

NEWSLETTER SEPTEMBER 2005

GREAT FEEDBACK



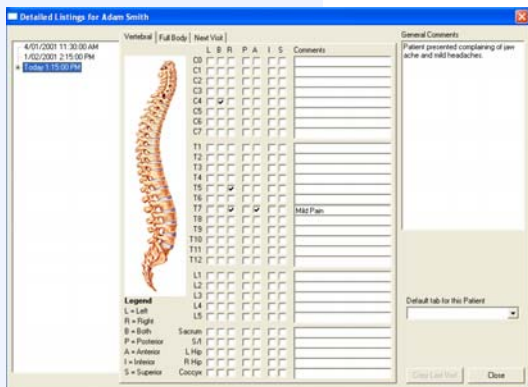
GREAT FEEDBACK ON OUR IMPROVED SERVICES

Hello again from the team at Capable Software Pty Ltd. We want to say a big thank-you to all the clients who have found reason to call us in the last 3 months, and who have subsequently congratulated us on providing outstanding quality of technical support and customer service. We are immensely pleased to hear that our efforts with the company restructure are resulting in improved service to you. Your feedback is greatly appreciated.

Our May newsletter was emailed to all our clients, however many of you have not updated your email addresses with us, and subsequently did not get the newsletter. Hence we have posted this newsletter in the hope of reaching you. We would be very grateful if everyone could send us an email, so that we have a current email address for you. For those of you who missed the May Newsletter, we have posted a copy on our website (www.capablesoftware.com.au).

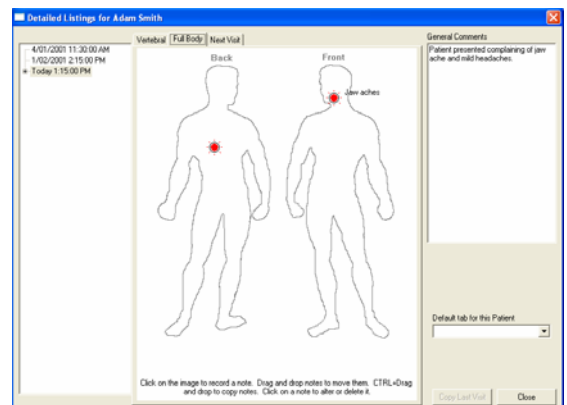
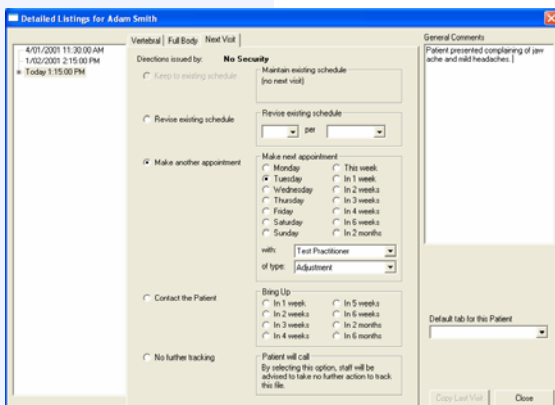
SENSATIONAL NEW FEATURES (available via Live Updates)

VISIT LISTINGS



Our new Visit Notes feature allows you to move closer to the paperless office. A Visit Notes screen within Capable 21C allows you to store your notes for each individual visit. This screen has a spinal tab for adjustments (straight chiropractic nomenclature) in which you can record what manipulations you made and general notes for the visit. There is a full body tab for trigger points and subjective notes, where you can record notes for each point of discomfort identified by a red dot on the body image. There is also a tab for outlining the schedule of care, where you can choose to keep people to their existing schedule of care, alter their schedule of care, indicate a single future visit, or designate them to receive a bring-up (call to remind them they need to make an appointment).

Further Development within the next few months will see a tab added to the Visit Notes screen for digital x-rays and other images. This will allow you to view x-rays and attachments (which are currently viewed through Patient Information and Editing), directly from the Visit Notes screen. We will also release a waiting room feature, which will show the practitioner which patients are in the waiting room (complete with a photo, so you can put faces to names). There will also be a summary screen, so you can see at a glance what treatment they received in their last few visits. We are also working on providing specific adjustment tabs for the various chiropractic techniques. Work has commenced on SOT and Network, with NET and PSC in the wings. Development beyond this will see support for swipe cards.





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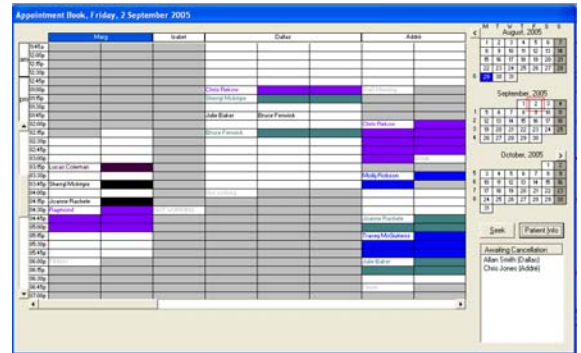
MORE SENSATIONAL NEW FEATURES (available via Live Updates)

CANCELLATION LIST

Capable 21C now has a Cancellation List feature. If a patient calls for an appointment on a day when you are fully booked, you can book them in for alternate day and put them on the Cancellation List for their preferred day. The cancellation list appears on the appointment book screen, so that you can readily see if anyone moves or cancels an appointment on that day, who you can call to rebook that appointment time. Please note that we didn't provide the ability to remove a patient from the Cancellation List (other than to make an appointment for them), but we have received sufficient feedback requesting it, that this is now on our project list of enhancements.

MULTI-PRACTITIONER VIEW

Capable 21C now supports 30 columns width in the appointment book, which gives you the option to view all practitioners on one page of the appointment book.



Appointment Book captured in screen shot is courtesy of Kouxan Natural Health

FEATURE ENHANCEMENTS AND BUGFIXES

Other than the feature enhancements already noted, we have posted no less than 93 feature enhancements and bug fixes since our May Newsletter. When you do a Live Update, the next time you start Capable 21C, a readme.rtf file will open within MS-Word. In this file, we document every feature enhancement and bugfix we code.

We don't advise that you print this file, as it currently contains every update since the year 2000. Check the version you are on (Click Help|About) before you do your Live Update, and then read the information about updates since that version. Included with this newsletter is a list of all the feature enhancements we have done since the May Newsletter, to help you determine whether you would benefit from a Live Update.



CAPABLE SOFTWARE PTY LTD KNOWLEDGEBASE



The Technical Support page on our website now includes a link to the FAQ's. On this page you will find knowledgebase articles that we have written in response to technical support calls. These articles describe how to use some of the features of Capable 21C, such as Mail Merges and SMS Messaging, tackle some of the setup issues that cause information to display different to your expectations, such as setting up insurance patients correctly, and how to do a Live Update from home. Take a moment to browse the knowledgebase articles available. We hope you find something useful for your clinic. As the knowledgebase grows, we will be making more resources available to customers with Live Update Subscriptions.

MAKE THE MOST OF YOUR INVESTMENT WITH CAPABLE 21C TRAINING



Using Capable 21C to its full capacity can empower you to grow your business. Capable Software Pty Ltd can provide you with Fundamentals Training, Advanced Training, or Customised Training. Call and talk to Nicole Needham about the solution best for you. We are also considering running some training workshops. We are considering a 1/2 day Fundamentals and a full day Advanced Training workshops. For these to be economically viable both for us to provide and for you attend, we need to understand how many people are interested in attending. If you are interested in attending a training workshop, please email sales@capablesoftware.com.au.

We are also considering producing a series of training CD's. Please email the sales department if you are interested in purchasing a Fundamentals Training CD, useful for training new CA's and showing existing staff the correct way to do everyday functions within Capable 21C.



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UNDERSTANDING WHO'S WHO



Capable 21C is now being used in 9 countries worldwide. To help us manage the diverse regional requirements, different time zones and languages, Capable Software has established agreements with a number of external organizations. We are very conscious that it can be confusing about the relationships between those agents and the team at Capable Software Pty Ltd. We hope to resolve this confusion in this newsletter.

Practice Mastery is a Sales Agent, Training Provider, and Technical Support Provider for Capable Software Pty Ltd in the UK market. Capable Software Pty Ltd also contracts some of its Training Services to Practice Mastery, in some countries outside the UK. While Judith is a valued Sales Agent, and Service Provider, she is not an employee of Capable Software Pty Ltd.

Comtrendz is a Sales Agent for Capable Software Pty Ltd, within Victoria, South Australia, and Asia. Comtrendz also develops a number of its own products, including the Comtrendz Add-On Module. This product enhances the functionality of Capable 21C, and is supported directly by Comtrendz. While Gab is a valued Sales Agent in Victoria, South Australia, and Asia, he is not an employee of Capable Software Pty Ltd.

SO WHO SHOULD YOU CALL?



If you are needing technical support for Capable 21C, all customers outside the UK should contact the Capable Software Pty Ltd full-time in-house Technical Support Department directly, on +617 3343 4305 or support@capablesoftware.com.au.

If you are in the UK and you require technical support, and purchased your copy of Capable 21C through Practice Mastery, then you should contact Practice Mastery on 01753 851 481 or 07786 751 482, or email judithakins@btinternet.com. All other UK customers requiring technical support should contact Capable Software Pty Ltd directly via the details above.

If you have any questions regarding the Comtrendz products (the Comtrendz Add-On Module), then you should contact Comtrendz directly on (03) 9459-8459 or sales@comtrendz.com.au.

If your inquiry is not technical, then you can either contact the Sales Agent in your territory, or contact Capable Software Pty Ltd directly on (07) 3343 4305.

If in doubt, call Capable Software Pty Ltd on (07) 3343 4305 and we'll help to clarify it for you.

RENEW LIVE UPDATES FOR SPECIAL PRICE OF \$220.00



Some of you have decided over the years, to let your Live Update Subscription lapse, or you have purchased a clinic whose subscription has lapsed. We are concerned that without the benefit of Live Updates, you are not harnessing the full potential of Capable 21C to grow your business, and we would like to give you an opportunity to improve this situation.

We are offering you the chance to renew your subscription for \$220.00 (instead of the \$660.00 it would normally cost for a lapsed subscription). Renewing your Live Update Subscription will enable you to upgrade to the latest version, and receive all bug fixes and product feature enhancements for the next 12 months. Call us on (07) 3343 4305, or send an email to sales@capablesoftware.com.au, to arrange your Subscription Renewal.

NEW ADDRESS AND PHONE DETAILS

Please be aware that Capable Software has new address and contact details, (noted at the top of the front page of the Newsletter). Please note that we no longer have a fax.

**CHEERS FROM THE TEAM AT
CAPABLE SOFTWARE PTY LTD**



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HINTS AND TIPS FOR CAPABLE 21C USERS

- Viewing information for practitioners that have left the clinic - when a practitioner leaves the clinic, their information is not removed from Capable 21C. Go to the FAQ link on the Support page of our website, for a knowledgebase article that explains how you can access that information.
- Doing Back-ups - We recently became aware that a number of our clients are doing regular back-ups, but are not actually backing up the folder that contains their data. The data that you need to back-up is the entire contents of the folder C:\Capable. If you are running Capable 21C on a network, then you will need to back-up this folder on whatever machine has been designated as the server.
- Installing Capable 21C onto a new computer - some of the technical support calls over the last quarter have related to challenges when people upgraded their computer and installed Capable 21C onto the new computer. Go to the FAQ link on the Support page of our website, for a knowledgebase article that explains the correct procedure.
- Automated tasks and reports - If you have reports or tasks scheduled to happen on a Monday e.g. birthday lists, and debtors lists, then you will run into problems when Monday is a Public Holiday. If Monday is your preferred day for these activities, also select Tuesday. If the items were actioned on Monday, then the Tuesday prompt will be ignored. However, if Monday was a public holiday, then the items will be actioned on Tuesday instead.
- Doing a Live Update from home - Some people have asked if they can do a Live Update from home, and then transfer the new version to office, (where you may not have an internet connection). The answer is yes. Go to the FAQ link on the Support page of our website, for a knowledgebase article that explains how to do this. Caution, please read the article BEFORE attempting the procedure or you may run into trouble.
- Defining Fees - Capable 21C now gives you the opportunity to set fees for certain categories of patients, and individually for patients. You can now go into Setup Appointment Types and Fees and set up special fees for students, pensioners etc, and have this fee come up as the default fee when you receipt their visits. You can also go into Patient Details and assign a special fee individually for a particular patient, and have this fee come up as the default fee when you receipt their visit. If you need to change the fees at any time, you can go into Management | Review Special Fees and see how many patients are paying a particular fee, and change that fee for the whole group. Go to the FAQ link on the Support page of our website, for a knowledgebase article that gives a detailed description of how Capable 21C determines the fee that will appear on the receipt, to give you a clearer understanding of the fees that show on receipts.
- Write-offs for Gap Fees - When there is a difference between the normal charge for a service, and the combined monies you receive from the insurance company and the patient/client, Capable 21C will need to know what to do with the balance owing. If this money is going to be collected, you will need to do a write-off within Capable 21C. Go to the FAQ link on the Support page of our website, for a knowledgebase article that explains Gap Fees and Refunds/Write-offs.

**For Technical Support
call Capable Software Pty Ltd
(07) 3343 4305**