



Conversion FAQ



COVETRUS PULSE™

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Overview

We have compiled a list of frequently asked questions or concerns when it comes to the conversion of your data to Covetrus Pulse.

Q. How long does my conversion take?

Usually we see converted data placed in your site around 14 business days after we have received it. This is not a guarantee but an estimate. Some systems convert sooner; others (custom or very outdated) can take longer.

Q. How do you get my data?

We use a program called TeamViewer to remote into your server and create a backup.

Q. Why is my data taking so long?

Several factors can affect the speed with which your data is delivered to us: Internet speeds, server condition, file size. We are limited to your Internet capacity and server strength.

Q. What updates on the final?

On your final conversion, we update all patient and client records, general appointments, clients and patients newly entered, and open invoices.

Q. What doesn't convert?

While we make every effort to ensure your conversion is complete and accurate, there is some information that we cannot convert:

1. Wellness Plans
2. Open estimates
3. SSN/DOB/Credit Card information
4. Linked items
5. Reminder associations
6. Internal billable item notes
7. Package prices/restrictions
8. Sub categories
9. Lab integration
10. Previous usernames/roles
11. Exam templates
12. RX list

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Q. Do I have to re-key at go live?

Little to no re-key should be required at Go-Live!

Q. Support hours?

Our support hours are 9:00 am – 6:00 pm EST.

Q. Can I delete things in Covetrus Pulse?

Yes! In fact, this is highly encouraged. Now is the time to clean up any unwanted items from your old system that may have converted in. ***Do not delete items with reminders or vaccine settings***

Q. Can I change the code in Covetrus Pulse?

It is not recommended to change bill item codes in Covetrus Pulse until after you have gone live.

Q. Can I delete things in my source PIMS?

It is not recommended to do any clean up in your source PIMS prior or during the conversion. Clean up will be focused in Covetrus Pulse.

Q. Can I connect to Rapport/PetDesk/etc. right now?

While you are setting up your practice, and for a short duration after you go live, you will be on a **conversion** server. This server is used to give the conversion team access to your site to correct errors. The conversion server does not have the ability to connect to these services. After you have reviewed your final conversion and confirm you are satisfied with the data, we will move you to a **production** server where you will be able to connect to many more integration offerings.