

DISCOUNTING SCHEMES

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OVERVIEW

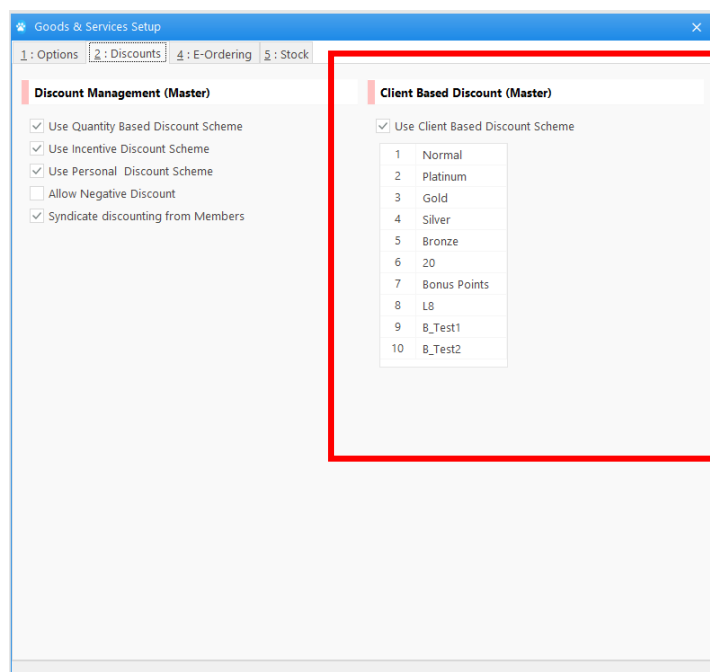
VetlinkPRO can be configured to apply discounts in several different manners. The scheme you choose will depend on a few different factors. A client can receive a discount because management can assign one to the product, the client or to the quantity of product purchased. Automating discounts mean that fewer mistakes are made at the point of sale, and the providing of discounts can be regulated.

CLIENT DISCOUNTING GROUP

The client discounting group is the most commonly used of the discounting schemes and it is also the simplest. If you want to set up a basic discounting group then this is the one to use. It will assign clients into different discounting groups that determine the discounts they receive on product and services. For example students may get a 5% discount while pensioners receive a 10% discount.

Initial Client Discount Group Setup

1. Click on the **'Options'** menu and then click **'Setup'**.
2. Click on the **'Product'** button and then click on the **'2: Discounts'** tab.
3. Place a tick in **'Use Client Based Discount Scheme'**.
4. Under **'Use Client Based Discount Scheme'** enter the names of the discounting levels you wish to use.



Assigning Discounts to Products

1. Open the product record you wish to give a discount to.
2. Click on the **'4: Discs'** tab.
3. In the Client Discounts section, enter the Client Discount amounts you wish each client discount category to receive for this product. You can enter the client discount percentage in the **'Disc %'** column. Whichever column you choose to edit, the other column will be automatically updated.
4. Click on the tick button to save the discounts.

The screenshot shows the '4: Discs' tab for product 'Acezine-10 Inj (20ml) (Product# 1/1390)'. The 'Client Discounts' table is highlighted with a red box. The table contains the following data:

Num	Disc Name	Disc %	Disc Sell	Bonus Pt	ID %	ID Sell
0	Normal	%	\$49.92	25	10%	\$44.93
1	Platinum	10%	\$44.93	25	10%	\$44.93
2	Gold	5%	\$47.42	25	10%	\$44.93
3	Silver	3%	\$48.42	25	10%	\$44.93
4	Bronze	2%	\$48.92	25	10%	\$44.93
5	20	%	\$49.92	25	10%	\$44.93
6	Bonus	%	\$49.92	25	10%	\$44.93
7	L8	%	\$49.92	25	10%	\$44.93
8	B_Test1	%	\$49.92	25	10%	\$44.93

Below the 'Client Discounts' table is the 'Quantity Discounts' table:

Num	Qty	Disc %	Sell
0	0	%	\$49.92
1	0	%	\$49.92
2	0	%	\$49.92
3	0	%	\$49.92
4	0	%	\$49.92
5	0	%	\$49.92
6	0	%	\$49.92
7	0	%	\$49.92
8	0	%	\$49.92

The bottom navigation bar includes a search icon, a printer icon, a refresh icon, a plus icon, a pencil icon, a 'Menu' button, and an 'AF3 : Exit' button.

Assigning Clients to Discount Levels to Clients

1. Open the client record you wish to assign to a discount level.
2. Click on the '4: Financial' tab.
3. Choose the Discount category you would like this customer classified under for client discounts by selecting a discount category for 'Disc on Svc', 'Disc on Retail', 'Disc on Mat' and 'Disc on Drugs'.



NOTE: Setting the incentive discount category here will change the incentive discount, bonus point and client discount category they are in. You cannot be in the Pensioner incentive discount category for services and be in the Normal bonus point category for services as well.

The screenshot displays the '4: Financial' tab for client 'THUNDEREICH KENNELS (Client # 2/45445) AAZurcheraa Ali'. The 'Personalised Discount Schedule' section is highlighted with a red box, showing the following settings:

Category	Discount Level
Disc on Svc	Platinum
Disc on Retail	Platinum
Disc on Mat	Platinum
Disc on Drugs	Platinum

Below this, the 'Product Restrictions' table is visible, showing a restriction for 'Acezine-10 Inj' with a start date of 24/08/2022 and a finish date of 24/09/2022.

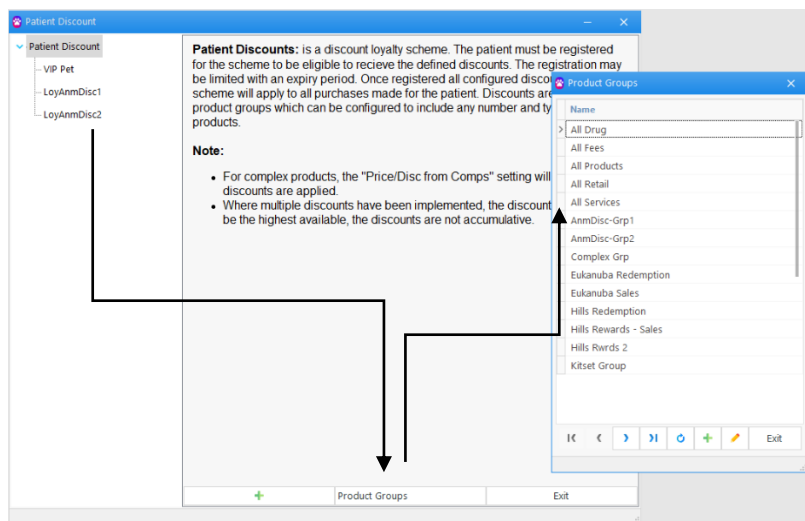
PATIENT/CLIENT DISCOUNT SCHEMES

The Client/Patient discounting scheme will allow you to create groups of products which can then be added into a specific scheme. E.g. Vaccinations, Pet Food etc.... Each product group within the scheme can then have a different discount if required. The scheme can also be set to expire a number of months after the patient / client registers. Once your scheme is created it can then be applied to a specific patient or client.

For example, you may have a wellness program that clients can sign their patients up for. The wellness program may have a sign up or monthly fee. The program may then entitle the patient to 25% off vaccinations, 20% off worming, 10% off Pet Food etc.... Once the scheme is set up you can assign specific patients to a scheme. Once signed up they will automatically receive the relevant discounts applied until the scheme expires. If the client has other patients that are not signed up those patients will not receive the discount.

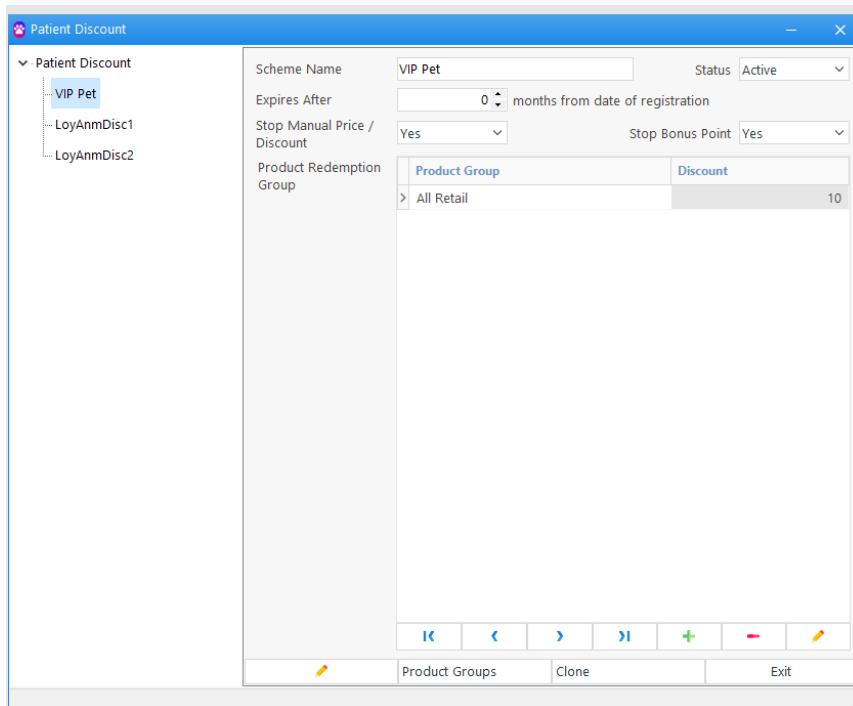
Creating a Loyalty Scheme

1. Go to **Options | Picklists | Loyalty** and click on **Patient Discount**.
2. There will be a brief explanation about Patient Discounts that you can read about with some notes that explains the behaviour when a Complex Product is used and when there are multiple discounts applied.
3. The first thing that you will need to set up will be the Product Groups. This can be accessed by clicking on the **Product Groups** button on the bottom of the Loyalty Schemes window.



- a. There are five Product Groups that are already set up for you and these are All Drugs, All Fees, All Products, All Retail, and All Services. By default all products that are in your database will be assigned to a Product Group based on their class. This is also true for new products that are added in the system.
- b. If you wish to add your own Product Groups, then simply click on the + button on the bottom and start by giving the group a Name. Click on the + button to start adding products for that group.
- c. Close the Product Group window when done.

- d. Product Groups are shared between Purchase Rewards, Client Discount, and Patient Discount.
4. To add a new Discount Scheme, click on the + button on the bottom of the window. You will then need to set up your new Discount Scheme by giving it a
 - a. **Name:** e.g. Puppy Wellness Program
 - b. **Expiry:** E.g. Scheme will expire 12 months after patient registering for scheme.
 - c. **Stop Manual Price / Discount Change:** Disables ability to change discount on the bill.
 - d. **Stop Bonus Point:** Stops bonus point accumulation even if client qualifies for points as well.
 5. Select the product groups and assign the discount % that you wish to use in the scheme.

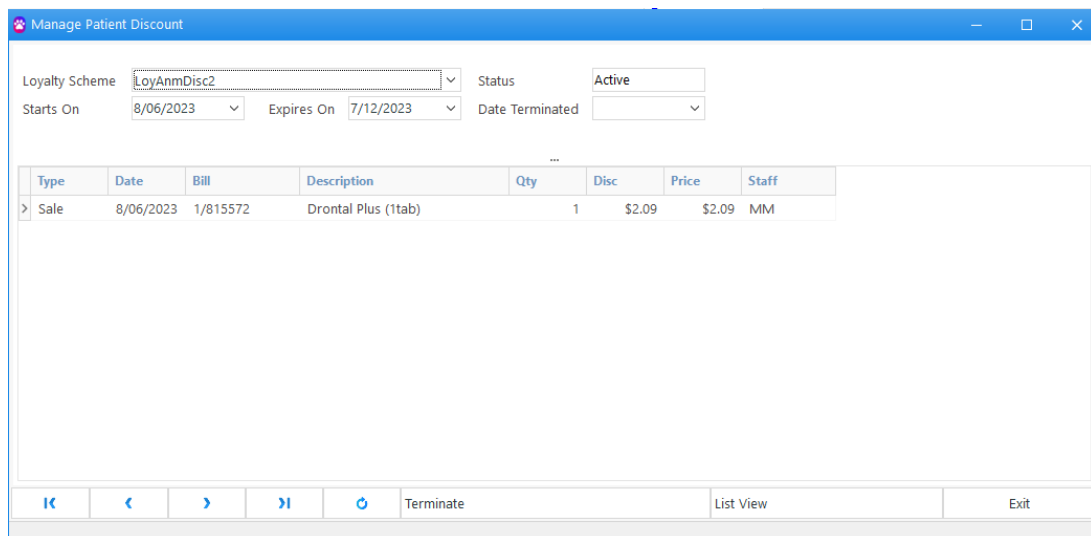


Assigning Patients to a Loyalty Scheme

To start using the Patient Discount Scheme you will need to add the Patient/Patient on to that scheme. This can be done by;

1. Open the Patient record and go to [Menu | Loyalty | Patient Discount](#).
2. The next window that pops up will display a list of different Discount Schemes that the Patient is signed to, if any.
3. To register the patient to a Discount Scheme, click on the [Register](#) button on the bottom of the window.
4. Select the scheme from the Loyalty Scheme drop down menu and use the tick button to save.

Note: The scheme will keep a record of the transactions that were discounted. You can access the transactions history from the Patient record by going to [Actions | Loyalty Scheme Registration | Patient Discount](#) and double-clicking the scheme you wish to view. A [Terminate](#) button also exists to cancel the scheme before the expiry date.



The screenshot shows the 'Manage Patient Discount' window. At the top, there are fields for 'Loyalty Scheme' (set to 'LoyAnmDisc2'), 'Status' (set to 'Active'), 'Starts On' (8/06/2023), 'Expires On' (7/12/2023), and 'Date Terminated'. Below these fields is a table with the following data:

Type	Date	Bill	Description	Qty	Disc	Price	Staff
> Sale	8/06/2023	1/815572	Drontal Plus (1tab)	1	\$2.09	\$2.09	MM

At the bottom of the window, there are navigation buttons: '<', '<<', '>>', '>', a refresh icon, 'Terminate', 'List View', and 'Exit'.

SETTING UP QUANTITY BASED DISCOUNTS

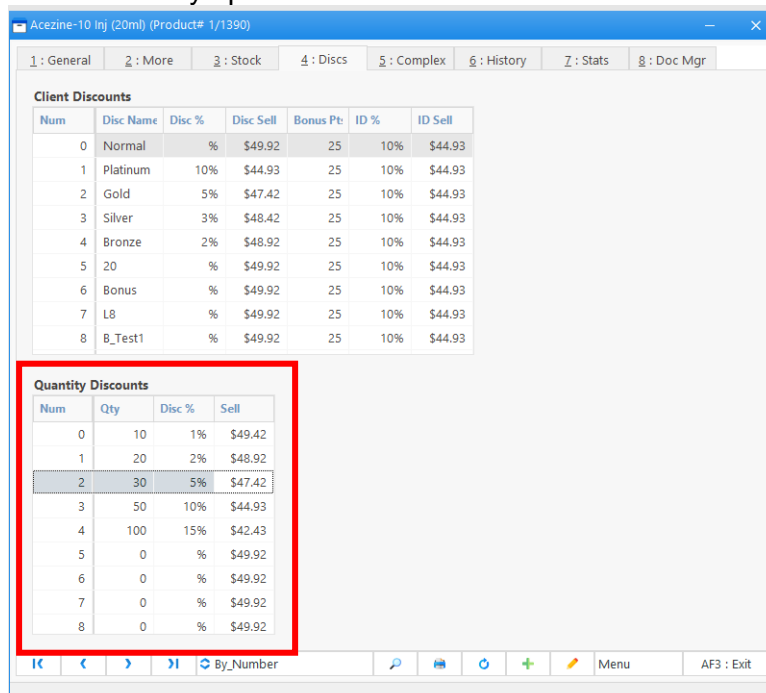
Quantity based discounts are used when you want to give clients discounts based amount the amount of a product they buy. For example if a client buys five Dog Kennels they can receive a \$5 discount off each kennel, if they buy ten Dog Kennels they can receive a \$10 discount off each kennel.

Initial Quantity Based Discount Setup

1. Click on the **Options** menu and then click **Setup**.
2. Click on the **Product** button.
3. Click on the **2: Discounts** tab.
4. Place a tick in **Use Quantity Based Discount Scheme**.

Assigning Quantity Based Discounts to Products

1. Open the product record you wish to give a discount to.
2. Click on the **4: Discs** tab.
3. Go to the Quantity Discounts section.
4. In the **Qty** field enter the number of items a client must purchase to receive a discount.
5. You will now need to enter the quantity the client must purchase to qualify for the discount in the **Qty** column. You can then either enter the discount percentage in the **Disc %** column or alternatively in the **Sell** column enter the actual price you wish to charge for the product once the discount has been taken into account. Whichever column you choose to edit, the other column will be automatically updated.



SETTING UP PERSONALISED DISCOUNTS

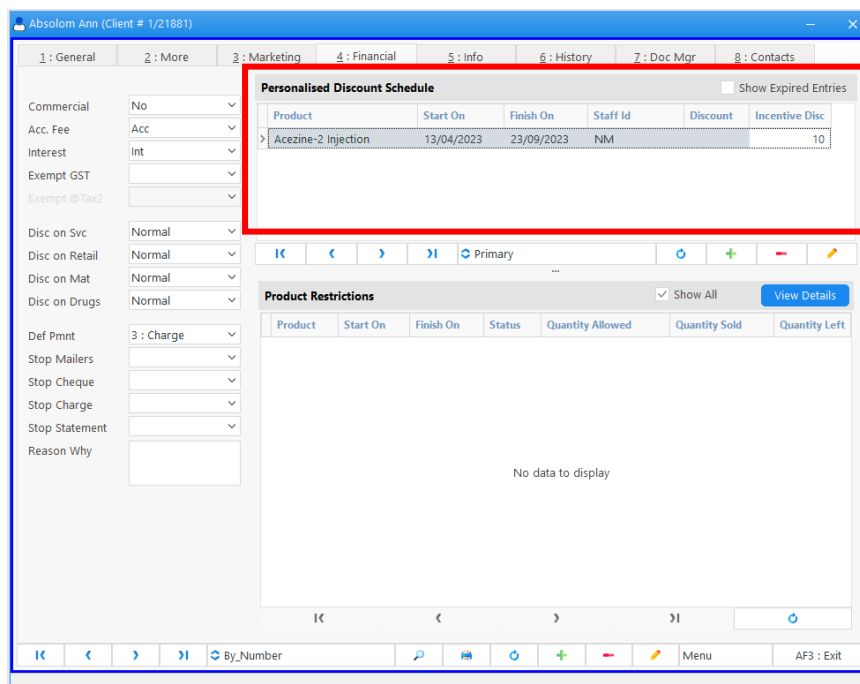
Personalised discounts are used to give one client a discount on one particular product when they purchase it at billing. You can set the start on and finish on dates so the discount will only last for a specified period.

Initial Personalised Discount Setup

1. Click on the **Options** menu and then click **Setup**.
2. Click on the **Product** button then **2: Discounts** tab.
3. Place a tick in **Use Personal Discount Scheme**.

Assigning Personalised Discounts to Clients

1. Open the client record you wish to assign to a discount level.
2. Click on the **3: Financial** tab.
3. Click on the **+** button in the Personalised Discount Schedule Panel.
4. Click **OK** and a product search window will open.
5. Search for the product you wish to add to the client's personalised discount schedule.
6. The product will now be added to the client's personalised discount schedule.
7. You will now need to enter start and finish on dates, the staff id of the person who entered the discount and the discount percentage.



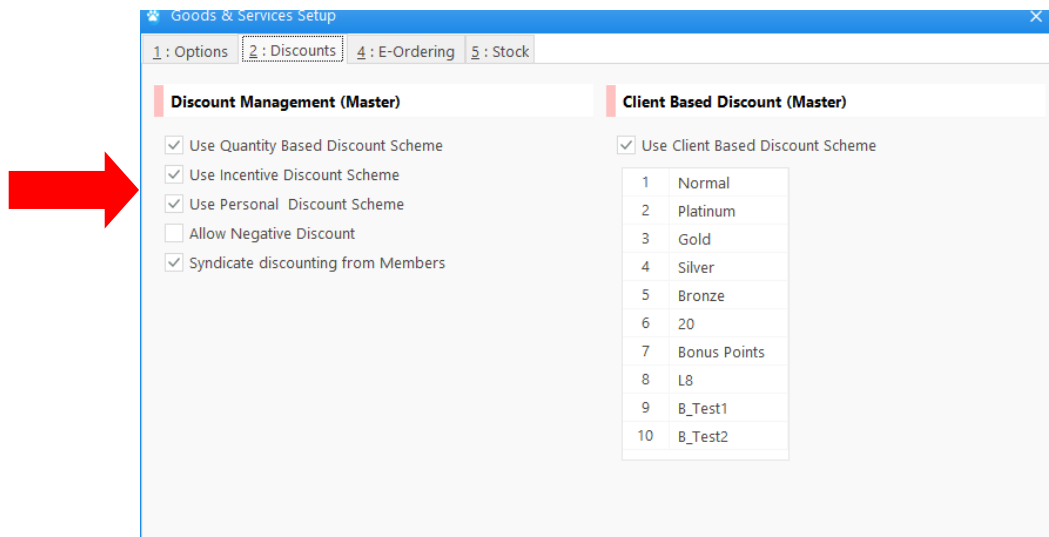
USING INCENTIVE DISCOUNTS

Incentive discounting is used when you want to reward clients for paying their accounts on time by giving them a discount. For example if your business has set incentive discounting to expire on the 20th of the month, and a client purchases a product with an incentive discount on the 1st of July. That client has until the 20th of August to pay for the product in full to receive the incentive discount.

Initial Incentive Discount Setup

Activating Incentive Discount

1. Click on the **Options** menu and then click **Setup**.
2. Click on the **Product** button.
3. Click on the **2: Discounts** tab.
4. Place a tick in **Use Incentive Discount Scheme**.



Make Incentive Discount Available on Cash Bills

Incentive discount can also be made available on cash bills. Therefore giving clients an incentive to pay in cash rather than charging to account to obtain the discount.

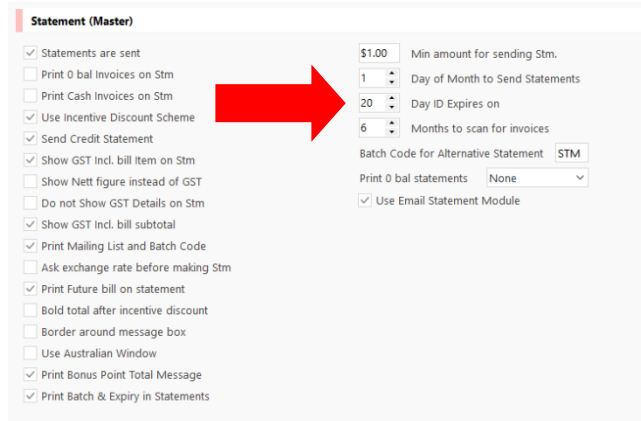
1. Click on the **Options** menu and then click **Setup**.
2. Click on the **Billing** button.
3. Click on the **1: Master/Site** tab.
4. Place a tick in **Make Incentive Discount Available for Cash Bills**.

The screenshot shows a settings window with two tabs: 'Master' and 'Branch'. The 'Master' tab is active, showing various pricing and billing options. A red arrow points from the 'Receipt / Invoice (Branch)' section in the 'Master' tab to the 'Make Incentive Discount Avail for Cash Bills' checkbox in the 'Branch' tab.

Master	Branch
<input checked="" type="checkbox"/> Use Operator Grade Based Pricing	<input checked="" type="checkbox"/> Use NO CHARGE (No = FREE)
<input type="checkbox"/> Use Day of Week Based Pricing	<input type="checkbox"/> Ask Quantity for Retail Items at Billing
<input checked="" type="checkbox"/> Bill Items are shown GST Inclusive	<input type="checkbox"/> Ask Quantity for Service Items at Billing
<input checked="" type="checkbox"/> Print Tax Code on Receipt/Invoice	<input type="checkbox"/> Ask Quantity for Materials at Billing
<input checked="" type="checkbox"/> Sell Expenses to Staff	<input type="checkbox"/> Ask Quantity for Vouchers at Billing
<input checked="" type="checkbox"/> Store Patient Location On Bill	<input type="checkbox"/> Ask Quantity for Fees at Billing
<input type="checkbox"/> Allow Negative Discount	<input checked="" type="checkbox"/> Ask for Credit Card Authorisation
Item Date Format "Date : dd mmm YYYY"	<input checked="" type="checkbox"/> Ask for Bank Details when Receiving Chq
<input type="checkbox"/> Print Batch & Expiry in Invoice	<input type="checkbox"/> Prompt When Client Balance in Credit
Receipt / Invoice (Branch)	<input type="checkbox"/> Balance Owing Includes Open Transaction
<input checked="" type="checkbox"/> Use Quick Report to Print Invoice	<input checked="" type="checkbox"/> Merge Retail/Service search
<input type="checkbox"/> Print Client's Owing on Invoice	<input checked="" type="checkbox"/> Make Incentive Discount Avail for Cash Bills
<input checked="" type="checkbox"/> Print Next Appointment on Bill	<input type="checkbox"/> Referral Only Clinic
<input checked="" type="checkbox"/> Print Client's Address On Bill	<input type="checkbox"/> Selling Retail Only
<input type="checkbox"/> Don't Print Cln Name on Bill if it is for Company	<input checked="" type="checkbox"/> Allow Quantity Change on Repeat Prescription
<input checked="" type="checkbox"/> Show Inc Disc on Receipt	<input checked="" type="checkbox"/> Allow Repeat Prescription Item Change
<input checked="" type="checkbox"/> Print "Tax" on Receipt/Invoice	<input type="checkbox"/> Item Disc Default in Dollar
<input type="checkbox"/> Print Patient Photo	<input checked="" type="checkbox"/> Show Store in the Grid at Billing
Patient Photo Height (Pixels) 40	<input type="checkbox"/> Change Store Every Bill

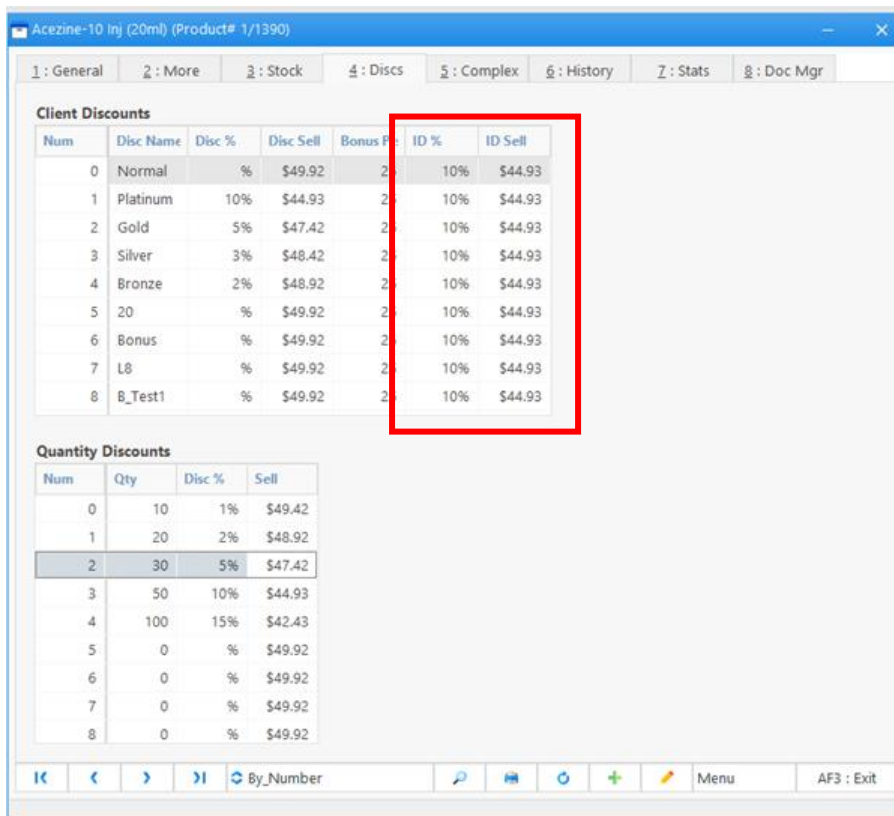
Choosing Day of Month for Incentive Discount to Expire

1. Click on the **Options** menu and then click **Setup**.
2. Click on the **Finance** button.
3. Click on the **6: Statements** tab.
4. Enter the day you wish incentive discount to expire in the **Day ID expires on** field.



Assigning Incentive Discounts to Products

1. Open the product record you wish to give a discount to.
2. Click on the **4: Discount** tab.
3. In the Client Discounts section, enter the Incentive Client Discount amounts you wish each client discount category to receive for this product. You can enter the discount percentage in the **ID %** column or alternatively in the **ID Sell** column, enter the actual price you wish to charge for the product once the incentive discount has been taken into account. Whichever column you choose to edit, the other column will be automatically updated.
4. Click on the tick button to save the discounts.



Assigning Incentive to Discount Levels to Clients

1. Open the client record you wish to assign to a discount level.
2. Click on the **3: Financial** tab.
3. Choose the Discount category you would like this customer classified under for client discounts by selecting a discount category for **Disc on Svc**, **Disc on Retail**, **Disc on Mat** and **Disc on Drugs**.



NOTE: Setting the incentive discount category here will change the incentive discount, bonus point and client discount category they are in. You cannot be in the Pensioner incentive discount category for services and be in the Normal bonus point category for services as well.

The screenshot shows the 'Absolom Ann (Client # 1/21881)' record in the 'Financial' tab. The 'Personalised Discount Schedule' table contains the following data:

Product	Start On	Finish On	Staff Id	Discount	Incentive Disc
Acezine-2 Injection	13/04/2023	23/09/2023	NM		10

The 'Disc on Svc' dropdown menu is highlighted with a red box and is set to 'Normal'. Other dropdowns for 'Disc on Retail', 'Disc on Mat', and 'Disc on Drugs' are also visible and set to 'Normal'. The 'Product Restrictions' table is empty, displaying 'No data to display'.

Viewing Incentive Discounts Available

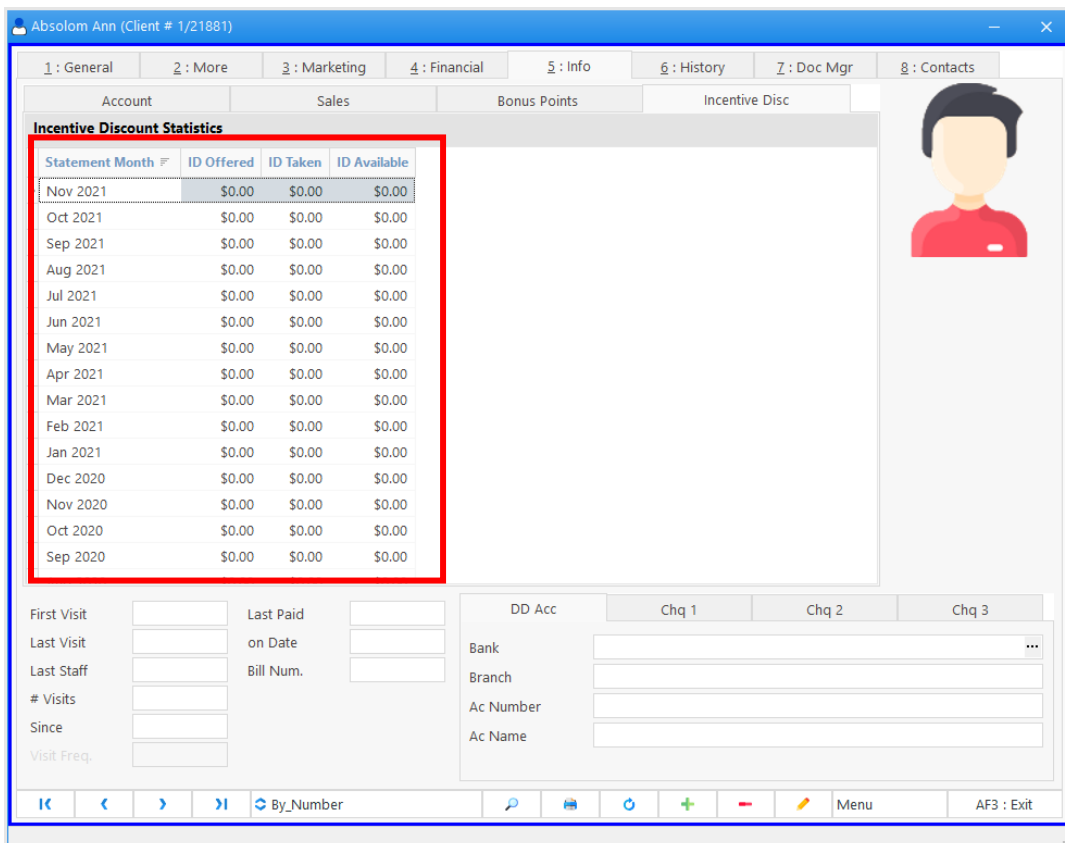
1. Search for the client and open their client record.
2. Click on the **5: Info** tab.
3. Click on the **0: Incentive Disc** tab.
4. The incentive discount tab is split into five columns displaying current and historical data:

Statement Month: Refers to the month the incentive discount is offered in.

ID Offered: Refers to how incentive discount the client has accumulated to be redeemed next month.

ID Taken: Refers to how much incentive discount has been redeemed by the client this month.

ID Available: Refers to how much incentive discount the client can redeem this month.



PURCHASE REWARDS (BUY 10 GET 1 FREE)

Purchase Rewards is essentially a 'Buy 10, get 1 free' scheme where you can customise the number of purchases needed for redemption as well as the redemption amount. This has been primarily designed to help manage wholesaler reward schemes where the client receive reward product after purchasing a set amount.



After setting up the Purchase reward scheme it will start recording purchases on relevant items for all clients immediately. When thresholds are met staff will be automatically prompted. Staff can also view transaction histories to see how many items have been brought and what remains.

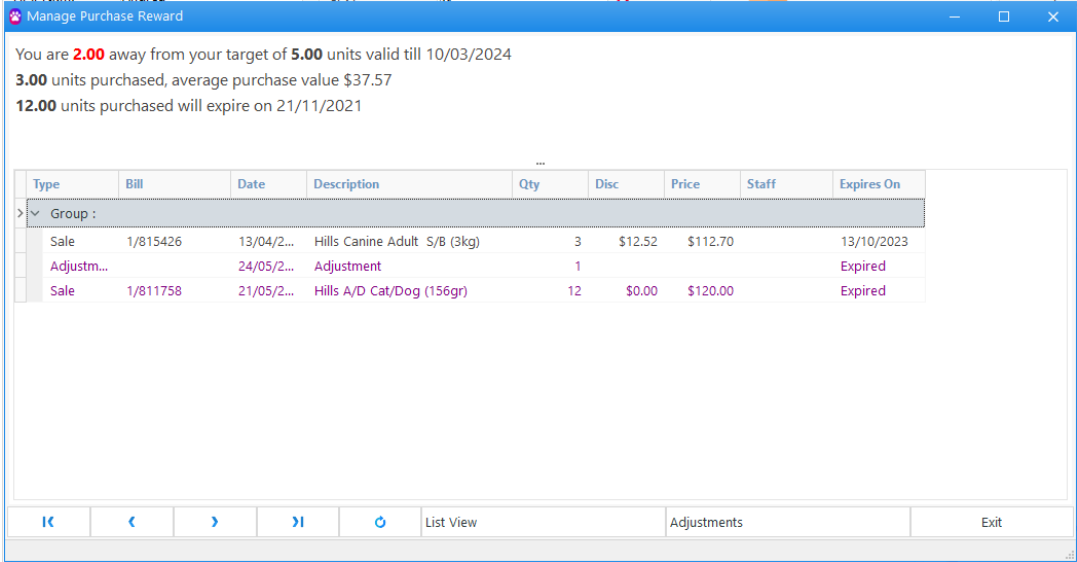
Creating a Purchase Rewards Scheme

1. Go to [Options | Picklists | Loyalty](#).
2. Double click and select [Purchase Rewards](#).
3. There is a brief explanation of the Purchase Reward Scheme, what it is and how it works.
4. The first thing that you will need to set up will be the Product Groups. This can be accessed by clicking on the [Product Groups](#) button on the bottom of the Purchase Rewards window.
 - a. There are five Product Groups that are already set up for you. These are; All Drugs, All Fees, All Products, All Retail, and All Services. By default all products that are in your database will be assigned to these Product Groups based on their class. New products will get automatically added as well.
 - b. If you wish to add your own Product Groups, then simply click on the **+** button on the bottom of the window. Start by giving the group a Name then click on the **+** button to start adding products for that group. E.g. You may create a Hills Pet Food group with all the 1.5 kg bag flavours where any these items contribute towards a free 1.5 kg bag.
 - c. Close the Product Group window when done.
 - d. **Note:** that Product Groups are shared between Purchase Rewards, Client Discount, and Patient Discount.
5. Click on the **+** button to add a Purchase Reward Scheme.
6. Next fill in the details for the scheme and save changes. Below is a brief explanation of some of the fields:
 - a. The **Valid From/To** dictates how long the scheme is valid for. For example your wholesaler may only want the scheme to run until the end of the year, at which point free product may no longer be redeemed.
 - b. The **Expires After (Months)** determines how long the transaction is valid before it no longer contributes to the threshold. For example, all qualifying purchases may have to have been made within the last year.
 - c. **Stop Manual Price/Discount Change** allows you to enable/disable staff from changing the price or discount once the product has been added to the bill.
 - a. **Stop Bonus Point:** Stops bonus point accumulation even if client qualifies for points as well.
 - d. **Product Sales Group** allows you to select which Product Group contributes towards the Free Product/s redemption.
 - e. **Redemption Group** allows you to set which group of products can be used for redemption. This is usually the same as the Product Sales Group.

- f. **Threshold Quantity** sets the number of items needed for purchase before a free item can be redeemed.
- g. **Free Quantity** sets the number of free item(s) can be redeemed when the threshold has been met.

Using Product rewards Scheme

1. Once configured the Product Rewards Scheme will start recording sales for all clients and applicable products automatically when those products are billed.
2. To check how many items a client has purchased or how many more products are needed before redeeming a reward go to [Menu | Loyalty | Purchase Rewards](#) from an unfinished bill.
3. You can also view Purchase Rewards transactions from the client record under [Actions | Purchase rewards](#). From this screen you can adjust quantities. E.g. Before starting to use the Purchase reward scheme in VETLINKPRO a client may have already had 3 purchases which you need to add to get the reward scheme to get it up to date.



Type	Bill	Date	Description	Qty	Disc	Price	Staff	Expires On
Group :								
Sale	1/815426	13/04/2...	Hills Canine Adult S/B (3kg)	3	\$12.52	\$112.70		13/10/2023
Adjustm...		24/05/2...	Adjustment	1				Expired
Sale	1/811758	21/05/2...	Hills A/D Cat/Dog (156gr)	12	\$0.00	\$120.00		Expired

4. The Purchase Rewards screen will also automatically show when you click the [Payment](#) button from a bill after purchasing enough items to meet the threshold.
5. The Purchase Rewards window will be split into two sections, **Transactions** and **Redemption**.
 - a. The Transactions side will display all of the items that were previously bought and items bought on the current transaction.
 - b. Refunded items (displayed in Red) are shown and will be deducted from threshold quantity. Refunds are automatically ticked along with a matching quantity from normal bills to help redemption calculations.
 - c. To redeem a product click on the Tick button to automatically select the target quantity. You can also do this manually by ticking the boxes individually.

- d. The staff member can choose to redeem a product even if the required quantity is not met. For example, the threshold maybe 5*1kg bags. However you may allow 2 kg bags to contribute to the redemption as well and will accept 3*1kg and 1*2kg.
- e. Once the Transaction side items are ticked you can choose the product/s to be redeemed from the redemption side by clicking the + button.
- f. Click **Redeem** to redeem the products/s and return to the bill.
- g. Any extra items left will contribute to the next threshold quantity.
- h. Redeemed items will be automatically added to the bill as a free product. They will be tagged with redeemed before the product name so they can be easily identified.

