C. Financial Aspects

Invoicing and Other IntraVet Tips

- **Invoicing**—specific instructions on invoicing can be found in the IntraVet User Manual.

- **Multiple Pet Invoicing**—Often a client will bring in more than one pet or will buy items for multiple pets; therefore, it is important to make sure all pets receiving services or supplies are invoiced.

  – Look at the bottom left part of the invoice screen to see all pets that have services or supplies to be invoiced.
  – To open up the invoice for an additional pet with services or supplies, use the "Change Patient" icon.

- **Change From a Cash Payment**—This can be accomplished in the traditional way of counting back the change starting from the balance due to the point of payment received (i.e., client uses a $20 bill to pay for $13.55 in services—change of $6.45 would be counted back starting with $13.55, then with the change of $.45 to make $14, then dollar change of $6 to make $20). You can also use a calculator to determine the correct change to be given.

  – You may also use the "Change" section on the payment screen on IntraVet, enter in the amount of cash collected in the "Cash" section. You will notice the amount of change to be given is in the grayed out box below the "Cash" section. Be sure to enter the amount of change given in this grayed out box in order to keep your end-of-day cash transactions correct.

- **Editing Client or Patient Data**—Sometimes it will be necessary to change or add information for a client or pet. This can be accomplished by clicking on the "Edit Client" or "Edit Patient" icon.

  – In the case of multiple pets, scroll through the list to select the correct pet before editing.

- **Looking Up or Editing Patient History**—At times you will need to look up an item in the pet's medical history (example: finding which food the client last purchased for their pet). To do this, click on the "Patient History" icon.

  – To edit a pet's history, click on the "Edit History" icon under the "Patient History." You will be prompted if you would like to run a reminder update—answer "No." Make your changes as necessary, then click "Save." Your changes will not show until you completely exit the "Patient History." To view your changes, return to "Patient History."

    - Editing a pet's history is mostly used when adding vaccination history for new pets and/or new clients.

- **Printing Copy of Pet's History**—If an owner requests a copy of their pet's medical history,

pull up that pet on IntraVet and select "Patient History." Select "Print." There is no need to fill in date fields if entire history is desired. The client at times may also need any pertinent bloodwork. Copies of bloodwork may be made on the photocopier. However, copies of handwritten records are not to be duplicated without a doctor's approval.

- **Reprinting an Invoice**—To reprint an invoice for a client, look up the invoice under "Transactions," then highlight with your mouse the invoice to reprint. Right-click and select the "Reprint Invoice" icon to reprint invoice.
- When a customer buys 1 dose (out of 6 month pack), put quantity in as 0.16 (0.33 if out of 3 month pack).

- **Appointment & Doctor Codes**—In order to properly record appointments and doctor charges, please use the following appointment and doctor codes.

Appointment Codes	Doctor Codes
R1=Exam Room 1	BG=Boarding
R2=Exam Room 2	GM=Grooming
R3=Exam Room 3	CL=Clinic
SX=Surgery	DH=Dr. Harrison
GM=Grooming	HR=Dr. Harrison Refill
OT=Other	MW=Dr. Wilcox
	WR=Dr. Wilcox Refill
	VN=Veterinary Nurse

Cash Accountability

- As a receptionist you are responsible for all cash, checks, and credit card payments you receive from clients. In order to do this properly, it is important you learn good cash accountability.
- At the beginning of your shift, count all cash to be sure it is the amount you are supposed to have—keeping in mind any cash taken earlier in the day. (Displaying the Daily Transaction Report will assist you in reconciling payments. See section on Closing at the End of Day or IntraVet User Manual for details on Daily Transaction Report.)
- After going through closing procedures (see "Closing" for details), recount your cash to be sure you end your shift with the correct amount of $100. Print out a calculator receipt to leave for the next receptionist. All denominations are to be entered as a separate line item (example: $20.00, $10.00, $5.00, $1.00 continuing down to pennies) on the calculator receipt. Should there be any cash discrepancies, the separate dominations on the calculator print-out will help make finding the discrepancy easier.
- Please note any discrepancies right away to a senior receptionist or to Dr. or Mrs. Harrison. Many times the difference may be a cash transaction not properly entered in the computer or a cash return not processed through the computer. Reporting such discrepancies promptly makes it easier to find the problem and make proper adjustments rather than trying to rely on remembering what may have happened the day before.
- Once all cash is accounted for, place it in the cash lock box and zero out the lock box code. This prevents unauthorized persons from opening the cash box.

NOTE: At times it may be necessary to get change for larger bills in the cash drawer. Dr. Harrison keeps some extra change available for making quick cash exchanges. However, there may be times you or another staff member will need to go to the bank (Frost National Bank) to get change. Before going to the bank for change, complete a Frost Bank Change Order Slip (located in cash drawer) indicating the denominations you need for your larger bills. Be sure denominations equal larger bills being exchanged. Count the change to be sure correct amount returned from the bank.

Payment Policy

- Payment is expected at the time services are rendered and/or before the pet is released from the Clinic. At times the doctor may require partial or full payment in advance of performing certain services or under certain circumstances. However, the doctor will notify you of such instances.

- **Acceptable Forms of Payment**--Cash, Check, Credit Card (American Express, Discover, MasterCard, Visa), Debit card (must have AMEX, Discover, MasterCard, or Visa logo on card) and Care Credit.

- Verify checks at the time of receipt through the Paytek Virtual Terminal. See separate instructions up front for details.

- NOTE: Care should be taken when entering payment amounts into the credit card terminal. If you enter an incorrect amount and conclude the transaction, you will need to void the transaction (same day only) and resubmit with correct amount. Please be aware that the client's credit card company may place a "pending authorization" on their credit card for typically 3-5 business days (all the way up to 30 days) on the voided transaction--making it appear the client has been charged twice. If a client calls about what looks like a duplicate charge, please advise them that one of the charges is probably just a pending authorization from the voided transaction, but you will confirm with the Practice Manager. You can also call Merchant Services directly about the client's charge to be sure the client wasn't charged twice. If it is a pending authorization, the client will need to either wait until their credit card company releases the authorized amount or call the number on the back of their credit card to have the authorized amount released.

- NOTE: For credit card transactions, be sure to enter in any requested information (such as the cardholder's zip code) when prompted on the credit card terminal. Otherwise, the credit card processing company imposes an additional fee to the clinic for not providing this information. For corporate credit cards in which you are prompted for sales tax, enter in the amount of sales tax for the transaction (if no sales tax on the transaction, enter zero).

- A Quick Reference Guide for the credit card terminal (Verifone Omni VX570 as of 3/2009) can be found at the following website under the Support menu:

  http://www.bankofamerica.com/small_business/merchant_card_processing/index.cfm?templa

- **Credit Card Terminal Down:** In the event the main credit card terminal is down, run the transaction through the Care Credit terminal. If both terminals are down due to an electrical outage, do a manual credit card slip and enter the transaction in the main credit card terminal once electricity is restored. Ideally, you should call the corresponding number below to process the credit card transaction over the phone. However, with the clinic's phone system being digital, it will not work during an electrical outage. The only way to get prior approval would be to use a cell phone which is not recommend for security reasons. IF you do contact the corresponding credit card company and process the transaction over the phone, use the

OFFLINE button on the credit card terminal once the system is back up to indicate that the transaction has already been processed and approved so the client's credit card will not be processed again.

<u>**Credit Card Company Phone Numbers**</u>
(use only for offline transactions)
Visa or Mastercard: 1-800-936-2632
American Express: 1-800-528-2121
Discover: 1-800-347-1111

For regular credit card terminal processing issues,
call Bank of America Merchant Services at 1-800-430-7161.

- If a traveler's check is used, apply it as a check payment. Change may be given from a traveler's check payment since it is considered liquid like cash.

Payment Plan Options:

There will be occasions that a client will need to work out a payment plan in order to pay off their balance over time. You will have limited ability to setup payment plans with clients; however, *discretion should be used when making payment plans with clients. **Overuse of payment plans can lead to lost income for the Clinic due to default payments.*** It also gives a client the wrong impression that we will always do a payment plan with them which is not the case. Payment plans are the exception, not the rule.

Payment plans are to assist clients who are otherwise not able to pay for services, especially life-preserving services. However, payment plans are NOT designed for a client to finance things such as flea preventatives, boarding, treats, etc.--items of such nature that are not critical to the pet's care and can wait awhile. If, though, these services are part of other services being financed such as with a surgery, then it can be financed along with the rest of the services.

To assist clients in understanding which payment plan options are available to them, please provide them a Payment Plans form. Once a payment plan is agreed upon, please have the client sign and date the Payment Plans form and retain the original copy so the Clinic will have a record that the client is aware of their obligation of the particular payment plan they have established with the Clinic. If any alterations are made to a payment plan (with doctor approval for unusual circumstances), please note the alteration on the Payment Plans form before having the client sign. Please also notate on the form which doctor approved the alteration to the payment plan.

Note: In rare circumstances, a client may leave the clinic without paying their bill or establishing a payment plan. This is highly discouraged. However, should this occur, document on the pet's record why no payment received (except for euthanized pet). This assists others later when reviewing the pet's record.

The Clinic offers the following payment options for clients needing a payment plan. The details of each payment option is described below.

- Care Credit
- Hold Payments *
- Monthly Interest-Accruing Payments *

* New clients with no or little payment history are only eligible Care Credit.

Care Credit-- with this payment option a client may be able to finance their pet's medical bill interest free for a certain period of time or pay off a larger bill (minimum balance of $1000) over an extended period of time at a low interest rate. It is important to explain to the client on a no-interest promotional plan that if they still have a balance after the interest-free period, they will be charged an APR (variable 22.99% as of November 2008) which will be retroactive and continue until the balance is paid.

Care Credit Promotional Plans the Clinic offers

– 6 months no interest for amounts of $1-$599 (code 106)
– 12 months no interest for amounts of $600 and more (code 112)
– NOTE: the clinic does not offer the 18 months no-interest plan due to the high fee charged to the clinic for this plan.
– For clients with a balance of $1000 or more who need more than 12 months to pay, Care Credit offers Extended Payment Plans of 24 (524), 36 (code 536), 48 (code 548), or 60 (code 560) months--minimum $2500 for 60 month plan. However, these are NOT no interest plans and incur interest at 14.9% (as of January 2011--see current rate)

It is important to communicate to the client that the amount on their Care Credit statement is only the minimum amount required to pay, not the amount to pay off the entire balance during the promotional period. To help a client see how much they need to pay each month to pay off the balance during the promotional period, use the Payment Calculator at http://www.carecredit.com/practices/pay-calc.php. This Payment Calculator will list available payment options based on the amount of their bill. You can print off this monthly payment estimate for the client. However, be sure to click on "Estimate Details and Terms" for each available payment plan (no-interest and extended) before printing as this provides the legal details of the different plans for the client. Also, you will need to cross off the 18 month no-interest plan since the clinic does not offer this plan to clients.

The client will be required to complete an application for prior approval by the Care Credit company. The application can be completed at the Clinic or beforehand online at http://www.carecredit.com. Give the completed application (whether approved or declined) to the Practice Manager to retain per Care Credit's policy.

To help increase a client's chances of being approved for Care Credit, please keep the following in mind:
- If the client has a co-applicant on the application it increases their chances of acceptance since this means there is another person who can help pay the loan.
- The client should list total available income, not just their personal income--this could be job income, spousal income, retirement income, etc. Also, if there are other members of

the household contributing to the household expenses, their income can be added to total income. If the applicant only lists their personal income, Care Credit assumes the applicant's income is the only income to pay for all household expenses and their Care Credit obligation; thus, more likely to be declined. For instance, a live-in boyfriend/girlfriend situation where both are contributing to the household expenses can include their combined income for total income. However, if they each live on their own and pay their own expenses, then only the one income can be considered. It is important the applicant be truthful, but list all available household income.

- In situations where an applicant is declined, the applicant can do a Reconsideration by calling Care Credit and providing the key # on the application. In Reconsideration, the applicant will speak directly with a Care Credit representative who will personally review the applicant's information and look for possible causes of rejection. In some instances an applicant is declined because they did not update their mailing address with creditors or there may be some other conflicting information or the applicant failed to list all available household income that caused their application to be initially rejected.

Once approved, the payment transaction will be processed through a separate credit card (Care Credit) terminal. See Care Credit terminal instruction information sheet for processing Care Credit transactions. If the promotion is for 6 months ($1-$599) or 12 months ($600 or more), be sure to key in the correct promo code. For Extended Payment Plans, the corresponding promotion code is to be entered. Otherwise, it will default to the 3-month no interest promotion.

Once the client's Care Credit transaction is completed, fill out the Care Credit Promotional Plan Selection slip and staple a copy to the client's Care Credit receipt and the original to the clinic's receipt copy. This slip notifies the client under which promotional payment plan their Care Credit transaction applies for that particular transaction. Please note federal law requires a consumer be provided a copy of this Care Credit Promotional Plan Selection form for EACH Care Credit transaction.

With Care Credit, the Clinic's bank account will be funded in 24-48 hours. The client's original Care Credit application (if completed at the clinic) will need to be kept on file at the Clinic.

In general, refunds are not allowed for Care Credit accounts. Should a refund need to be issued to a client's Care Credit account, please notify the Practice Manager before processing any refund.

Hold Check/Credit Card Payments--Should a client not be able to pay the full balance or not on the date when services were completed, clients are encouraged to leave hold checks to be deposited at a later date(s) the client specifies.

- When accepting hold checks, do not enter them in the computer as payment until the actual date the hold check is to be deposited.
- Hold checks are to be dated the day they are written—NOT the date of deposit. The date to deposit hold checks should be written in the memo line of each check.
- A client is expected to make at least one valid hold payment each month.
- Because banks will not accept a check that is older than 6 months, all hold checks left by a client must be payable within 6 months.
- Complete a Payment Plan form, providing the client's information along with hold check

amounts and dates to deposit each hold check. Place the hold checks in an envelope along with the original copy of the Payment Plan form and store in the receptionist lockbox. Give the second copy to the client so they will have a record of check amounts and dates to be deposited.

− Credit cards can also be treated as hold checks with a designated date to run an amount through the credit card machine. Swipe the client's credit card for hold payment processing on the manual credit card machine (not terminal), list the dates of processing on the manual credit card slip, and have the client sign the manual slip. Remember to confirm the credit card number and expiration date. Complete the Payment Plan form in the same manner, but adjust the form for credit card hold payment by adding a note "Credit Card Hold Payment(s)" in the Comments section and listing only the last 4 digits of the client's credit card on the Payment Plan form. Place the signed top copy of the manual credit card slip along with the original copy of the Payment Plan form in the receptionist lockbox. Give the second copy of the Payment Plan form along with copy of manual credit card slip to the client so they will have a record of credit card amounts and processing dates.

− Notate on the client's pet record and IntraVet account that hold payment(s) are on file.

− The checks (or credit card number) will be kept in the receptionist lockbox until the deposit date(s). Once all hold check (or credit card) payments have been processed, attach the original copy of the Payment Plan form to the patient record for future reference. For final credit card hold payments, send the signed manual credit card slip in the daily deposit envelope to the Practice Manager for retention.

− When processing hold checks (or credit card amounts), apply the hold payment in IntraVet under Payment and Save/Print Receipt. Send the receipt to the client for their records. This lets the client know when we made the payment to their account so they can adjust their bank account accordingly.

− In the event a client's hold check or credit card is not valid, interest of 18% APR (annual percentage rate) will start to accrue on the client's account.

Monthly Interest-Accruing Payments--With this type of payment plan, a client brings in or mails payment on a monthly basis. Follow the same process as hold check payments of applying payment and providing the client with a receipt when receive a payment by mail or in-person from a client. Please note this type of payment plan accrues interest of 18% APR. An Easi-Pay form is to be completed to document this type of payment plan. Follow directions above for processing Easi-Pay form.

Which payment option should the client use?

It is always preferable for the client to apply for (or use their existing) Care Credit first.

If the client does not qualify for Care Credit, next try to set up a Hold Payments plan with the client with checks or a credit card.

If the client does not have a bank or credit card account, then the only option is to do a Monthly Interest-Accruing Payments plan. (New clients or those with little payment history are not eligible for "cash" payment plans.)

How much should the client pay and when?

It is generally expected for a client to pay off their Clinic balance within 6 months from the date of service.

Monthly payments of at least $100 a month are expected, especially for large bills. However, lower monthly payments may be made as needed as long as the balance is paid in full within 6 months from the date of service.

Extenuating circumstances may cause a client to need a longer payment term. However, no payment term should exceed 1 year without management approval.

Good judgment should be exercised when deciding how much a client should pay. For example, a client with a $100 bill should not extend payments out for 6 months, but rather pay off the balance within 2 months. Whereas, a client with a $1000 bill may need longer than 6 months-- with an expected minimum monthly payment of $100.

A client, especially one with a large bill, may pay more one month and less the next month as long as some amount of payment is received each month and the average monthly payment is equal to or more than the agreed-upon amount.

NOTE: If a client must leave a balance on their account, be sure we have a current address and phone number(s) on file in case we need to contact them. Many account balances have been written off and/or sent to collections because we didn't have current contact information.

Default Payments

If a client goes more than 90 days without making a valid payment, their account is considered delinquent and the account balance, including any accrued interest, is to be sent to collections. Collections processing is currently handled by the Office Manager.

For clients who leave a credit card number on the Easi-Pay form for delinquent payments (i.e. no valid payment for more than 90 days), an attempt will be made to process the credit card prior to sending the client to collections. However, please contact the Practice Manager prior to processing the credit card for the delinquent payment/balance.

If the delinquent balance on the account is due to a non-sufficient hold check, then the check recovery service will handle collections as part of their regular processing.

Billing Clients--At times it may be necessary to send a client a bill (as in the case of euthanasia) for current client pets. For euthanasia, we send the client a condolence card prior to sending a bill.
− Prepare a card for the attending doctor to fill out, and make a check box on the record for when the card is completed and mailed. Also make a check box with the expected date for the bill to be sent. This helps prevent a second bill from being sent too soon.
− Print out the bill from the computer and get it ready to send, indicating approximately 3 days

from the date the condolence card was mailed in pencil above the stamp area on the envelope. Include a self-addressed-stamped envelope (SASE) inside the statement envelope for the client to send payment. Place the bill in the appropriate slot in the reminder card box.
- For bills other than euthanasia, send the bill out right away with a SASE. Again, write on the record when the bill was mailed.
- Remember to place these records in the Accounts Receivable tray to await payment.

Processing Accounts Receivables

The Practice Manager processes accounts receivable each month for clients who have a balance on their account. The following instructions will help you to prepare the accounts receivable to give to the Practice Manager:

1. Ask Dr. Harrison to go through the Work in Progress in IntraVet. This will invoice out any saved information that needs to be concluded in order to send the client a statement.
2. Once Dr. Harrison has gone through the Work in Progress, you will need to print statements.
- In IntraVet, go to Reports-->Statements-->Print Statements.
- Enter in your beginning and ending dates to search for balances due (i.e. 3/15/04 start, 4/15/04 end).
- Be sure the box labeled "No statements if Balance Due is less than or equal to" shows $5.00.
- Be sure the "Print Dunning messages" and "Charge Interest if the account is Past Due" boxes are checked.
- Enter in 1 as the starting account to Start From.
- Click the Start Printing button.
- Once all statements have printed, use a paper clip to attach them to the corresponding patient records. Keep in mind there may be more than one record, especially if the client has a previous balance. If the pet is deceased, look in the Deceased/Inactive Pet Files drawer in the doctors' office for the pet's record.
- Give all accounts receivable records with corresponding records to the Practice Manager.

NOTE: Reprinting statements with the Charge Interest box checked will cause the IntraVet program to charge interest again to the client's account. Contact the Practice Manager before reprinting any statements.

Write-Off Accounts

At times it may be necessary to write off the balance a client owes after efforts to collect the amount due have been exhausted. Such write offs are done by a doctor or Practice Manager and usually sent to a collections agency. Written-off accounts will be noted with a write-off message on IntraVet and on the patient record. **The amount due on IntraVet will show zero; however, the client still owes the original balance due, including any accrued fees.**

If the client returns to the Clinic, add back the amount due (located under "Transactions") by using the "Debit" button in IntraVet. Use the description "Previous Balance" in the description field. If the client pays the balance due, remove the client warning under "Edit Client," "General" tab. Also, remove any write-off notes on the patient record. The client will most likely be aware of the previous balance; however, you can advise them the amount is for a previous due balance. If the client has any questions, you may have them speak with the Practice Manager or Dr. Harrison. If the client's record indicates they were sent to collections, please let the Practice Manager know if the balance (or part thereof) has been paid so he/she may notify the collections agency that payment has been received by the client. This will let the collections agency know to discontinue collections efforts on their part.

FYI: Accounts with a past due balance of $50.00 or more that is 90 days delinquent are sent to collections.

Returns/Refunds/Overcharges

- At times it may be necessary to refund a client for a return or overcharge. See the IntraVet handbook for detailed instructions. A few guidelines are listed here.

  – Unless the client specifies otherwise, returns and overcharges are left as a credit on the client's account in IntraVet.
  – Under the Transactions button, locate the original invoice to see the correct amount paid, including any discounts and/or coupons that may have been applied to the product being returned. Do not use current price since these change according to what vendors charge the Clinic and thus fluctuate.
  – **Returns of products:** Highlight the invoice on which the item was purchased and right-click to choose Expand. Highlight the item being returned. Right-click and choose Return and Refund. Enter the quantity being returned if less than amount originally purchased (i.e. partial pack or individual pills). Processing returns of products in this way will properly charge back to the doctor code under which the item was originally dispensed.
  – **Overcharges:** Since only a price adjustment is being made, you do not need to highlight the specific item. Instead, click the Transactions button and right-click on any blank area of the Transactions window. Choose Returns and Refunds. Skip the Returned Item section and enter the overcharge amount in the Return Amt field. Use the description field next to the Return Amt field to briefly explain the overcharge.
  – Whether a return of product or a credit for an overcharge, leave the refund amount on the client's account unless the client specifically requests a refund by cash, check, or credit card. To leave the credit on the account for the client's future use, be sure to clear out the Refund Amt field.

    - **Check Refund**
      If the client requests a check be sent to them for the refund amount, advise the client it may take up to 10 days to receive a check. Be sure to notify the Practice Manager so a check can be sent. He/she will need the client's name, address, account number, and amount of return. Leave the refund on the account as a credit—the Practice Manager will make the necessary adjustments after processing the refund check. NOTE: Anytime a cash refund is given, please print out transaction refund receipt from IntraVet and have client sign they received cash back. Make copy of signed receipt and attach to pet's record.

    - **Credit Card Refund**
      If the invoice was originally paid by credit card and the client requests a credit back to their credit card account, check the Card button on the Return screen in the "Method of refund payment" field, indicating the refund was given back to the client's credit card. This will help keep your credit card balance correct at the end of the day. Obtain the credit card information from the client (number/expiration date). See credit card instructions for processing credit card refunds. **NOTE: Debit card (ATM) transactions where a PIN was used can not be voided or refunded.** A check or IntraVet account credit must be given. If the client wants cash refund for debit card refund, please have them sign document they received cash back.
    - **Cash Refund**

If the client requests cash back for their refund (acceptable only when original payment was by cash or credit card—need to wait 14 days from payment date if original payment by check), check the Cash button on the Return screen in the "Method of refund payment" field, indicating the refund was given back as cash. This will help keep your cash balance correct at the end of the day.

Returned Client Checks

The clinic's bank is directed to send all non-sufficient funds (NSF) checks to CheckMarc USA for processing. CheckMarc will notify the clinic by fax of any NSF checks. Please provide the fax or email notification to the Practice Manager so the check may be entered in IntraVet and the clinic's bookkeeping software.

CheckMarc will attempt to collect the funds electronically from the client's bank account. The fee for their service is currently $30 + state sales tax (6.25% as of 10/2/10) = $31.88 per NSF check. The clinic has no control over CheckMarc's fee; therefore, this fee is nonnegotiable. If CheckMarc is unable to collect the amount of the NSF check, the client's check is sent to their Hard Collections department for further processing.

CheckMarc strongly encourages the check writer to pay them directly by money order, electronic check, or credit card through their Checkwriter's Hotline at 1-800-641-9998. However, if the client is very reluctant to do this, they may pay the clinic directly for the NSF check. In such instances, please check with the Practice Manager first to be sure CheckMarc has not already collected funds electronically from the client's bank account. This is to avoid the client paying for the NSF check twice. **If the client pays the clinic directly, CheckMarc's $30 fee will need to be added to the client's invoice. A debit transaction on the client's account can be done in IntraVet to add the NSF Check Fee. Be sure to notify the Practice Manager so CheckMarc can be contacted that the client has paid so their check can be removed from their processing. CheckMarc will either deduct the $30 fee from paid NSF checks they collect or will bill the clinic for the fee.** CheckMarc does not automatically return the client's NSF check once removed from processing. If the client would like their NSF check returned to them, please notify the Practice Manager so the request can be made to CheckMarc. Please keep in mind, though, that with today's banking, original checks are not returned, only the electronic version copy which is a negotiable form of payment until destroyed or voided by hand.

Estimates

At times a client will ask for a cost estimate for services. It is very important the correct estimate is given as a wrong estimate could make the Clinic liable for selling those services at a reduced cost, thus giving away inventory and supplies. Also, an inaccurate estimate can diminish the client's overall feeling about the Clinic and the validity of the information they are provided. Often a client is simply curious or may just need to know to be sure they have enough funds before having the services performed. In any case, provide the client with an estimate for the recommended services, and let the client decide which optional services they wish to have performed. Assuming a client's ability or lack there-of to pay or trying to make this decision for them would not be appropriate. Please emphasize that it is an **estimate which could vary** based on the doctor's findings for any needed medication or treatment.

When quoting basic surgical procedures such as spays, neuters and declaws, remember to adjust the cost of the bloodwork for geriatric patients as more testing is performed for geriatric pets.

Most estimates will be for regular services and/or products such as boarding, vaccinations, spays, neuters, declaws, preventatives, and food. **Estimates beyond these services and/or products such as diagnostic surgeries, heartworm treatments, and extensive testing need to be done by a doctor.**

Be very careful not to give a client an estimate for anything that can not be definitely determined. Examples of nondetermined situations include:

- A pet who has been in a dog or cat fight—the extent of the wound(s) and medicine/services needed often vary from pet to pet
- A pet with a hurt leg—such a situation could be as simple as a strained muscle or could be as extensive as a broken bone needing surgery
- A pet vomiting and/or having diarrhea—these symptoms can be caused by various things and the medicine and/or services needed for treatment can widely vary

NOTE: Many times even the doctor cannot provide an estimate in such situations until the pet has been examined and a diagnosis made. Always suggest that they bring the pet in to have the doctor check them out. This lets them know that we are here to help them and their pet.

Charging for Partial Preventative Packs

There will be times a client will only buy part of the packs of preventatives. Also, there are times they will return unused partial packs. You will need to know how to ring these up. When invoicing these, input the item being invoiced according to the size pack the partial items came from. For the quantity, look at the chart below to know how to put the partial amount in for the number of doses being rung up.

3-Dose Pack		6-Dose Pack	
1 dose	0.34	1 dose	0.17
2 doses	0.67	2 doses	0.34
		3 doses	0.50
		4 doses	0.67
		5 doses	0.84

This also applies when a client returns unused doses.

Pricing of Products and Services

The clinic utilizes various marketing productivity resources to establish its fee structure. Prices for products and services are based on several factors. Such factors include local area market, standard markup percentages, price charged by vendor, available supply (low availability often means higher prices charged by the vendor if it is difficult to find), and any special pricing a vendor may offer.

For most products, the price is determined on a standard markup percentage which is the same for nearly all products. Some products, such as prescriptions and nutraceuticals, have a dispensing fee added to the cost of the product. The dispensing fee helps cover the cost of ordering, stocking, updating computer inventory, monitoring expiration dates, and preparing these type of products. Pre-packaged items have a lower dispensing fee than items that have to be manually counted. Injectables (other than vaccinations) are based on a percentage of the current office visit as well as the amount administered. Vaccinations and a select few injectables have a standard price, regardless of amount administered, as they are dispensed by the vial and are no longer good once opened.

Prices for services are typically based on local area market, but can be based on a markup percentage, as in the case of lab testing.

At times a client may express concern over the difference in price of a product or service from a previous visit. If the price increase is significant, please advise management so they may investigate it. Most price increases for products are due to a price increase by the vendor. Many vendors raise their prices about twice each year, typically at the beginning and middle of the year. A difference in price may also occur if we buy from a different vendor or if the vendor offers special pricing on a particular product. We monitor the pricing of various vendors and try whenever possible to buy from the same ones in order to keep pricing more consistent. Prices for services do not change often and are typically due to an increase in cost of providing the service.

Opening at the Beginning of Day

- See Appendix for Morning Duties

Closing at the End of Day

All money received is documented and needs to agree with the daily totals. In order to reconcile the money received for the day, a daily report needs to be generated. This can be done in IntraVet by selecting Reports; End-Of-Day Transaction Reports; put in current date; make sure only the following boxes are checked: List Transactions, Print totals page, List Check Payments and Refunds, List Card Payments and Refunds, and List Cash Payments and Refunds; press Print.

This report will detail all the cash, checks, and credit card amounts taken in for the day. Please verify these amounts match the amounts you have in the drawer. The credit card amount can be balanced by printing out a daily batch report from the credit card terminal. Follow the terminal instructions for printing out this report. This will print out every individual credit card transaction taken that day. The total at the bottom of the batch report should agree with the total on your Daily Report. Once it does, you will need to process and send the day's batch to the credit card company. Again, follow terminal instructions to do this.

Report any discrepancies to a senior receptionist, Mrs. Harrison, or Dr. Harrison. Most errors are easily fixed such as a credit card recorded as a check during invoicing, etc. The corrections are much easier if done the same day. Please report any discrepancies promptly.

Remove the correct cash for the day and write this amount on a deposit slip. All checks need to be written on the reverse side of the deposit slip (with carbon torn out and reversed). The total will be written on the front after the carbon has been turned around again. Include the top copy of the deposit slip along with this cash and checks as well as the white copy of the credit card batch report in an envelope labeled on the outside with the current date.

Once reconciled, recount your drawer to make sure your cash is back to $100. This will be the next day's beginning cash. Notify a senior receptionist, the Practice Manager, or Dr. Harrison of any discrepancies. Please put the calculator tape verifying the cash in the drawer with the cash. Write the date and your name on the tape so if there are any questions, they can be handled by contacting the right person.

With everything balanced, you can then put the deposit envelope in the drawer in the Practice Manager's office.

Perform the daily (or weekly Saturday) backup. Insert the corresponding CD-ROM into the external rewritable CD-ROM drive. Make sure all computers are out of IntraVet before running the backup. On the desktop, select Backup MyPC icon. The backup should already be setup for the "I" drive (IntraVet on Dataserver). If not, choose this option in "What to back up." Hit the Start button. You will be asked to Overwrite or Append the data. Choose Overwrite. Because the backup can take awhile, you may clock-out and leave the backup running. In the morning on the next business day, remove the backup CD-ROM and return to its original case. If a Saturday

backup was performed, place the CD-ROM inside its case in the Practice Manager's in-box.

End of Section

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