

Vetech View

Loaded with Features

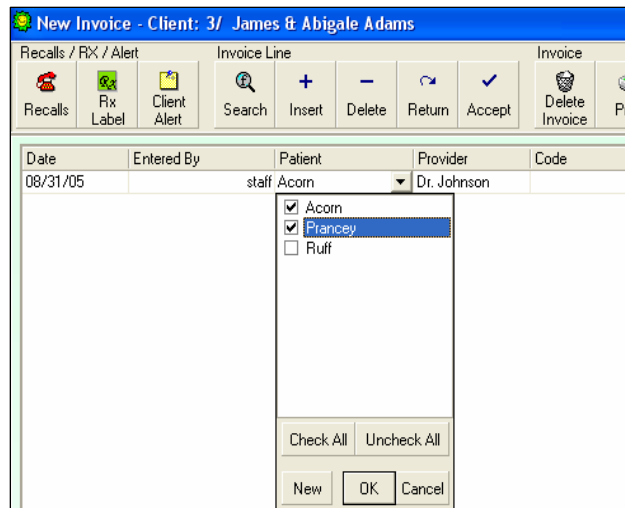
Vetech Software Services, Inc. (800) 677-8832

Multiple Patients on one invoice

Advantage has always had the ability to have multiple patients on a single invoice. With version 25.175 the process of invoicing multiple patients for the same item got a lot easier. Now you can select multiple patients by clicking the down arrow in the patient column and checking the box next to each patient name.

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It is also easy to select all patients for this client by clicking the "Check All" button.

This is very useful for large animal practices that may be vaccinating an entire barn. Once multiple patients have been selected, every line that you add to the invoice will be created for each selected patient. So if you have

five patients selected and invoice for an item, five new lines will be created on this invoice. This will be a big time savings for the situations where you have multiple patients being charged for the same items. If patients are being charged for different items, then you will not use this feature.

Easier Credit Card processing

If you are looking for an easier way to process credit cards, then X-charge may be for you. VETECH has recently partnered with X-charge to integrate credit card processing capabilities into the standard Advantage payment window. Now with a single card swipe you can apply the payment into Advantage and have the payment transmitted to your account. Please review the enclosed X-charge brochure and call our office for more information

Thought for the month: Beware the pull on your heartstrings -- it's often the purse strings that are actually being reached for. - Barbara Mikkelson



150 N. Wiget Lane
Suite 211
Walnut Creek, CA
94598

PHONE:
(800) 677-8832
(925) 932-5044

FAX:
(925) 932-5597

E-MAIL:
info@vet-software.com

We're on the Web!
See us at:
www.vet-software.com

Many New Reports

If you haven't done so already, please explore some of the new reports introduced with version 25.175. These were created directly from input of practices like yours:

Daily Summary Report, Category Graph Report, Vendor Purchase History, Accounts Receivable by Provider, Patients by Diagnosis Report, New Client Sources Report, Item Bundles Report. In addition to these new reports, at least 10 existing reports have been changed to add new features or information.

Change Circle Sheet Titles

Now you can customize the titles of your circle sheet reports to suit your practice. Setup names like "Mobile Circle Sheet" or "Wellness Circle Sheet". Names are setup from the Setup Practice/Defaults menu.

Technical Support Calls from Hell

This conversation is with a lady who swore she had been using computers since forever.

- **Tech Support:** "All right. Now click 'OK'."
- **Customer:** "Click 'OK'?"
- **Tech Support:** "Yes, click 'OK'."
- **Customer:** "Click 'OK'?"
- **Tech Support:** "That's right. Click 'OK'."
- **Customer:** "So I click 'OK', right?"
- **Tech Support:** "Right. Click 'OK'."

Pause.

- **Customer:** "I clicked 'Cancel'."
- **Tech Support:** "YOU CLICKED 'CANCEL'???"
- **Customer:** "That's what I was supposed to do, right?"
- **Tech Support:** "No, you were supposed to click 'OK'."
- **Customer:** "I thought you said to click 'Cancel'."
- **Tech Support:** "NO. I said to click 'OK'."
- **Customer:** "Oh."
- **Tech Support:** "Now we have to start over."
- **Customer:** "Why?"
- **Tech Support:** "Because you clicked 'Cancel'."
- **Customer:** "Wasn't I supposed to click 'Cancel'?"
- **Tech Support:** "No. Forget that. Let's start from the top."
- **Customer:** "Ok."

The next fifteen minutes were spent re-constructing the carefully crafted setup for this lady's unique computer.

- **Tech Support:** "All right. Now, are you ready to click 'OK'?"
- **Customer:** "Yes."
- **Tech Support:** "Great. Now click 'OK'."

Pause.

- **Customer:** "I clicked 'Cancel'."

And people wonder why my mouse pad has a target on it labeled "BANG HEAD HERE."