

# CallTrac Call Accounting for Shared Tenant

## Ideal for Any Resell Environment

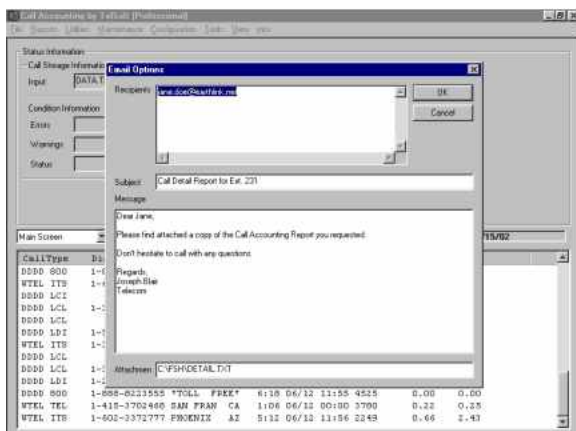
Executive Suites  
Hospitals  
Nursing Homes  
Retirement Communities  
Shared Offices  
Telephone Resellers  
Corporate Cost Allocation  
University & College Student Billing

CallTrac offers one of the most flexible and robust billing packages available for any resell environment.

The CallTrac full billing Shared Tenant System provides a method of billing telephone and other miscellaneous charges (voice mail, phone equipment, installation, etc.) back to specific billing accounts. Individual stations can be assigned to a billing account for calls made and services used, accounts can then be rolled up into "Master Accounts", if required.

## User-Definable

With the CallTrac shared tenant billing system all telephone related costs can be accounted for and billed in addition to any other related or unrelated charges, as required. Services to be offered and included in the billing are entirely user-definable. Simply create your own transaction code for a particular service, enter the transactions and start billing.



The screenshot shows a software window titled "Email Accounts by TelTrac (Professional)". It displays an email message with a subject line "Call Detail Report for Ext. 231". The message body contains a table of call data. The table has columns for CallType, Ext, and a list of call records with associated times and costs.

CallType	Ext	Ext	Time	Cost
DDDD	800	1-1		
WTEL	ITB	1-1		
DDDD	LCL	1-1		
DDDD	LCL	1-1		
DDDD	LCL	1-1		
DDDD	LCL	1-1		
DDDD	LCL	1-1		
DDDD	LCL	1-1		
DDDD	LCL	1-1		
DDDD	LCL	1-1		
DDDD	LCL	1-1		
DDDD	LCL	1-1		
DDDD	800	1-1		
WTEL	TEL	1-415-3702460 SAN FRAN CA	1:06 06/12 00:00 3700	0.22 0.25
WTEL	ITB	1-602-3372777 PHOENIX AZ	5:12 06/12 13:56 2249	0.66 2.43

Email Reports

## Price Classes

The system provides full detail on taxes providing up to 10 levels of taxes and tax rules, as required. CallTrac supports price classes. This means that the same types of calls can be charged different customers at different rates. Therefore, different pricing can be applied to the same type of calls to allow profit management based on volume usage, larger corporate clients, or other established criteria.



Prorated Charges  
Flexible Invoice Formats  
Overdue Notices  
Trial Balance  
Tax Calculation  
Paid & Unpaid Balances

## Versatile Billing Capability

In addition to markups, other features of the system include the ability to bill for recurring charges such as monthly service fees, equipment charges, T1 and line charges, voice mail, etc. The system will bill for other non-telephone-related charges as well. Some examples include rental fees, parking fees, office space, etc. One-time charges for labor, installation, and initial set up charges, are also accommodated by the system.

## Use CallTrac to Bill:

- Moves, adds and changes
- Telephone feature charges
- Multiple line charges
- Directory Listings
- Miscellaneous charges
- Fax, copy, modem charges
- Facility use charges
- Food catering charges
- Equipment rental charges
- Telephone answering charges
- Prorate billing by usage
- Other user-created charges

# CallTrac Call Accounting for Shared Tenant

## Full Call Accounting Included

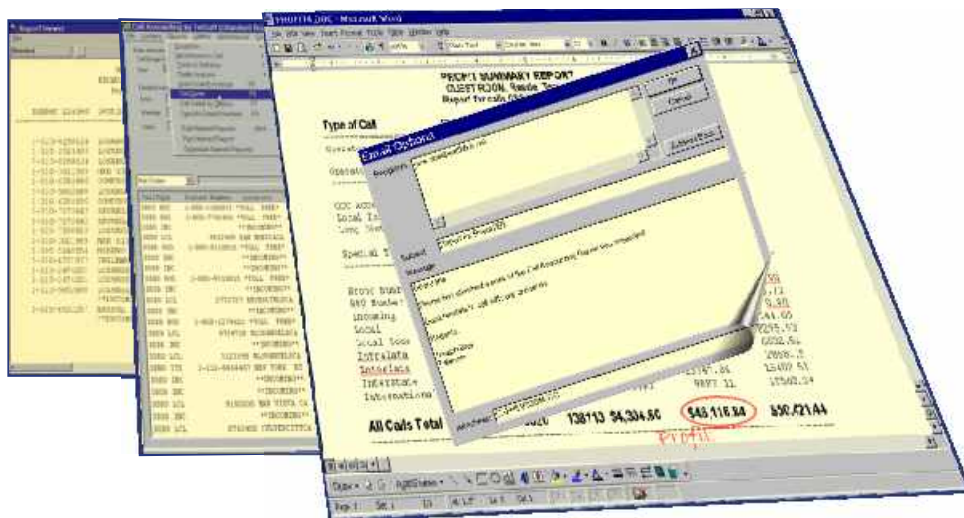
All the standard call accounting reports and reporting options are included as part of the billing system - call detail, call summary, reconciliation reports, exception reports, etc. CallTrac accurately tracks, monitors and reports on the call activity in ANY area of your company providing you with the flexibility to define and run many different reports from summary to specific detail for outbound, inbound and even station-to-station call activity. The system can also produce bills by authorization code or by station and accommodates up to 10 different rate structures/price classes.

## Stagger Billing Cycles

Monthly or staggered cyclical billing periods are easily accommodated and can be set up by group or individual. The page layout of the printed bills can be customized at the time of printing to suit your needs. Text messages can be added on billing runs which request payment by a specific date, or broadcast other important information to users.

## Calculates Cost and Charge

CallTrac can establish different types of accounts and set up different charging strategies, if desired. The system calculates cost and charge, i.e., what you pay vs. what you charge the customer, tenant, student or user department. Therefore, marking up your cost can be done by percentage, flat rates, or both. Profit margin can be monitored, although invisible to the customer, in order to monitor and ensure profitability. CallTrac also provides the features of an accounts receivable package, i.e., taxes, various invoice formats, aging, full balance forward, staggered billing cycles and more.

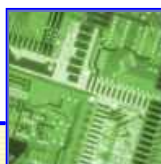


## Features

- User definable bill formats
- Prorated charges
- Paid & unpaid balances
- Complete billing reprint options
- Programmable transaction codes
- Recurring & nonrecurring transactions
- Tax calculations
- Account adjustments
- Trial balance
- Overdue notices
- Payment history

## Establish Dollar Cutoff

Monthly budgetary allowances for each user's telephone charges can be established. Then if during the month budgets are exceeded, CallTrac changes the grade of service for that group and restricts further calling through the PBX until additional budgets are approved. At that time, the grade of service is returned to the normal calling privileges and outbound dialing capability is restored. With CallTrac, you can monitor usage and better allow for profit management for the casual or heavy telephone user.



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