



FullCount: Case Study

Company: Canterbury on the Lake

Location: 5601 Hatchery Rd
Waterford, MI 48309

Contact: Tracy L. Jenish

Title: Marketing Director



About Canterbury on the Lake

Independent Living Apartments: 75

Assisted Living Apartments: 39

Nursing Bed Homes: 140

Total Resident Capacity: 255

Resident Services

- The Pub restaurant
- 2 Beauty Salons
- Gift Shop
- Administrative Office
- Campus Care and Transportation
- Miscellaneous Facility Services

Before FullCount

Prior to implementing FullCount managing resident purchases required a lot of manual data entry. Purchases in various departments were charged through stand alone cash registers and then daily totals were retrieved and input manually into an accounting system. Entering stacks of charges was time consuming and prone to human error. Canterbury was looking for a way to automate this process for all departments and services.

Continued on next page



Selecting FullCount

Canterbury researched several POS vendors and chose FullCount for the following reasons:

1. FullCount was more affordable than competitor products.
2. Canterbury had an existing relationship with Alliance Technologies (makers of FullCount software) and was pleased with their prior service.
3. FullCount software was flexible enough to accommodate various policies and processes established within the community.

Implementation and Training

Much of the implementation and training was done on-site with a FullCount project manager and the transition was very smooth. The FullCount project manager was on-site for one week and was able to get a lot of the setup and training done in a short amount of time.

Result

FullCount is now used throughout the community, including The Pub restaurant, multiple beauty salons, back-office for resident charges, campus care, transportation and other billable facility services. Transactions are entered by staff using the FullCount touch screen POS system that has been configured for the various departments. Residents can make purchases with cash or can put 'on account' to be billed with their monthly rent. All transactions can seamlessly feed the back-office component to be imported directly to the accounting system.



Through FullCount, Canterbury will also be offering a pre-paid account option for their residents. This will allow residents to deduct transactions from a pre-paid monthly balance with the use of proximity cards.

Overall, FullCount has helped Canterbury improve the speed and accuracy of managing resident purchases throughout the departments and allows employees to spend their saved time elsewhere in the community.