

VETPAK

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Hardware requirements:

While this program will run on an ancient XT, it is considered that a minimum configuration would be a single 386 PC. The program has been subjected to rigorous testing on two 386 PCs, networked using Lantastic 6.0 (Artisoft). The reception computer has 2 meg ram, the surgery 4 meg, and both show 627k bytes free at the prompt. In your config.sys file you will need to set files=100 and buffers=30. The program works well using these 2 slow dinosaurs, flies on a 486 machine and runs at a blistering speed on pentiums.

INSTALLATION

- (1) Turn on your computer and wait till it boots up and displays the "C-prompt". (C > C:> C:\--> or similar)
- (2) Insert disk 1 into drive A
- (3) Type **A:Install** then <ENTER>
- (4) Watch the screen for a message to change disks in Drive A
- (5) Follow the prompts on the screen

The installation process will do the following things:-

- (1) Create a directory called VV off the root directory C:
- (2) Fill VV directory with all the files necessary to run the program
- (3) Create a BACKUP subdirectory off the VV directory
- (4) Create an ARJ directory and copy the self-extracting file ARJ.EXE into it
- (5) copy a batch file VV.BAT to the root directory C:
- (6) Copy a batch file VVBACKUP.BAT to the root directory C:

TO RUN THE PROGRAM:-

After power-up, and from the C-prompt, type **VV** and then <ENTER>. Then just follow any screen prompts. If you are an unregistered user you will be greeted with information re registration. When you register, these screens will not display.

PROBLEMS IN RUNNING THE PROGRAM:-

If you encounter problems running the program, they are most likely to be related to how you have your machine configured.

Problems...(cont'd)

(1) Check the config.sys file and ensure that FILES=100 and BUFFERS=30.

(2) Type **MEM** and then <ENTER> at the C-prompt and ensure that you have at least 600K bytes of memory available. If not, then use DOS's MEMMAKER utility to optimise your setup in CONFIG.SYS and AUTOEXEC.BAT files. Consult your DOS Manual.

If you have 4 or 8 meg of on-board RAM and still have trouble getting sufficient bytes of conventional RAM free at the C-prompt, we will supply you (at no extra cost) with a separate version of VETPAK that will run in EXTENDED MEMORY.

If you are running a NETWORK and have troubles, firstly run without the Network as a stand-alone application, and check as above. If it runs OK without the network, but not under the Network, then you need to check with your network documentation that your configuration is correctly optimised.

PROGRAM OVERVIEW

A useful program acts like a huge filing cabinet with a difference. The difference SHOULD be that the data is easy to file, easy to retrieve, and is capable of manipulation to achieve meaningful and PROFITABLE things. **VETPAK** is simple, efficient and productive. To keep the price down, we have made only one compromise. We allow you to use only one group of printers. Any dot-matrix or laser printer that can **emulate** an EPSON FX (this includes most printers on the market). The system is set up to use standard A4 sheets in a laser printer, or standard continuous paper (80 column, 9.5" x 11") in a dot matrix printer. The labels we suggest are available from PHARMACY PRESS, 35 RICHMOND ROAD, HOMEBUSH WEST, SYDNEY, 2140, Phone 02/7641611, and the product code is #301. As you see from the attached sample, they just have the KEEP OUT OF REACH OF CHILDREN warning in red. All the rest of the details are printed out by the program. The ideal setup would be to have a laser printer attached to LPT1 for all your reports, letters and invoices, and a dot-matrix printer attached to LPT2 and loaded with blank labels. If you only want one printer initially it should be a dot-matrix printer so that you can print labels AND reports.

BACKING-UP.

This is normally neglected by most program users until they have their first data-loss disaster. We cannot be too pushy in suggesting that you back-up your data on a regular basis. Power surges, spikes, brown-outs and power-loss can all cause loss of data. You may back up using any method you desire. We have provided a method for you to consider. In the root directory is a batchfile VVBACKUP.BAT. To run this batch file, place a blank formatted diskette in drive A: and then type **VVBACKUP** and then <ENTER> from the C-prompt. Your data files will be copied to the backup subdirectory, and then compressed using the ARJ compression utility, and then saved on a floppy as a file called VVBACKUP.ARJ. We suggest you keep a box of 7floppies beside your computer labelled Mondaythru Sunday. At the end of each day's work, insert the disk for the day and type **vvbackup** then <ENTER>. You will never have to reconstruct more than 1 day of data after the worst disaster. Ideally you should then copy your backup disk and take it home in case of fire at work. Program files and key files do not need to be copied. Program files can be resurrected from your security floppy or by getting replacement disks from the developer, and the program itself will re-create the key files.

NOTE the ARJ utility is SHAREWARE. It is included with this package and may be found in the ARJ directory.

From the C-prompt type **cd\arj** and then <ENTER> this will cause you to "log in" to the ARJ directory. Then type **arj241a** and then <ENTER>. This will cause the self-extracting .exe file to disgorge a number of files into the ARJ directory. You may view the list by typing **DIR** and then <ENTER>. The owner of ARJ software allows you 30 days free evaluation and then you should register and pay your donation. Details are in the .DOC files in the ARJ directory. To evaluate ARJ as a backup mechanism for **VETPAK**, you must copy ARJ.EXE from the ARJ directory into the root directory. From the C-prompt type **copy c:\arj\arj.exe** and then <ENTER>. Only then will the batchfile VVBACKUP work for you.

Features common to all screens.

VETPAK consists of a multitude of interlinked screens which will guide you in the performance of the many procedures available to enhance the effectiveness and profitability of your practice.

LINE 25 is the bottom line of your screen. Here are the **HOT-KEYS**. These are available to be used at any time, and from anywhere in the program to perform some of the most commonly used functions. The virtue of a hot-key is that it allows you to jump directly to a procedure without having to stop what you are doing, and get out of the current task first.

- **<F6>** Suppose you are in the middle of a data entry task, and the phone rings with a client wanting to make an appointment. Hit the F6 key, make the appointment, **Escape** out of the appointment mode and then carry on with what you were doing before.
- **<ALT_Z>** The price list. From anywhere in the program hold down the **ALT** key and then tap the **Z** key.
- **<ALT_I>** Invoice mode. Reached at any time from anywhere in the program. From here you can create, amend or delete an invoice. You can view and/or print out the invoice then return to what you were doing.
- **<ALT_F>** One of the more powerful features of the program. Don't forget to use it. This is the Phone-Follow-Up facility. To activate, from anywhere in the program, hold down the **ALT** key and then tap the **F** key. The purpose of this facility is to create a must-do list of follow-up calls. The main use is to prompt you or your staff to do follow-up calls to clients to enquire about the progress of a case. It is a great practice-building procedure for someone from your practice to call the client 3 days after surgery to enquire about the progress of the patient, and to see that there are no problems and that all your instructions have been understood and are being carried out. Once invoked, the system will "nag" until the call is made and the staff member has "signed" for having done it !

LINES 23 & 24 are the **ON-LINE HELP**. Whatever you are doing, the program keeps track, and gives you advice on "what to do next". The advice will change usually on a field by field basis. You don't have to sift through levels of screens to get help, only to forget what you wanted in the first place. It's always visible !

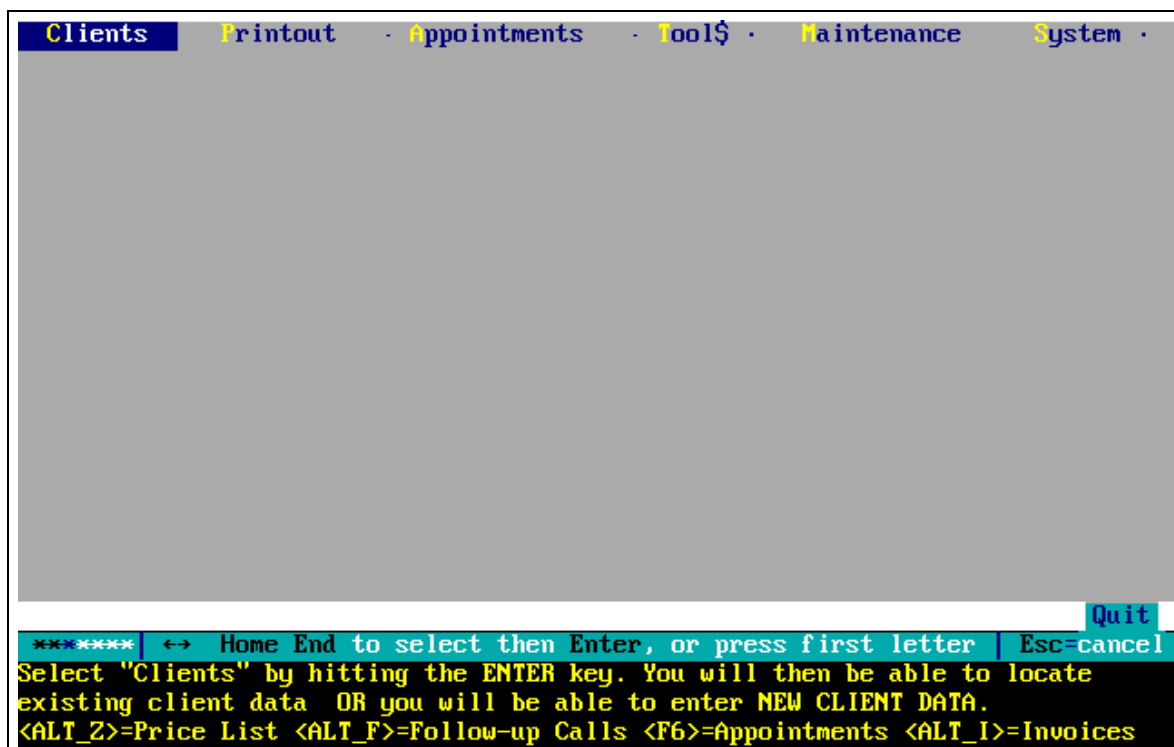
LINE 22 is the **KEYLINE** which is context sensitive and suggests alternative keyboard methods of doing things. Some may be mouse active and you can invoke the action by clicking on the area.

LINE 21 is the button line. Once again context sensitive, these buttons are mouse activated. If the button has a letter highlighted such as the "**P**" in the word print, you can also activate the button by **<ALT_P>**.

There are often many different ways of doing the same thing. For instance, after entering data, you need to save it to disk. This can be done by hitting the **F2** key, **<CONTROL_ENTER>** mouse-clicking on **SAVE** or **OK** buttons. To cancel what you have done you may hit the **ESCAPE** or the **F7** key, or mouse click the **CANCEL** or **QUIT** buttons. To clear the current field of the data it contains you may hit the **F9** key or repeatedly hit the **DELETE** key.

In general, the **<ENTER>** key will accept what you have entered into a field and then pass on to the next field. Successive "enters" will progress you through a series of fields on a screen. So will the up/down arrows. Another way to select fields is to click on them with the mouse. Often this is the quickest way if you want to alter just the last field on a screen. This way you don't have to pass through dozens of fields to get there.

In general the **<ESCAPE>** key will take you back through the fields of any screen. Generally you will not be allowed to escape off the top of a screen. You will have to either **<F2>** to save and get out, or **<F7>** to cancel and get out.



THE OPENING SCREEN

After power-up, and from the C-prompt, type VV and then <ENTER>. Then just follow any screen prompts to arrive at the opening screen.

The top line of this screen is called the **MENU BAR** and will be visible to the user at all times as a reminder of what part of the program one is in.

The program always opens with the **CLIENT** option highlighted. The program is built around the client, the person who pays you. All transactions relate inevitably back to a client. Most transactions relate to the client and/or his pets. The program opens ready to start looking for a client.

Each of the options on the Menu Bar leads to a **MENU** of options. There are 2 methods of accessing these menus. Firstly by moving the highlight by use of the left/right arrows until your choice is highlighted. Then one just hits <ENTER> Secondly, and more quickly, just hit the first letter of each choice. **C** for the **CLIENT** menu, **P** for the **PRINTOUT** menu, **A** for the **APPOINTMENT** menu, **T** for the **TOOL\$** menu, **M** for the **MAINTENANCE** menu and **S** for the **SYSTEM** menu.

EXAMPLES

- If you are at the opening screen and you want to make an appointment, you hit **A** to get to the appointment menu, and then as you will see later, **A** again to start making the appointment. As you see on the bottom line of the screen, you can reduce those 2 keystrokes to 1 by hitting the **HOTKEY F6** to achieve the same result.
- To print or view an invoice, you would hit **P** to get to the Printout Menu and then as you will see later **I**. Alternatively, use the **HOTKEY** access <ALT_I>. (Hold down the **ALT** key and then hit **I**)
- To update your price list (You should check off your invoices against your price-list and make any necessary adjustments on a regular basis) hit **M** to get to the **MAINTENANCE** menu and then as you will see later, **I** to get to the **ITEMS** maintenance facility.

To get out of this screen you can hit the <ESCAPE> key, left-click the mouse on **ESC=Cancel** in the **KEYLINE**, left click the mouse on the **QUIT** button on the **BUTTON LINE** or just right-click the mouse. It is just a matter of convenience for you. As this is the first screen of the program, quitting will take you to a decision screen **“Do you really want to leave the program.”** If the answer is **YES** just hit <ENTER> but if not then hit the down arrow to high light the **NO** option and then <ENTER>.



YOU HAVE SELECTED THE CLIENT MENU

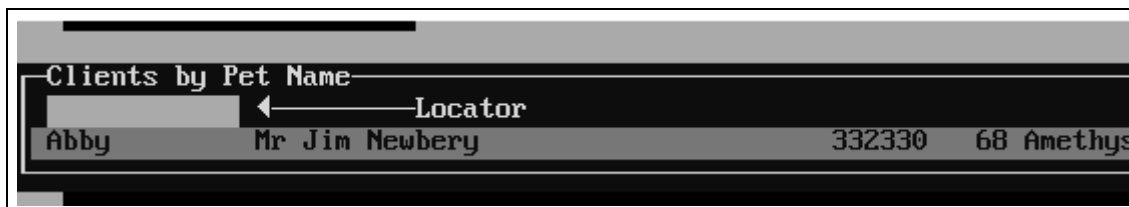
From here you are able to find any client in the system if you know the
 SURNAME by hitting **S** or by selecting Surname with up/down arrows then **<ENTER>**
 FIRSTNAME by hitting **F** or by selecting Firstname with up/down arrows and then **<ENTER>**
 HOME PHONE # by hitting **H** or by selecting Phone H with up/down arrows and then **<ENTER>**
 any PETNAME by hitting **P** or by selecting Petname with up/down arrows and then **<ENTER>**
 OCCUPATION by hitting **O** or by selecting Occupation with up/down arrows and then **<ENTER>**

99% of the time you will be selecting by SURNAME, but there are times when the other methods are useful. For example when it comes to reciprocal business, you can choose from the solicitors or the dentists or the truck dealers in your database.

If you are a first time user, there will be no records in your database, so the computer will flash up a blank data entry screen and prompt you to create your first record. See page 6.

If you already have one or more records in your system, and have chosen your method of looking for a client, you will be presented with a table of records from which to choose the appropriate client. See page 8.

If you chose to search by Petname you will be presented with a sub-screen similar to that shown below:-



Type the known petname into the LOCATOR field above, and then use the up/down arrows to select the target client. Then hit **<ENTER>** and you will be presented with the client data screen to either view or modify. See Page 9.

BLANK DATA ENTRY SCREEN

The blank data entry screen is seen on only 2 occasions. Firstly when you are entering your first record, and secondly when you choose to enter a new client

Follow the instructions at the bottom of the screen in the on-line-help.

It is not necessary to capitalise your data as it will be done for you.

Type in the client's title then hit <ENTER>. Notice that the first name field is now highlighted and the first field has had its data capitalised. Type in the client's first name and then <ENTER>

When you get to the REFERRED BY field, type in any single letter and then <ENTER>. You will be presented with a pick list of existing clients plus YELLOW PAGES and WALK IN. Select the appropriate referrer either by up/down arrows or by typing the first few letters of the referrer's surname into the locator field, and then hit <ENTER>. This will place the selected referrer into this field. It is strongly recommended that you get into the habit of using this feature because it will enable you to identify and nurture those clients who are your best advertisers. Existing clients will only be "tagged" if identified when NEW CLIENT is added. You may add non-client "referrers" such as "TRADE DIRECTORY" or "NEWSPAPER ADVERT" to your list of referrers thru the Maintenance Menu, selecting REFERRERS. Thus you will be able to keep track of where your customers are coming from, and which source is the most productive, even which form of advertising is the most fruitful.

The OCCUPATION field operates in a similar fashion. Ignore it and pass over by hitting <ENTER> or type in any single letter and then <ENTER> to use the pick list that will pop up. We strongly recommend that you use this feature. Later you will be glad you did, or sorry you didn't, we assure you.

FIRST VISIT & LAST VISIT are taken care of automatically by the system whenever you enter patient history. When you enter your first STD code, the others will be filled in automatically, and you can accept them and pass over by hitting <ENTER> or change them by typing over as required.

Now it is time to enter pet data. The system allows for up to 5 Pets to have their details recorded and be visible at one time. Experience has shown that less than 1 in 1000 clients have more than 5 pets that will be brought to the vet for regular visits. For the odd case where an owner has more than 5 pets, we have worked around this by creating an additional client file John Citizen(2) and adding the extra Pet Data there.

ENTERING PET DETAILS & PATIENT HISTORY

The first field is the DEAD flag. When entering a new client you should pass over it by hitting <ENTER>. Whenever you become aware that this pet is dead, you should flag it as such to ensure that you do not distress the owner by sending reminder notices etc. To flag it as DEAD select this field, enter any single letter then hit <ENTER> TWICE. A red tick will appear by the pet's name, and all automatic recall functions will be disabled for this pet.

Enter petname #1, VETPAK will capitalise it for you after you hit <ENTER> to accept the data.

You will notice a message on the screen “ALT 1 → ALT 5 SHOWS PETS DATA”. To record data such as BREED, COLOUR, DATE OF BIRTH, MICROCHIP # and any special WARNINGS for pet number 1, you should hold down the ALT key and tap the 1 key. This can be done for pets numbered 2 thru 5 after you have entered their names.

Once you have entered the date of birth, the age field will automatically show the age of the pet as of today and after you have selected the breed of the pet it's species will show automatically.

Heartworm status is the next field. If you cannot remember the status codes, just hit <ENTER> on a blank field, or hit F5 and a status pick-list will appear. Use the up/down arrows to select the appropriate status or the highlighted KEY and then press <ENTER>. The codes are M for “on monthly prevention”, D for “on daily prevention”, “+” for “diagnosed positive”, “-” for “diagnosed negative but not on prevention” and “?” for “never tested”. These codes can be typed directly into the field avoiding the pick-list.

The next box of fields relate to vaccination status. You should enter a “Y” into the appropriate field when the pet has had its primary course of immunisation. Leave blank if only temporary immunisation effected. The appropriate vaccination for each field is shown in the on-line help.

VAXDUE field is where you enter the date you have recommended for re-vaccination. You must fill this in if you want the system to do automatic recall letters. Use format 01012000 being 1st January 2000, or 01111967 being 1st Nov 1967. Alternatively press F5 and use the system calendar to choose the date.

DENTDUE field is where you enter the date you have recommended for a dental revisit. Same as above.

To enter PATIENT HISTORY hit F4. A subscreen similar to that below will appear with a date and time stamp and with the cursor awaiting your input.



Here we suggest you put the details of the visit, starting with the pet's name. Include such things as today's weight, clinical observations and measurements, results of pathology tests, procedures performed, and instructions given to the client. Also record such important legal facts such as “Pathology offered but declined by the client”. “Client refused offer of X-Rays”, etc. NOTE that although only three lines of record appear at one time, if you just keep typing, not only will automatic word-wrap occur at the end of each line, but automatic line-scroll will also occur. You can have more than 70 lines of free-form history per visit, and unlimited visits per client. (Limited only by the size of your hard drive).

When you've finished entering the patient history, we suggest you hit <F2> <ESCAPE> <F2> in that order. <F2> saves the patient history; <ESCAPE> gets back to the client data; <F2> saves the client data.

If you have previously recorded patient history for this client, then when you hit F4 you will see a record with data in place. To access this data hit <ENTER> then you can modify it, add to it, etc. and scroll through it with the up/down arrows. Remember to save it with an <F2> if you change anything. If you are just looking then you can <ESCAPE> or F7 out of there.

If there is a ↓ at either end of the history screen this indicates that there are records to follow, and you can scroll through these using your down arrow. An ↑ indicates that there are previous records belonging to this client and you can scroll backwards using your up arrow. Both up AND down arrows at either end of the history screen indicates that there both previous and following history records for this client.



THE CLIENT PICK-LIST

When electing to search for a client by surname a pick list like the above will appear, starting alphabetical ly at the first record. Suppose you were looking for Dennis Darby. You could use your up/down arrows until the correct record appeared and was highlighted. Then you would press <ENTER> to bring up Dennis Darby's details. A much quicker way is to enter the first few letters of the surname into the LOCATOR where a cursor is awaiting your entry. If you enter **DA** you will get to the first occurrence of the sequence DA in the database. As you see you will get the Daniels, the Darbys, the Darcys etc. Then you can use your arrows to select **DENNIS DARBY** and hit <ENTER>.

If you had previously elected to find Dennis by Home Phone Number, you would enter **320111** into the locator. If you had previously elected to find Dennis by First Name, you would enter **DENNIS** into the locator. If you had previously elected to find Dennis by Occupation, you'd enter **ENTREPRENEUR** into the locator. If you had previously elected to find Dennis by Pet Name, you'd enter **LEEK** or **DOLORES** into the locator.

NOTE in each of the last 4 situations the pick-list would look slightly different, with the client being listed according to alpha/numeric order of home phone number, firstname, occupation or pet's name respectively.

Also from a pick-list you may select a record for deletion. Highlight the record and then hit <DELETE>. You will then be given a chance to change your mind...look at the online help for guidance.

Also from the pick-list screen you can start a NEW RECORD by hitting <INSERT> which will bring up a blank data entry screen as on page 6.

```

Clients  Printout  - Appointments  - Tool$  - Maintenance  System
Update Client Details—For Mr Dennis Darby                      Recs : 0
Mr  Dennis                Darby                Yellow Pages
Title First Name          Surname          Recommended By
13 Pandoric Place        Whiteacre        4321
Address 1                 Address 2        Zip
Occupation: Entrepreneur  First Visit:    /    /    Last: 7/02/1996
H:(070) 12345678 W:(070)  Fax:(070) 23456778 Mob:(108) 187377

D Sp Name          Age      Sex  Hw  [34TL-3TLL]  Uaxdue  Dentdue
█ D Leek           5 YRS   EM  D   Y            2/10/1996  / /
  D Dolores        2 YRS   NF  D   Y            4/04/1996  / /
                               / /
                               / /
                               / /

ALT_1 → ALT_5 Shows Pets Data  [Dog—Cat]
                                   (L=Lepto L=Feline Leucaemia)
F4 Shows History Card
                                   Editing an existing record
Cancel _____ OK
***** ↓=select | F2=save | F7=cancel |
Hit ENTER to pass over to next field. To set a flag, J, indicating this animal
is dead, type any key then ENTER TWICE. Remove J by typing SPACE then ENTER.
<ALT_Z>=Price List <ALT_F>=Follow-up Calls <F6>=Appointments <ALT_I>=Invoices
    
```

CLIENT & PET DATA SCREEN

The client whose record you have chosen to see will now appear similar to the above screen.

Notice the the top line, the Menu Bar, indicates that you are in the CLIENT Menu area .

The second line indicates that it is an UPDATE screen and for whom. ie Mr Dennis Darby. At the right hand side of the second line is the message (Recs : 0) . This indicates that this client Mr Dennis Darby has not yet recommended any of his friends to your practice. If it was to say Recs : 120, this would indicate that Mr Darby was a prolific referrer and that he should be nurtured.

At present the cursor is on the DEAD flag field waiting for input from you. Look at the on-line help.

Now press <F4> to bring up any patient history for this client.

```

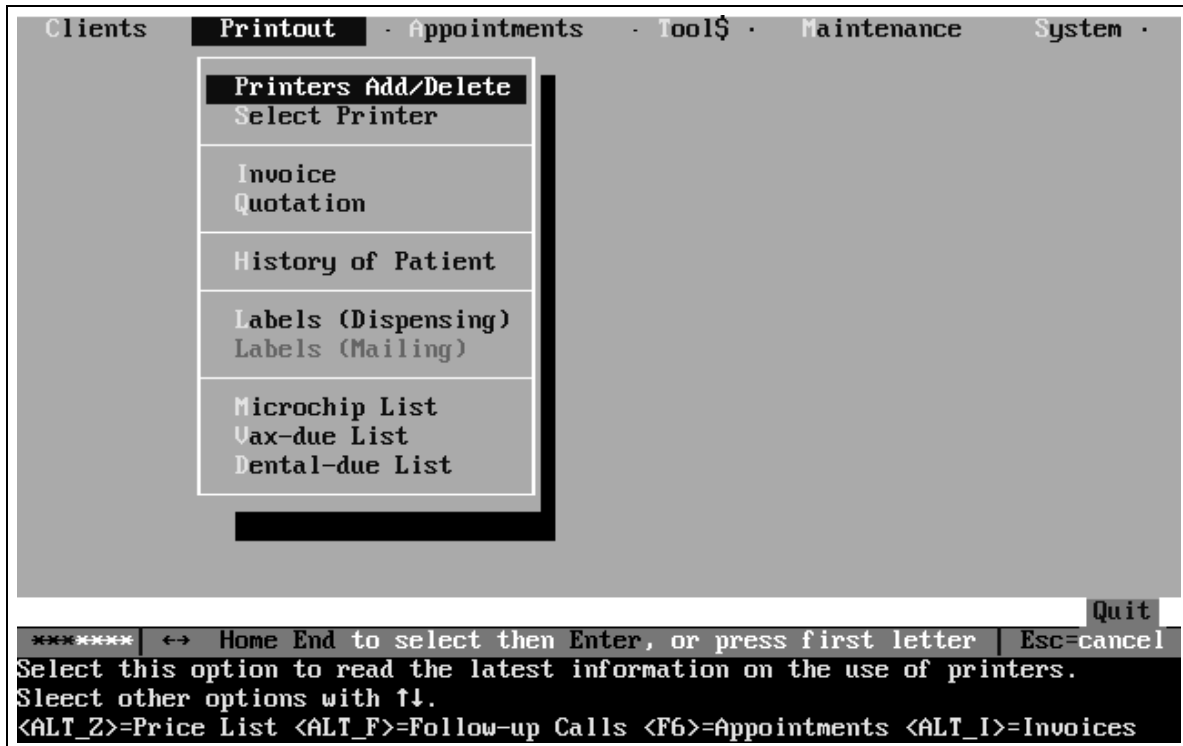
Patient History _____ Editing an existing r
↑ 28/08/1995  DOLLY 18.7kg amputate left front dew-claw incl lesio
  Bandage and Rx bucket. RTU. Amox.
↓ 12:11PM    LEEK 24.1kg Just came for the ride!
    
```

Note the arrows both up and down. These indicate that there are other history records both before and after this one. At this point you can scroll up or down using the keyboard up/down arrows to check what other records there are. When you have found the record you want to examine or modify, hit <ENTER> and this will place the cursor within the record ready for you to do some scrolling of this record. Note that although only 3 lines are visible at one time, you are allowed over 70 lines per visit, and unlimited visits.

To make another entry into your electronic history card, just hit <INSERT> and a new empty record will become available with the cursor awaiting your entry. Start typing. You will note that this record will be date and time stamped. You cannot create another history record with exactly the same time stamp.

In the history above, Dolly came for an operation. We removed a toe with a lesion. We injected RTU amoxil and dispensed Amoxil tabs. Dennis's other dog LEEK came for the ride, so we weighed him! It is up to you how much detail you include in this area. You can put (almost) as much as you want!

When you are finished entering/changing data hit <F2> <ESCAPE> <F2> in that order. That will bring you back to the CLIENT PICK LIST as per page 8, ready to find another client and his pet data, or to create another new record.



THE PRINTOUT MENU

This is the screen you will see when you select the Printout option from the Menu Bar.

SELECTION OF PRINTERS. At present this program will work with either dot-matrix or laser printers PROVIDING that they can emulate the EPSON FX type of printer. In the case of the dot matrix printer, EPSON FX emulation is achieved by dipswitch settings as per the printer manual. The laser printer can emulate an EPSON FX by changing emulation settings on the control panel. Once again check the printer manual. If you are buying a printer, get the dealer to perform and certify the emulation. Multi printer selection is expected to be in future upgrades of this program. If you want to print labels you will need to have a dot-matrix printer.

INVOICES. May be created, modified, deleted and printed from this Menu. Follow the prompts and the on-line help. Select Invoices then press <ENTER>, or just press **I**.

QUOTATIONS. Are treated as for Invoices. Select QUOTATIONS then press <ENTER> or just press **Q**.

PATIENT HISTORY. Complete CLIENT/PATIENT histories can be printed out from this menu. Select HISTORY OF PATIENT and then press <ENTER> or just press **H**. Then follow the prompts and the on-line help.

DISPENSING LABELS. Select this option and then press <ENTER> or just press **L**.

MICROCHIP LIST is a view-only list for finding owners of lost dogs.

VAX-DUE LIST & DENTAL-DUE LIST are for viewing the clients who have recalls that fall due within a user-defined time period. Both of these lists may be printed out. They do not actually print out the recalls. That is done from the TOOLS\$ Menu.



THE APPOINTMENT MENU

This is the screen you will see after you have selected APPOINTMENTS from the Menu Bar. From here you may make, modify and delete appointments by selecting APPOINTMENTS and then pressing <ENTER> or just by pressing A. If you have not previously entered any appointments, you will be presented with a screen that awaits your data entry. The only trick here is to enter the time in the 24 hour format so that 0001 is one minute past midnight 0900 is 9am and 1645 is 4:45pm. When this is done your appointments will display a am and pm. When the appointment table is activated and there are already appointments in the system appointments for the day will be highlighted in a different colour from the rest. At this point you can make a new appointment by pressing <INSERT> and following the prompts. Or you can modify an existing appointment. The most common modification is the client who rings up to change the time of the appointment. It is a breeze. Select the appointment with the up/down arrows and press <ENTER>. Then <ENTER> through the fields and change only those that need changing. <ENTER> after the last field will save the new data. Try it and see!

If you want to print out the appointments for a particular range of dates, select PRINT APPOINTMENTS and then press <ENTER> or just press P from the above screen. Then follow the prompts. To print out the appointments for just one day, you need the FROM date to be the same as the TO date. This will cause that particular day's appointments to be printed out.



THE TOOL\$ MENU

This is the screen you will see when you choose the TOOL\$ menu from the Menu Bar. In the TOOL\$ Menu you will find a number of procedures for maximising practice income.

Vax Reminders enables you to generate personalised reminder letters to clients who have pets due for annual boosters. You are given the opportunity to specify the range of dates. Usually this is for a calendar month, but you could do it weekly or even daily if you wished.

Dental Reminders enables you to do the same for clients with programmed dental check-ups.

Overdue Boosters is for the creation of more strongly worded reminders for your recalcitrant clients who have ignored your previous letter.

Referral Tracking is perhaps the most powerful practice building feature you can employ.

The computer keeps track of who has referred new clients to your practice, and gives you the opportunity to nurture and reward these people. When you select referral tracking, you will be provided a list of referral episodes. Select one by using your up/down arrows and you will see another screen with full details of the episode. If, at this point, you wish to print out the letter of appreciation, then hit <ALT_P> as per the instructions in on-line help, and then it is suggested you delete the episode.

Follow Up Calls gives you a method for creating follow up reminders “off-line”.

Active Referrers lists and ranks your referral sources.

The first four procedures in this menu generate standard FORM LETTERS which merge with your client information to produce personalised letters. We have included for your information the format we have found to be useful. However, you are welcome to use them as they are, or to modify, or replace them as you see fit to suit your practice and your ideas. You can find the letters in Maintenance Menu under Letters.



THE MAINTENANCE SCREEN

This is the screen you will see after you have selected MAINTENANCE from the Menu Bar. In general all the functions available here enable you to modify certain data files.

OCCUPATIONS leads you through screens for adding, deleting, or changing the occupations that are listed in the occupations file. You will recall that you are prompted for a client occupation to be entered from a pick-list during client data entry. This file contains the occupations in that pick list.

ITEMS contains the details of cost price and selling price for items that you sell or dispense, and the selling price for services that you provide. We leave cost price for services blank. It is suggested that you update this file every time you receive an invoice from a supplier, so that you keep your selling price up to date at all times. Little and frequent increases are better tolerated by clients than massive jumps every few years! This procedure can double as a stocktaking device as well. All you have to do is go through the inventory from A to Z, and insert the quantities of each item in stock, and you will have an up to date stocktake figure immediately.

When this file is accessed by <ALT_Z> only the item and the selling price are permitted to display. Cost prices are kept away from prying eyes. It is important to keep this list up to date because it is necessary for your invoicing and quotation functions and for your price-list. We have left a basic list for your perusal and modification. The list is by no means exhaustive and we would expect you to add to it greatly.

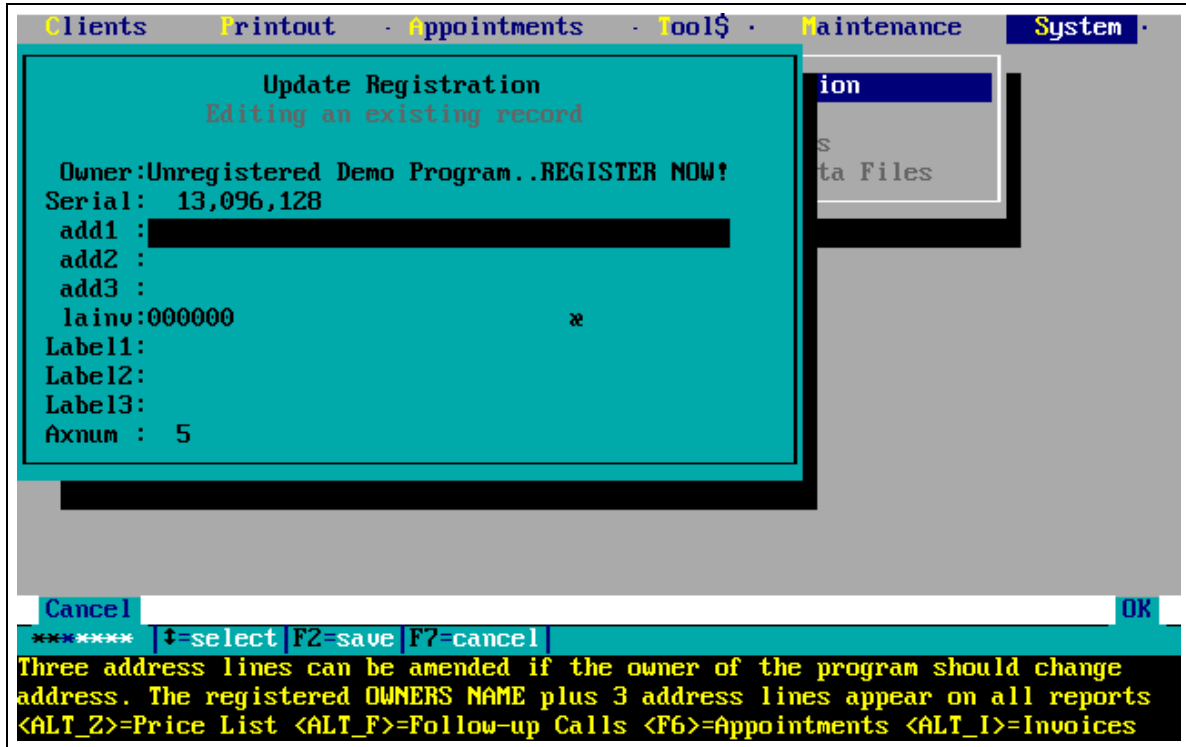
BREEDS file contains the Breeds & Species in the pick-list, and can be modified from here.

LETTERS is the file that contains the "body" of the form letters for vax reminders, dental reminders, vax overdue notices and referral thank-you letters. You are encouraged to view ours and to modify them to suit your practice.

REFERRERS is the file that contains the names of potential referrers to your practice. Client names are added automatically by the system. It is preloaded with YELLOW PAGES and WALK IN as the 2 most common sources of clients. In this area of the program you can add other sources of clients such as RADIO ADVERT, TV ADVERT, LOCAL PAPER AD or whatever is appropriate for you. For this powerful tracking facility to work you MUST ASK YOUR CLIENTS HOW THEY FOUND YOU and input this information correctly when the client record is first generated. If you change the Referrer at a later date, the change will not reflect through the tracking system.

COAT COLOURS file contains the coat colours in the pick-list for describing individual pets.

FOOTNOTE is the place you go to change our footnote for one more appropriate to your practice. You have 5 lines in which you can place practice info such as consultation times or seasonal messages (Xmas, tick season, Easter or parvo outbreaks in your area.) OR you can blank all 5 lines out and have no footnote. You can always change your mind later.



THE SYSTEM SCREEN

This is the screen you will see after you have selected SYSTEM and then REGISTRATION from the Menu Bar. There are some other “options” but they are “greyed out” indicating that they are not yet available, but will probably be made available in a future upgrade.

OWNER & SERIAL # and **AXNUM** are not user selectable or modifiable. Owner/serial number will be changed when you become a registered user. The data in **OWNER** is used on all printouts, so if you want your name or practice name to appear you must register. All other fields are capable of modification by you **add1** to **add3** are 3 address lines which will appear on all printouts together with your name or your practice name. You can change these to suit different practice sites as required.

LAINV is the last invoice number used. You can reset this at any time and your next invoice will bear the next numerical number.

The 3 label lines will appear on the bottom of all labels generated by the system. We suggest something like this:-

Dr John Citizen B.V.Sc.
 VETERINARY SURGEON Ph 12345678
 123 Vet Street, Vetville. 2345.

REGISTRATION FORM

- I have paid \$99 for my trial period and now wish to register(before 30/6/96). Herewith my \$400.00
- I have paid \$99 for my trial period and now wish to register (after 30/6/96). Herewith my \$900.00
- I have not paid for a trial period but wish to register (before 30/6/96). Herewith my \$499.00
- I have not paid for a trial period but wish to register (after 30/6/96). Herewith my \$999.00
- I would like you to send me an unregistered trial copy of VETPAK. Herewith my \$99.00

MY NAME IS :

MY ADDRESS IS:

MY PHONE # IS:

MY FAX # IS :

- I enclose a cheque, or**
- Bill my credit card**



■ **DELETE 2 CARDS**

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NAME ON THE CARD:

EXPIRY:

SIGNATURE:

If you are purchasing full registration we need to know the name of the entity that will own the licence. This could be your own name, a business name, or the name of a group. For example, John Citizen B.V.Sc. (Hons) OR John Citizen Veterinary Surgeon OR Citizenville Veterinary Hospital. Whatever you choose, remember that it will appear on all your printouts generated by the **VETPAK** system, and will be followed by the address that you choose in the **SYSTEM** Menu. Please take care in filling in the boxes below. You have 40 spaces. Every letter, space, comma or period should occupy one space. A unique serial number will be provided to you, which in combination with the registered owner data will unlock the program for you for ever. When you get your serial number, you will be told how to use it. Note that you will be called on to enter the **OWNER DETAILS** exactly as you have provided them below. Please enter your details now, and send to this address:- **Pro-Prom Pty Ltd, P O Box 401 Edge Hill 4870 Australia.**

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