

November 2008
Volume 18, Issue 11

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Vetech
Will Be
Closed
Thursday
Nov. 27, 2008
for
Thanksgiving
And will be
open on
Friday
Nov. 28, 2008
From
8 am – 12 pm

Vetech View

Get the Most Out of Your System

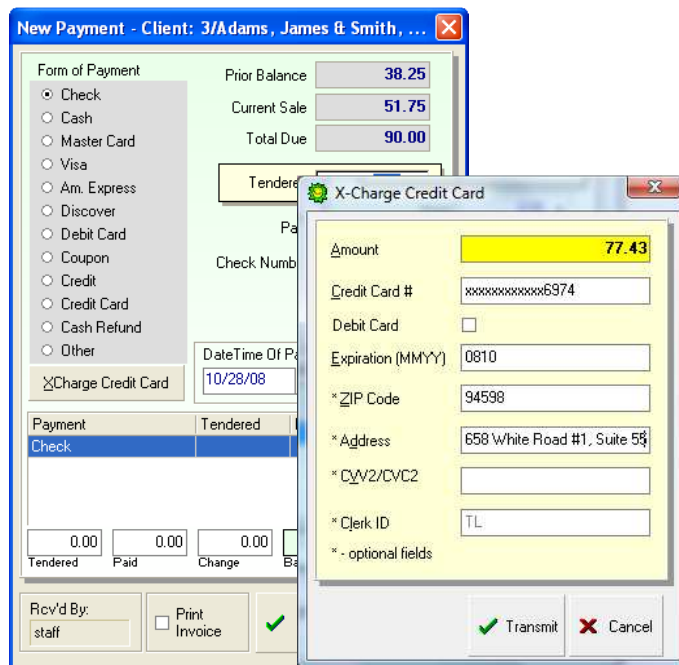
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X-Charge Payment Processing - Less Data Entry is Better!

More and more Advantage users continue to choose X-charge to handle their credit card payments. X-Charge credit card processing has been built into your Advantage software since 2005. X-Charge speeds up credit card payments dramatically by eliminating data entry, especially duplicate data entry required when you have a separate credit card terminal.

For many users, old habits are hard to break. We find the main issue users have with the transition to X-Charge is wanting to enter the payment twice as they have been doing in the past. So here is a quick primer on entering payments with X-Charge, think “**Less is More**”.

When you close an invoice or click the Payment icon, the Payment window is displayed. At this point it is common to manually check the “Form of Payment”, and manually enter the payment, and perhaps even enter a credit card number manually. However with X-Charge, none of this is necessary. All that is necessary for a credit card payment is to swipe the client’s credit card with your card reader. This will do all the payment data entry for you!



X-Charge Payment Processing Window

After swiping the credit card, Advantage will automatically fill in the payment type, the payment amount (assumes client wants to pay balance, amount can be manually changed if this is not the case), credit card number, expiration date, and client address. If the client wants to pay their balance in full, simply click the “Transmit” icon and typically within 3-5 seconds you will get your approval message and the clients receipt will start printing.

Quote of the Month: Basic research is what I am doing when I don't know what I am doing.

- Wernher von Braun (1912 - 1977)

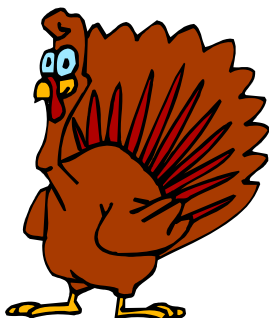


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That's it. A complete payment processed in five seconds! So if you are using X-Charge and still entering credit card information manually as well, this should save you some valuable time on each payment.

Not Using X-Charge?

If you are interested in getting more information about X-Charge credit card processing, please contact our office and we will have X-Charge send you a free rate comparison vs. your current credit card merchant to see if they can save you both time and money.

“Unique Client” Statistics – What is This?

Have you seen the term “Unique Clients” on some of your Advantage reports and thought “How do they know my clients so well?” “Unique clients” are the way Advantage differentiates statistics when the same client visits the practice multiple times. If the same client visits the practice four times this month, this generates four client visits and probably four invoices. However this is just one “Unique Client” visit since it was the same client on these four visits. This statistic is important to give you the actual number of clients not just total invoices or visits.

A way to look at this is the following example. You invoice the client for a surgery and the total invoice is \$500.00. The client pays this invoice and on the way to the car they realize they should pick up a bag of food while they are at the practice. The bag of food is \$10.00 and you create a 2nd invoice for this. This makes your average charge per invoice = \$255 ($\$510 \div 2$). However your average charge per client would be \$510 as one client paid you \$510 today. This is why your average charge per client will be higher than your average charge per invoice.

Upgrade your Computer Hardware

If it is time for your clinic to upgrade some or all of your computer hardware, see the enclosed promotions we are offering. All equipment from VETECH comes with Advantage fully installed and Windows, networking, security all configured and ready to go.

Equine User Meeting Next Month

We are finalizing our agenda and attendees for next month's equine user meeting on December 6th. This one day meeting is scheduled in conjunction with the annual AAEP convention in San Diego. Please call to reserve your spot ASAP as we need to get a final head count to the hotel soon. The meeting will be at the Marriot Hotel & Marina which is one of the main hotels for the AAEP meeting.

Meeting topics will focus on the Advantage for Equine software product. We will provide training and tips on existing features as well as introduce new features and preview our upcoming new version to the group. Topics will cover electronic medical records, Integration with 3rd party vendors, Mobile Pro sync, as well as computer maintenance and troubleshooting.

Users meetings are also always beneficial as it's a chance to meet other Advantage for Equine users and share your own tips with others. There will be plenty of time for open discussion on the direction of our products as well as a formal “Wish List” session allowing attendees to discuss and request specific new features.

The cost for this years meeting is \$195 and includes breakfast, lunch, and all meeting materials. Please call our office with any questions or to register for the meeting.