

Vetech View

The logo for Biography.com, featuring the word "Biography" in a white serif font and ".com" in a smaller white sans-serif font, both set against a dark red rectangular background.

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

It is rare that we get to meet with our users face to face. Since we can never meet with each and every one of you we decided we can, at least, introduce each one of us. This month we begin a series of profiles on the Vetech staff.

Inside:

- Biography
- Locked Invoices
- Humor
- Trade Shows

Joe Giardina President



Joe Giardina is president and co-founder of Vetech Software Services, Inc. Joe grew up in Houston, Texas and moved to California shortly after high school. He earned a BA in Mathematics from the University of California, Santa Cruz. After a working several years for Household International in their database marketing division, he co-founded Vetech Software Services.

While we all wear many hats, Joe's primary responsibilities include managing the financial side of the business while also devoting much his time to providing end-user technical support and overseeing some development projects. Most everyone has at some point talked with Joe over the phone and he has been referred to many times as 1-800-JOE.

When not manning the phones Joe spends a lot of time with his family. He and his lovely wife Susan have their hands full with four children, two cats, two gerbils and a fox terrier named Coco. And when time permits he enjoys surfing, snowboarding, wakeboarding and traveling.

Saving Keystrokes During Invoicing

Tired of pressing the **Enter** key several times after you select the correct item while invoicing? There are two options available if the default values for Qty, Discount, and Tax are correct. The **Accept** icon on the invoice toolbar will complete the line you are working on with the default values and start a new line item on the invoice.

If switching from the keyboard to the mouse is not convenient, pressing the

Thought for the month: Never read the fine print. There ain't no way you're going to like it.



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Watch For Us!

Vetech will be exhibiting at the following trade shows. Please stop by and say hello!

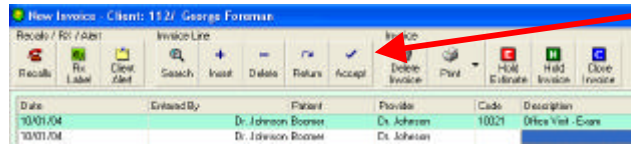
Wild West Veterinary Conference, Reno - Oct 7-9

AAEP, Denver Dec. 5-7

NAVC, Orlando, Jan. 9-12

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

down arrow key will provide the same function as the accept key. The previous line item is saved and a new line is automatically started for you. If you frequently accept the default values while invoicing by pressing the **Enter** key, try this to save some time.

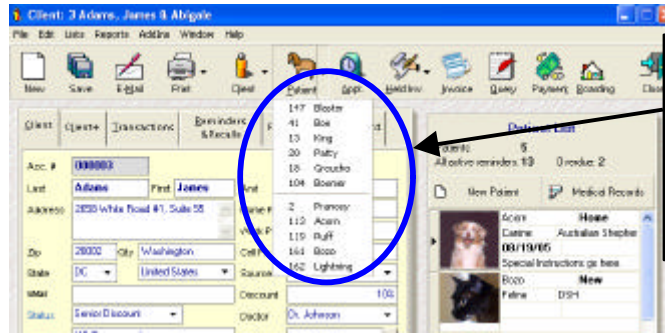


When adding items to an invoice, use the Accept icon or press the down arrow key to accept a new entry with default values.

Easy switching between client and patient windows

Frequently we are asked why it is so hard to switch back and forth between the client window and the patient(s) for this client. Actually it is very easy to do this, and there are a couple different ways to accomplish it. The task is especially easy if the client only has a single patient. From the client window, simply clicking on the Patient icon on the toolbar will open the patient window. And clicking on the Client icon from the patient window will return you to the client window.

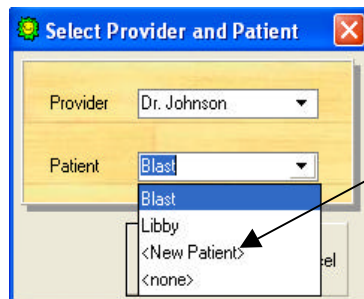
If the client has multiple patients, the process is slightly different. Instead of clicking on the actual patient icon from the client window, click the down arrow to the right of the patient icon.



Click the down arrow of the patient icon. The bottom of the list will be all patients current

Add Patients "on the fly" While Invoicing

You can add a new patient when starting an invoice and also from within an invoice. Choosing the <New Patient> selection from a patient lookup list will open up a New Patient window. After entering a new patient you will be returned to the invoice, and a new line with that patient will be started for you.



Add "New Patient" option in patient list when opening an invoice, or from the patient list within an open invoice.

