



How do I use Premvet to help my credit control?

Keeping debts in check...



Vet solutions



How Do I get Premvet to help me keep track of debtors and tighten up my credit control?

Who owes you money?

Run a control debtor list on a regular basis. Premvet has a scheduler that can run jobs automatically for you overnight. See 'Control Debtor list' on page 2 for details.

Use the Vatbook

When you run your Vatbook, there is an option to produce a list of people that have been 'Seen but Not paid'

Use this list on a daily basis to catch up with people who didn't pay that day. Check through all the names on the list and see why they owe money.

If the pet is in your hospital or has a direct insurance claim outstanding they may be 'allowed' to owe the money. If the amount is for a booster and the client is not a bona fide account client, don't wait till the month end, send them an invoice now! Make an entry on the client record card every time you do some credit control and use the Debtor list to track these changes.

The most effective way to enter your actions is via an AP code.

AP codes for credit control

Firstly, add an analysis code for credit control; we tend to use code 160 if it is available.

To add an analysis code:

From the main menu:

Fee and Stock management > Utilities > Analysis codes > Edit Analysis codes

You will now see all your existing analysis codes, find a spare one (look for 160) and call it Credit Control. When you are prompted for Event, just press Enter unless you are familiar with colour events. Again, when asked for loyalty points, just press Enter. You will now have an analysis code for Credit Control. This analysis code should be allocated to any clinical line that relates to debt tracking or action.

Now make an entry in params.txt telling Premvet that this is your code for Credit Control.

To add a params.txt entry:

From the main menu:

System > Setup > Parameters > Text Files > params.txt

The file is now on the screen, use the down arrow to go to the bottom of the screen (or an empty line) and type in the lines

```
#Analysis code allocated to identify credit control lines.
```

```
Credit_Control_Ana = 160      (or whatever number you have allocated to it.)
```

The line starting with the # sign is just an information line; it helps you remember which lines do what in this file. Use two lines, as shown above, to make your entries.

Now, make some User defined codes up for entering debt control information. Allocate the correct analysis code (160) to the file parameters (See the guide User Defined codes and Macros if you are unfamiliar with this area of Premvet).

Here are some examples:

- **Invoice sent {.date?.}** - Asks when invoice actually posted
- **Statement sent {.date?.}** - Asks when invoice actually posted
- **Tried to tel. re debt -no reply &\$** - Time stamps entry
- **Spoke to re debt - will pay in {How many days.?.}**
- **Spoke to owner re debt** - Use the extras line to ask a question like 'Who did you speak to' and record their full name
- **Post dated cheques agreed** – Use the extras line to record when the cheques will be sent or dated
- **Agreed instalment terms** Use the extras line to record what the terms are
- **Post dated cheques received {dates?.}**
- **Credit letter sent** - use the extras line to record WHICH credit control letter was sent, 1st 2nd etc
- **Final 7 day notice given**
- **Record locked by admin** - Use the extras line to actually lock the card so no items can be sold!
- **Sent to debt collector-** Use the extras line to record which debt collecting agency has been used

Using the credit control codes to track progress

Every time you use one of these AP codes on a client's card, it will show a clinical line with the credit control analysis code. When the control debtor list runs, it scans all the clinical records, working out how much work is unpaid for. It will also look for lines that have this particular analysis code and work out which of these lines was the latest added to the record. It then adds this line to the control debt list printout. This means you can see, at a glance, the status of a client's debt without having to access every client individually. If you see a line that says Invoice sent with a date of more than 2 weeks ago, then it's time for a statement!!

Setting the control debt list to run automatically

From the main menu:

System > Automation > List Current Jobs > Summary

- is the Aged Debt listed there? If it is then it is already running and you just need to print it (see below)
- If it isn't, just press any key and you will be taken to a menu that gives you the option to add a new entry

Select Add a new job > use the arrow keys to highlight Aged debt and select that.

The next screen asks you to enter dates and times that you want the report run. We would suggest sometime overnight (NOT clashing with backup times) around about the first few days of the month. So time = 00:30 day = 2

By default, the debt list will give you your debts as at midnight last day of the previous month