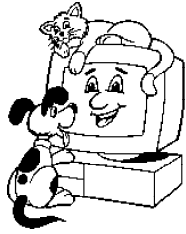
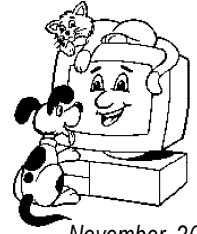


The Newsletter for COMPLETE^(tm) CLINIC SOFTWARE

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COMPLETE CLINIC NEWS



November 2008

We give you more for less!

Wow, 2009 is almost here and the only thing most of us can say for sure is, some things are going to change and some things are going to stay the same. That applies to a lot of things, your Complete Clinic Software included. For us, some things will change, like an improved credit card processing, an interface to the Idexx lab equipment, inventory and payroll improvements, and a number of other "tweaks" throughout the system. On the other hand, some things won't change, like you will still have the same easy to use, highly reliable, thoroughly dependable software backed up by easily accessible support that is responsive to your needs.

If your Annual Software Support expires before January 30, 2009 a renewal order form has been included with this newsletter. For those whose Software Support expires later in 2009, your update will be automatically mailed and you will receive a renewal order 30-45 days before your next expiration date. CDs with updates will be mailed starting in late December. Updates with the 2009 payroll tax tables will be mailed first to clinics who use the payroll module. All other updates will be mailed during the first two weeks in January and should arrive no later than January 20, 2009.

For an review of features added this year, see "New and Improved" in this newsletter.

Other Ways We Can Help You

Point of Sale Credit Card Processing

4 second authorizations. Multiple simultaneous checkouts...every computer becomes a terminal. Better reporting. Competitive rates. Less clutter. Better support. Life is easier when you process credit cards with your Complete Clinic System. See back page for how to apply.

Patient Id Card Printing and Mailing

Enhance your marketing program, give your clients a patient Id card. You take the pictures...we do the rest. See enclosed flyer for more information.

Web Hosting and Development

Need a website? Not Satisfied with your website? Not sure if you need a website? See "7 Reasons Why You Need a Website" and "Let CCS Create and Manage Your Web Site!" in this newsletter.

North American Compendium

Access to over 30,000 Material Safety Data Sheets and 4,500 Veterinary Product Labels right from your Complete Clinic System. A one year subscription is only \$99.00.

Label Printers and Labels

Low cost, conveniently shipped directly to you. Check out the new Dymo Twin Turbo. See our website for more information.

7 Reasons Why You Need a Website

1. More than 150 million Americans use the Internet every day. Anybody who thinks they can worry about the Internet later is completely wrong.
2. Your website gives you a chance to be open 24/7, essentially for free.. Why would you not do that?
3. Your website needs to be dynamic, fresh and authentic—not super polished and you need to be involved with your website and make sure your content stays current.
4. At least half your new customers are going on-line to find you, so you're automatically shutting them out by not having a website. Why lock yourself into Yellow Pages advertising that can only be changed once a year.
5. Your website should be directed at all your customers, not just new customers. Repeat business matters. Your website may or may not be the reason people come to you, but it can definitely be the reason people come back to you.
6. Your website should only be one of the tools in your marketing arsenal. Look to: email newsletters, comparison sites, editorial sites, blogs, social networking sites, lead generators and more.
7. Most customers would rather deal with small businesses, so make it a competitive advantage, and use your website to tell your story.

If you have Windows 98 or Windows ME you should seriously consider replacement.

New and Improved

Added ability to import results information directly from Idexx lab equipment into patient medical history.

Enhanced point of sale credit card processing.

Added background colors to invoices: green = new invoice, red = closed invoice, blue = in Process (hospital or kennel) and yellow = split bill. Set estimate background color to tan.

Added the ability to save a split bill invoice as a hospital invoice and post changes to it like any other hospital invoice. Corrected an error when converting an estimate for a split bill patient. Added restrictions to editing a closed split bill invoice if owner percentages change from those used on original invoice.

Added an option to save an invoice directly as a hospital invoice from the invoice form. Added the ability to do "Bill Another Patient" after editing a hospital invoice or converting an estimate.

Added controls to prevent two terminals from accessing the same purchase order at the same time.

Added a new procedure to create "User Defined Inventory Reports".

Added ability to write medical history and other reports to a PDF file to facilitate emailing to other vets or clients.

Email: Modified email reminder program to send all emails for valid email addresses without pausing, then display a list of invalid client email addresses (if any) at the end of the process.

Calendar Enhancements: Added drag and drop to permit quickly modifying existing appointments using the mouse. Added a quick view button that displays all appointments in a list. Added a doctor filter to quick view to show only appointments for 1 vet. Added a search button for fast locate of all appointments for one client. Added ability for user to specify background and text colors for each vet/category.

One is NOT Enough

When it comes to backups one is not enough. One backup is not enough. One type of backup is not enough. One backup per week is not enough. A backup that you don't verify is not enough. And a backup that you don't know how to restore is not enough.

Every year at least 1 clinic will lose data. Ask yourself; How much is your data worth? How much would it cost to re-enter your data for a day, month or year? Can you even do it?

Flash disks are OK and fast, but you should have more than one and rotate them. If you use flash disks it would be a good idea to write an extra backup to cd at least once a week.

Taking a backup home and installing it on your home PC at least once a week is highly recommended. At least you will know your backups are working and you can restore. Better to find out weekly than after your hard drive fails that your backup didn't work.

It's 8 o'clock.....do you know where your backup is?

Suppliers you can trust!

Computers and printers at great prices

Refurbished HP laser printers

Mark Simmons, Account Executive

Global Printer Services Inc

608-268-4311 Direct

608-268-4343 Fax

msimmons@globalprinter.com

High quality computers with name brand parts

Bob Aronica - Account Manager

Great Lakes Electronic Distributing, Inc.

Email: raronica@gled.com

800-831-0035 x226 Fax 716-825-9623 |

Check our website for pictures of a great space saver computer designed specifically for medical offices.

Postcards and other printed material

Vet Source - postcards and other preprinted vet forms, 30 page catalog - 1-800-367-8537 Go to www.vetsource.com and review their new on-line catalog.

Mailings and marketing services

Healthy Pet Magazine - The Complete Clinic system includes the ability to send your reminders and other special mailings via the Healthy Pet Magazine reminder program. For information regarding their services go to www.dvmreminder.com.

Coming Soon to a

www.completeclinic.com

Website Near You

Why Visit this website?

1. You can Login and download updates to your system at any time..
2. You can get help with a lot of different subjects from our growing library of white papers covering everything from how to live with Vista to "What's in Your Network".
3. You can get information about quality computers and other products.
4. Soon you will be able to participate in a user forum where share information about benefits you can get from the system, interesting ways to do things, little known shortcuts, and other subjects that will help you use your system better.
5. You can find out more about other services we provide and other ways we can help you.
6. You can view the latest changes and get information about upcoming changes.

Why We Don't Like Wireless!

We don't like wireless because most people (ourselves included) don't understand much about it or how to set it up. Therefore we both waste a lot of time trying to make it work and keep it running.

We don't like wireless because most people don't realize that it is slower, less reliable, and subject to more problems than a wired connection.

We don't like wireless, because most people don't realize that running a data intensive system over wireless is far different than retrieving a few emails or surfing a few web pages.

We don't like wireless, because most people don't realize that most commercial buildings are subject to more interference than you might experience at home.

We don't like wireless, because most people don't see the value in spending a little extra for rugged business class equipment.

We don't like wireless, because most people don't realize that if it fails at home, it's usually not a big deal, but if it fails at work it is.

Most of all we don't like wireless, because there are so many different ways to set it up, that when it fails, we usually can't do much to help you out.

A Few Wireless Tips

1. Don't try to go 100% wireless. One or two wireless terminals is OK as long as you have 1 or more wired terminals to fall back on.

2. Make sure you run a cabled connection between your computer sharing the files and your wireless router. Trying to send data from a server to multiple computers is way too much traffic to try and transmit totally via wireless.

3. Have someone install it that knows what they are doing. Make sure they leave written documentation on how it is setup, passwords used, etc. and make sure that they leave instructions on how to restart it when it stops working. A common problem is "nobody knows?????".

Visit the support section of our website for more tips on adding a workstation, vista, networking and more.....

Surviving with Vista

Vista comes in 4 different versions. Your number one choice should be Vista Business. Vista Home Premium will work also, but is tougher to network with older versions of Windows.

A few tips for adding a Vista workstation to your network. (Do these first)

Tip #1

Vista will not let you install anything into the Windows system folder unless you do the following:

1. Go to control panel
2. Double click on User Accounts
3. Click on "Turn User Account Control on or off"
4. Remove the check mark from the box "Use User Account Control (UAC) to help protect your computer". Your system will reboot.

Tip #2

1. Go to control panel Select <Programs and Features>
2. On the screen that opens select <Turn Windows Features On or Off> (this may take a minute to place the options in the screen)
3. Check the box <Activex Installer Services> Then click on <OK> Complete Clinic should install without errors.

Tip #3

1. Start Complete Clinic by going to "Start" then choose "All Programs" then right click on "Complete Clinic Software" and choose properties.
 2. Click on the Security Tab and in the window "Groups or User Names" Click on Everyone
 3. In the window below that labeled "Security Permissions for Everyone", click to put checkmarks on everything in the column "Allow" then click Apply
 4. Then Click on the Compatibility Tab and in the section at the bottom marked "Privilege Level" check "Run this program as Administrator" then click Apply
- See if Complete Clinic will load without errors.

Other Useful Settings

Changing these will help when using Windows Explorer Go to control panel and select <Folder Options> and choose "Run as Administrator"

Click on the Tab labeled "View" and check these boxes

- Always show menus
- Show hidden files and folders
- Display Full Path in Titlebar
- Uncheck the box labeled "Hide Extensions for Known File Types"

How Do I Get Setup with Complete Clinic Point of Sale Processing

To authorize credit cards with the Complete Clinic Software system, you need:

1. A computer with a high speed Internet connection (DSL, Cable, etc.) (recommended)
or a computer with a modem and an available phone line (not recommended)
2. One or more simple, small, USB card swipe unit(s) (\$75.00 each)
3. A new VISA/Master Card Merchant Account from Easy Pay... You will keep any existing AMEX and Discover accounts you may have.

Steps to Obtain the EasyPay/Complete Clinic Software Credit Card Authorization Module

1. Fax your most recent VISA/MasterCard merchant account statement to CCS, Inc. (615-373-0334)
2. We will obtain a rate quote and mail back a merchant application, containing your confirmed rates.
3. Complete the merchant application and mail to Easy Pay Solutions
4. Order one Credit Card Swipe Device from CCS for each computer that you want to be able to swipe cards
5. We will send you the swipe unit(s), a software update, your merchant account data and instructions.

The card swipe unit plugs in to a USB port. It is only 4"L x 1.25"W x 1.25"H and comes with velcro strips to fasten it to your monitor or anywhere else you wish to place it. Once you have the high speed Internet connection or the modem and phone line set up, it will take only a few minutes of additional setup for you to immediately start processing credit cards through your system.

Let CCS Create and Manage Your Web Site!

Need a website? Don't trust others? Want lower prices and better value? Don't have time to fool with this?

Then let us create, host and manage your web site for you.

Hosting Services

Domain Registration \$20.00 per year
Web Hosting Service \$10.95 per month, includes
-Unique IP address
-1000mb web space per domain
-10GB monthly Traffic (excess @ \$3.00 per GB)
-100 POP3 email accounts
-Free Add / Change / Delete email accounts

Design Services

Basic "information Only" web page 4 Free then \$45.00 per page
Additions/Changes/Deletions \$20.00 per page
Sound, Video, Special Graphics \$ Individually Quoted
Basic "Contact Us" form (email to you) 1 Free with Site
Additional Complex Forms \$ Individually Quoted

If you are interested, let us know and we will sent you a web services authorization form, and a survey questionnaire to provide us with information about your staff and clinic the help us with the design. We will also need pictures, preferably in jpg format, and copy of your logo file if available. If you don't have a logo, we can design one or arrange to get one designed for you.

See Links from our website to sites we have developed and host.