

# RoboVet Cougar

## What is new in the Spring Release?

The RoboVet Cougar Spring Release 2019 is here. It has been designed to increase everyday ease, simplicity and control for our users. Alongside general enhancements and fixes we have introduced new features to reduce clicks, wastage and improve your customer rating online. We have also worked on improving existing functions to provide you greater detail on your products and clients within RoboVet.

## What are the Spring Release highlights?

### Client ID

In this release we have exposed the client ID across a range of areas within RoboVet to improve the accessibility and speed to identify your clients. You will now be able to see the unique client ID when working within a client record, when creating or changing an appointment or inpatient booking, on client facing documentation such as invoices, statements and credit notes. Additionally the client ID has been exposed on animal and animal referral labels.

### Single Sign On

To save you time with signing in you will now be able to assign a windows user to an employee allowing the user to open RoboVet without requiring a second login.

### Product List - Filter for products within a POS Group

A new filter has been added to the product list, this will enable you to filter for products that contain a specified POS product within a POS group.

### Product List - Filter for POS Group and POS group products on an NSM

We have added two new filters to the product filters screen on the NSM tab, this will enable you to filter for POS groups and POS group product information on an NSM.

## Rapport Reviews

In a world where feedback from real customers is becoming ever important in influencing a person's decision to use a service or business, we are releasing the new Rapport Review feature in this year's Spring release.

After visiting the practice, the Pet Owner is invited to give feedback on their visit to the clinic by answering a few simple questions relating to their experience. They are then also invited to score the practice to give an overall percentage with the percentage score then being added to an overall satisfaction rating on your website. You can also publish your favourite customer snippets to the same page so that any one trawling the web for a new vets can see all the positive feedback that your practice has had and with the help Online Booking can sign up to your practice there and then, 24/7.

To get this new service, simply sign up to upgrade to the Spring release and once upgraded, your Rapport account manager will be in touch to set up the feature in Rapport.

## Enhancements & Bug Fixes

### **Include bank details on statements and invoices**

RoboVet has been updated such that invoices and statements generated at a surgery have that surgery's bank details included on it. For invoices, the surgery's bank details as defined in RoboVet Options are appended to the payment terms. For statements, the surgery's bank details are attached to the bottom of the remittance slip.

### **Prevent users from printing blank statements**

We have modified RoboVet so that if the printing of a prescription is attempted on a consultation that has no prescription terms on it, a blank prescription is no longer generated.

### **NVS Integration - Managing batch expiry dates**

NVS are now able to provide a delivery file with a full batch expiry date, including the day of the month; RoboVet has been modified such that it can import this.

### **Alerts - In your face client/animal specific notification**

In this release we have extended RoboVet's alert feature to allow clients and animals to be given a specific custom alert that will be displayed to users every time they select an animal or client.

### **Restricted access to selling features**

We have restricted access to selling features, this could be useful if you have an out of hours team who are just booking appointments.

### **Payment allocations**

In this release we have tidied up the payment allocation window so that all applicable controls on the window are visible in all configurations.

### **Prevent deletion of system group called 'Lab Work'**

We have modified RoboVet's organiser feature so that the 'Lab Work' group or the equivalent group cannot be renamed, removed or set to public. As previously removing this group would result in RoboVet's auto-import feature failing to attach lab results.

### **Sales engine - Clearing of flea, worm and vaccine POS actions on change sale**

We have made an update to the sales engine to ensure that the change sale does not clear Update record POS actions.

### **Sales engine - zeroing 'sell at cost' sale' line on change sale**

In this release we have updated the sales engine to ensure that products sold with the 'Sell At Cost' benefit retains the pricing with which they were originally sold.

### **Delete employees from organiser groups when they are removed from RoboVet**

When an employee is removed via the options menu, they are also removed from any organiser group they may be part of.

### **Increase RoboVet speed for users with lots of messages and tasks**

We have made some changes to increase the speed for users with lots of messages and tasks.

### **Operations diary not updating the appointment reason on changing the operation type**

This has been updated and by default the selection of an operation type will not change the appointment reason.

### **Email animal history fails when a client name contains a non-standard character**

We have modified this and the attachment now gets generated successfully.

For more detailed information on the new features and enhancements included in RoboVet Cougar Spring Release, please refer to the release notes.