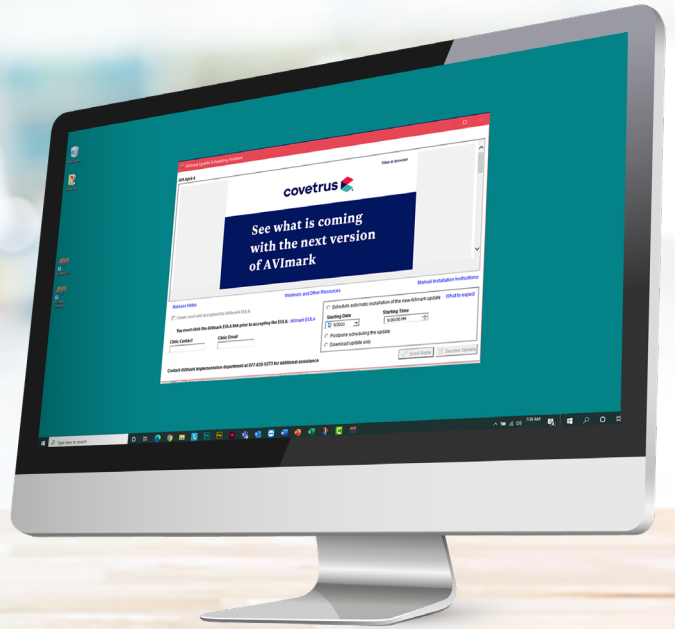




# AVImark® version 21.20.5 release notes



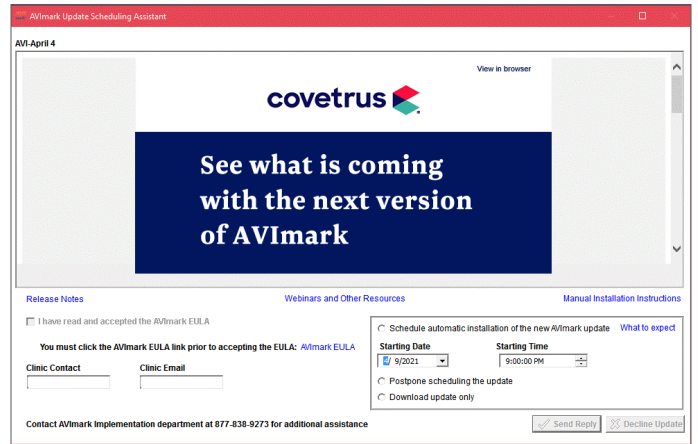
## WHAT'S NEW

### Coming Soon! Easy Update

AVImark is proud to offer the Easy Update feature to your business.

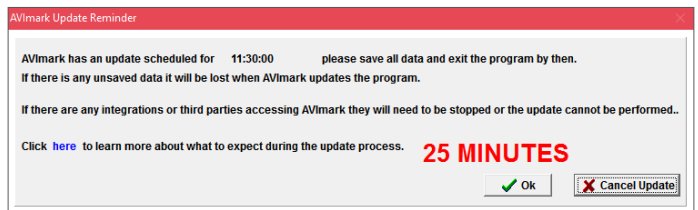
### Scheduling the Update

When a new version of AVImark is available, the AVImark Update Scheduling Assistant window will open when a user, with Admin privileges, logs into AVImark.



### What to Expect

If AVImark is open within 30 minutes of the scheduled start time, all users will receive the AVImark Update Reminder window. At the scheduled time, AVImark goes through the update process without any user intervention.



# WHAT'S NEW

## Telemedicine

Telemedicine is a way to work around distancing and improve access to veterinary services so clients do not have to leave their home. Once the virtual visit is scheduled, send the client a reminder for the virtual visit via email or text (SMS) message.

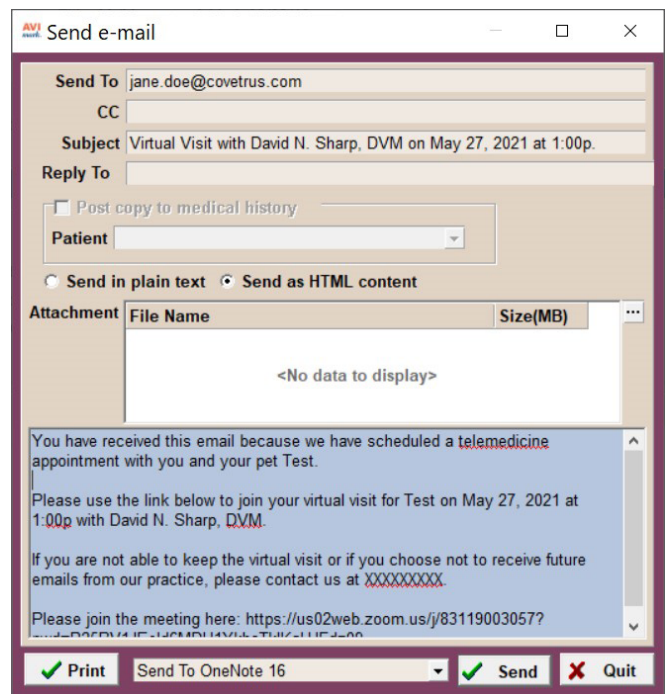
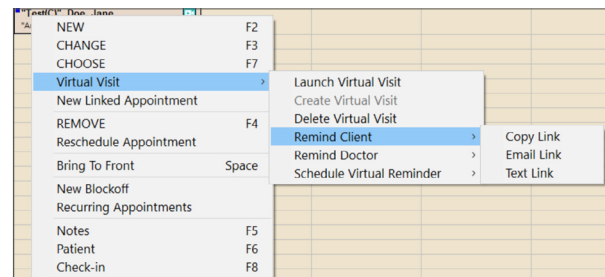
## Emailing Client Reminders

AVImark automatically opens the email client window when the New or Change Appointment window closes upon a virtual visit creation or edit.

## Virtual Visit Right-click Options

All Virtual Visit options were moved under one right-click menu option.

- **Remind Client** allows users to remind the client via Copy, Email, Text.
  - **Copy Link** allows the user to copy the Virtual Visit link so it can be pasted in another email program outside of AVImark.
  - **Email Link** allows the user to email the client the Virtual Visit link by opening the Send e-mail window.
  - **Text Link** allows the user to send a direct SMS to the client selected. This SMS is sent immediately.



# WHAT'S NEW

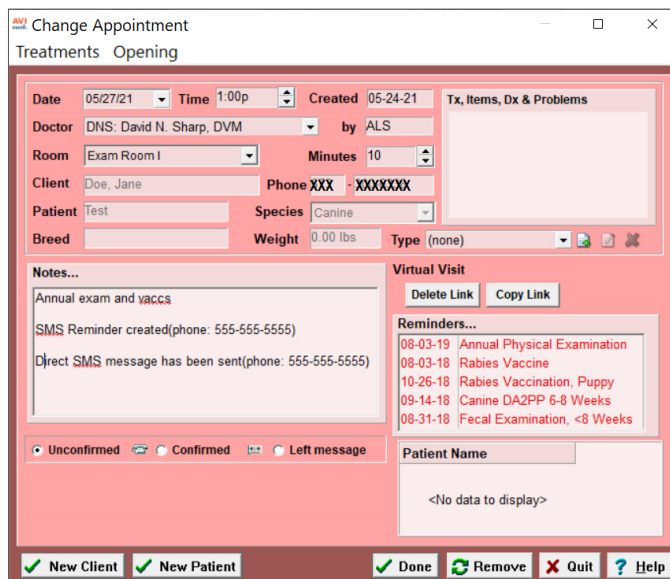
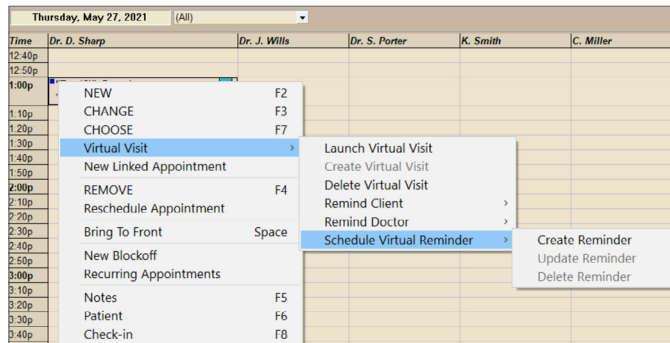
## SMS Reminders

Virtual visits created through AVImark now have the ability to remind the client 30 minutes prior to visits via SMS. These scheduled SMS reminders have the ability to be edited after creation up to 30 minutes before the scheduled appointment reminder send time.

- **Create Reminder** allows users to create a scheduled SMS.
- **Update Reminder** allows users to edit the number set on the scheduled SMS.
- **Delete Reminder** allows users to delete the scheduled SMS.

## Logging SMS

As SMS messages are sent to the client it will log the entry on the appointment within the Notes field.



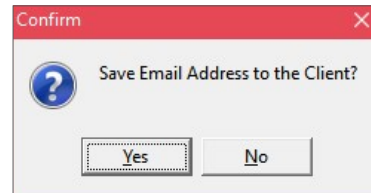
# WHAT'S NEW

## Emailing Clients

AVImark users are now able to email clients who do not have an email saved in their record. From the client area, a client's email address may be entered when the Send e-mail window opens.

### Email Address

After entering the client email address then clicking Send, a prompt will appear to allow the user to save the client's email address. Click Yes to save. Click No and the email address will not be saved; however, the email is sent.

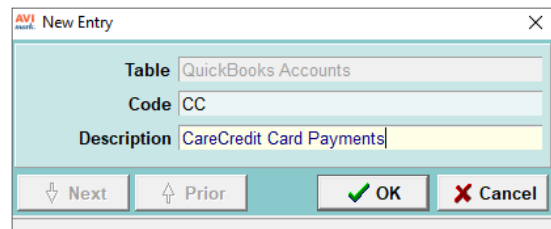


## CareCredit Card Payments

CareCredit needs to be added to Systems Tables | QuickBooks Accounts to allow for exporting.

### CareCredit System Table

For exporting CareCredit to QuickBooks to work, CareCredit Card Payments must be created as a System Table within the QuickBooks Accounts. The code must be CC and the Description is CareCredit Card Payments.



# ADDITIONAL RELEASE ITEMS

## AVImark extras

214785	Created logging for AVImark Services (IVLS, CUBEX®).
211752	Corrected Chgvalue utility to work with 21.20.0.
198617/ 220593	Corrected the Restore utility to restore all AVImark files and folders.
9571	Added the signature line to receipts when using triPOS.
213168/ 202007/ 87134	Merge words for <He> / <His> will be capitalized when used, including in the Notes window.
224132	A message will appear when SMS quits working.
224186	When an SMS is sent, the phone number is stored in the database.
137132	Opening a search when another search is already open no longer generates an error message.
238833	The PurgeEntryHistory utility has been moved into AVImark allowing records to be purged that are no longer needed.
222443	Chromium and Ssl64 folders are now being backed up.
238524	Unnecessary logging is no longer being recorded in Entry History.
223687	The Rapport Message Template text has been corrected.

## ADDITIONAL RELEASE ITEMS

233965	The connection between AVImark and Covetrus® Prescription Management has been corrected.
230726	The Update Sales will now calculate Sold figures correctly.
229248	The speed when refreshing Medical History has been improved after sending an email with Post to History.
216844	Equine Markings has been corrected and can now be saved or changed.
202068	Additional Data Field merge words will no longer print blank.
222570	The merge word, <animal-pic>, will pull the patient photo.
224241	Reports that were cutting off text in version 20.10.x have been corrected.
208827	The Patient field in the Email Invoice window defaults to the patient that the invoice was for and the <animal> merge word pulls the correct patient's name.
214519	Emails using Outlook when using Use Email Client will no longer fail in versions 20.10.5 or newer.
232285	The buttons on the Instruments Management window no longer flicker.
211601	An error no longer is generated when a patient estimate is open if a code on the estimate is removed from the treatment or inventory list.
154340	The pick list window has been corrected to highlight the first item in the list.
73746	Drug Label comments have been corrected so the comments are not cut off when printing the label.

## ADDITIONAL RELEASE ITEMS

229362	The Treatment drug label window will now default to print based on the drug label option.
209488	Word® documents with tables no longer generate an error and will print in AVImark.
225619	Client field names on the CID have been corrected to read Last, for last name, and First, for first name.
220593	The Restore from Backup has been corrected to restore deleted folders.
10426	Rebuilding errors no longer occur when performing a backup.
73743	The patient weight on the drug label shows the patient weight as displayed in the patient area.
154198	A prompt to close a Pre-Invoice will appear when emailing the invoice. The user may click No if they don't want to close the Pre-Invoice.
222932	An import error will no longer occur when importing using the Import option from the shortcut menu in the Patient area.
230296	Memory leaks have been corrected and the error will not display after a database update.
231979	Windows that get hidden or minimized can now be easily restored without closing the program.
242113	The error to select at least one "Print" check box will no longer display when the Reminder Print check boxes are selected.
241607	The Default Starting Time in the AVImark Update Scheduling Assistant window will be an hour out from the current time.

## ADDITIONAL RELEASE ITEMS

241741	When a window is restored, the same data and at the same place is displayed at the time the window was minimized.
244881	When a file hits 1.8GB a warning is displayed with a message for the clinic to call Support because they are reaching the 2GB limit.
246322	AVImark sends an email through the port from the settings (465) every time when sending E-mails. Users will no longer receive a warning message.
242417	Clients no longer show as duplicated in the client selection window because of the Q action code.
155532	After adding treatments/items to Estimates, users are able to select Lock without error and the Estimate locks.
212822	When uploading a PetWise® order, it will open the PetWise website without errors.
255068	Internal server error has been corrected when taking a triPOS payment.
261156	Corrected access violation when performing a refund on a debit card payment using triPOS.