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Vetech View

Happy New Year!

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Slow and Steady

Happy new year Advantage users! Thank you for your ongoing support. We truly appreciate your vital role in making the Advantage product the best veterinary practice manager available. This past year we have many new installations that came directly from your referrals.

Inside:

- Company Update
- Trade Shows
- Increasing Prices

It's been over 22 years now since the first VETECH Advantage installations. If you are one of those users that started with VETECH back in the early 1980's, we want to say a special thank you to you.

Many companies have come and gone with grand promises, and flashy advertising. (names like Visionarian, FoxVet, Softquest, SoftVet, Amber, Visual Vet, Sezzler, EDMS, and Vet's Pet come to mind, but who's keeping track) Other products have been bought & sold a few times so you can't keep track of the current ownership status or who you are talking to on the phone.

Many of you have switched to the Advantage system from another products such as these mentioned above. We thank you for your confidence in us and look forward to serving you and providing the best software and customer service possible to you.

VETECH has taken a conservative, customer service oriented approach to building our business and market share. We have been careful to focus on our products and our customers first. This strategy has proved successful for us the past twenty years and we plan on staying with it in the future.

We welcome your feedback to make our software products even better. Feel free to call, fax, mail, e-mail, etc. any suggestion you have at any time. As we start this New Year, our project list is already quite long with previous suggestions from our users. All suggestions are tracked and given a priority, so please keep them coming.

Conference Update

Thanks to all users that came by and said hello at the AAEP show in Seattle last month. Especially those users that we put to work promoting our products!

VETECH will also be at the following shows.

January: North American Veterinary Conference: Orlando, FL Booth # 2206

February: Western Veterinary Conference: Las Vegas, NV Booth # 817

Please keep in mind that a busy trade show floor is not the proper place for software training or to discuss detailed technical support issues.

Increase Those Prices

A common question we get this time of year is "Can I do a global price increase?" The answer is YES! Advantage makes it very quick and easy to increase prices on all items or any range of your items with a feature called Range Setup.

Thought for the month: Once in a while you have to take a break and visit yourself - **Audrey Giorgi**



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The range setup feature is accessed from the Lists/Inventory/Range Setup menu. Advantage will prompt you to make a backup prior to entering this menu. Many price range changes are NOT reversible, so make sure you perform a backup immediately prior to making any changes.

Item Range Setup Menu

Many service/inventory fields can be updated using range setup, not just price. In fact a common mistake users make is to accidentally change the markup % value, rather than the price.

To get started select the range of item codes to be changed. Advantage defaults to your entire price list. Hopefully you have your item codes well planned, so it is easy to just increase all surgeries or all pharmacy items, etc.

Next to increase prices, select the Add% value next to the price field, and put a numeric value into the field next to this. *See example above for a 5% price increase for all items.* When ready, click the OK button and within a second or two, your entire selected range of items will be updated. That's it!

Immediately after this is finished, it is suggested that you review and/or print your price list to verify the changes made are what you wanted. If it is not what you wanted you can restore your backup and start again.

Changing your dispensing fees, markup percentage, or other values on the range setup menu works exactly the same way.

