

COMPLEX PRODUCTS

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WHAT IS A COMPLEX PRODUCT?

A complex product is a product that is a collection of two or more items (products or services). An example of a complex product is a gift basket made up of several products like a dog shampoo, brush and leash.

In VetlinkPRO there are five different types of complex products, Kitset, Drug, Vaccination, Surgery and Macro. The complex product type will usually determine the product's '**EMBEDDED PROPERTIES**'. The user is then able to define the product's '**USER-DEFINED PROPERTIES**'. The embedded and user defined properties together determine the behaviour of the product at billing.

There are several standard terms that are used throughout this document:

- **Master:** This is the name given to the complex product header. This is the name used in all searches when retrieving a complex product for billing.
- **Component:** Components are items that make up the complex products. These items are created individually after which they can to be used in any complex product.
- **Embedded Properties:** These are complex product properties that are embedded into the product type, as dictated by the program, and cannot be modified by the user. The user may be able to see some of these properties once a complex product 'type' has been selected.
- **User-Defined Properties:** These are settings within the complex product type that the user is able to control. The user-defined properties are available once the complex product type has been selected. Not all functions will be available on all complex product types.

V.2 Pre-Anaesthetic Profile* (Product# 1/5755)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Name: Pre-Anaesthetic Profile*
 Size:
 Class: Service
 Printed Name:
 Category-1: Laboratory
 Category-2: Laboratory
 Ann Types: *ALL*
 Action: None
 Rem Type:
 Label Type: No Label
 Def. Label:
 Restricted:
 Pref. Supplier: Provot
 Status: Active
 User Code: PREANAESTH
 Complex: KitSet
 Certificate:
 Handout:
 Reporting: No

Pack Prices (Exc Tax) Price Scheme: RRP

List Price: \$0.000
 Buy Discount 1: 0.000 % = \$0.000
 Buy Discount 2: 0.000 % = \$0.000
 Buy Discount 3: 0.000 % = \$0.000
 Buy Size: 1
 Cost: \$0.000

List Price: \$0.000
 Markup: 0.000 %
 Sell Price: \$86.364
 Margin: 0.000 %

Prices (Inc Tax)

Units:
 Unit Cost: \$0.00
 Unit Sell: \$95.000
 Pack Sell Price: \$95.000
 Dose Size: 1
 Dose Cost: \$0.00
 Dose Sell: \$95.000
 Variable Price

this is the fee to charge which incorporates the materials used

By_Number Actions AF3: Exit

V.2 Pre-Anaesthetic Profile* (Product# 5755)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Complex Product Type: KitSet Num Comps: 4

Complex Details

Price/Disc from Comps: No
 Print On Bill: Both
 Print on Stmt: Master
 Print Comp. Prc on Bill: Yes
 Print Comp. Prc on Stmt: No
 Hide Comp. on Bill: No
 Hide Comp. Price on Bill: No

Component qty change alters the total price.

1. Component quantity may be changed at Billing
2. Component price may be changed at Billing
3. Component staff may be changed at Billing
4. Components will be visible at Billing
5. Component prices will be visible at Billing

Itm	Description	Prd_Num	Qty	Dur	Price
1	Idexx QBC - Prep/Run/Analyse	# 5752	1		\$28.900
2	Idexx Qbc Tubes	# 1400	1		\$14.030
3	Idexx Biochem Prep/Run/Analyse	# 5753	1		\$28.900
4	Idexx Pre-An Profile Slides	# 2565	1		\$45.640

Sell Price \$95.000

Add Message Fix Components Change Component

By_Number Actions AF3: Exit

COMPLEX PRODUCT TYPES

Drug

The complex product type '**DRUG**' is simply an ethical drug with a 'hidden' fee component (e.g. dispensing, injection or drug fee). **Note** that the ethical drug is itself the master and the fee is the only component.

Embedded Properties

- Only the Master name is printed on the bill; the fee is 'hidden' from the client.
- The total price shown on the bill is the sum of the ethical drug and the dispensing fee.
- The quantity of the ethical drug may be changed but the hidden fee component WILL NOT scale accordingly. Only one fee is charged regardless of the quantity of the drug being dispensed.
- Price may be changed for the ethical drug but the hidden fee remains constant.
- Discounting is allowed at billing with the discount distributed to the drug and the fee.
- Only the ethical drug has inventory.
- Both the ethical drug and the fee affect sales analysis.
- Once on the bill, the staff member can be changed but will apply to the drug and the fee.
- Deletion of component is not allowed. If the dispensing fee is to be waived, the fee can be discounted by the full amount by the user manually.
- Component staff may be changed at billing.
- Component price may be changed at billing.

User-defined Properties

- Hide Component Price on Screen: When set to yes only the Master item shows on the billing screen in VetlinkPRO.

Typical & Recommended Use

Use this complex product type for all drugs where a fixed price dispensing or injection fee has to be 'hidden' and added on to the price of the drug. **Note:** You **cannot** add any more components. If other items are required such as syringes, needles etc., you should use a Kitset or Surgery complex product type.

Special Notes

Drugs that **do not** have a dispensing fee may be set up as a simple item with a 'class' of drug only. These drugs would not be classified as a complex product and will not have any hidden fees. The 'class' is used for sales analysis and to trigger the request for quantity when billing.

It is also important to note that when the complex type '**Drug**' is used within another complex product such as kitset or surgery, the dispensing fee component is not included in price calculations. You may manually add another component to cover for this if you wish. You may however want to call it something other than dispensing fee or injection fee as this item will get printed on the bill if you have set the components to print on the bill

Variable Fee

If the Fee price for the drug varies depending on how it is dispensed you can set a variable dispensing fee by opening the Fee item and under Discounts tab setting variable pricing.

Clavulox Tablets 500mg (500mg) (Product# 1/1019)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Name	Clavulox Tablets 500mg	Pack Prices (Exc Tax)		Price Scheme	List + Markup
Size	500mg	List Price	\$147.850	List Price	\$147.850
Class	Drug	Buy Discount 1	15.000 %	+	100.000 %
Printed Name		=	\$125.672	Markup	
Category-1	Antibio	Buy Discount 2	0.000 %	=	\$295.700
Category-2	Misc	Buy Discount 3	0.000 %		
Ann Types	*ALL*	Net Cost	\$125.673	Margin	0.000 %
Action	None	Buy Size	100		
Rem Type		Avg Cost	\$125.672		
Label Type	Tablet				
Def. Label		Prices (Inc Tax)			
Restricted		Units	ml	Dose Size	10
Ref. Supplier	Ethical Agents Ltd.	Cost per ml	\$1.45	Dose Cost	\$14.50
Status	Active	Sell per ml	\$3.400	Dose Sell	\$34.000
User Code	CLAV	Pack Sell Price	\$340.050		
Complex	Drug				
Certificate					
Handout					
Reporting	No				

By_Number Actions AF3: Exit

Clavulox Tablets 500mg (500mg) (Product# 1/1019)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Complex Product Type Drug Num Comps 1

Complex Details Used as Component in Products

Price/Disc from Comps Yes

Print on Bill Master

Print on Stmt Master

Print Comp Price on Bill No

Print Comp Price on Stmt No

Hide Comp on Billing Screen No

Hide Comp Price on Billing Screen No

Allows a dispensing fee to be added to this drug.

1. Component quantity may be changed at Billing
2. Component price may be changed at Billing
3. Component staff may be changed at Billing
4. Components will be visible at Billing
5. Component prices will be visible at Billing

Itm	Description	Prd_Num	Qty	Dur	Price
1	Drug Fee	# 1/50	1		\$6.900

Sell Price \$10.300

Add Message Fix Components Change Component

By_Number Actions AF3: Exit

Vaccination

'**Vaccination**' is a complex product type that is essentially a Professional Fee with one or multiple 'hidden' drugs attached. **Note:** The Professional Fee is in itself the master and the drugs are the components.

Embedded Properties

- Only the Master name is printed on the bill. The 'drug' is hidden.
- The total selling price for this service is set by the user under the master product. The selling price of the drug is allocated to the drug component and the difference is allocated to the vaccination fee.
- The quantity of the complex product may be changed, which will then scale the components accordingly for quantity and price.
- The price may be changed at billing.
- Discount is allowed at billing.
- Only the drug has an effect on inventory control.
- Both the service and the drug affect the sales analysis.
- Once on the bill, the component staff member can be changed.
- Deletion of components is not allowed.

User-defined Properties

- Hide Component Price on Screen: When set to yes only the Master item shows on the billing screen in VetlinkPRO.

Typical & Recommended Use

Used for vaccinations where the Vaccination Fee has a hidden drug or drugs. Different fees may use the same drug, or different drugs. **Note:** If the ethical drug (vaccine), is itself a complex product e.g. complex Drug, then the dispensing fee component is ignored. It is recommended that the Vaccine NOT be set up as a complex type DRUG.

Vaccinate Animal (Product# 1/1335)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Name: Vaccinate Animal
 Size:
 Class: Service
 Printed Name:
 Category-1: Consultation
 Category-2: Antibiotics
 Anm Types: *ALL*
 Action: None
 Rem Type: Vaccinations
 Label Type: No Label
 Def. Label:
 Restricted:
 Pref. Supplier:
 Status: Active
 User Code: VACCINATEA
 Complex: Vaccination
 Certificate:
 Handout:
 Reporting: No

Pack Prices (Exc Tax) Price Scheme: RRP

List Price: \$0.000
 Buy Discount 1: 0.000 % = \$0.000
 Buy Discount 2: 0.000 % = \$0.000
 Buy Discount 3: 0.000 % = \$0.000
 Buy Size: 1
 Cost: \$0.000

List Price: \$0.000
 Markup: 0.000 %
 Sell Price: \$47.826
 Margin: 0.000 %

Prices (Inc Tax)

Units:
 Unit Cost: \$0.00
 Unit Sell: \$55.000
 Pack Sell Price: \$55.000

Dose Size: 1
 Dose Cost: \$0.00
 Dose Sell: \$55.000

Ctrl-N

By_Number Actions AF3: Exit

Vaccinate Animal (Product# 1/1335)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Complex Product Type: Vaccination Num Comps: 1

Complex Details Used as Component in Products

Price/Disc from Comps: Yes
 Print on Bill: Master
 Print on Stmt: Master
 Print Comp Price on Bill: No
 Print Comp Price on Stmt: No
 Hide Comp on Billing Screen: No
 Hide Comp Price on Billing Screen: No

Allows a vaccine to be added to this service.

1. Component quantity may be changed at Billing
2. Component price may be changed at Billing
3. Component staff may be changed at Billing
4. Components will be visible at Billing
5. Component prices will be visible at Billing

Item	Description	Prd_Num	Qty	Dur	Price	Reminder Type
1	Vaccine Zcat Fellocell Cvrp	#1/1265	1		\$8.070	CVRP Annual Vac

Sell Price \$55.000

Add Message Fix Components Change Component

By_Number Actions AF3: Exit

Kitset

'KITSET' is a complex product type that is made up of a number of other products where the Master price **adjusts** when any component attribute is modified on the bill (i.e. Quantity and/or price).

Embedded Properties

- Master quantity may be changed, which will then scale the components.
- Master price may be changed which will then scale the components
- Master may be discounted which will then adjust the component price by same percentage
- Component quantity may be changed which will then re-calculate the original total master price based on the user-defined properties for price calculation.
- Component price may be changed which will then re-calculate the original total master price based on the user-defined properties for price calculation.
- Component may be discounted which will then re-calculate the original total master price based on the user-defined properties for price calculation.
- Only the components affect inventory control.
- Only the components affect sales analysis.
- Component staff members can be changed.
- Deletion of components is not allowed.

User-defined Properties

- Select to print Master only, Master and all components, or just the components.
- The price calculation method is user selectable. It can be fixed by the user to be the pack sell price of the master product, or it can be made to calculate from the sum of the components automatically.
- Printing of component prices on the bill and statement is user-selectable.

Typical & Recommended Use

The KITSET complex product type should be used where the user wants to bill out procedures to reflect exact incurred costs. Other uses include the 'bundling' of products that are sold either at a pre-determined price or as the sum of the components. Changing the quantity of the 'bundle' will automatically scale the price and the quantities. Some examples are as follows:

Example 1: A medical procedure is set up to cost \$200.00. It is set up with, say, 10 items and the price **IS NOT** calculated from components but is set by the user to \$200.00. At billing time, the user modifies the quantity and/or prices of some of the components to reflect actual usage. **The master price CHANGES** and will dynamically re-calculate other component prices to reflect correct weightings.

Example 2: A medical procedure is set up with, say 10 items and the price **IS** calculated from components. At billing time, the user modifies the quantity and/or price of some of the components to reflect actual usage. **The master price CHANGES accordingly.**

V12 Pre-Anaesthetic Profile* (Product# 1/5755)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Name: Pre-Anaesthetic Profile*
 Size:
 Class: Service
 Printed Name:
 Category-1: Laboratory
 Category-2: Laboratory
 Ann Types: *ALL*
 Action: None
 Rem Type:
 Label Type: No Label
 Def. Label:
 Restricted:
 Pref. Supplier: Provect
 Status: Active
 User Code: PREANAESTH
 Complex: KitSet
 Certificate:
 Handout:
 Reporting: No

Pack Prices (Exc Tax) Price Scheme: RRP

List Price: \$0.000
 Buy Discount 1: 0.000 % = \$0.000
 Buy Discount 2: 0.000 % = \$0.000
 Buy Discount 3: 0.000 % = \$0.000
 Buy Size: 1
 Cost: \$0.000

List Price: \$0.000
 Markup: 0.000 %
 Sell Price: \$86.364
 Margin: 0.000 %

Prices (Inc Tax)

Units:
 Unit Cost: \$0.00
 Unit Sell: \$95.000
 Pack Sell Price: \$95.000
 Dose Size: 1
 Dose Cost: \$0.00
 Dose Sell: \$95.000
 Variable Price

this is the fee to charge which incorporates the materials used

Ctrl-N

By Number Actions AF3: Exit

V12 Pre-Anaesthetic Profile* (Product# 5755)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Complex Product Type: KitSet Num Comps: 4

Complex Details

Price/Disc from Comps: No
 Print On Bill: Both
 Print on Stmt: Master
 Print Comp. Prc on Bill: Yes
 Print Comp. Prc on Stmt: No
 Hide Comp. on Bill: No
 Hide Comp. Price on Bill: No

Component qty change alters the total price.

1. Component quantity may be changed at Billing
2. Component price may be changed at Billing
3. Component staff may be changed at Billing
4. Components will be visible at Billing
5. Component prices will be visible at Billing

Itm	Description	Prd_Num	Qty	Dur	Price
1	Idexx QBC - Prep/Run/Analyse	# 5752	1		\$28.900
2	Idexx Qbc Tubes	# 1400	1		\$14.030
3	Idexx Biochem Prep/Run/Analyse	# 5753	1		\$28.900
4	Idexx Pre-An Profile Slides	# 2565	1		\$45.640

Sell Price \$95.000

Add Message Fix Components Change Component

By Number Actions AF3: Exit

Surgery

A '**SURGERY**' is a complex product type that is made up of a number of other products where the Master price **remains static** when any component **quantities** are modified.

Embedded Properties

- Master quantity may be changed on the bill; components will scale accordingly.
- Master price may be changed at billing; components will scale accordingly.
- Master may be discounted at billing, which re-scales components.
- Component quantity may be changed but will not affect master price (main feature).
- Component price may be changed - this will affect the master price.
- Component may be discounted - this will affect the master price.
- Only the components affect inventory control.
- Only the components affect the sales analysis.
- Component staff members can be changed.
- Deletion of components is not allowed.

User-defined Properties

- Can print Master only, Master and all components, or just the components.
- The price calculation method is user selectable. It can be fixed by the user, or it can be made to calculate from the sum of the components automatically.
- Printing of component prices on the bill and statement is user-selectable.

Typical & Recommended Use

Example 1: A particular surgery is quoted at \$200.00. The surgery is set up with, say 10 items and the price **IS NOT** calculated from components but is set by the user to \$200.00. At surgery time, the user modifies the quantity of some of the components to reflect actual usage. The master price **DOES NOT** change. It re-calculates component prices to reflect the correct distribution. The inventory stays correct, the client sees a fixed price regardless of product usage. All sales analysis to the components is true and correct.

Example 2: A surgery is set up with, say 10 items and the price IS calculated from components. At surgery time, the user modifies the quantity of some of the components to reflect actual usage. The master price **DOES NOT** change. All sales analysis to the components is true and correct.

Example 3: In either of the above cases, if the user decides to change or discount the component prices - the master price will vary accordingly.



NOTE: This complex product is designed to be used for fixed price surgery where item usage may vary but the price to the client has to remain the same. The main purpose is to record the correct amount of materials used and update the inventory accordingly.

V.L2 Castrate Cat * (Product# 1/2534)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Name: Castrate Cat *
 Size:
 Class: Service
 Printed Name:
 Category-1: Desexing
 Category-2: ProfFees SA
 Anm Types: C
 Action: De-sex
 Rem Type:
 Label Type: No Label
 Def. Label:
 Restricted:
 Pref. Supplier: Provot
 Status: Active
 User Code: DESEXING
 Complex: Surgery
 Certificate:
 Handout: desexing certificate.RTF
 Reporting: No

Pack Prices (Exc Tax) Price Scheme: RRP

List Price: \$0.000
 Buy Discount 1: 0.000 % = \$0.000
 Buy Discount 2: 0.000 % = \$0.000
 Buy Discount 3: 0.000 % = \$0.000
 Buy Size: 1
 Net Cost: \$0.000
 Cost: \$0.000

List Price: \$0.000
 Markup: 0.000 %
 Sell Price: \$72.227
 Margin: 0.000 %

Prices (Inc Tax)

Units:
 Unit Cost: \$0.00
 Unit Sell: \$79.450
 Pack Sell Price: \$79.450
 Dose Size: 1
 Dose Cost: \$0.00
 Dose Sell: \$79.450
 Variable Price

Castrate Cat

By_Number Actions AF3: Exit

V.L2 Castrate Cat * (Product# 1/2534)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History 7: Stats 8: Doc Mgr

Complex Product Type: Surgery Num Comps: 3

Complex Details

Price/Disc from Comps: No
 Print On Bill: Master
 Print on Stmt: Master
 Print Comp. Prc on Bill: No
 Print Comp. Prc on Stmt: No
 Hide Comp. on Bill: No
 Hide Comp. Price on Bill: No

Component qty change does not alter the total price.

1. Component quantity may be changed at Billing
2. Component price may be changed at Billing
3. Component staff may be changed at Billing
4. Components will be visible at Billing
5. Component prices will be visible at Billing

Itm	Description	Prd_Num	Qty	Dur	Price
1	Alfaxan 20ml	# 1/2357	1.5		\$11.520
2	Anaesthetic Induction	# 1/5690	1		\$57.750
3	Surgical Procedure	# 1/2550	5		\$34.750

Sell Price \$79.450

Add Message Fix Components Change Component

By_Number Actions AF3: Exit

Macro

A '**MACRO**' is a complex product type that is made up of a number of components that simply populates the billing screen as if the items were entered manually by the user. When a Macro is selected to be added to a bill an edit screen will appear first where the user can choose which variable price/dispensing fee to use or to remove products. This edit screen is only available for Macro complex products.

Embedded Properties

- Master does not get printed
- All other options irrelevant

User-defined Properties

- None

Typical & Recommended Use

The macro is used where a number of items need to populate the billing screen as if typed in one by one by the user. All items are then editable as required.

Desex-A-Dog Spey (Product# 1/1122)

1 : General 2 : More 3 : Stock 4 : Discs 5 : Complex 6 : History 7 : Stats 8 : Doc Mgr

Complex Product Type: Macro Num Comps: 12

Complex Details

Price/Disc from Comps: No
 Print on Bill: Component
 Print on Stmt: Component
 Print Comp Price on Bill: Yes
 Print Comp Price on Stmt: Yes
 Hide Comp On Billing Screen: No
 Hide Comp Price on Billing Screen: No
 Pre-Edit Comp when Billing: Yes

Collection of Products populates Bill.

1. Component quantity may be changed at Billing
2. Component price may be changed at Billing
3. Component staff may be changed at Billing
4. Components will be visible at Billing
5. Component prices will be visible at Billing
6. Will allow changing item properties while adding to bill

Item	Description	Prd_Num	Qty	Dur	Price
1	Aceazine 2 Injection 10ml	# 1/1049	0.2	0	\$8.100
2	Catheter IV Insyte 22g X 1"	# 1/1052	1	0	\$6.150
3	Dispensing Fee 3	# 1/52	1	0	\$10.000
4	Scalpel Blades	# 1/1085	1	0	\$1.040
5	Repose/Provive (propofol)	# 1/1087	10	0	\$1.600
6	Carprieve Tablets 50mg	# 1/1090	4	0	\$7.360
7	Methadone	# 1/1029	1	0	\$37.250
8	Ketamine 100mg	# 1/1092	2	0	\$0.660
9	Theatre Pack Large	# 1/1094	1	0	\$67.000
10	Anaes Gas (Cat&Dog) Per Minute	# 1/1096	25	0	\$27.500
Sell Price					\$210.840

Buttons: Add Message, Fix Components, Change Component

Navigation: By_Number, Actions, AF3 : Exit

Edit Complex Product Details

For Desex-A-Dog Spey

Name	Qty	Unit Price
Desex-A-Dog Spey		
<input checked="" type="checkbox"/> Aceazine 2 Injection 10ml	0.2	\$5.50
<input checked="" type="checkbox"/> Drug Fee	1	\$7.00
<input checked="" type="checkbox"/> Catheter IV Insyte 22g X 1"	1	\$5.98
<input checked="" type="checkbox"/> Dispensing Fee 3	1	\$10.00
<input checked="" type="checkbox"/> Scalpel Blades	1	\$1.05
<input checked="" type="checkbox"/> Repose/Provive (propofol)	10	\$0.16
<input checked="" type="checkbox"/> Carprieve Tablets 50mg	4	\$0.09
<input checked="" type="checkbox"/> Drug Fee	1	\$7.00
<input checked="" type="checkbox"/> Ketamine 100mg	2	\$0.20
<input checked="" type="checkbox"/> Theatre Pack Large	1	\$67.00
<input checked="" type="checkbox"/> Anaes Gas (Cat&Dog) Per Minute	25	\$1.10
<input checked="" type="checkbox"/> Suture Mono Q 2 Met	1	\$19.08
<input checked="" type="checkbox"/> Consult	0.5	\$65.00
<input checked="" type="checkbox"/> Methadone	1	\$30.25
<input checked="" type="checkbox"/> Drug Fee	1	

Buttons: F12 : Accept

Dropdown Menu:

- 01 : 7 (Drug Fee)
- 01 : 7 (Drug Fee)
- 02 : 10 (Outcall)
- 03 : 15 (Incall)
- 04 : 25 (Single Dose)

COMPLEX PRODUCT MAINTENANCE

Creating a New Complex Product

1. Decide which type of complex product you are going to create.
2. Click on the **'Product'** button.
3. This will display the goods and services search window.
4. Click on the **'F7: New'** button.
5. This will bring up the product profile selection form. Select which profile you wish to use and click on **'F12 :Accept'**.
6. Once you have selected a profile the product record will be opened.
7. Enter any relevant information into the product record and then save it by clicking on the red tick button. If you have chosen **'Drug'** as the class you will automatically be prompted to create a complex product with a hidden dispensing fee.
8. Click on the **'Complex'** tab.
9. Select the type of complex product you wish to create in the **'Complex Product Type'** field.
10. Please refer to the next section **'How to Add a Component to a Complex Product'** for information on adding a complex product.

How to Add a Component

1. Open the Master complex product you wish to add components to.
2. From the product record click on the **'Complex'** Tab.
3. Ensure the **'Complex Product Type'** field is filled correctly for the type of complex product you are creating.
4. To add a component, click the **'+'** (Plus) button immediately below the list of components.
5. The Goods and Services search window will now be displayed. Search for the item you wish to insert as a component.
6. After each entry, click on the tick button, immediately below the list of components, to save the component.
7. When all components have been added, click on the tick button in the very bottom right hand corner of the product record.

How to Remove a Component

1. Click on the **'Product'** button.
2. Search for and open the master complex product you wish to remove a component from.
3. From the product record click on the **'Complex'** Tab.
4. Select the component you wish to remove by **single left clicking** on it with the mouse.
5. To delete the selected component, click the **'-'** (minus) button immediately below the list of components.
6. A prompt will appear to confirm the deletion, select **'Yes'**.
7. The component will not be removed from the list but will turn yellow to indicate that it has been deleted.
8. After each deletion, to save the change click on the tick button at the bottom of the window.

How to Change a Component of a Complex Product

The **'Change Component'** function is provided to change components of a complex product. For example you may need to replace the component **'Dog Vaccine 1'** with **'Dog Vaccine 2'**.

1. Click on the **'Product'** button and search for and open the master complex product you wish to change.
2. From the product record click on the **'Complex'** tab.
3. To change a component click on the **'Change Component'** button and select **'Yes'** to the prompt to confirm.
4. Search for the product you wish to add.
5. Once you select a product the new item will be displayed in the list of components in place of the old entry.

How to Change the Pricing

There are two ways to change the price of a complex product. Where the price is changed from depends on if the **'Price/Disc from Comps'** is set to **'Yes'** or **'No'**.

If the **'Price/Disc from Comps'** is set to **'YES'** then the actual sell price for the complex product will be calculated from the prices of the individual components. You will need to open each of the components product records, by double left clicking on the component, and then change the unit sell price. After changing the prices you will then need to click on the **'Fix Components'** button on the master product's complex tab to update the price to the total of the components.

If the **'Price/Disc from Comps'** is set to **'NO'** then the sell price for the complex product will be obtained from the 'General' tab of the Master product record under **'Unit Sell Price'**.

Special Notes for Complex Products

- It is very important to realise that any drug used as a component in a complex product will ignore the dispensing fee. If a dispensing fee is required, it may be added separately as a line within that complex product if allowed (e.g. Surgery, Kitset).
- A special advanced feature in the VETLINKPRO database will automatically 'trigger' a price re-calculation on complex products if one of the components has a price change. This applies to re-distributions as well as straight out recalculations.
- Finally, it is very important to note that Complex products should be set up after thorough consideration and consultation. Once set up, and used in a bill, complex products (except Macros) **SHOULD NOT** be changed to any other product type. Complex products should be marked as **'Inactive'** if they are no longer used.