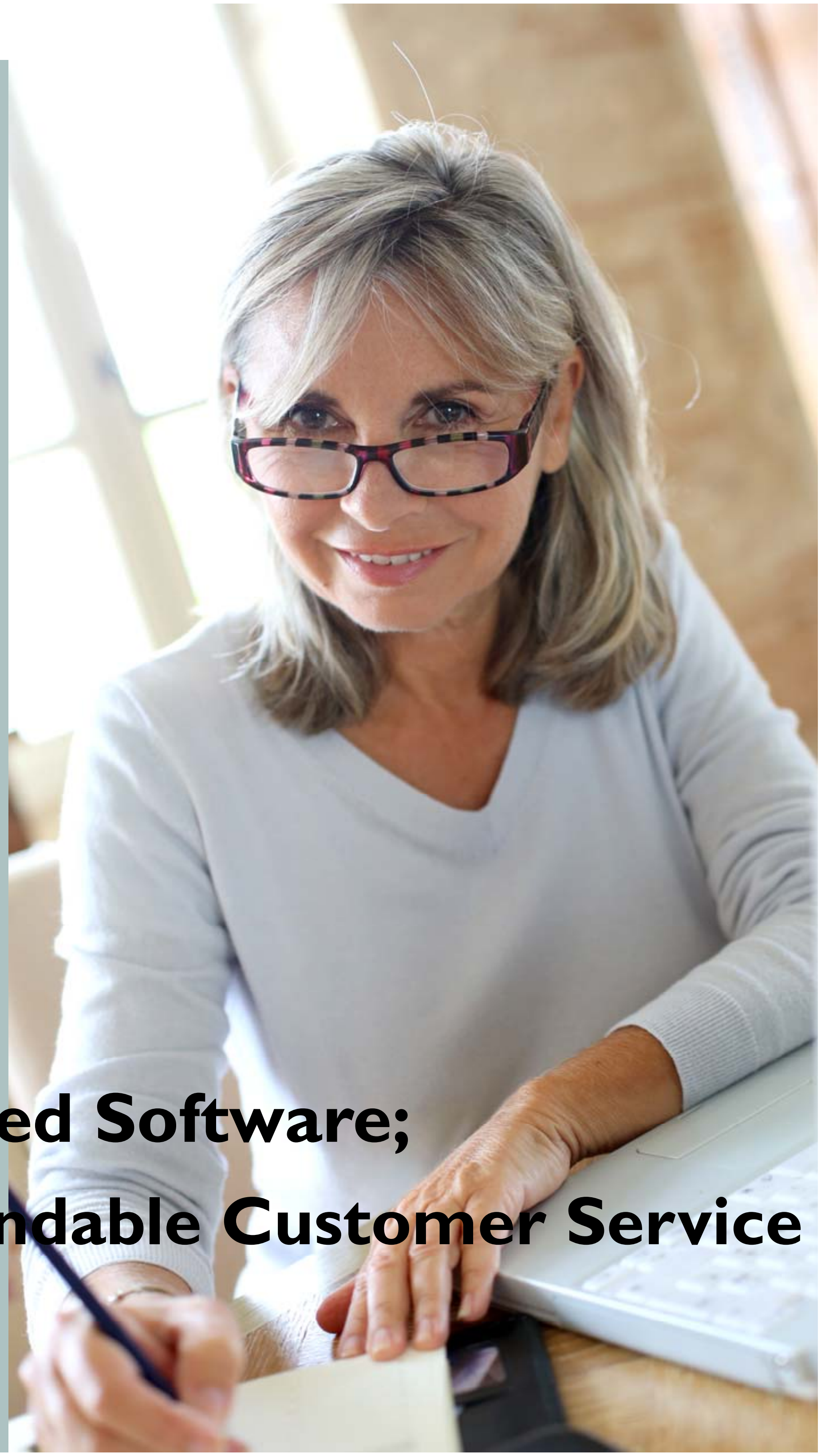
SEM Applications INC

General Information Guide

EMS

Guardianship Software



Trusted Software; Dependable Customer Service

Last Revision Date: May 1, 2020

Table of Contents

Our Promise

We believe in the work you do and the product we provide. We strive to continually enhance our software, provide exceptional customer service, and build lasting relationships with the customers we serve.

Introducing the EMS Web Application

The EMS Web Application provides 24/7 database access 365 days per year in a secure, hosted environment. EMS Web may be accessed by all authorized users from any MAC or PC computer, laptop, tablet, or mobile device with an internet connection and web browser.

The EMS application is specifically designed to meet the needs of guardians and fiduciaries by providing an intuitive, reliable case management system for daily operations, including fully integrated features for financial and case management, reporting, planning, and oversight. Manage clients and referrals, track benefits, pay bills, record assets, and, most importantly, increase communication between departments and reduce duplicate data entry. Data entry is in “real time” and inputs are instantly available across the system. With EMS, customers can track client activity by creating dated, categorized, and searchable “comments” and including billable expenses on the same screen. Users can conduct assessments, assign reminders or checklist activities, print checks, and produce court accountings from a single application.

EMS offers more than 250 predefined reports and provides built-in options for custom queries and user-designed ad-hoc reports. With an abundance of customization options, EMS is an affordable “out of the box” solution that fits and feels like customized software.

System Security

Built-in System Security Features:

~Three-tiered system login, password change/complexity prompts, and IP restriction options.
~User Rights and Access controls to set permissions and restrictions for all users.
~Insufficient Funds Warning, Medicaid Balance Warning, Low Balance Warning, etc.
~Audit trail for bank transactions and comments; receipt/disbursement tracking report.
~Transaction Protection guards against accidental changes within Banking and Time and Expense transactions that have already been filed with the court.

Web Security:

The EMS web application uses a 256 bit SSL certificate and is verified by Secure Trust Corporation. **EMS is hosted by an SOC 3 certified provider with 5 fully redundant data centers.**

Power—Redundant UPS (Uninterruptible Power Supply) systems and backup generators ensure the uptime of our data centers and that our clients never lose power.

Bandwidth—Tier one connectivity from multiple providers gives clients the connectivity and speed they demand.

Security—Unmarked facilities, biometrics, video surveillance, and three layers of NOC monitoring provide our clients with the highest levels of security.

Backups—Performed nightly to disk and tape backup devices, as well as a secondary off-site encrypted backup.

EMS Corporate Solutions

The EMS application delivers an integrated, industry-specific solution for private corporations, not-for-profits, and county and state offices of all sizes. EMS provides:

- 100% web-based application with Site Uptime Monitoring for documented reliability
- "Real Time" data access in a secure, hosted, HIPAA-compliant environment
- Expandable framework for unlimited growth
- Centralized, relational database for decreased data entry and increased communication
- User Rights and Access controls by individual or group
- Integrated calendaring system and task management tools
- Robust time management and reporting tools
- User-defined customization options for individual and office configuration
- At-a-glance updates for calendar due dates, alerts, auto transactions, and more
- Financial features, including check printing and shared account management
- Case management tools, including dated, categorized, searchable case notes
- Complete time and expense tracking features for invoicing and time management

Enhanced Features for Multi-User Organizations

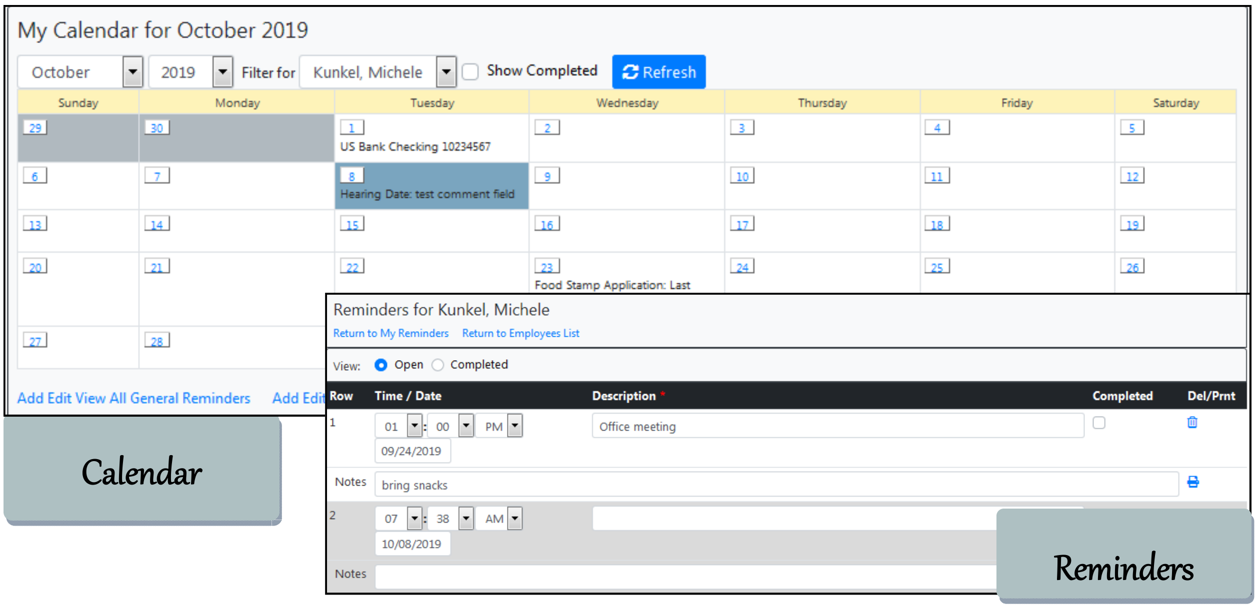
The unique needs of large offices-those with multiple locations, separate departments with independent responsibilities, and a staff of 10 to 200-plus– will benefit from our Enhanced Edition features. Designed to provide a greater level of accountability and oversight for staff and administrators, our Enhanced Edition provides these features and more:

- Assessments
- Stages and Classification
- User-Customizable Additional Fields
- Expense Bulk Entry, Expense Template, and Fee Schedule Defaults
- User Accounts
- Second Session Login
- Heartbeat

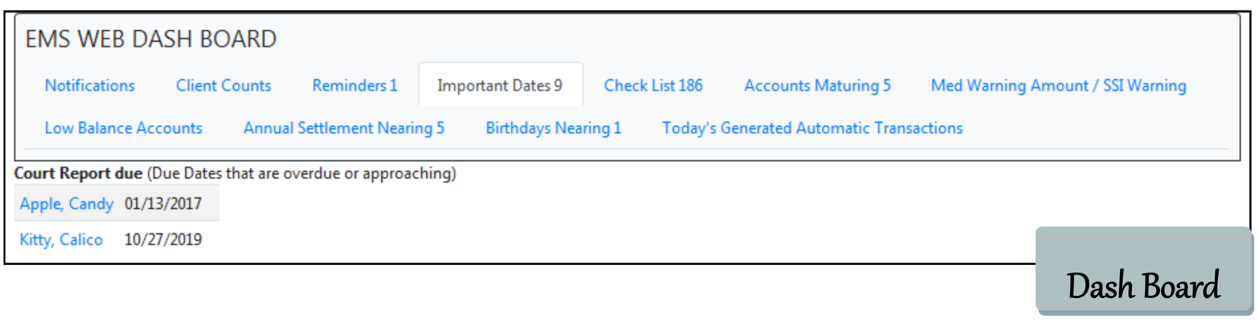
Combined with our integrated case management and financial management features, powerful EMS system security (user rights, access, audit logs, system protections and warnings, etc.) and robust reporting tools, EMS is a surprisingly cost effective and comprehensive solution for local and state government offices as well as large private guardianship and fiduciary offices.

Features and Functionality

<u>Case Management:</u>
Keep a detailed calendar with scheduled activities using **Reminders**, **Check Lists**, and **Important Dates**. Use the EMS **Communication Log** to track email, phone, and mail communication.
Reminders can be used for client activities (such as doctor appointments) and general activities (such as staff meetings), while **Important Dates** tracks court activities.



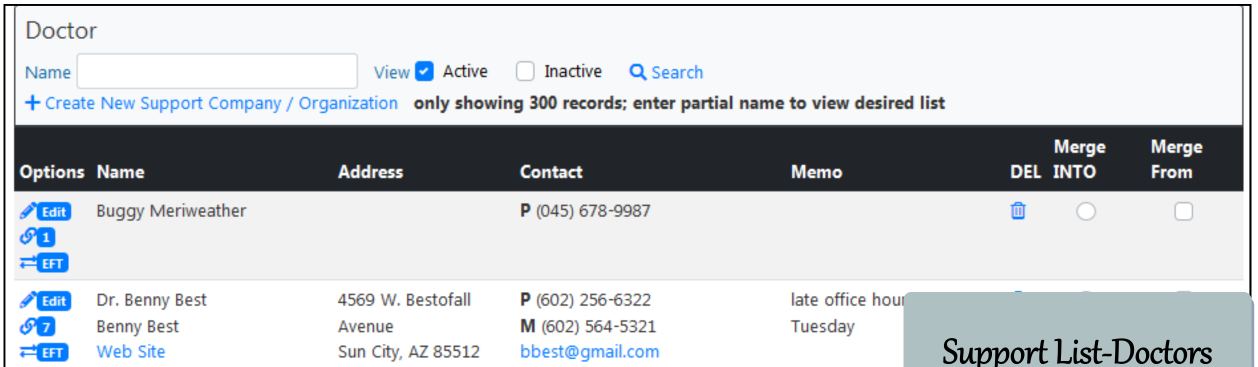
Then, check the **Dashboard** to see your To-Do-List and other "At-a-Glance" information like Account Balance Warnings, Birthdays, and Annual Accounting due dates.



Automate your policy and procedures manual. Maintain a detailed, customizable **Check List** of required steps for client activity (such as closing a client account, or a monthly client visit schedule) which displays due dates, current status, and comments.
Our relationship with **My Docs Online** allows you to upload photographs and scanned documents for client identification, documentation, accessibility, and safe storage. Electronic files uploaded to My Docs become accessible via EMS on any computer or mobile device.
~Additional data storage charges may apply. Contract with MyDocsOnline required.

Features and Functionality

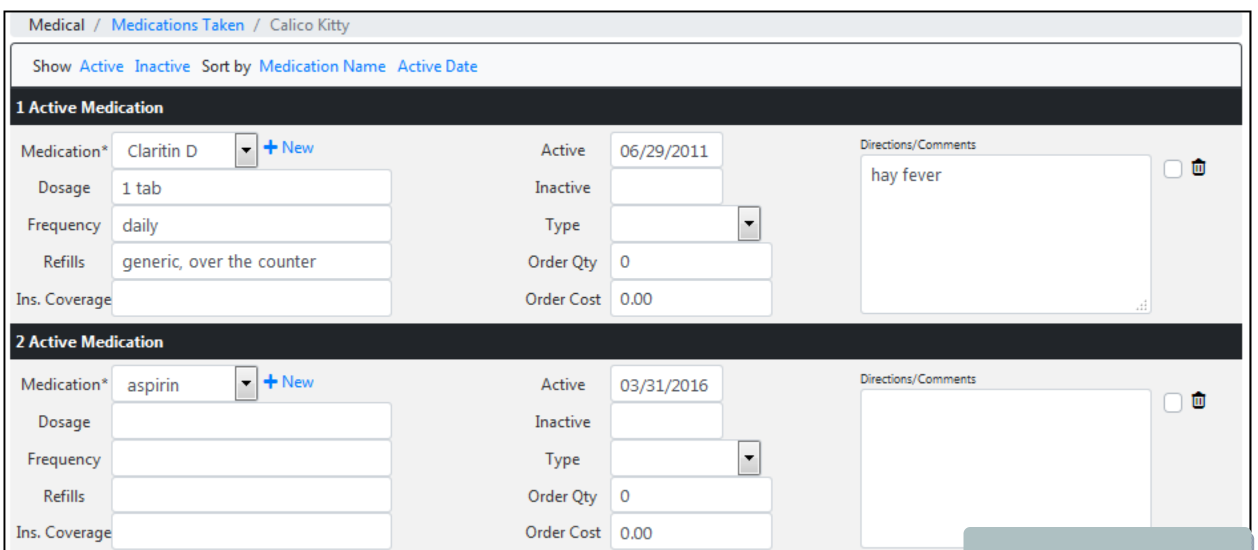
Enter Banks, Insurance Companies, and other contacts such as Attorneys, Care Facilities, and Doctors in the **Contacts, Support List** menu to manage relationships and have contact information at your fingertips. Create **Contact Groups** and **Mailing Lists**, or **Print Envelopes**. Use the **Support Link** to "connect" community resources from the **Contacts** menu with individual clients to show active and inactive relationships.



Support List-Doctors

Record general information on organized menu screens designed for storing personal client data, including **Medications**, **Relatives and Friends**, **Supports**, **Insurance**, and other options. Quickly access important numbers, such as Social Security, case numbers, Medicaid/ Medicare, and prescription dosages. Store important dates, including birth date, death date, date of letters, hearing dates, and many more.

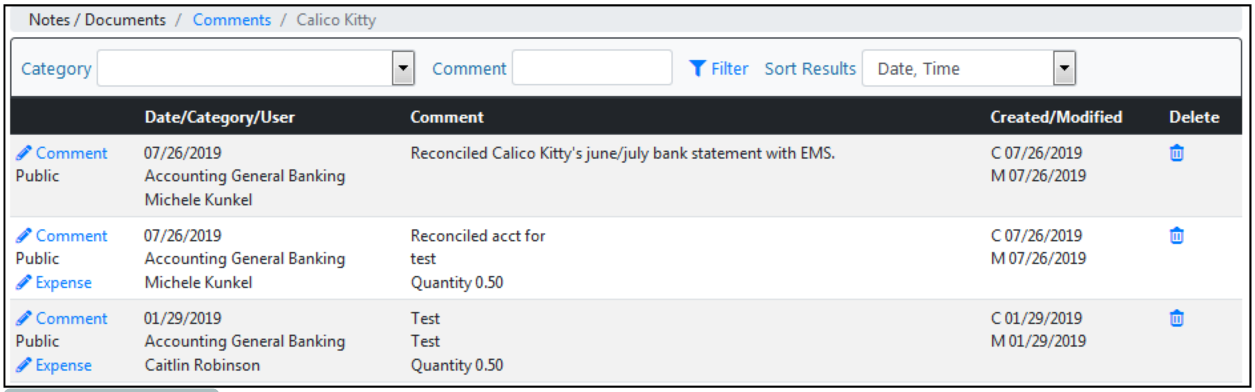
Select from the **Support List** to auto-fill residence address and insurance data. Create a complete **Residence History**, which includes move in and move out dates, with the click of a button.



Medications Taken

Features and Functionality, Cont.

Create and manage client care plans with customizable **Assessments** and dated **Intervention Plans**.
Use our Enhanced version to create and assign a **Classification** for each client and track the different **Stages** and dispositions of a case.
Track **Medical Bills**, including the original bill, EOBs, and payment details, to view remaining balances for all medical bills.

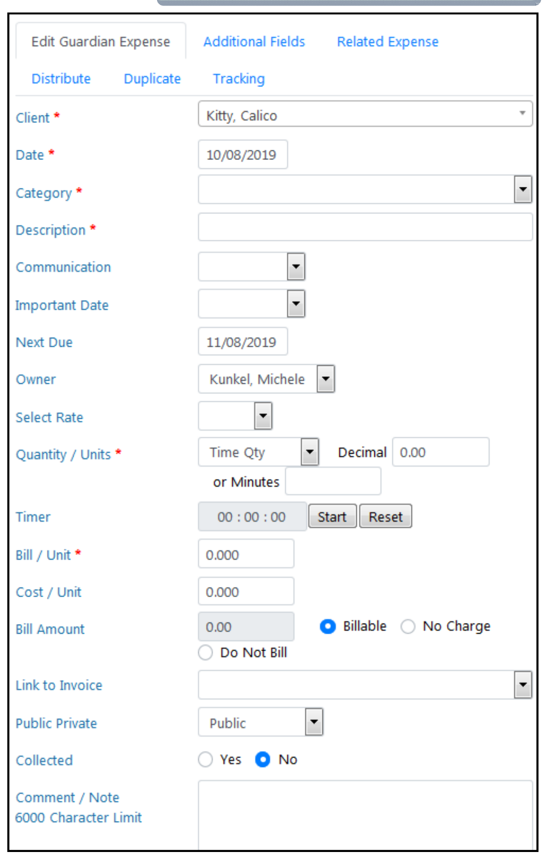

Notes / Documents / Comments / Calico Kitty

Category | Comment | Filter | Sort Results | Date, Time

	Date/Category/User	Comment	Created/Modified	Delete
Comment Public	07/26/2019 Accounting General Banking Michele Kunkel	Reconciled Calico Kitty's june/july bank statement with EMS.	C 07/26/2019 M 07/26/2019	
Comment Public Expense	07/26/2019 Accounting General Banking Michele Kunkel	Reconciled acct for test Quantity 0.50	C 07/26/2019 M 07/26/2019	
Comment Public Expense	01/29/2019 Accounting General Banking Caitlin Robinson	Test Test Quantity 0.50	C 01/29/2019 M 01/29/2019	

Comments

Guardian Expense Entry



Time and Expense:

Create customized **Guardian Expense** (billing activity) categories and default billing rates, then enter integrated **Comments** and **Case Notes** with detailed **Time and Expense** entry logs to track client visits, phone calls, doctor appointments, etc. All comments are dated, categorized, and searchable. View and edit individual entries or view and print **Time and Expense** reports. Reports and summaries can be generated by date, category, client, or employee.
Our Enhanced version allows for **Expense Bulk Entry**, which provides users with the ability to create expense entries quickly for multiple clients.
Create **Invoices** and link expenses and payments to invoices for detailed reports. You can even add multiple company profiles for customized billing.
The Enhanced version provides additional invoicing options, including an **Expense Template** and the ability to **View All Expenses**, see **Time Totals**, and set **Fee Schedule Defaults** by client.

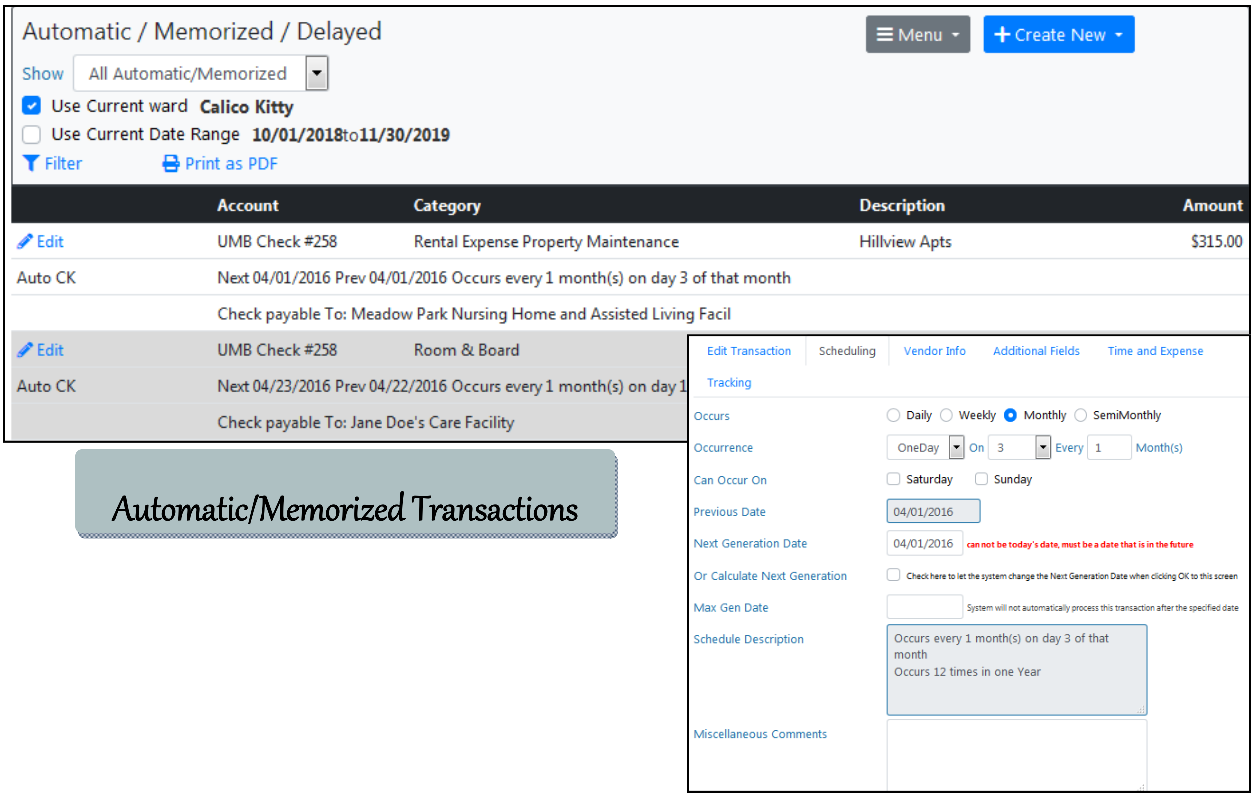
Features and Functionality, Cont.

Banking and Finance:

Manage multiple bank accounts. Maintain **Individual Accounts** and/or **Shared Accounts** with separate financial records. View transactions for all accounts together, filter accounts to view one at a time, or view the balance for all accounts for any given date.

Customize receipt and disbursement categories. Then, create **Receipts**, **Disbursements**, **Checks to Print**, **Transfers**, and **Split Transactions**. Use receipt and disbursement categories to create a client **Budget**.

Reconcile individual or shared accounts. The Statement, Outstanding, and Actual balances appear at the top of the screen and on the printed report for audit records. A warning appears if accounts are out of balance.



Automatic/Memorized Transactions

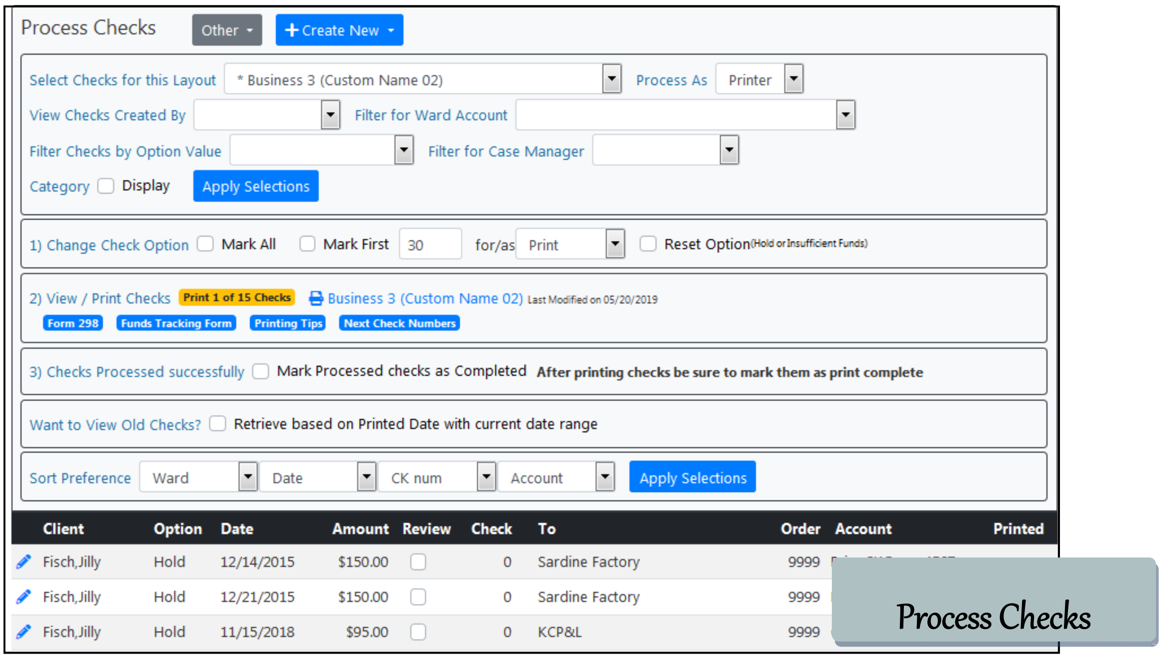
Schedule **Automatic Transactions** for receipts and disbursements (including checks to print) that occur on the same day and for the same dollar amount on a routine schedule (month, day, week, etc.) to have EMS process the transactions automatically. Previous and next generation dates allow you to view and adjust the next time that the transaction will be generated.

Memorized Receipts and Disbursements allow you to set up a transaction template for future use. When the transaction is due, simply click "Create" and adjust the transaction as necessary. All of the other information will be filled in automatically.

Features and Functionality, Cont.

Print **Individual** and/or **Batch Checks** on blank check stock using MICR toner in your printer, and the system will print all the necessary information including the MICR line (routing number, account number, and check number) for each account. This eliminates the need to order costly pre-printed checks.

Manage check printing from the **Process Checks** queue to sort, filter, review, edit, and approve prior to printing. Apply **User Rights** to assign check writing and check printing permissions. Select payees from previous transactions or the **Contacts** menu to save time. Use our Enhanced version and store account numbers that will automatically print on the memo line of the check.



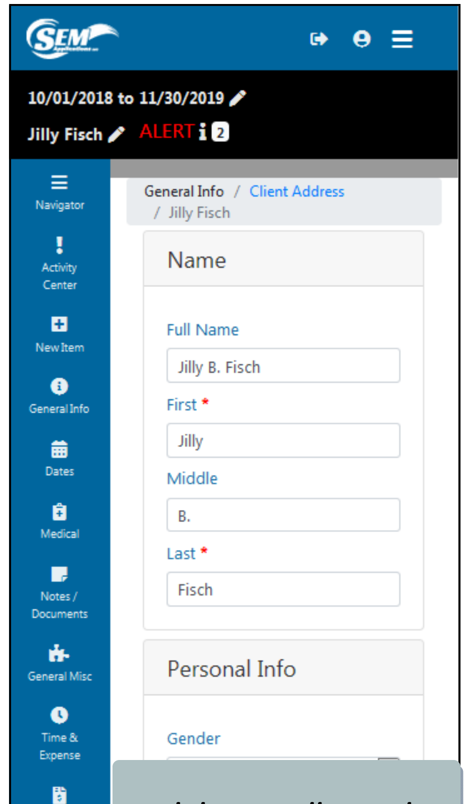
Maintain detailed **Inventory** information for each annual accounting period. View all previous inventory dates and the inventory items as they were filed for each date. Use the **QR Code** link to print bar code labels for Inventory Items.

Create an **Initial Inventory** with a click. Enter the beginning inventory date and EMS will automatically calculate balances of all financial accounts as of the given dates. Easily make adjustments to the value of inventory items throughout the year. These inventory adjustments will be added into your ending inventory automatically when you create your annual accounting.

Create **Annual Reports** using the **Annual Snapshots** menu to capture and display bank account and inventory asset balances as of the selected dates and protect reported data from accidental edits. Then, select from several Annual Report formats to print the finished product.

Note: Custom report development is available. Please contact our office for a quote.

Features and Functionality, Cont.



Mobile-Friendly Display

<u>Additional Features:</u>

Access EMS from any MAC, PC, or mobile device with an internet connection and web browser. Use your smartphone to log into EMS and view data in EMS Mobile, a streamlined format designed for small screen viewing. Then, just click the <u>Open Main Site</u> link to edit or add data with full functionality.

Find customization options within the **Utility** menu. Edit, add, and merge categories, tailor drop-down lists, and create custom fields. Modify system settings, create new checklists, and personalize assessment and intervention fields. Edit company profiles and change report headings easily to shape EMS to fit your needs. **Import** Quicken and/or QuickBooks data to EMS or **Export Contacts**, **Guardian Expenses**, and financial data from EMS to Excel or QuickBooks.

Create **Auto Imports*** for daily bank transactions.

**Bank-specific, custom setup required. Enhanced Edition only.*

<u>Reports:</u>

SEM Applications, Inc. features an impressive list of report options within the EMS Web edition. You will find a wide variety of formats, styles, and categories of pre-defined, field driven reports to query both personal and financial information. Apply selection filters, customize report names, and edit headers, footers, and signature lines to produce professional reports for internal and external use.

Create customized reports using the **Status Report Designer**, **Custom RichText Report Designer**, **Custom Query Designer,** or choose from more than <u>180 variations of formatted reports</u> to find the most effective way to display and print your data. Categories include:

> <u>Administration</u>— data records (case notes); activity log; etc.
> <u>Finance</u>–receipts/disbursements; Medicare/Medicaid balances; account balances; outstanding transactions; pending or printed checks; etc.
> <u>Guardian Expense</u>—invoices; expenses and time summary by date, category, and/or staff; profit and loss; comments, and more.
> <u>Inventory and Annual Settlement</u>—multiple options with a variety of layouts and designs.
> <u>Ward Lists</u>—active cases; residence history; client list by insurance; support type; case manager; etc.

Key Features Version Comparison

	ENHANCED	STANDARD	CASE MGMT	ACCOUNTING
DASHBOARD				
Communication Log	X	X		
Dash Board	X	X	X	X
My Calendar	X	X	X	X
Search Reminders	X	X	X	X
GENERAL INFO				
Additional Fields	X			
Address	X	X	X	X
Classification	X			
Insurance	X	X	X	
More Info	X	X	X	X
Order	X	X	X	X
Preneed	X	X	X	
Relatives/Friends	X	X	X	
Residence History	X	X	X	
Stage	X			
Support Link	X	X	X	
DATES				
Alerts	X	X	X	X
Check List	X	X	X	
Important Dates	X	X	X	X
Reminders	X	X	X	X
MEDICAL				
Medical	X	X	X	
Medical Additional	X	X	X	
Medical History	X	X	X	
Medications Taken	X	X	X	
NOTES/DOCUMENTS				
Assessment	X			
Comments	X	X	X	X
Confidential Info	X	X	X	X
Remote Files	X	X	X	X
TIME & EXPENSE				
Case Notes	X	X	X	X
Expense Bulk Entry	X			
Expense Template	X	X		X
Fee Schedule Defaults	X			
Guardian Expenses	X	X	X	X
Invoice Items	X	X	X	X
Invoice Reports	X	LINK	LINK	LINK
Invoice Summary	X	X	X	X
Payments	X	X	X	X
T&E Reports	x	X	X	X
View All Expenses	X			

Key Features Version Comparison

	ENHANCED	STANDARD	CASE MGMT	ACCOUNTING
BANKING				
Account Balance	X	X		X
Automatic/Memorized	X	X		X
Bank Accounts	X	X		X
Bank Reconciliation	X	X		X
Budget	X	X		X
Disbursements	X	X		X
Green Sheet View	X	X		X
Delayed Expenditures	X			
Print Checks	X	X		X
Reciepts	X	X		X
ASSETS				
Accounting Reports	X	X		X
Inventory Items	X	X		X
Investments	X	X		X
Liabililties	X	X		X
CONTACTS				
Banks/Brokerage	X	X	X	X
Contact Groups	X	X	X	X
Funeral Homes	X	X	X	
Insurance Companies	X	X	X	
Support List	X	X	X	
SHARED ACCOUNTS				
Bank Accounts	X	X		X
Bank Reconciliation	X	X		X
Batch Checks	X			
General Journal	X	X		X
Ledger of Accounts	X	X		X
Print Batch Checks	X			
Receipts/Disbursements	X	X		X
UTILITIES				
Export Data	X	X	X	X
Import Data	X			
Utility Maintenance	X	X	X	X
ADMINISTRATION				
Change Password	X	X	X	X
Employees	X	X	X	X
IP Restrictions	X	X	X	X
Opened Sessions	X	X	X	X
User Rights	X	X	X	X
LOGOUT				
Login Second Session	X			
Open Heartbeat	X			

Subscription Pricing

Customers are billed monthly for actual usage, with a minimum charge of $30. Monthly charges are calculated based on the number of "Open" cases. The monthly service rate includes access to online training and unlimited technical support as defined within our Service Level Agreement. Closed case storage, program enhancements, and 300 MB remote file storage are included at no additional charge. As a vendor-hosted solution, server maintenance, daily data backups, and backup verification are also included in the contracted per-client rate.
Base rates are listed below. **Automated billing and/or quantity discounts may apply. Call for personalized quotes.*

Version	Monthly Service Rate (per client)
EMS Case Management– manage personal data only for an unlimited number of clients.	$4.00 per month/client (*discounts may apply)
EMS Accounting-manage financial data only for an unlimited number of clients.	$4.00 per month/client (*discounts may apply)
EMS Standard-provides features to store, manage, and report personal and financial data for unlimited clients.	$5.00 per month/client (*discounts may apply)
EMS Enhanced-all the EMS Standard features plus Assessments, Stage, Classification, & more.	$6.00 per month/client (*discounts may apply)

All Inclusive Customer Service and Support

Smaller offices will benefit from our "Out of the Box" Implementation, which allows users to get started with EMS using the customization tools, online training manual, monthly scheduled training sessions, and technical support provided under the user agreement/SLA. Out of the Box Implementation eliminates up-front costs and training/project management fees.
While technical support and a monthly calendar of online training opportunities are included in the Monthly Service Rate as a part of our "Out of the Box" Implementation, many offices will find it helpful to purchase an Implementation/Training package to provide individualized guidance in getting started with EMS. Affordable packages are available for offices of all sizes, starting as low as $350 for Basic Implementation and Custom Implementations can be designed. Call for quote.

Project Management Services:

Project Management provides highly specialized procedural structures, timelines, and training that take into account the customer's daily operations and offers a guided implementation plan. Our approach is to evaluate the project goals and to identify what tasks are necessary to reach those goals (such as customization, conversion, etc.). Based on these elements, milestones and deliverables are established and a timeline is developed to drive the process through Go Live.
Project Management and other services, including data import, on-site training, data storage, report development, and system customization, are available by request. Contact 660-446-3031 for details and a customized quote.

Customer Testimonials

"Several years ago it became clear we needed a major upgrade to a more integrated, suite of client based tools. We began researching solutions and vetted those solutions with actual data…
We discovered the online version of EMS seemed to fit our needs. When we looked at other programs, none provided the robust suite of tools needed, over a network, and at a price we felt reasonable. EMS fit the bill."

~Chris Neil, web customer

"I have to say I love this product. I have been struggling with finding a one-stop shop for my business clients and this product does the job.
I am able to keep all my notes, expenses etc. all in one place. I am able to print out invoices and do my yearly court and client accounting with a click of a button. The fact that the product is housed off-premises gives me peace of mind knowing that I won't lose my information due to a hard drive failure. The level of support I have received from SEM has been outstanding."

~Akel Fiduciary Services, web customer

"I have worked with SEM Applications, Inc. since 1998 and in that time I have come to have a great deal of respect for their expertise, professionalism, and their character. They are very sensitive and passionate about the clients that our office serves. Their devotion to their customers is a constant reminder to me of the type of commitment that I need to always aspire to in serving my own clients. Our office is very honored to have SEM Applications, Inc. on our TEAM."

~Clay County, desktop customer

To learn more about EMS, join an online webinar, or launch a free trial, visit our website at www.sem97.com .

Benefits of EMS

- A twenty-year history of working with public and private fiduciaries, guardians, and conservators in offices large and small.
- A proven track record of success in data conversion, software implementation, training, technical support, and development.
- A comprehensive, integrated application that offers high priority features and functionality with the capacity for unlimited client expansion.
- A user-friendly application that meets the requirements of most offices with little or no required development, combined with an array of customization options to give each office the freedom to tailor EMS to their needs.
- An industry-specific application with affordable pricing for every office. Prices start as low as $30 per month.

About SEM Applications, Inc.

SEM Applications, Inc. has been dedicated to providing quality software solutions for guardians, conservators, and related professionals since 1997, positioning us as an industry leader in Estate Management Software.

The EMS application was initially developed for the Holt County Missouri Public Administrator—the developer's father. After watching his dad put in long hours serving a growing number of indigent clients without the benefit of industry specific software, Stanley Edward Meng set to work creating a program that would give his dad the tools necessary to track client demographics, manage bank accounts, record case notes, and create organized court accountings. Working with his dad, Stan was able to understand the demands of the profession and build an application that would be responsive to the unique needs of guardianship. Recognizing the impact of his program across the industry, Stan launched SEM Applications, Inc. to share the tools with other public administrators across the state.

Christened as EMS (Estate Management Software), the program was first developed as a Desktop (client/server) application. The software quickly became a multi-functional tool for individuals and organizations, both public and private, in Missouri and beyond. In 2008, the EMS Web application took the functionality of the desktop application and gave it wings! With EMS web, customers are no longer tied to the office. Instead, data can be accessed from any computer, mobile device, or smartphone via internet connection and web browser, giving our customers the freedom to work when and where they choose with full access to client data.

The popularity of the EMS application is widespread. Today, SEM Applications, Inc. serves more than 250 customers in 30 different states that range from individual family guardians to state agencies. Each relationship underscores our commitment to customer service and demonstrates a proven ability to deliver comprehensive software services. We continually strive to enhance our product in response to the changing needs of our customers while maintaining dependable customer service. System enhancements are driven equally by industry trends and standards, organizational goals, long-range planning derived from active participation with state and national guardianship associations, and customer-specific development. In this way each of our customers benefits from the ideas and experiences of other offices with complete anonymity.

Although our company has grown over the last 20 years, our mission remains the same. We are committed to support individuals and organizations caring for the elderly, incapacitated, and vulnerable by providing secure, multifunctional, affordable software solutions backed by dependable customer service. It is our dedication to customer service that sets us apart and the quality and evolution of our product that will allow us to remain a leader in industry specific software for years to come.

This General Information Guide provides an overview of our EMS Web application. This booklet is meant to be a guide—highlighting key features, basic pricing, and other valuable information— but should not be a substitute for personalized demonstration of EMS.

Please contact our office at TryEMS@SEMapplications.com or 866-615-9344 (toll-free) for an online demonstration, 30 day free trial, and a detailed price quote. Our sales staff can help you determine which EMS edition is right for your office.

Contact SEM Applications, Inc.

Learn more about EMS features, reports and customization!

1. Join a FREE Online Demonstration

Visit our website at **www.semapplications.com** , select the Contact Us link and complete the *Get Started* form to register for one of our weekly open webinars or schedule a personalized webinar for your office.

Webinars provide a guided tour of the EMS application, giving you the opportunity to see a broad overview of the software's features in an interactive format so that you can ask questions and see the answers demonstrated onscreen. A webinar will take approximately one hour of your time, but can be tailored to address many of your specific questions. Attending a webinar will show you "what, where, and how" to use EMS quickly and easily.

2. **Register for a 30-Day FREE Trial**

Select the "Request a Free Demo" option from the *Get Started* drop down option to take the first step to explore EMS for yourself. Just enter your contact information, tell us a little about your organization, and click **Submit.** We'll send login instructions directly to your inbox. Have questions during your trial? Log into EMS, expand the *Help* menu and select ***Contact Us***. Use the Email Support link to send a message to our technical support team.

Our goal is to give you every opportunity to know that EMS is right for you. Contact our office or visit our website today to join a webinar, request a free demo, or start your EMS subscription. We are happy to help!

Integrating all the features you need into a single software application means you spend less time in data entry and reporting; less frustration in training, system customization, and daily use; less worry about security and backups; and less money overall! *~SEM Applications, Inc.*

SEM Applications, Inc.
PO Box 583
Oregon, MO 64473
Toll Free: 866-615-9344
Fax: 816-817-1087
Office: 660-446-3031

Web site: www.SEMapplications.com
Email: TryEMS@SEMapplications.com