

July 2005

Volume 14, Issue 7

Vetech View

Your Opinion Counts!

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

We really want to know what you think! Please complete the following survey and send it back to us at:

Vetech Software Services, Inc.
150 N. Wiget Lane, Suite 211
Walnut Creek, CA 94598

Inside:

- Survey
- Humor
- Holiday Schedule

1. How satisfied are you with your Vetech Advantage software?

- Not at all
- Somewhat satisfied
- Satisfied
- Very satisfied
- Extremely satisfied

2. How satisfied were you with the sales process when you purchased your Vetech Advantage software?

- Not at all
- Somewhat satisfied
- Satisfied
- Very satisfied
- Extremely satisfied

3. How satisfied with the level of training you received after your purchase?

- Not at all
- Somewhat satisfied
- Satisfied
- Very satisfied
- Extremely satisfied

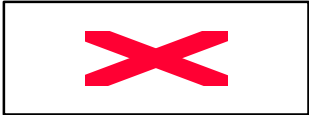
4. How satisfied are you with the level of support you received when you have called for technical support?

- Not at all
- Somewhat satisfied
- Satisfied
- Very satisfied
- Extremely satisfied

5. On average, how many times do you contact our customer support in a month?

- Never
- Once a month
- 2-4 times a month
- 5-6 times a month
- 7+ times a month

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



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Please Note:

***Vetech will be
closed Monday
July 5th in honor
of Independence
Day.***



We're on the Web!

See us at:

www.vet-software.com



6. On average what is the response time for a customer service call ?

- Call is taken immediately
- Call back < 15 minutes
- 15-30 minutes
- 30-60 minutes
- > 60 minutes

7. Are you aware that VETECH Software stocks computer supplies such as pharmacy labels & file labels?

- Yes
- No

8. Would you be interested in Saturday customer service?

- No - I don't have a need for Saturday service
- Yes - but only at no extra expense
- Yes - and an extra expense is acceptable

9. Would you be interested in evening customer service?

- No - I don't have a need for evening service
- Yes - but only at no extra expense
- Yes - and an extra expense is acceptable

10. Please list the top 3 features of Advantage that you depend on the most:

Please use the following space for comments or suggestions:

Tales From The E-Mail

If you had purchased \$1000.00 of Nortel stock one year ago, it would now be worth \$49.00.

With Enron, you would have \$16.50 left of the original \$1,000.00.

With WorldCom, you would have less than \$5.00 left.

But, if you had purchased \$1,000.00 worth of Coors (the beer, not the stock) one year ago, drank all the beer, then turned in the cans for the aluminum recycling price, you would have \$214.00. Based on the above, current investment advice is to drink heavily and recycle.

It's called the 401-Keg Plan