

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.

LAB IDEXX Preanaesthetic+ CBC (Product# 1/3850)

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

Name: LAB IDEXX Preanaesthetic+ CBC
 Size:
 Class: Service
 Printed Name:
 Category-1: Lab Fees
 Category-2: Internal Lab
 Ann Types: *ALL*
 Action: None
 Rem Type:
 Label Type: Lab Report
 Def. Label:
 Restricted:
 Pref. Supplier: ...
 Status: Active
 User Code: LABICBC
 Complex: KitSet
 Certificate: ...
 Handout: ...
 Reporting: No

Pack Prices (Exc Tax)
 List Price: \$0.0000
 Buy Discount 1: - % = \$0.0000
 Buy Discount 2: - % = \$0.0000
 Buy Discount 3: - % = \$0.0000
 Buy Size: 1
 Cost: \$0.00

Price Scheme: RRP
 List Price: \$0.0000
 Markup:
 Sell Price: \$84.35
 Net Cost:
 Margin: 100%

Prices (Inc Tax)
 Units:
 Unit Cost: \$0.00
 Unit Sell: \$97.00
 Pack Sell Price: \$97.00
 Dose Size: 1
 Dose Cost: \$0.00
 Dose Sell: \$97.00
 Variable Price

Includes Chem10 Clip + Lasercyte CBC

By Number AF3 : Exit

LAB IDEXX Preanaesthetic+ CBC (Product# 1/3850)

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

Complex Product Type: KitSet Num Comps: 6

Price/Disc from Comps: No
 Print on Bill: Both
 Print on Stmt: Both
 Print Comp Price on Bill: No
 Print Comp Price on Stmt: No
 Hide Comp On Billing Screen:
 Hide Comp Price on Billing Screen:
 Pre-Edit Comp when Billing: 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
6. Will not prompt changing item properties while adding to bill

* Order	Description	Qty	Price
> 1	IDEXX Vetest Pre-Anaesthetic	1	\$55.22
2	3837	1	\$15.39
3	Blood Tubes Serum Red Top 4ml	1	\$2.39
4	IDEXX Vetest disposable tips	1	\$0.15
5	Blood Tubes EDTA 1.3ml	1	\$1.66
6	IDEXX Processing Fee	4.25	\$43.44

Sell Price \$97.000

Add Message Fix Components Change Component

By Number 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.

Apomorphine (Product# 1/1304)

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

Name: Apomorphine
 Size:
 Class: Drug
 Printed Name:
 Category-1: Drug Ethical
 Category-2: Default
 Ann Types: *ALL*
 Action: None
 Rem Type:
 Label Type: Tablet
 Def. Label:
 Restricted:
 Pref. Supplier: S V S Vet Supplies Ltd
 Status: Active
 User Code: APOMORP
 Complex: Drug
 Certificate:
 Handout:
 Reporting: No

Pack Prices (Exc Tax)

List Price: \$295.0000
 Buy Discount 1: - % = \$295.0000
 Buy Discount 2: - % = \$295.0000
 Buy Discount 3: - % = \$295.0000
 Buy Size: 20
 Avg Cost: \$295.00

Prices (Inc Tax)

Units: tab
 Cost per tab: \$16.96
 Sell per tab: \$33.93
 Pack Sell Price: \$678.60

Price Scheme: List + Markup
 List Price: \$295.0000
 Markup: + 100%
 Sell Price: \$590.00
 Margin: 50%

0.25mg conjunctival sac / not in cats

By Number

Menu AF3: Exit

Apomorphine (Product# 1/1304)

1: General 2: More 3: Stock 4: Discs 5: Complex 6: History Z: 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: Yes
 Hide Comp Price on Billing Screen:
 Pre-Edit Comp when Billing: 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 hidden at Billing
5. Component prices will be visible at Billing
6. Will not prompt changing item properties while adding to bill

* Order	Description	Qty	Price
> 1	Dispensing Fee	1	\$13.50

Sell Price \$47.430

Add Message Fix Components Change Component

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.

Vacc Cat F I V (Product# 1/5555)

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

Name: Vacc Cat F I V

Size:

Class: Service

Printed Name:

Category-1: Clinical Fee

Category-2: Vaccine Cat

Ann Types: *ALL*

Action: None

Rem Type: Vaccinations

Label Type: No Label

Def. Label:

Restricted:

Pref. Supplier: ...

Status: Active

User Code: VACC

Complex: Vaccination

Certificate: Cat Vacc - Certificate.RTF

Handout: ...

Reporting: No

Pack Prices (Exc Tax)

Price Scheme: RRP

List Price: \$0.0000

Buy Discount 1: - % = \$0.0000

Buy Discount 2: - % = \$0.0000

Buy Discount 3: - % = \$0.0000

Buy Size: 1

Cost: \$0.00

Prices (Inc Tax)

Units:

Unit Cost: \$0.00

Unit Sell: \$50.00

Pack Sell Price: \$50.00

Dose Size: 1

Dose Cost: \$0.00

Dose Sell: \$50.00

Net Cost:

Margin: 100%

Sell Price: \$43.48

Markup:

Right click to add a product image...

By_Number

Menu AF3 : Exit

Vacc Cat F I V (Product# 1/5555)

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:

Hide Comp Price on Billing Screen: Yes

Pre-Edit Comp when Billing: 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 hidden at Billing

6. Will not prompt changing item properties while adding to bill

* Orde	Description	Qty	Price	Reminder
> 1	Vacc Fel-O-Vax FIV	1	\$36.04	

Sell Price \$50.000

Add Message Fix Components Change Component

✓ ✗

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.**

HOSP: S/C Fluid Admin (Product# 1/1982)

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

Name: HOSP: S/C Fluid Admin

Size:

Class: Service

Printed Name:

Category-1: Hospital Fee

Category-2: Default

Ann Types: *ALL*

Action: None

Rem Type:

Label Type: No Label

Def. Label:

Restricted:

Pref. Supplier:

Status: Active

User Code: SCFFLUI

Complex: KitSet

Certificate:

Handout:

Reporting: No

Pack Prices (Exc Tax)

List Price: \$0.0000

Buy Discount 1: - % = \$0.0000

Buy Discount 2: - % = \$0.0000

Buy Discount 3: - % = \$0.0000

Buy Size: 1

Cost: \$0.00

Price Scheme: RRP

List Price: \$0.0000

Markup: %

Sell Price: \$24.35

Net Cost:

Margin: 100%

Prices (Inc Tax)

Units:

Dose Size: 1

Unit Cost: \$0.00

Dose Cost: \$0.00

Unit Sell: \$28.00

Dose Sell: \$28.00

Pack Sell Price: \$28.00

Variable Price

Right click to add a product image...

By_Number

Menu AF3 : Exit

HOSP: S/C Fluid Admin (Product# 1/1982)

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

Complex Product Type: KitSet

Num Comps: 3

Price/Disc from Comps: No

Print on Bill: Master

Print on Stmt:

Print Comp Price on Bill: No

Print Comp Price on Stmt:

Hide Comp On Billing Screen:

Hide Comp Price on Billing Screen:

Pre-Edit Comp when Billing: 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
6. Will not prompt changing item properties while adding to bill

* Order	Description	Qty	Price
> 1	IV Admin Set FNC2110	0.25	\$3.16
2	Needle Hypodermic 18g 1.5"	1	\$0.20
3	HOSP: Vet Daily Exam	0.15	\$7.20

Sell Price \$28.000

Add Message Fix Components Change Component

By_Number

Menu 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 number of materials used and update the inventory accordingly.

Euthanasia: Cat (Product# 1/8213)

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

Name: Euthanasia: Cat

Size:

Class: Service

Printed Name:

Category-1: Euth/Crem

Category-2: Default

Ann Types: *ALL*

Action: Euthanasia

Rem Type:

Label Type: No Label

Def. Label:

Restricted:

Ref. Supplier:

Status: Active

User Code: EC

Complex: Surgery

Certificate:

Handout:

Reporting: No

Pack Prices (Exc Tax)

List Price: \$0.0000

Buy Discount 1: % = \$0.0000

Buy Discount 2: % = \$0.0000

Buy Discount 3: % = \$0.0000

Buy Size: 1

Cost: \$0.00

Price Scheme: RRP

List Price: \$0.0000

Markup: %

Sell Price: \$93.91

Net Cost:

Margin: 100%

Prices (Inc Tax)

Units:

Dose Size: 1

Unit Cost: \$0.00

Dose Cost: \$0.00

Unit Sell: \$108.00

Dose Sell: \$108.00

Pack Sell Price: \$108.00

Variable Price

Right click to add a product image...

By_Number

Menu AF3 : Exit

Euthanasia: Cat (Product# 1/8213)

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

Complex Product Type: Surgery

Num Comps: 3

Price/Disc from Comps: No

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

Pre-Edit Comp when Billing: Yes

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

6. Will allow changing item properties while adding to bill

* Order	Description	Qty	Price
> 1	Cat: Euthanasia Fee	1	\$69.00
2	Valabarb 300	3	\$2.01
3	Injection Fee I V	1	\$18.00

Sell Price \$108.000

Add Message Fix Components Change Component

By_Number

Menu 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.

The screenshot displays the 'Estimate: Cat Caesarian (Product# 1/5661)' window. The interface includes a tabbed menu at the top with options: 1: General, 2: More, 3: Stock, 4: Discs, 5: Complex, 6: History, 7: Stats, and 8: Doc Mgr. The 'General' tab is active, showing a form with the following fields:

- Name:** Estimate: Cat Caesarian
- Size:** (empty)
- Class:** Service
- Printed Name:** (empty)
- Category-1:** Clinical Fee
- Category-2:** Surgery
- Ann Types:** *ALL*
- Action:** None
- Rem Type:** (empty)
- Label Type:** No Label
- Def. Label:** (empty)
- Restricted:** (empty)
- Pref. Supplier:** (empty)
- Status:** Active
- User Code:** COMPLEXCAE
- Complex:** Macro
- Certificate:** (empty)
- Handout:** (empty)
- Reporting:** No

On the right side, there are pricing sections:

- Pack Prices (Exc Tax):**
 - List Price: \$0.0000
 - Buy Discount 1: - % = \$0.0000
 - Buy Discount 2: - % = \$0.0000
 - Buy Discount 3: - % = \$0.0000
 - Buy Size: 1
 - Cost: \$0.00
- Prices (Inc Tax):**
 - Units: (empty)
 - Dose Size: 1
 - Unit Cost: \$0.00
 - Dose Cost: \$0.00
 - Unit Sell: \$769.90
 - Dose Sell: \$769.90
 - Pack Sell Price: \$769.90
 - Variable Price button

At the bottom right, there is a 'Right click to add a product image...' button with a red pushpin icon.

Estimate: Cat Caesarian (Product# 1/5661)

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

Complex Product Type: Macro Num Comps: 10

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:

Hide Comp Price on Billing Screen:

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

* Order	Description	Qty	Price
1	Anaesthesia: Induction1: CAT	1	\$87.00
2	Anaesthesia: Inhalation Cat	1	\$65.00
3	THEATRE: Sterile	1	\$110.00
4	MATERIALS: Surg Sterile	1	\$28.11
5	Surgery: Caesarian Cat	1	\$480.00
6	HOSP: Neonatal Nursing Care	1	\$70.00
7	HOSP: IV Fluid Set-Up Surgical	1	\$69.50
8	Noroclav Injection	0.3	\$15.82
9	Metacam Analgesic Inj	0.15	\$17.72

Sell Price \$769.900

By Number

Menu AF3 : Exit

frm_Bil_Cplx_Edit - For Estimate: Cat Caesarian

Name	Qty	Unit Price
Estimate: Cat Caesarian		
<input checked="" type="checkbox"/> Anaesthesia: Induction1: CAT	1	\$87.00
<input checked="" type="checkbox"/> Anaesthesia: Inhalation Cat	1	\$65.00
<input checked="" type="checkbox"/> THEATRE: Sterile	1	\$110.00
<input checked="" type="checkbox"/> MATERIALS: Surg Sterile	1	\$28.11
<input checked="" type="checkbox"/> Surgery: Caesarian Cat	1	\$480.00
<input checked="" type="checkbox"/> HOSP: Neonatal Nursing Care	1	\$70.00
<input checked="" type="checkbox"/> HOSP: IV Fluid Set-Up Surgical	1	\$69.50
<input checked="" type="checkbox"/> Noroclav Injection	0.3	\$1.08
<input checked="" type="checkbox"/> Injection Fee	1	\$15.50
<input checked="" type="checkbox"/> Metacam Analgesic Inj	0.15	\$14.78
<input checked="" type="checkbox"/> Injection Fee	1	
<input checked="" type="checkbox"/> Lopaine 2% INJ 100ml	2	15.5 (Injection Fee)
<input checked="" type="checkbox"/> Injection Fee	1	\$15.50

Accept Cancel

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 **'New'** button.
5. This will bring up the product profile selection form. Select which profile you wish to use and click on **'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 component's 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.