

# Vetech View

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## Client Communication Is Key

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

### Using Invoice Notes

The Advantage system offers several ways for you to print notes on a client's receipt. These are very useful for providing information and possibly instructions to clients such as post surgical care, future appointment dates, or any other information.

#### Inside:

- Invoice Notes
- Backups
- Humor

**Standard Note for all receipts:** You can setup a generic message that will print on all client receipts. This would be a good place for general information such as practice hours, or perhaps a seasonal message. This is setup from the **Lists/Invoice/Invoice Bottom Note** menu. Just type in your message here and click OK to save it. This message can be updated as often as you want.

**Special Notes based on a clients AR:** You can also add special notes for clients with a balance based on the age of their balance. This is setup from the **Lists/Invoice/Current/Over30/60/90** menu's.

**Adding notes from the invoice window:** You can also add notes from the invoice window. The lower left part of the invoice window is reserved for entering invoice notes. Notes can be manually typed in here, or you can select any pre-defined notes by clicking the button on the right side of the notes box.

Client: 3/ Adams, John Abigaila	Client Status: Senior Discount	<input type="checkbox"/> Applied Min Charge	Total
Inv# 169	Charge: 10/13/01 14:23	On Hold	
		Tax	\$0.00 With Tax
		Previous Bal	\$0.00 Due with this

**Invoice Notes**

- Please store medication away from heat and direct sunlight
- Lab results will be available in 24 hours. Please call after
- Please make an appointment for suture removal.
- Please make an appointment for drain removal.
- Please see the doctor before you leave
- Please make an appointment for bandage removal.
- Visiting hours are between 10 AM and 5 PM and is limited
- We offer training classes from basic to advanced obedience
- We offer a Senior Citizen Discount Program. Please ask

OK Cancel

*Invoice notes area in lower left corner of invoice window.*

*Click the button on the right to display all pre-defined notes. Any of these can be added to the invoice by checking the box next*

**Thought for the day:** The early bird may get the worm, but the second mouse gets the cheese.

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## Vetech Software Services, Inc

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

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We're on the Web!  
See us at:  
[www.vet-software.com](http://www.vet-software.com)

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You can also use a combination of pre-defined notes and manually typing. For instance you may have a pre-defined note that says, "**Your next appointment is scheduled for:**". You can quickly pull this up, then manually add a date.

**Notes associated with a Treatment/Inventory Code:** It is also possible to associate invoice notes with a particular treatment or inventory item. This is common for surgeries where you want to put post-surgical care in writing for a client. This is done from the Inventory setup window. Just enter the message in the text box titled notes for your item. If you want to use the same note for multiple items, use copy & paste for your note selection. You copy the text by highlighting it and typing <Ctrl+C>. You can then paste this text by pressing <Ctrl+V>.

### A Backup Is Your Safety Net

*By Matt Sanregret*

Vetech is committed to providing the best technical support in the industry. We will bend over backward to resolve any issue you have with your Advantage software. Unfortunately, there are those rare times when the only resolution is to restore a backup. Every so often we encounter situations that prompt us to restate the importance of backups and explain exactly what they are.

A backup is simply a duplicate copy of your programs and/or data transferred to some sort of external media such as a tape or zip cartridge. When you perform a backup from your Advantage software you are creating an "archive" (pronounced arkive) file containing all the data on your computer. Data can be defined as anything in the system that you can change. This includes all of your clients, patients, transaction history, reminders, service codes, medical records, etc. Your backup is actually snapshot of your computer at the time you perform it. If you experience a problem that cannot be corrected then we resort to your backup to take us back to a time prior to when the problem occurred. This is the important fact to remember.

Backups should be performed on a daily basis as insurance against computer problems. A backup should also be made prior to any major changes to your computer. Procedures like installing new software, or software upgrades, and even installing new hardware should only be done after you have made a backup of your valuable data.

A backup is your insurance in case something happens to your computer. Just like with any other type of insurance there are those who would rather assume the risk in exchange for saving a little time and money. This is the decision we all have to make. How important is

your data and what would you do if you lost it? We hope that we never have to use your backup insurance but when you need it, you will be glad you have it.

After you start using software, the value of your data quickly becomes much higher than the computer itself. You can always go out and buy a new computer, but think about re-entering all your clients, patients, history, reminders, etc. How do you put a price on that?

Today's backups are faster, cheaper and more reliable than ever before. A few years ago it was not uncommon for a backup of veterinary software to take over an hour. Current backup drives and fast computers can reduce your backup time to about 10 minutes or less in many cases.

### Why Men Shouldn't Take Messages

