Academy
SOLUTIONS VET

Module 6
How to Manage your Payments

Module 6 – How to Manage your Payments

Index

 IMPORTANT NOTICE

It is possible that some graphics and descriptions presented in our online training modules differ from your software version.

The Solutions Vet Academy *regularly updates its modules; however, the software is in continuous development.*
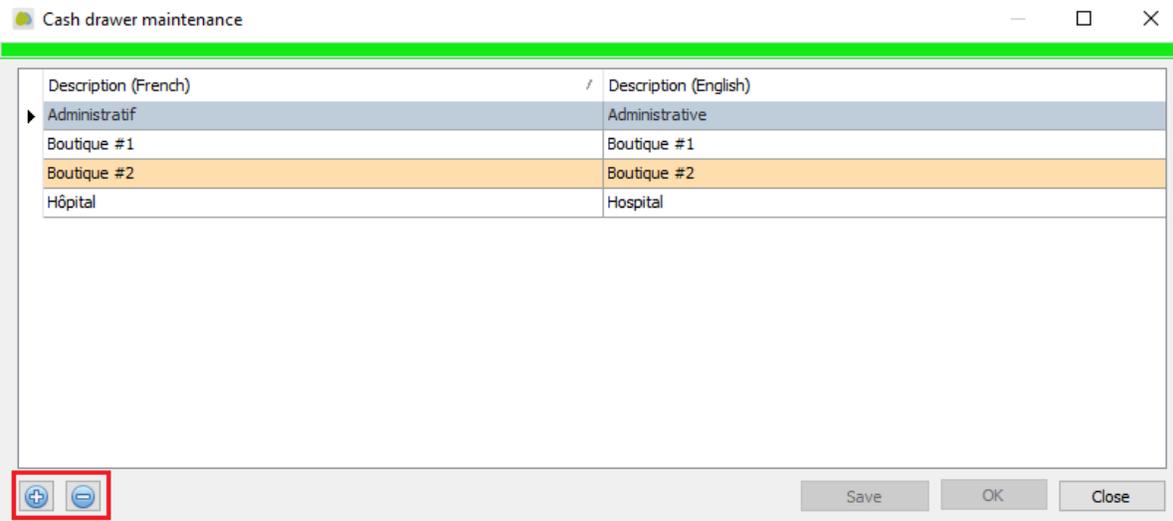
1. Cash Drawers

1.1   Configuration

Your software supports the use of multiple cash drawers. This enables each computer to be "associated" to a specific cash drawer, allowing the staff to be responsible for individual shift reconciliation. You can balance your cash drawers by shifts or by separate cash drawers. Cash drawers are set up under: **"Configuration" < "Tables" < "Cash Drawer" < "Cash Drawer".**
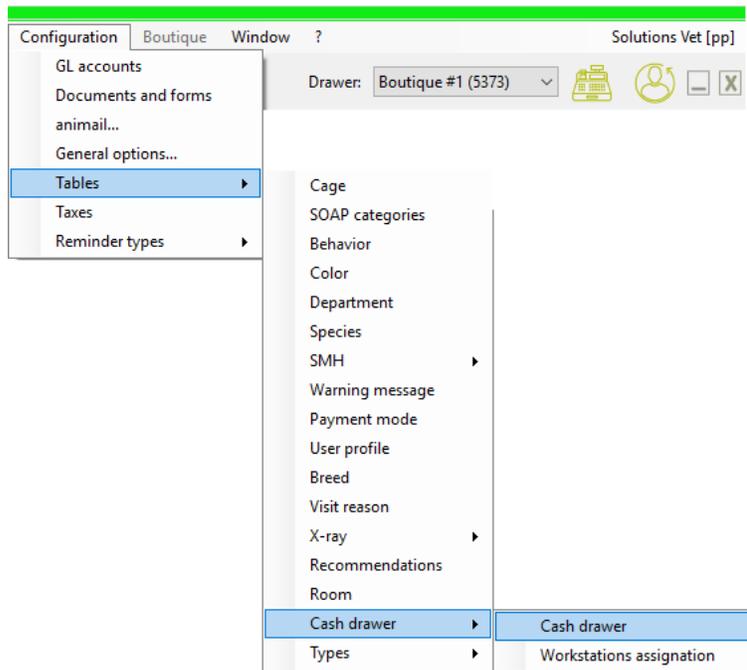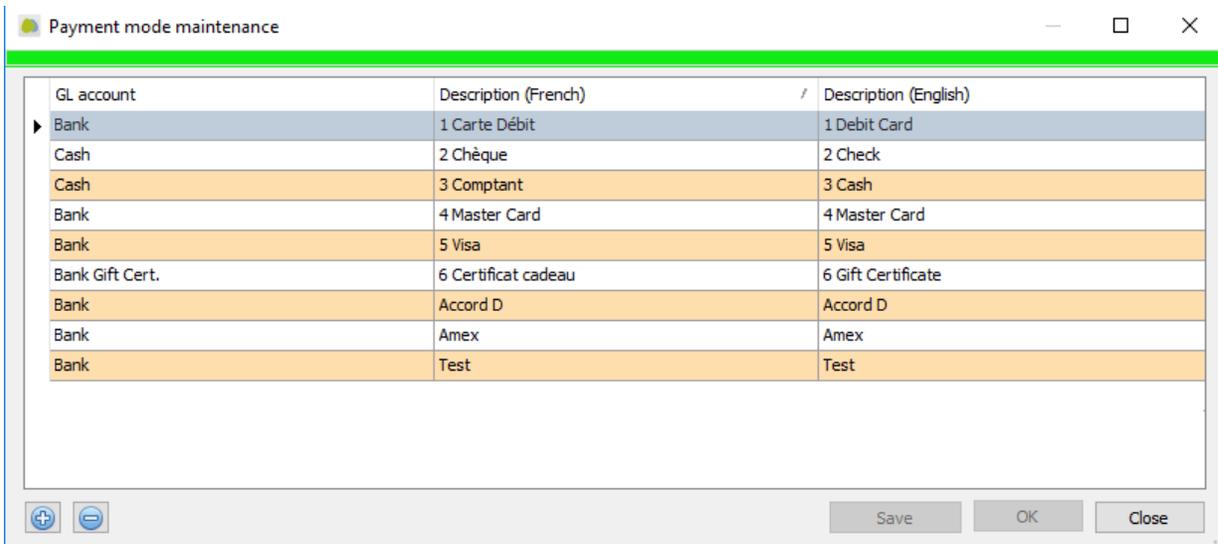

To add or delete cash drawer, use the button

You can also assign cash drawers to the workstation(s) of your choice. Go under **"Configuration" < "Tables" < "Cash drawer" < "Workstations assignation"**.

1. Select a cash drawer from the drop-down menu.

2. From the "Available" field, select the workstation(s) authorized to use this cash drawer, then click on the button [▷] to transfer these workstation(s) in the "Selected" field.
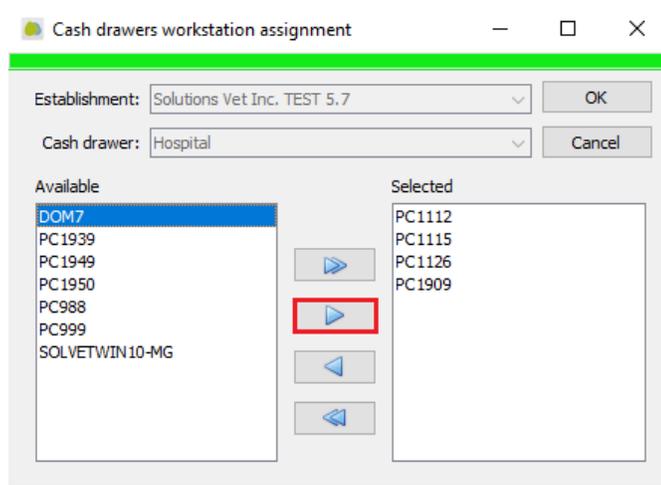
The workstation(s) under the "Selected" field will be those that have access to the selected cash drawer. The other(s) workstation(s) will not be able to open or use this cash drawer.

To set up the different payment modes accepted at your clinic, click on **"Configuration" < "Tables" < "Payment mode"**.

| GL account	Description (French)	/	Description (English)
Bank	1 Carte Débit		1 Debit Card
Cash	2 Chèque		2 Check
Cash	3 Comptant		3 Cash
Bank	4 Master Card		4 Master Card
Bank	5 Visa		5 Visa
Bank Gift Cert.	6 Certificat cadeau		6 Gift Certificate
Bank	Accord D		Accord D
Bank	Amex		Amex
Bank	Test		Test

1.2   Managing Cash Drawers

Once the desired number of cash drawers have been configured in the software, you will begin each day or shift by opening the appropriate cash drawer(s) and linking them to the appropriate computer where payments will be received.

First, you need to open a cash drawer. You do this with the **"Shifts"** icon in the top right toolbar of the main screen:
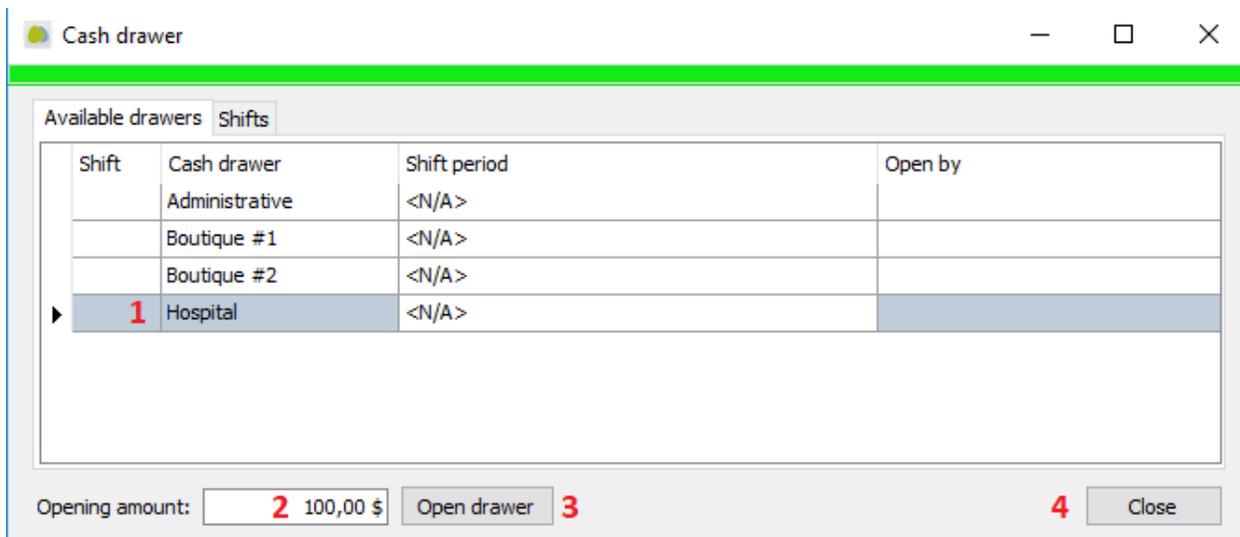
1. Click on the Cash drawer you wish to open
2. Enter the opening amount (your float)
3. Click on "Open drawer"
4. Click on "Close" to exit the "Cash Drawer" window

Once the cash drawer is open, it becomes available from any computer selected (see point 1.1). To associate a computer with a cash drawer, select the appropriate drawer from the drop-down menu:
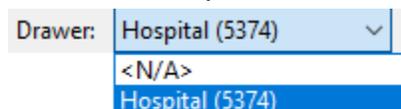
Every time you open a cash drawer, a shift number is assigned to the session. In this example, we have linked the computer to a drawer called "Hospital", which is number 5374.

1.3   The Administrative Cash Drawer

Users can also see a cash drawer called "Administrative", depending on their security profile permissions. Access to the administrative cash drawer is set up by selecting **"Configuration" < "Tables" < "User profile" under the "Functions" tab**.
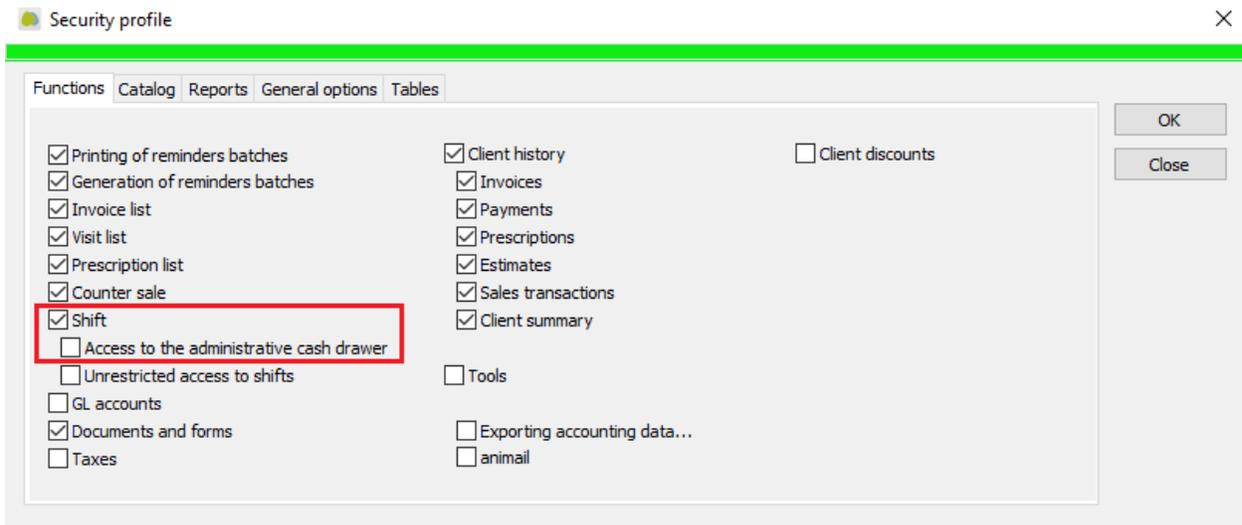
The Administrative cash drawer can be used for corrections or other adjustment entries that a user may need to make without impacting the shift totals for the cash drawers currently in use.

2. Counter Sale/Client Sale

The "Counter sale" and the "Client sale" functions enable the staff to sell products* outside of the medical file.

> * This excludes products that are set up in the Catalog as "Group use only", "Prescription required" or "Controlled substance".

Note that you can require the use of a scanner for counter sale and client sale applicable for products with UPC code. This function will prevent you from manual entry errors during sale. Go under "**Configuration" < "General options" < "Other"**. You must enable this feature on the workstation(s) you want.

2.1   Counter Sale

The "Counter Sale" function allows the clinic to sell products to non-clients, meaning the sale will not be tied to any file. We recommend the use of the "Client Sale" function as much as possible (as seen in point 2.2). Click on "Function" < "Counter Sale", or use the "Counter sale" icon in the toolbar.

- Initially, the cursor is in the "Description" field.
- Enter the product description or scan the item with your barcode scanner.
- For a manual entry, type the general description and your software will find all products with this description. For example, "T/D" will return all products with the letters "T/D" anywhere in the description.
- The products found will be displayed. Select the appropriate product.
- The cursor will be in the quantity (Qty) field.
- Enter the quantity. The total price will be adjusted.

- If desired, you may enter a discount percentage. Taxes and totals will be adjusted automatically.


- To add more items to the invoice, use the "Tab" key to advance to the description field on the following line or click in the "Description" area below the last item.


- Note that when using a barcode reader, the cursor position is not important. Assuming the barcode reader is properly configured in your software, the product can be scanned regardless of where the cursor is located. The appropriate product information (UPC and description) will be loaded automatically.

- Also, if multiple items are scanned, the system will auto-fill the field "Quantity" with a "1" for each item, enabling fast and efficient product sales without using the keyboard or the mouse.

- Use the symbol ↺ to delete the selected item.

- Change "Effective date" if required.

- If you would like to print a copy of the invoice, place a checkmark in the "Print invoice automatically" box.

- Because counter sales are not linked to a client, they must be paid in full. If the user clicks on "OK" without entering payment details or entering a partial payment, the following message will be displayed:
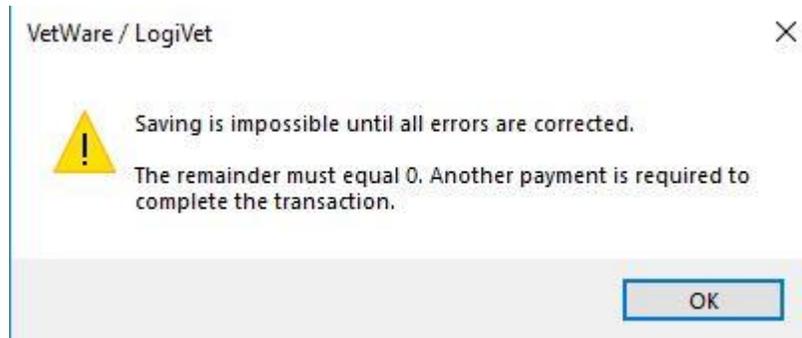

- From the "Payment section" at the bottom left of the screen, select the payment mode from the drop-down menu.
- By default, the total amount to be paid will be loaded in the "Amount" field, but you can edit this amount.
- Use the next "Payment mode" drop-down menu to enter any additional payment. There is no limit to the number of payments you can enter for an invoice.
- Use the icon to clear all payment information and start over.
- Click on "OK" to complete the sale and process the invoice.
- Click on "Cancel" (or X) to close the "Counter sale" window without processing the transaction.
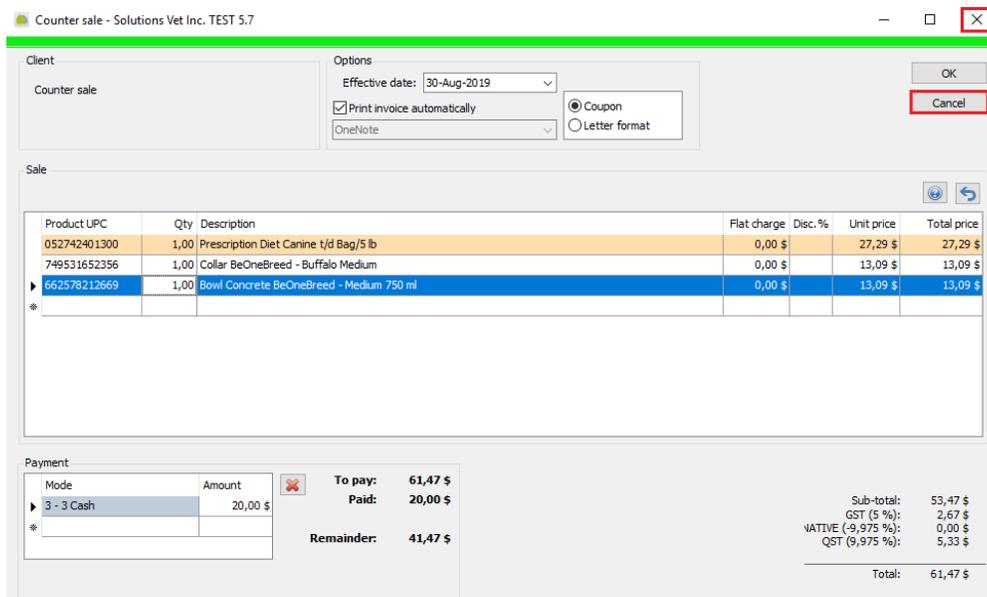
2.2 Client Sale

The "Client sale" function allows the clinic to sell products to a client without using the medical file. These sale items are displayed in the "History" screen but are not found in the animal's medical file. This allows a clinic to keep a clean medical file without having multiple entries for food sales, accessories, etc.
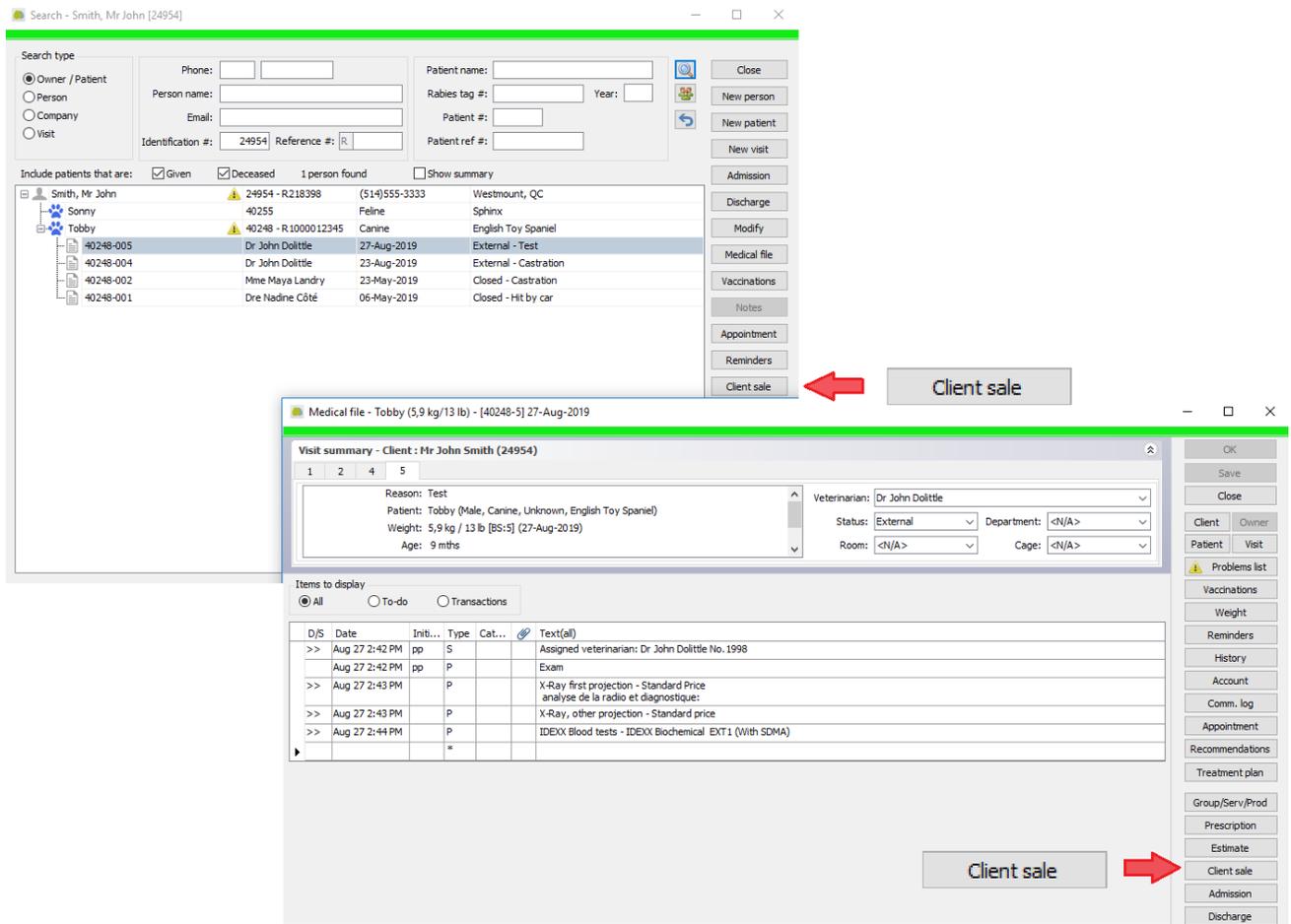
The button "Client Sale" is found in the main "Search" screen and in the medical file itself:

- To link a client sale to an animal, click on the animal before clicking on "Client sale" in the Search screen.

- You can also click on "Client Sale" from the animal's medical file.

- By linking a client sale to an animal, you will be able to find a list of animals for which a product was sold using the "Reminder Batches" function.

- To link a client sale to the client and not to a specific animal, simply select the client from the "Search" screen and click on "Client Sale".

- The following example shows how the history is displayed.

- The first two lines show sales linked to each animal.

- The following line does not show any animal name, meaning this sales

- was only linked to the client.

The "Client sale" screen is very similar to the "Counter sale" screen, as discussed earlier, with a few notable exceptions:

- There is no payment section in the lower left section of the screen. Because client sales are financially linked to a client, immediate payment is not required.

- Instead, you will find a checkbox at the top of the window called "Go to the client's account".

- If the box is checked, the "Account" screen will open after you click on "OK" after entering the sales items. However, if you have opened the "client sale" window from the medical file, you will be redirected into the medical file and not to the "Account" screen.

- The "History" button provides immediate access to the previous sale transactions for the client.

- It defaults to the Sales transactions/Products tab to allow you to quickly view what kind of food the client has previously purchased.

- You can double-click on an item to add it to the "Client sale" window.

2.3 Account Screen

The "Account" screen is where you will find a list of all transactions that have not yet been paid for, as well as outstanding invoices, down payments, or post-dated cheques:

- Transactions that have not been invoiced are displayed in the top section.

- Check boxes are displayed to the left of each transaction, allowing the user to select which specific item they wish to invoice.

- By default, all items are selected.

- By removing the checkmark next to the animal's name, all items for the animal will be unselected.

- When you select or deselect transactions, the amount owed is updated immediately. It is shown next to "Total transactions".

- The "Payment mode" section is the same as the "Counter sale" section.

- The software does not allow you to "overpay" an invoice. For example, you cannot receive a payment of $50 for an invoice of $45.

- If the client wishes to keep the balance of the payment as a credit on their account, you will need to put a checkmark in the "Use balance as down payment" box.

- When the payment will be made, the remaining amount will be put in the down payment section.

- Should more transactions be added to the medical file while another user is accepting a payment, the following message will be displayed on the "Account" screen:
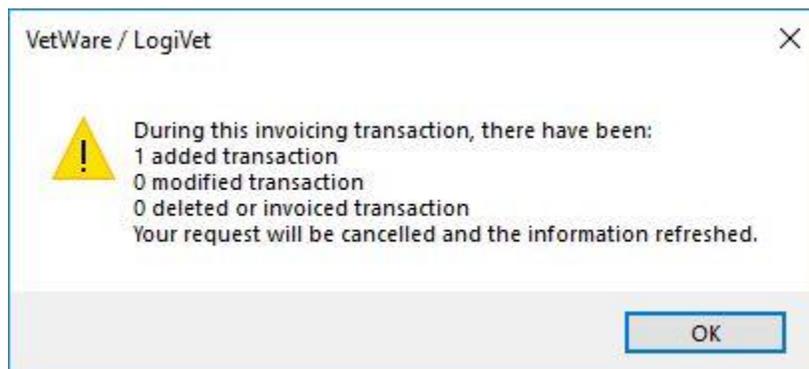
Adjustment:

- You can use the "Adjustment" function for the purposes of issuing a credit for an **item that cannot be put back for sale** (eg: opened food bag). You can enter the original purchase invoice number as a reference.

For any other refund, we suggest to do an inverse sale (quantity -1). This will restore your inventory and will not distort your GL accounts.

- You can also apply discounts to the selected transactions.

- To apply a discount:

    - Select one or all transactions, then click on "Adjustment".

    - Type in the discount percentage and click on "Generate".

    - Modify the description (if desired) and then click on "OK" to apply the discount.

*** We suggest to always apply the discounts at the sale without going through the adjustment button.

Delete:

- Used to cancel **the charges** for one or more transactions.
- Select the transactions you wish to cancel and then click on "Delete".
- Transactions will be removed from the "Account" screen, but they will remain in the medical file (flagged with an "X" as shown here):

D/S	Date	Initi...	Type	Cat...	📎	Text(all)
>>	Aug 27 2:42 PM	pp	S			Assigned veterinarian: Dr John Dolittle No. 1998
	Aug 27 2:42 PM	pp	P			Exam
X	Aug 27 2:43 PM		P			X-Ray first projection - Standard Price analyse de la radiio et diagnostique:

- If the products or services were not actually sold or rendered, they must be deleted from the medical file.

Taxes:

- Use the "Taxes" button if you need to review or adjust the taxes.

Tax breakdown

☐ Use the person's residence (QC) for applying taxes   OK   Close

Sub-total: 67,37 $
GST (5 %):   3,37 $
QST (9,975 %): 6,72 $
_____
Total: 77,46 $
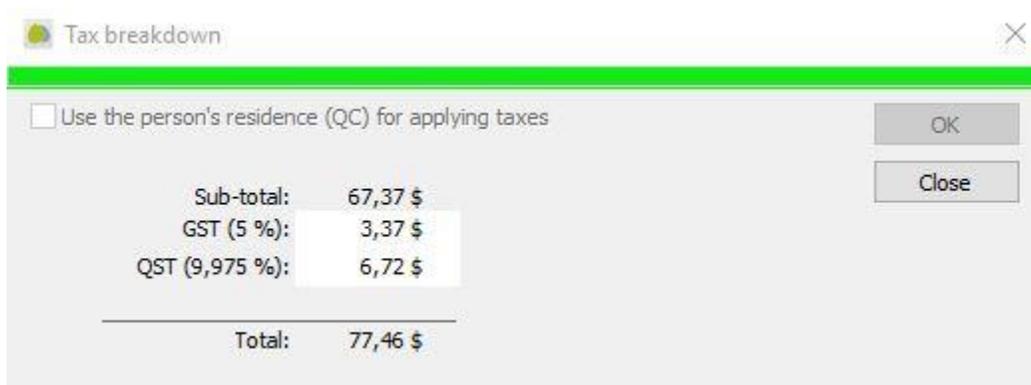
Invoice notes:

- Here you can review or modify the invoice notes.

Invoice:

- This button is used to generate an invoice for the selected transactions when no payment was received.

- Outstanding invoices will be displayed in the middle section of the "Account" screen.

- When a payment is received, select the invoice, and proceed with the payment entry.

- You may also double-click on the invoice to see the details or to print a copy of the invoice.
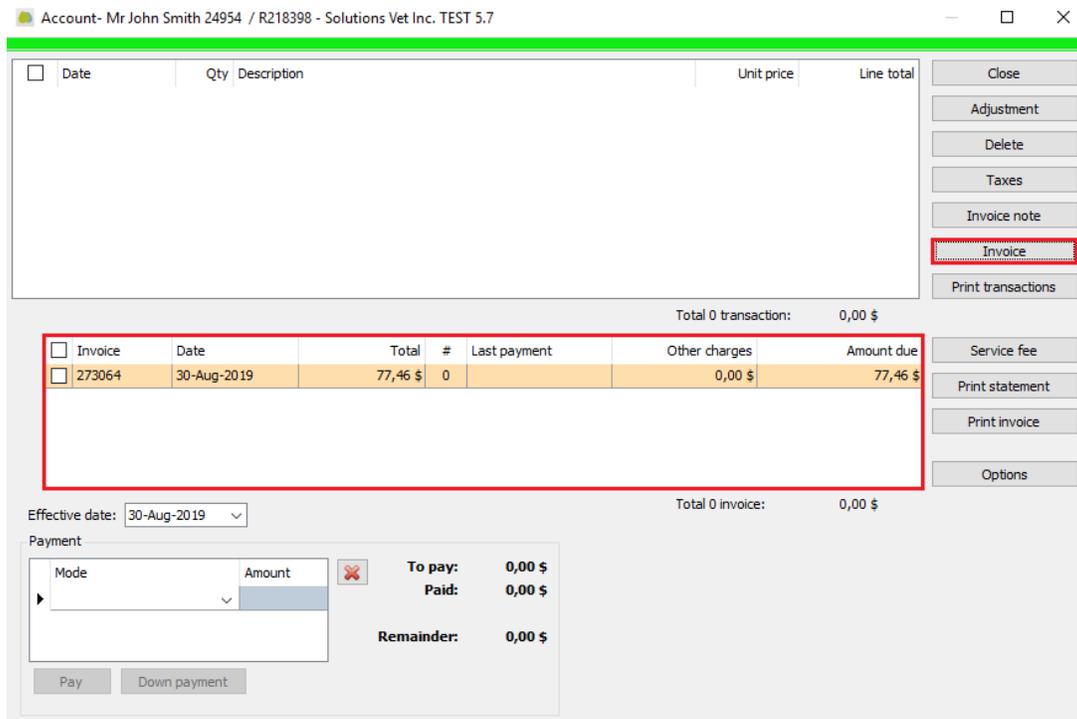
Print transactions:

- This option generates a print-out of all transactions that have not been invoiced.

Solutions Vet Inc. TEST 5.7
2999 boul. Choquette
St-Hyacinthe, QC J2S 7C2
Phone: (877)636-5999

Transactions not invoiced

Date: 30-Aug-2019

This document is not an invoice
GST:818030298 QST:1214988484

Mr John Smith 24954 / R218398
123 Main Street
Westmount, QC H0H 0H0

Date	Qty	Description	Amount
Sales			
30-Aug-2019	1,00	Bowl Concrete BeOneBreed - Medium 750 ml	13,09 $
Tobby 40248			
30-Aug-2019	1,00	Prescription Diet Canine t/d Small Bites Bag/5 lb	27,29 $
Sonny 40255			
30-Aug-2019	1,00	RC Vet. Diet Feline Dental Bag / 1.5 kg	26,99 $

Sub-total:	67,37 $
GST (5,000%):	3,37 $
QST (9,975%):	6,72 $
Total:	77,46 $

Service Fee:

- Allows to invoice service fee to the client's account. These will be visible under "Other charges".

Print statement:

- Generates a statement summary for the client, showing all invoices and payments that have occurred since the last statement date.

- The last statement date is found on the Person details screen.

- The software updates this date every time a statement is generated for the client, but the user can manually change this date if required.

Print invoice:

- Will print a copy of the selected invoice.

Options:

- Here you can override the default settings for processing individual invoices.

- <u>Print invoice automatically:</u> Select the printing format (Receipt coupon or Letter format), then select printer for "Letter format" printing.

- Note that when you "Invoice" or "Pay" an invoice a communication preference window will be displayed to select shipping method for the invoice:

  - None
  - Print (Preview document)
  - Email

- By default, it will be checked according to the communication preference of the client, but you can modify it if necessary.

- You will also have opportunity to enter the client's email address and/or his SMS on file from this window.
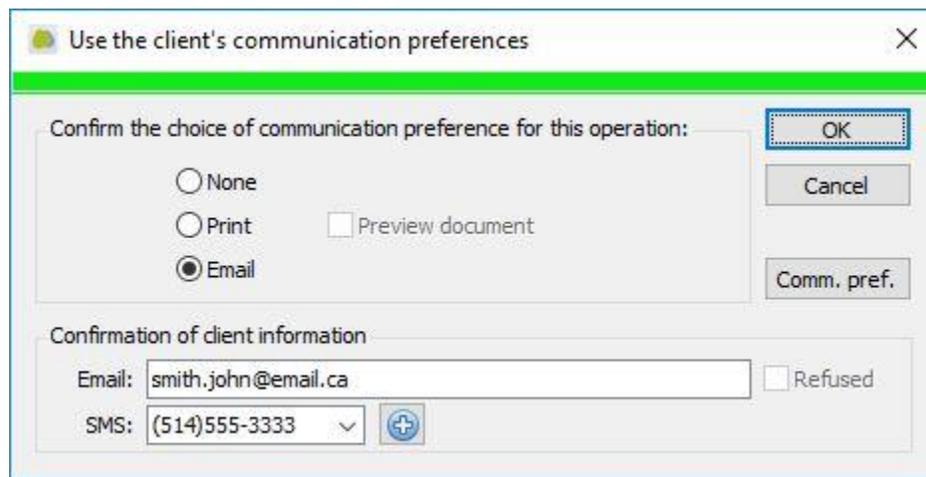
- <u>Indicate departure:</u> If this box is checked, it means the animal is leaving the clinic.

- <u>Close visits:</u> If this box is checked, the visit status is set to "Closed".

- <u>Print notes:</u> If this box is checked, the invoice notes will be printed.

- <u>Print reminders:</u> If this box is checked, the animal's reminder(s) will be displayed on the invoice.

- <u>Print the patient's picture:</u> If this box is checked, the animal's picture will be printed next to the animal's name. Only when printing is made on "Letter Format".

- Show as seen on invoice: If this box is checked, the items will be visible in the account window as they will be displayed on the client's invoice. That is, if in a group you have items that are not visible to the client on their invoice, you will not see them in the account window.

Down Payments and Post-Dated Cheques

> *** Note that the "Check" payment mode will be
> unavailable in the drop-down menu if the "No cheques" box
> in the "Person" window is checked. ***

- To receive a down payment, enter the payment mode, the amount and click on the "Down payment" button.

- To receive a post-dated cheque, change the effective date to the actual date of the cheque. Enter the payment mode (cheque) and amount, and then click on the "Down payment" button.

- Down payments and post-dated cheques are displayed in the lower right corner of the "Account" screen.

Deposit				
Total 2 down-payments		150,00 $		
Entry	**Effective**	**Payment mode**	**Dep.**	**Amount**
03-Sep-2019	03-Sep-2019	4 Master Card	√	50,00 $
03-Sep-2019	15-Sep-2019	2 Check		100,00 $

Apply	Bank	Delete

- To apply a down payment, select the transaction or the invoice.
- Click on the "Down payment" button and then click on "Apply".
- To apply a post-dated cheque, select the cheque and click on "Deposit" to indicate that it will be deposited to the bank.
- Once you have confirmation that the cheque has been cleared, apply the payment as you would do for a down payment.

3. **Invoice List**

- The "Invoice list" screen is displayed by clicking on "Function" <

   "Invoice List" or by clicking on the toolbar icon $.

- Here you can search, view or reprint previous invoices.
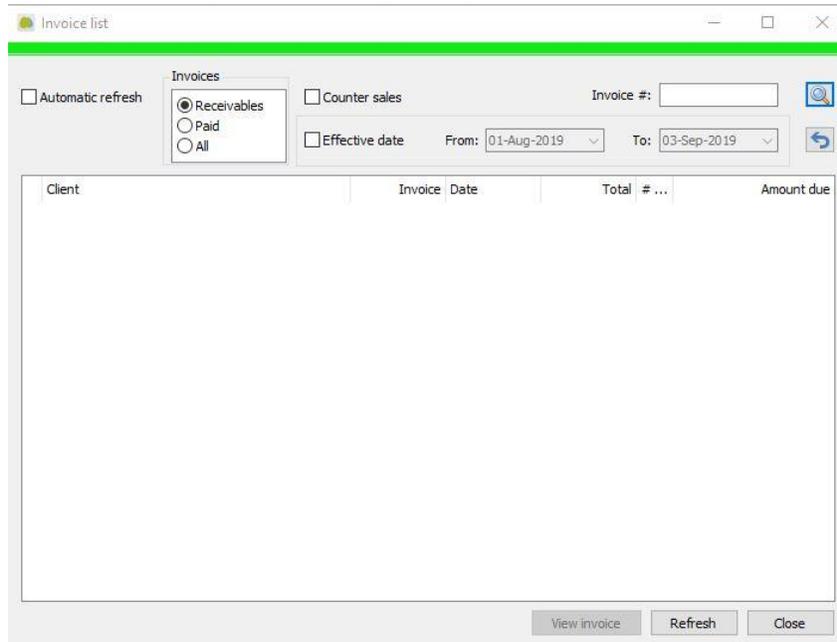
- • <u>Effective Date:</u> Enter the invoice date range you wish to search.

- • <u>Automatic refresh:</u> If this box is checked, the invoice list will refresh automatically.

- • <u>Receivables:</u> Displays unpaid or partially paid invoices in the selected date range.

- • <u>Paid:</u> Displays invoices that were paid in full in the selected date range.

- • <u>All:</u> Displays all invoices in the selected date range.

- • <u>Counter sales:</u> Displays all counter sales in the selected date range.

- • <u>Invoice #:</u> Enter a specific invoice number and click "Search" 🔍.

- • Use the icon ↩ to clear your search criteria and start over.

- • To view an invoice details, double-click on it or select it. Then click on "**View".**

4. End-of-day Reports

- The software offers simple and concise reports to help the staff when balancing their cash drawer at the end of the shift or at the end of a day.

- Click on the "Shifts" icon [icon] to access these reports.

- Click on the "Shifts" tab and click on the appropriate cash drawer.

- Typically, staff will use the **"Summary"** report to balance their cash drawers.
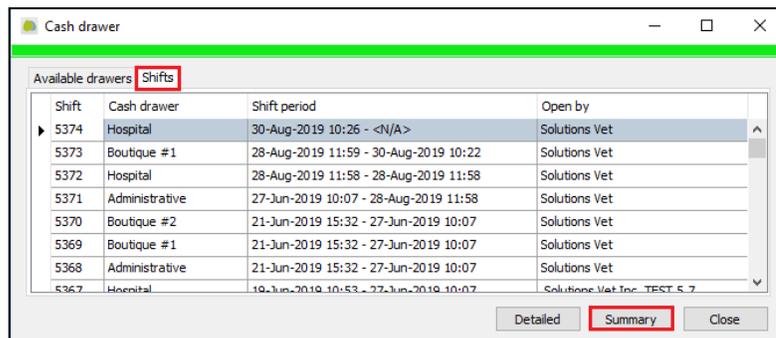
- The "Summary" report indicates the total number of invoices and the total amount received for each payment type.

- It includes a section that the staff can fill out to total up the cash, as in the example below.

If there is a discrepancy, the detailed report may be useful.
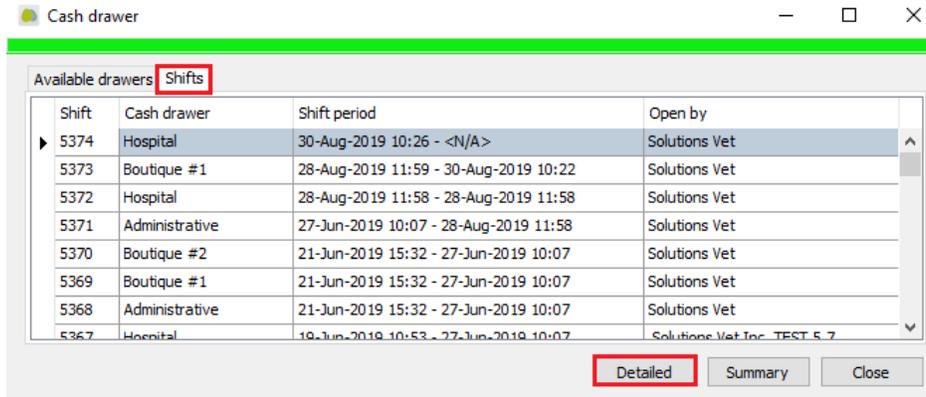
- This report shows the payment details for all invoices and indicates the client name, ID number, reference number, invoice number and amounts.


- It is also suggested that the clinic regularly reviews the daily "Transactions Not Invoiced" report, available from the menu **"Reports" < "Transactions" < "Daily transactions not invoiced".**

- This report is useful to find overages (whereby there is more money in the cash drawer than on the shifts balancing reports) by showing all transactions that have not yet been invoiced.

- Once the cash drawer is balanced, go back to the "Available Drawers" tab, select the cash drawer and then click on the "Close Drawer" button.
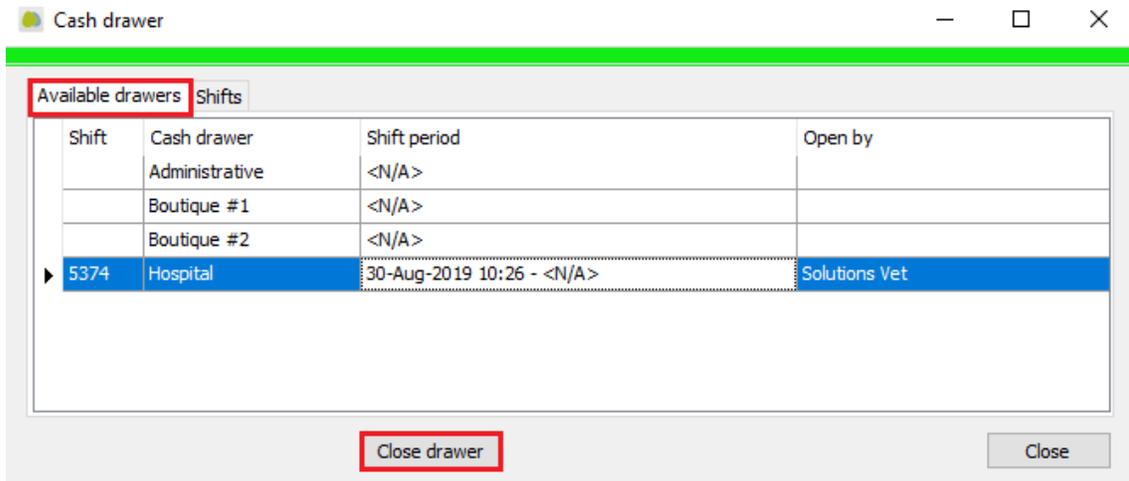
5. **Accounts Receivable Report**

- This report shows a list of all accounts whose current balance is different than $0.

- It is accessible by selecting **"Reports" < "Receivables" < "Receivables as of"**.
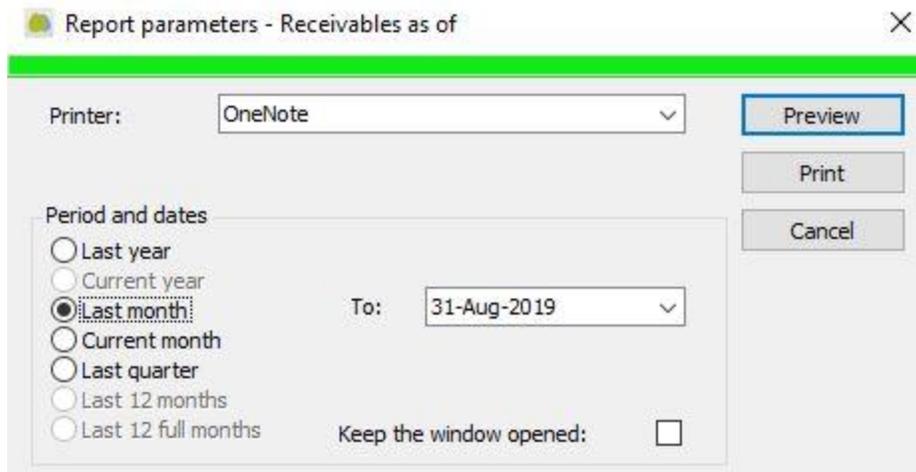
- Select a parameter or a precise date.

- Click on "Preview" or "Print" to generate the report.

- This report shows the total receivables in the last column and indicates when the balance was accrued (i.e. 0-30 days ago, 31-60 days ago, etc.).

Preview – Receivables as of

Acounts receivable as of 30-Apr-2020

Client type Client	0-30 days	31-60 days	61-90 days	91-180 days	180+ days	Total
Clients						
Asselin, Alain (24625/R9661)	0,00 $	0,00 $	0,00 $	0,00 $	16,49 $	16,49 $
Aubé, Véronique (24571/R13125)	0,00 $	0,00 $	0,00 $	0,00 $	594,08 $	594,08 $
Auger, Valérie (24454/R8311)	0,00 $	0,00 $	0,00 $	0,00 $	46,89 $	46,89 $
Benoît, Jeanne (23636/R12847)	0,00 $	0,00 $	0,00 $	0,00 $	247,34 $	247,34 $
Benoit, Valérie (24238/R2424)	0,00 $	0,00 $	0,00 $	0,00 $	(7,36 $)	(7,36 $)
Benoit, Vanessa (24404/R7851)	0,00 $	0,00 $	0,00 $	0,00 $	602,72 $	602,72 $
Bibeau, Stéphane (23245/R12570)	0,00 $	0,00 $	0,00 $	0,00 $	196,66 $	196,66 $
Blanchard, Sergio (23006/R12384)	0,00 $	0,00 $	0,00 $	0,00 $	477,93 $	477,93 $
Blanchard, Suzanne (22902/R12297)	0,00 $	0,00 $	0,00 $	0,00 $	(3,21 $)	(3,21 $)
Blanchette, Marie-ève (22864/R12287)	0,00 $	0,00 $	0,00 $	0,00 $	168,79 $	168,79 $
Boivin, Alvin (22703/R12155)	0,00 $	0,00 $	0,00 $	0,00 $	770,27 $	770,27 $