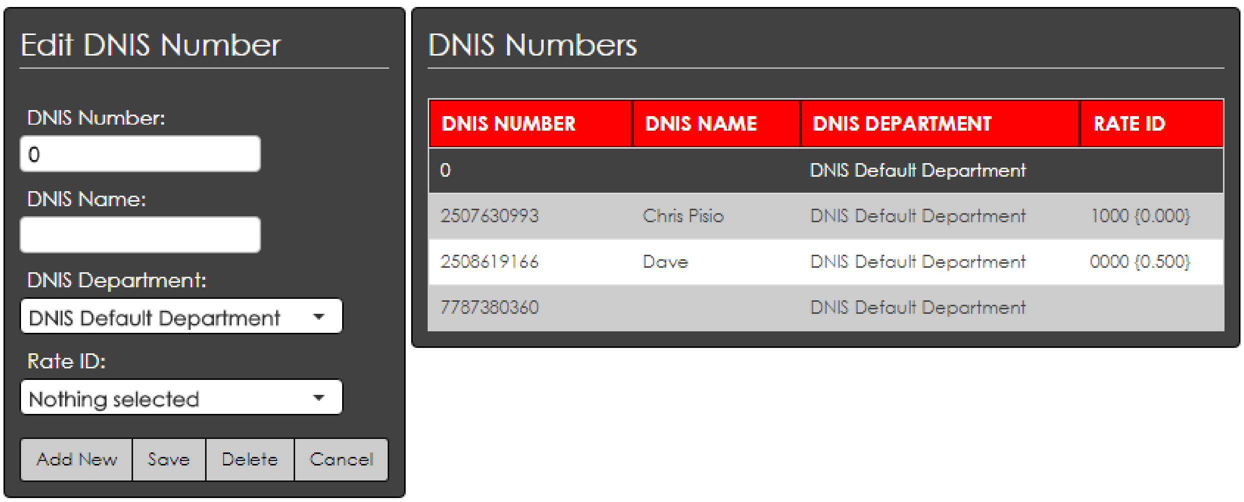


NOTE: You will organize what departments belong to each division in the Department area.

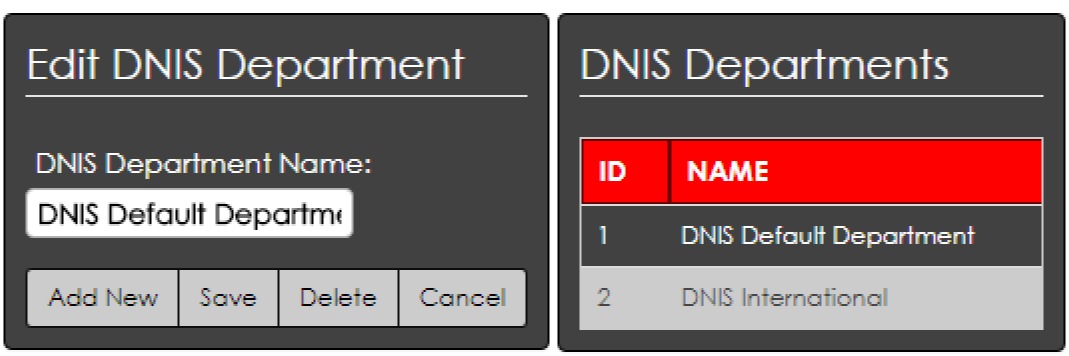
Admin – Phone Settings

Dialed Number Identification Service (**DNIS**) is a service sold by telecommunication companies to corporate clients that let them determine which telephone number is being dialed by a customer. This is useful in determining how to answer an inbound call, or for advertising purpose. For example, a company may have a different toll free number for each product line it sells. Another example would be if a company has dedicated toll free numbers for certain advertising methods.

If you have **DNIS** numbers the **DNIS** table will automatically populate. To edit an existing DNIS number simply click **Edit**, change the name of the **DNIS** number or department and click **Save**.

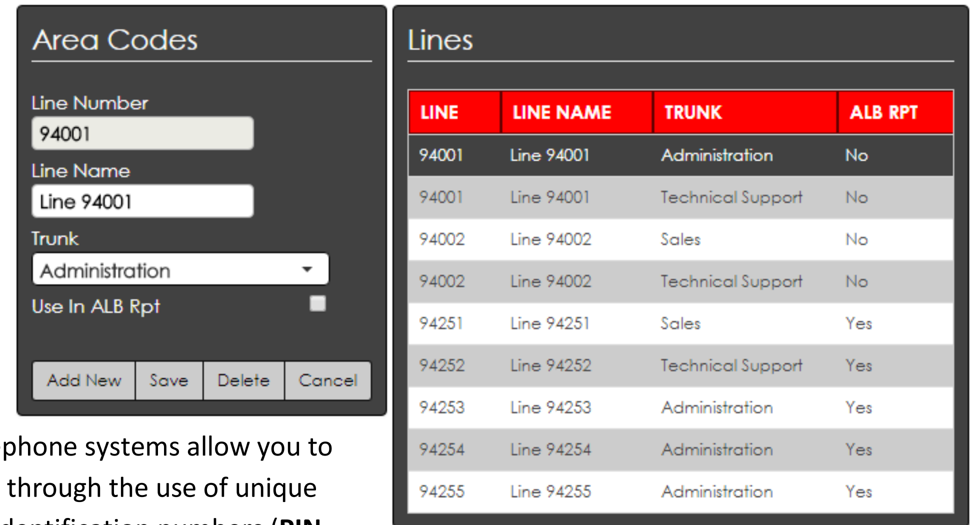


DNIS Department is where you can set up different departments for your **DNIS** numbers. Simply click **Add New**, then name the **DNIS Department** and click **Save**.



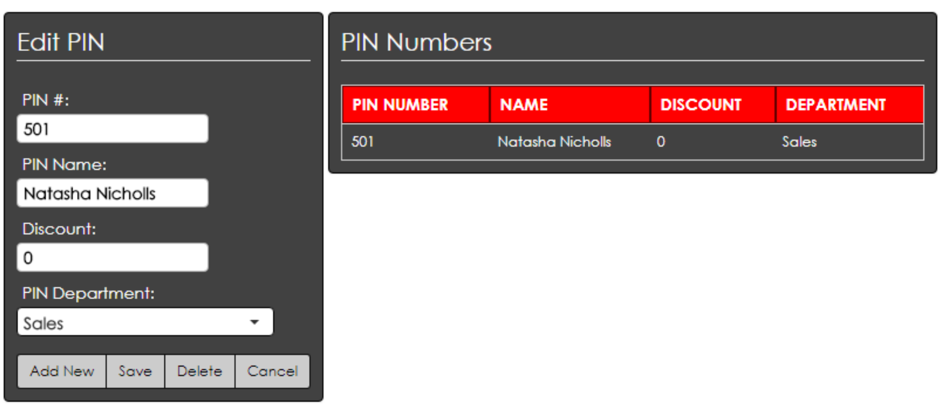
Admin – Phone Settings

The **Lines** table will automatically populate as lines are used. Use this feature to create settings on individual or specific lines for reporting purposes. To edit an existing line simply select the line and click **Edit** and make the necessary changes. If you want one or multiple lines to be used when using the **All Lines Busy** (ALB) Report you will have to check off the box that reads **Use in ALB rpt**.



LINE	LINE NAME	TRUNK	ALB RPT
94001	Line 94001	Administration	No
94001	Line 94001	Technical Support	No
94002	Line 94002	Sales	No
94002	Line 94002	Technical Support	No
94251	Line 94251	Sales	Yes
94252	Line 94252	Technical Support	Yes
94253	Line 94253	Administration	Yes
94254	Line 94254	Administration	Yes
94255	Line 94255	Administration	Yes

Some telephone systems allow you to track calls through the use of unique personal identification numbers (**PIN Numbers**). This method provides an audit trail for calls placed from a workstation other than an employee's own, or isolates costs for multiple agents assigned to a single client account. If your telephone system accommodates **PIN Numbers** CASH+ will incorporate the information and display data on reports. You can associate **PIN Numbers** by station so each own of an extension gets PIN. You can associate a PIN number to a department, to a Division, or to a client's account.



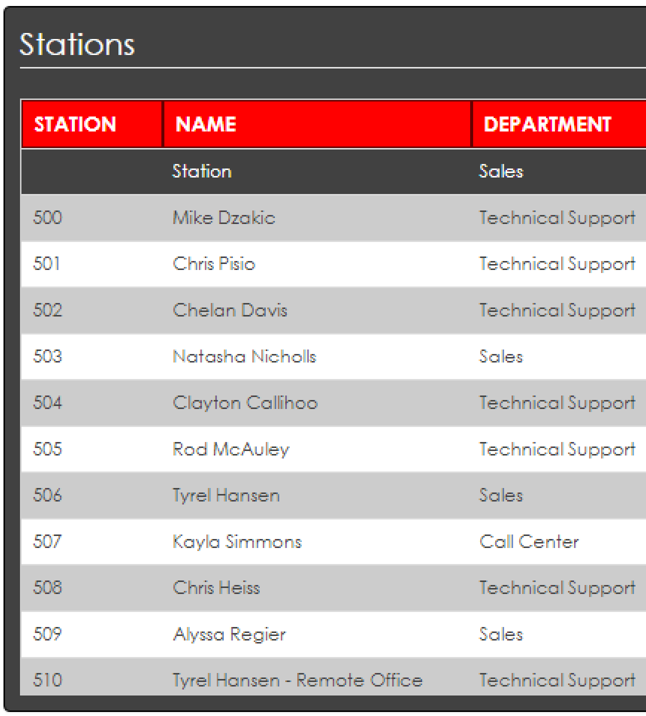
PIN NUMBER	NAME	DISCOUNT	DEPARTMENT
501	Natasha Nicholls	0	Sales

Trunks are groups of phone lines. Use this feature to assign specific **Trunk** names. **Trunks** will automatically populate by phone systems that are preconfigured with trunk allocation. You may rename **Trunks** based on their usage. To edit an existing trunk simply click **Edit** and make the changes necessary.

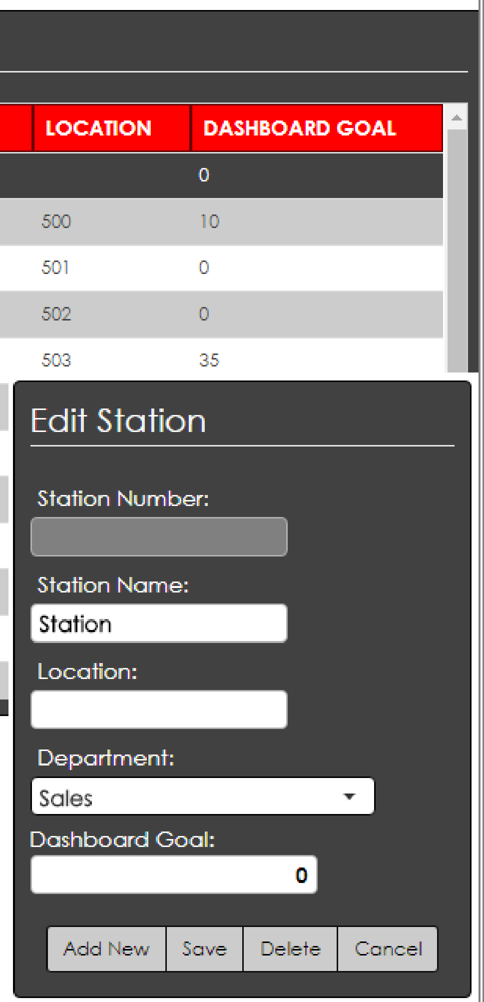
Admin – Phone Settings

Once you have established Departments, it is recommended that you assign **Stations** names and departments. Stations or Room Numbers (in a hotel) are unique to each telephone system and will automatically populate in the CASH+ Stations table as they are used. You should not need to add any Stations manually. If you find one is missing it generally means that that station has not used the phone since the software was operational. You can access this in two ways. Either by going to **Admin** and then **Stations**, or **Admin, Phone Settings,** and then **Stations.**

You can select multiple entries to change the department by holding the ctrl key or shift key and clicking in the blue column on the far left side.



STATION	NAME	DEPARTMENT	LOCATION	DASHBOARD GOAL
	Station	Sales		0
500	Mike Dzakic	Technical Support	500	10
501	Chris Pisio	Technical Support	501	0
502	Chelan Davis	Technical Support	502	0
503	Natasha Nicholls	Sales	503	35
504	Clayton Callihoo	Technical Support		
505	Rod McAuley	Technical Support		
506	Tyrel Hansen	Sales		
507	Kayla Simmons	Call Center		
508	Chris Heiss	Technical Support		
509	Alyssa Regier	Sales		
510	Tyrel Hansen - Remote Office	Technical Support		



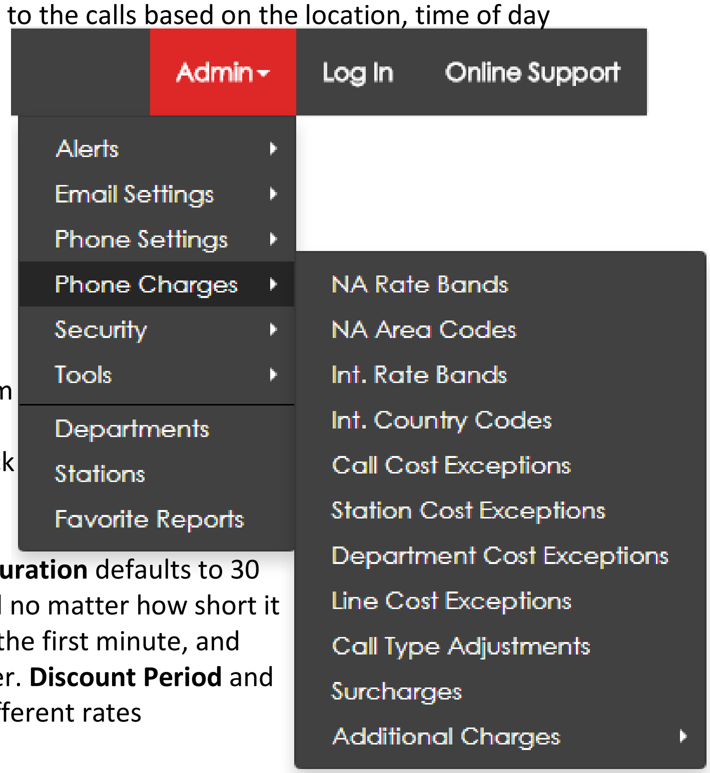
To edit an existing station highlight a station and click **Edit**. Here you can change the name and department of the station. You can also assign a **Location**. For hotel rooms that have multiple extensions in the room you can assign them to one location to generate reports on that specific room accommodating BOTH extensions. Be sure to click **Save** to keep any changes you make.

You can manually add a Station to the Station table, however the station table does self-populate as the station is used. Simply click **Add** and enter the station number, name, department, and location or discount (if necessary).

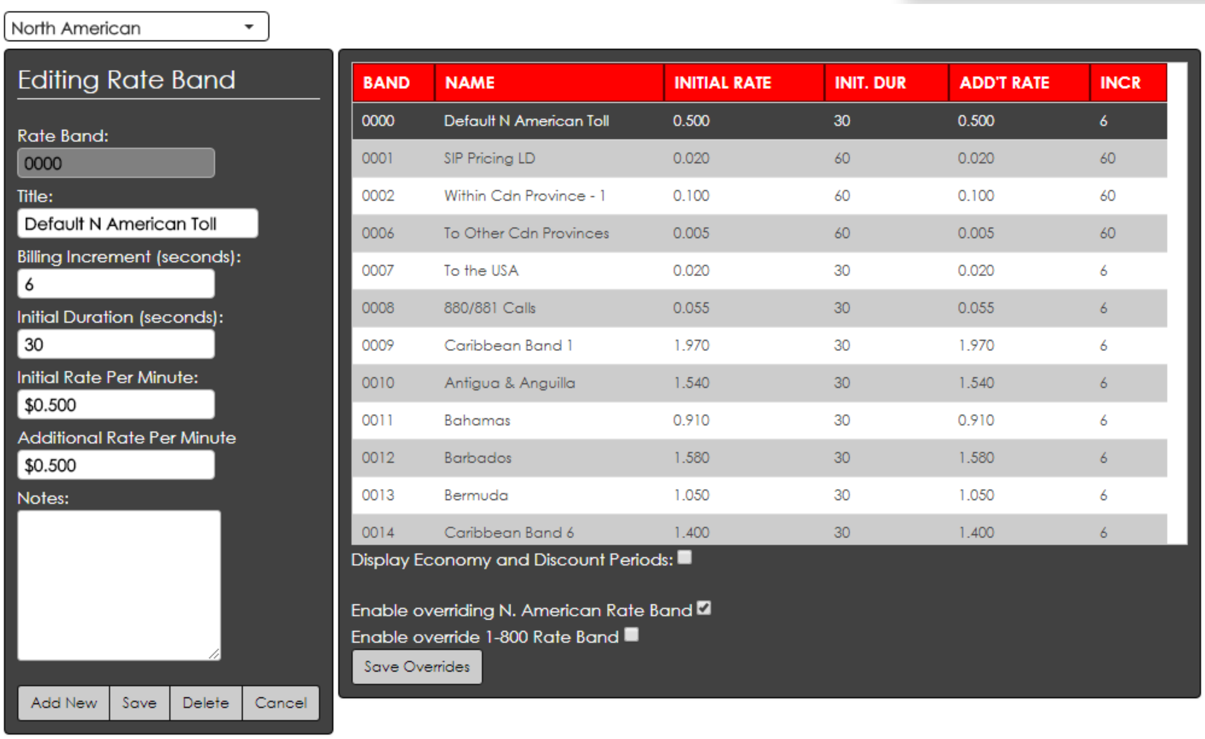
NOTE: When you delete a station you also delete all the records associated with it.

Admin – Phone Charges

The **Phone Charges** area is where you can change the cost of the calls. When calls are received by the CASH+ system the Rate Bands are used to assign a cost to the calls based on the location, time of day and duration. Rate Bands are configured at the time of install based on your phone number. The default rates in CASH+ are based on an average of existing long distance plans. The default rates **will not** reflect your phone bill until you change the rates to match what you are being billed by your long distance provider.



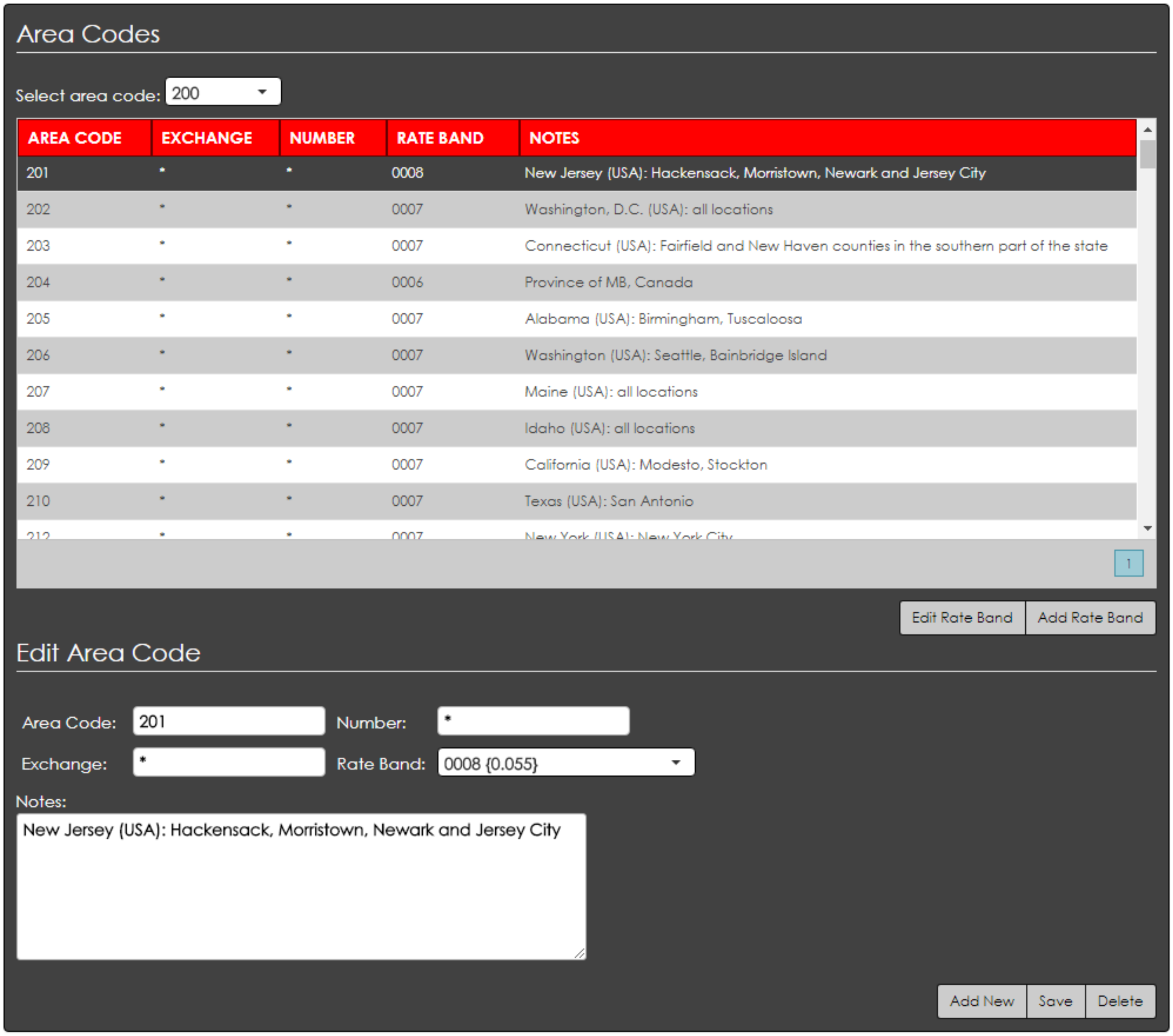
NA Rate Bands stand for North American Rate Bands and contains all the rate bands for North America. From here you can customize the rates to ensure accurate billing. To edit a rate band simply highlight one and click edit. The **Billing Increment** is defaulted to 6 seconds (tenth of a minute billing). You can change this to any increment or per minute or per second billing. **Initial Duration** defaults to 30 seconds, this will charge at least 30 seconds for the call no matter how short it is. Change the **Initial Rate Per Minute** to set a rate for the first minute, and **Additional Rate Per Minute** for every minute thereafter. **Discount Period** and **Economy Period** can be created if you want to have different rates throughout the day.



NOTE: If rates are changed, any calls costed prior to the edit will reflect the previous rates. Please call us if you need assistance with this.
NOTE: International Rate Bands are changed the exact same way under **Int. Rate Bands**.

Admin – Phone Charges

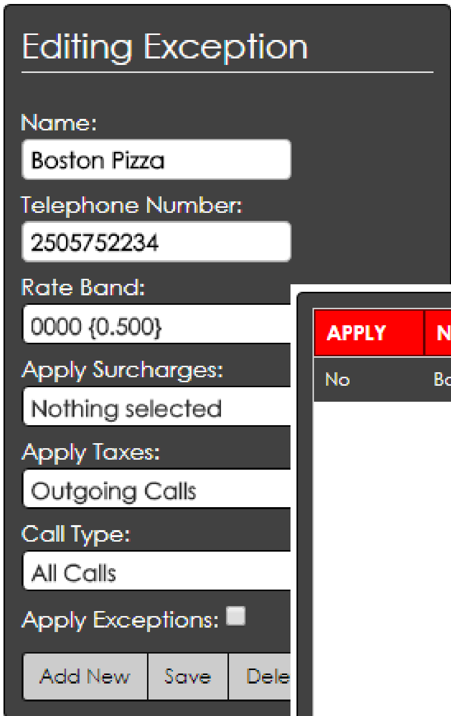
NA Area Codes (North American Area Codes) lists all the area codes for North America. New Area codes are periodically added to the North American Dialing Plan. These new area codes get entered in to the software by semi -annual upgrades received by users subscribing to our Software Assurance Coverage.



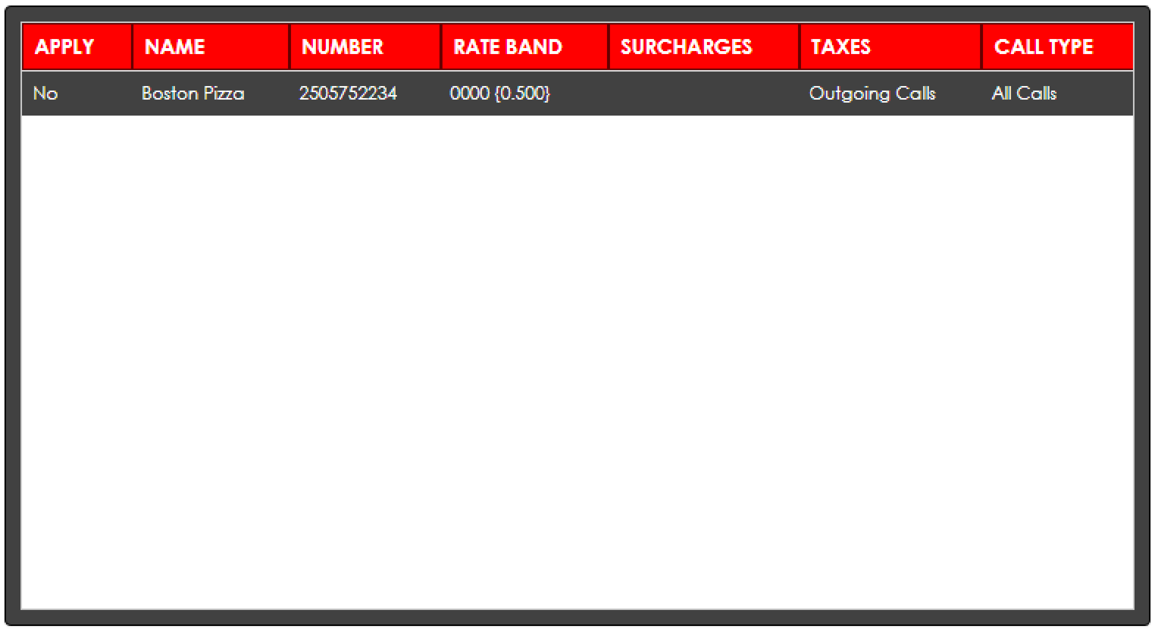
If there is a particular area code that requires a unique per minute rate this is where you would change it.

NOTE: International Country Codes can be viewed and changed in the same manner under **Int. Country Codes.**

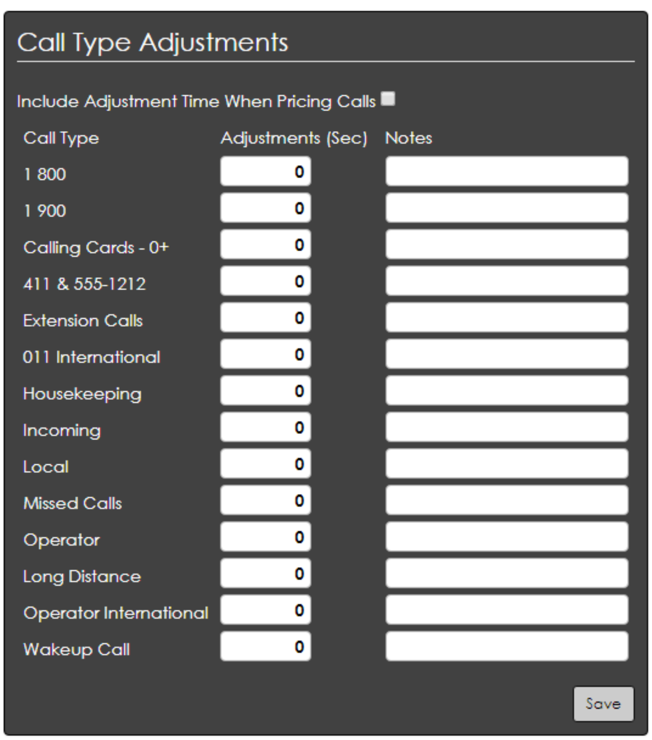
Admin – Phone Charges



Call Cost Exceptions allow the customization of rates on calls to a specific phone number. Simply click add and enter the details of the phone number and assign it to a rate band of your choice and then decide to apply surcharges and taxes. Be sure to click **Add New** once you've created your new cost exception.

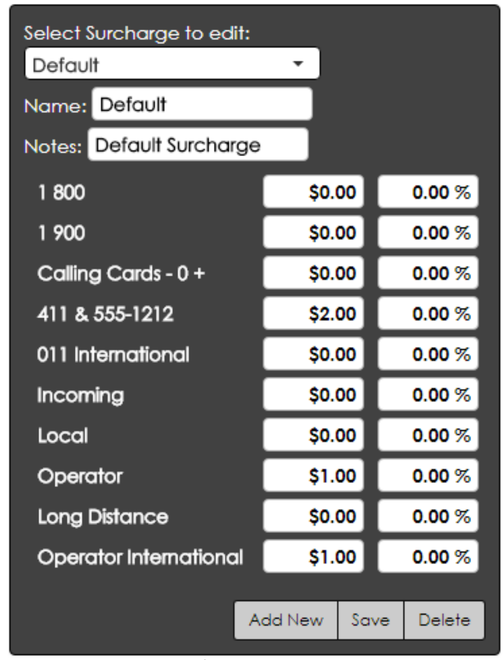


Station Cost Exceptions, Department Cost Exceptions, and **Line Cost** Exceptions can all be added the same way.



Most telephone systems do not know when you connect with your party. They start timing the call immediately. The **Call Type Adjustment** table is where you can set up times that subtract from the total length of a telephone call.

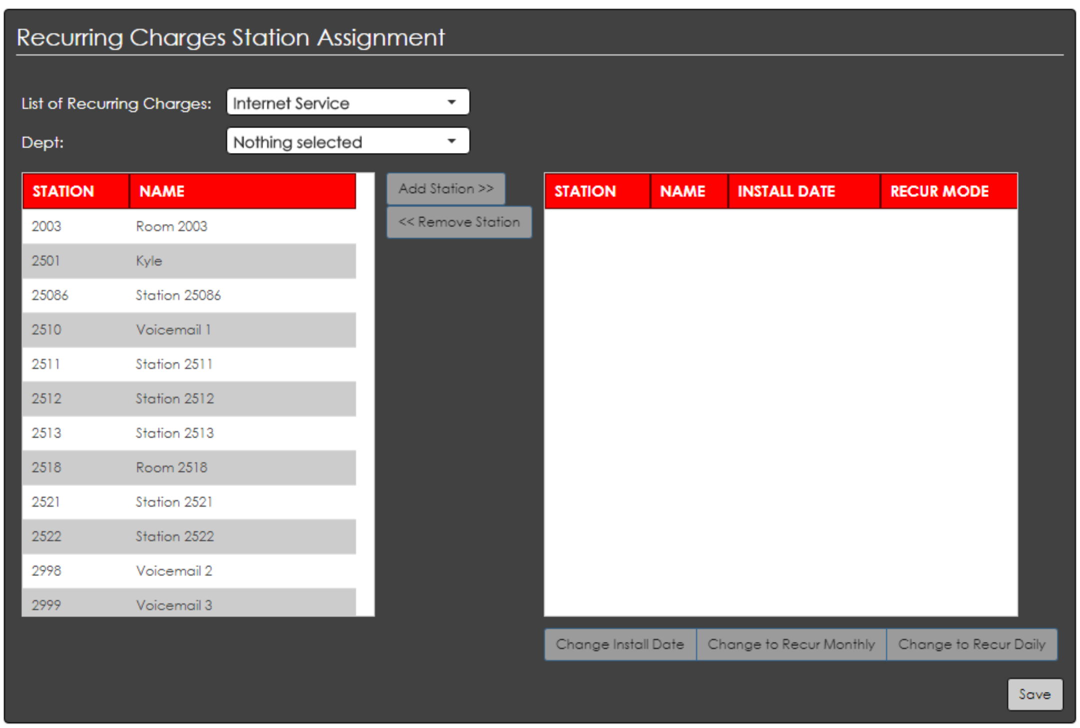
Admin – Phone Charges



The **Surcharges** area allows you to set a variety of surcharges based on your particular organizational needs. This feature is essential to professionals, as established surcharges will be automatically added to each call relating to Clients or Projects. It is also invaluable to the hospitality industry to recover telephone expenses from guests and to generate revenue for telephone services. Not only can you exempt administration extensions from surcharges, you can also create different surcharges for various departments if required.

Additional Charges allows you to assign and edit recurring, non Recurring, and station charges.

To **Assign Recurring Charges** to a particular station first select the charge from the **List of Recurring Charges**. You can select the desired department from the **Dept** drop down menu to narrow the fields. Highlight the desired stations on the left column (hold Ctrl key to select multiple stations). Click the **Add Station >>** button to move stations to the right. Stations listed on the right are the stations that have been assigned the recurring charge.

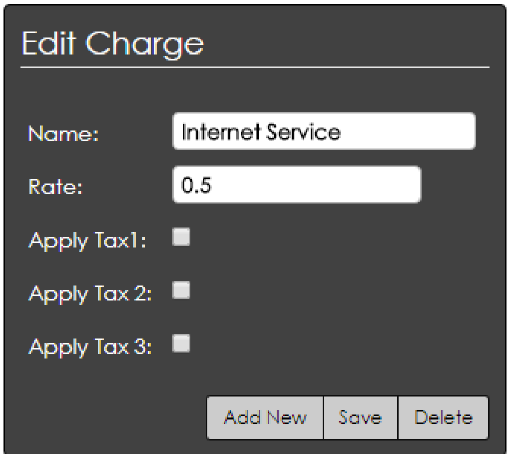


The date for charges assigned defaults to the current date. You can edit that date by highlighting the station and clicking **Change Install Date** and then select the desired date. The frequency of the recurring charge defaults to monthly but you can change it to daily by highlighting a station and clicking **Change To Recur Daily** and **Change to Recur Monthly** to switch it back to monthly.

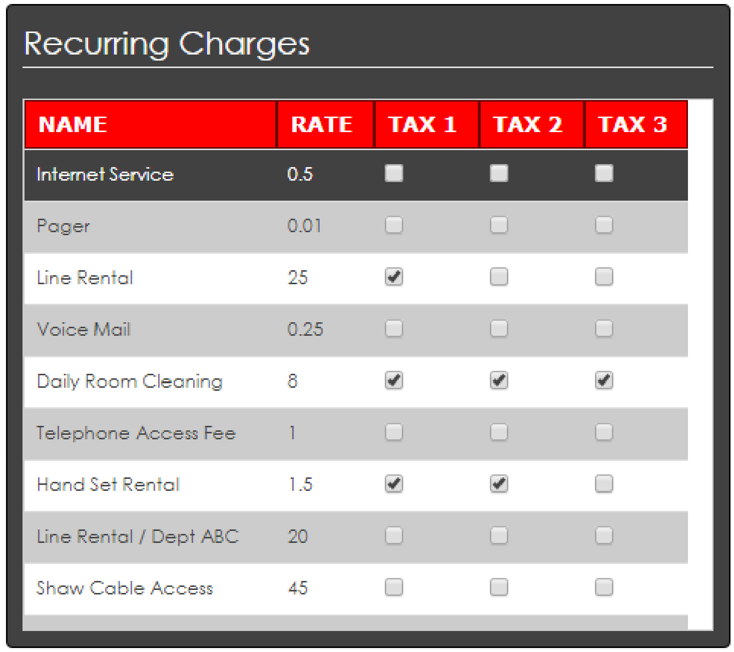
NOTE: Follow the same procedures for **Non Recurring Charges** configurations.

Admin – Phone Charges

Once you have clicked **Edit Recurring Charges** you will be able to create, edit, and assign recurring charges. Here you can either **Add New** or **Edit** exsisting recurring charges.

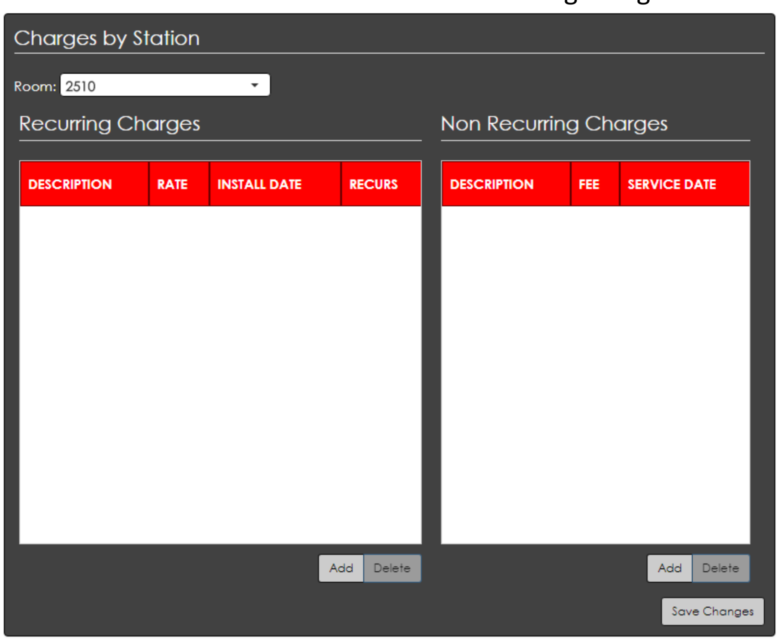


To create a recurring charge click on **Add New**. You can now name the recurring charge, put in the cost of the charge under **Rate** and decide if you want tax to be applied.

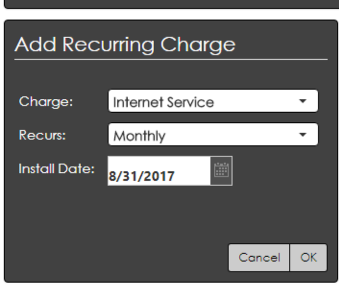

Recurring Charges

NAME	RATE	TAX 1	TAX 2	TAX 3
Internet Service	0.5			
Pager	0.01			
Line Rental	25	✓		
Voice Mail	0.25			
Daily Room Cleaning	8	✓	✓	✓
Telephone Access Fee	1			
Hand Set Rental	1.5	✓	✓	
Line Rental / Dept ABC	20			
Shaw Cable Access	45			

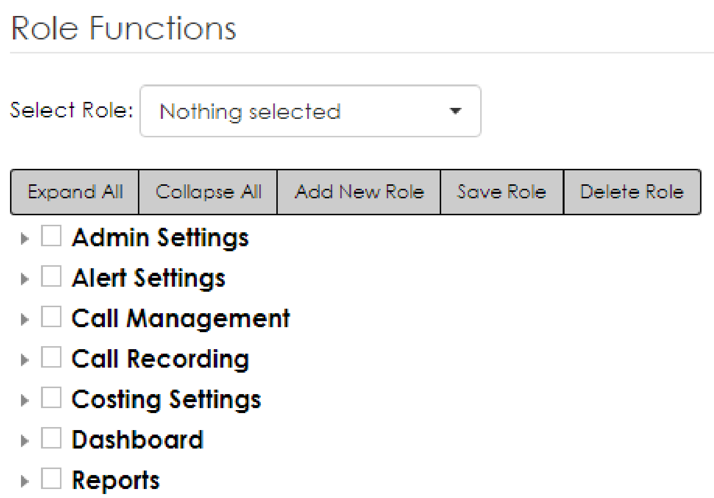
NOTE: You can add and new non recurring charges the same way under **Edit Non Recurring Charges.**



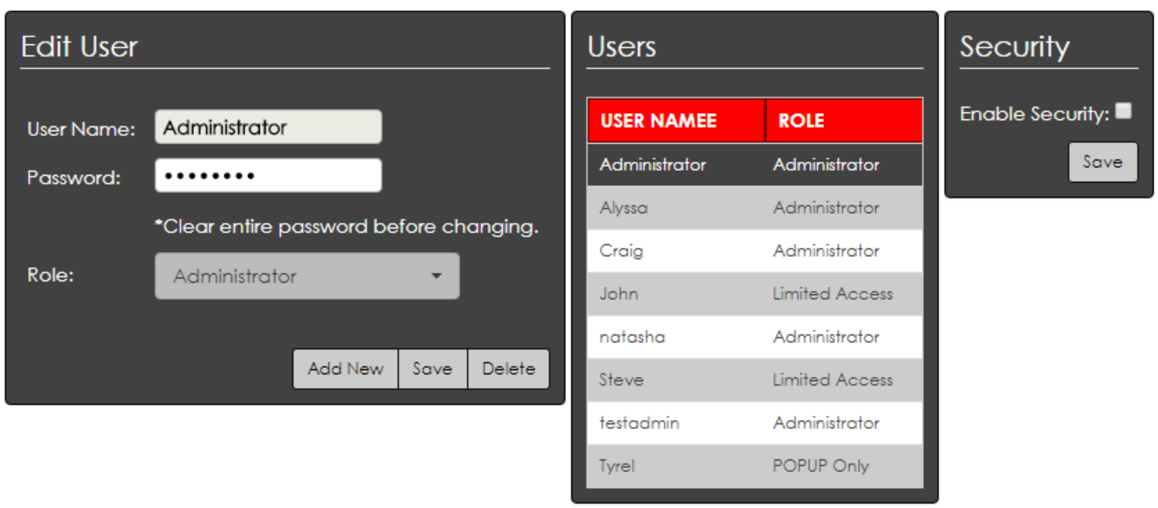
Under **Assign Charges by Station** you can select a particular station and assign existing recurring and non recurring charges.



CASH+ Admin – Security



To create different security roles click on a role to view the functions that role is allowed to perform. To add a role click on the **Add New Role** button and you will be prompted to name the role. To add functions to a role select the role and simply click the box of the desired function. You will see a check mark appear in the box. You can also remove functions from this area. Be sure to click **Save Role** when you are done.



The **Users** button is used to create and apply user names, passwords and role associations to restrict access to various CASH+ Features. Click on the **Users** button to open the Users menu. To add a user click **Add New** and then enter the username, password, and select the appropriate role for the user and then click OK. You can also remove users from this area.

NOTE: You can enable security for client copies here. If you are ready to start having your security settings enabled, click the box by **Enable Security** and click **Save.**

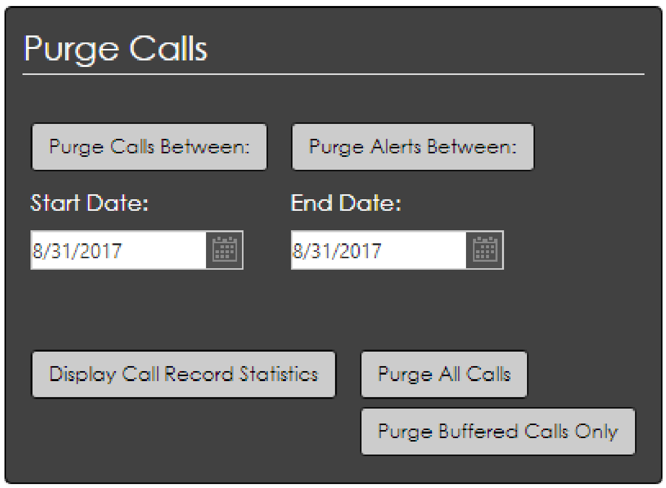
Admin – Tools

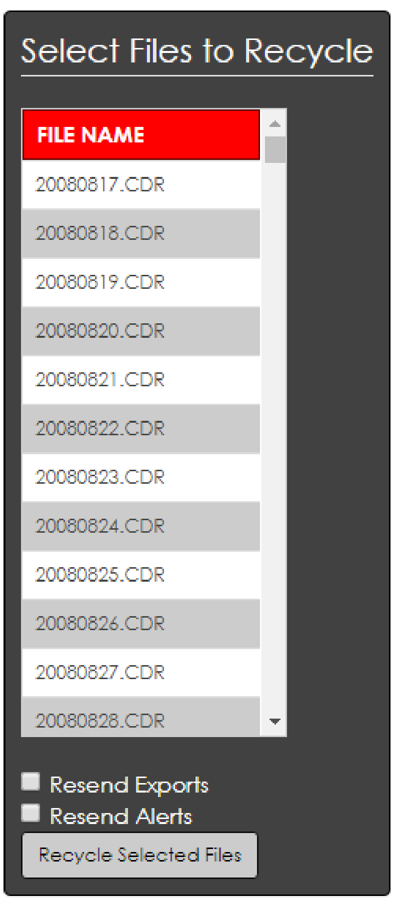
Call Count will display for you the current call count, first, and last call date in the database.

Install Call Editor will launch an screen to install the call editor where you can edit call records.

Search Phone Number allows you to type in a phone number and it will search for any call records associated with that phone number.

To purge calls from the database click on **Purge Calls**. From here you can select one date or a date range of calls or alerts to purge out of the database.



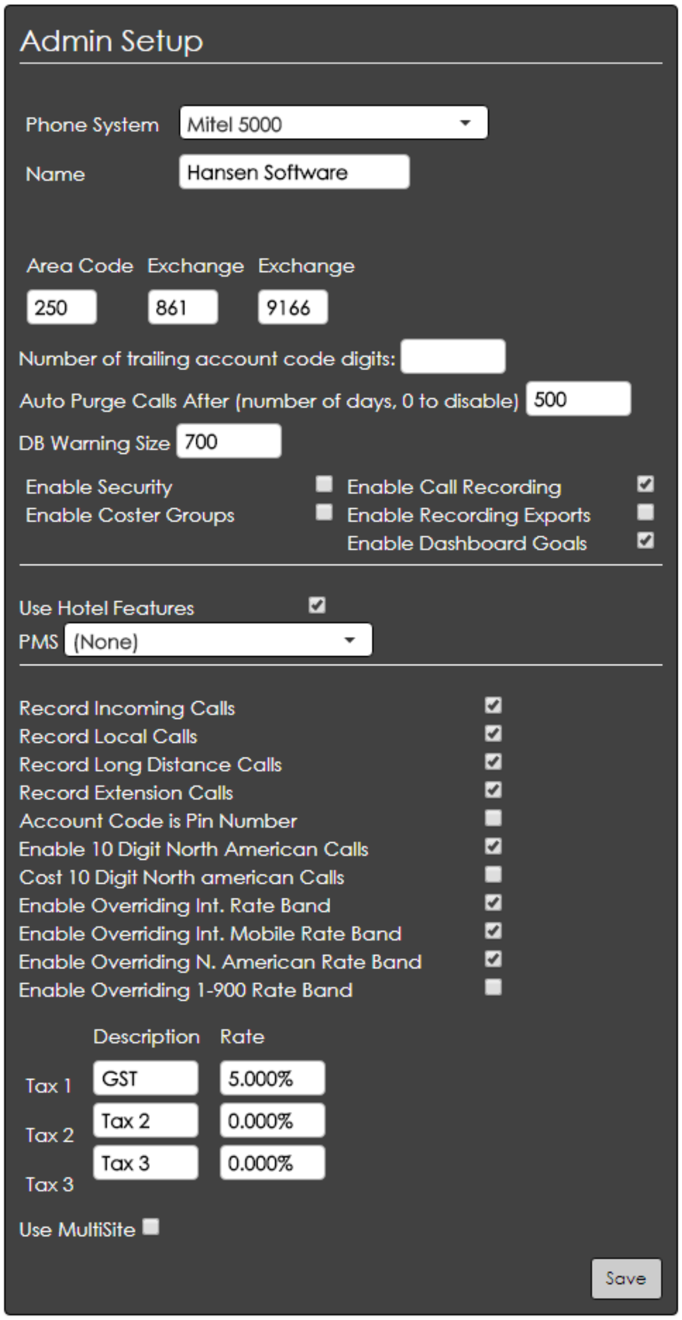


To recycle calls back into the database click on **Recycle Calls**. If you want to send calls to be export again click **Resend Exports**. Click **Resend Alerts** if you would like to recycle call alerts. To recycle call data you select the records you want to recycle. The files are named by date. Once you have selected the days you want to recycle, click **Recycle Selected Files.**

NOTE: Be careful not to recycle calls already in the database or you will have duplicate call records.

CASH+ Admin – Tools

To edit Setup settings click on **Admin, Tools, Advanced Settings,** and then **Admin Setup**. Hansen Software Technicians will set this up for you during install. Be careful changing anything on your own.



Use this window to select your phone system, enter company information and phone number. **Number of trailing account code digits** is only used when your phone system is not capable of handling account codes. **Auto Purge Calls** is used to define how many days of call records will be retained in the database. The default is 45 days. **Enable Security** to password protect CASH+. **Enable Dashboard Goals** will enable goals set up in Dashboard to show on reports. Check off **Use Hotel Features** and select your **PMS** if you are a hotel. If your PMS is a Write to File, browse and enter the directory path in File location. Check the boxes below to determine what type of phone calls you would like to collect. **Enabling 10 Digit North American Calls** allows you to process calls that are dialled with ten digits but do not use the 1 in front. **Costing 10 Digit NA Calls** is an option if you want those calls to be considered long distance. **Enabling override** for rate bands allows you to assign one rate for all calls of a certain type. **Taxes** can be set up and named in this area.

Be sure to click **Save** in order to keep any changes made.

*if you are using a multi-site application check the box named **Use Multisite Mode** and choose whether to populate one database or more than one database.