



The simple new way
to improve revaccination rates

How to use Intervet's e-booster service



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Intervet also offers an on-line practice printing service called **chameleon**. Contact your Intervet Account Manager or Intervet's Veterinary Support Group for further details.

www.e-booster.co.uk

User name

Password

For any problems with www.e-booster.co.uk, please call the Intervet's Veterinary Support Group on 01908 685685.

Introduction

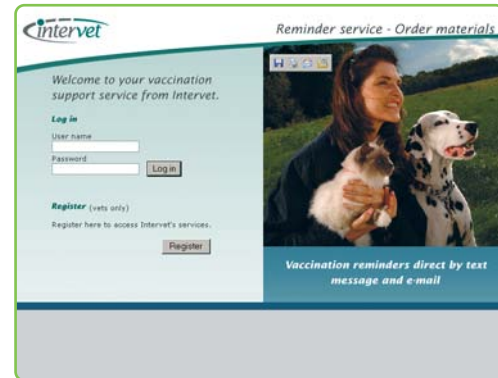


The Intervet e-booster reminder service is a web based tool that enables veterinary clinics to send vaccination reminders using e-mail and/or text messages. It is accessed via www.e-booster.co.uk.

Reminders can be created in two different ways:

- By uploading a file with owner details from the practice management system. This is a very efficient way to create reminders to be sent immediately
- By creating the reminders one by one at reception following pet vaccination. Reminders will then be sent 11 months later, 4 weeks before the pet is due for revaccination

The site can also be used to order “Show you care” support materials such as owner information leaflets and waiting room display materials.



How to use this manual

This user manual contains 5 sections

Registration,
logging in
and navigation

www.e-booster.co.uk is a secure site and requires a user name and password. The section “registration, logging in and navigation” explains how to obtain log-in details and how to navigate through the site.

Creating a data file

The most efficient way to generate reminders is to download a data file in a ‘CSV’ format containing the pets name and the e-mail address and/or mobile phone number of the owner from your practice management system. This file must meet a few simple criteria. The “create a data file” section explains how to edit your file in a spreadsheet.

Load reminder file

Once the data file has been created and saved on your computer, the “load reminder file” section explains how to upload the file onto www.e-booster.co.uk, to have your reminders sent the next day.

Reminder service

This section should only be used if you would prefer to generate your reminders one by one at the moment the pet is being vaccinated. Once generated, the reminders will be sent 11 months later, 4 weeks before the vaccination is due.

Order materials

This section can be used to order “Show you care” owner information leaflets, waiting room posters and notice board display materials.

Registration



Registering a clinic:

- Go to www.e-booster.co.uk and click “Register”

Complete **all fields in the online form** and click “Submit”.

- Make sure you provide **a correct e-mail address** as this will be used for all communications regarding this service
- If you enter your practice web address this will appear on all e-mail booster reminders to pet owners
- **Ensure you tick the data protection consent**

Your user name and password will be e-mailed to your registered e-mail address in about 2-3 working days.

A screenshot of the Intervet website's 'Register your clinic' form. The form is titled 'Register your clinic' and includes several input fields: 'Name of clinic', 'Responsible veterinary surgeon', 'Veterinary surgeon number', 'Clinic address line 1', 'Clinic post code', 'Clinic address line 2', 'Clinic phone number (for animal owners)', 'Clinic e-mail', and 'Clinic website'. To the right of the form is a photograph of a young girl petting a brown and white rabbit. Below the photo is a blue banner with the text 'Vaccination reminders direct by text message and e-mail'. The Intervet logo is in the top left corner, and the text 'Reminder service - Order materials' is in the top right corner.

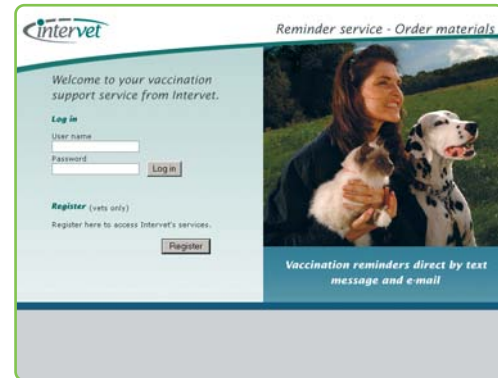
Logging in and navigation

- Go to www.e-booster.co.uk and enter your user name and password (both are case sensitive)
- Click the “Log in” button

Site Navigation

Navigate between reminder service, ordering support materials and creating reminder files using the following tabs

- Reminder service
- Order materials
- Load reminder file



Create a data file



From most practice management systems it is easy to create a CSV (Comma Separated Version) file which can be uploaded on e-booster.

1. The data file must have only 3 data columns in the order:

Column A: Pet Name

Column B: Mobile Phone Number

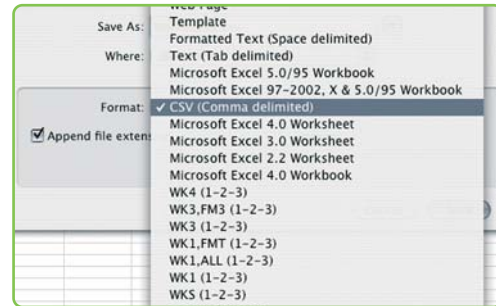
Column C: e-mail Address

2. There must be no blank records, i.e every pet name must have at least a mobile phone number and/or an e-mail address against it.
3. At least one record must have either a mobile phone number and/or e-mail address against it. For example if your file only has mobile numbers, but no e-mail addresses, simply put your own e-mail address against one of the pet records.

A screenshot of a Microsoft Excel spreadsheet window. The window title is 'Excel' and the menu bar includes 'File', 'Edit', 'View', 'Insert', 'Format', 'Tools', 'Data', and 'Window'. The spreadsheet has a grid with columns labeled A, B, and C, and rows numbered 1 through 11. The data is as follows:

	A	B	C	D
1	Fluffy	07771833285	admin@vetsandpets.co.uk	
2	Barney	07990577055	barney@home.co.uk	
3	Killer	07990577027	benandann@lechnco.co.uk	
4				
5				
6				
7				
8				
9				
10				
11				

If you need to edit your CSV data file before loading, this can be done using a spreadsheet like Microsoft Excel. At the start of the spreadsheet editing process make sure you have saved all cells as text otherwise mobile phone numbers will lose their leading zeroes. At the end of your editing, don't forget to save the file as a CSV format.



If your file loads correctly you will get the following screen.
Then select:

- Either “due” or “overdue” for the reminder to have a “due” or “overdue” message incorporated in the text
- Delete or correct any highlighted error lines (indicated in red)
- Click “Update” to save your changes

Reminder service Order materials Load reminder file

Load reminder file

Message text

Due Overdue

[petname] is due for a healthcheck and vaccination with Nobivac vaccines. Please contact [practice name] on [tel.no]

One or more rows is incomplete or invalid. If not corrected, these rows will be ignored in the registration process.

Animal's name	Mobile no.	Email	Delete
Pet Name	Mobile	E-mail	<input checked="" type="checkbox"/>
Fluffy	0777 1833286		<input type="checkbox"/>
Barney	07990577055		<input type="checkbox"/>
Killer	07990577027	darren.pearl@intervet.com	<input type="checkbox"/>

Cancel: This will delete all loaded entries and allow you to upload another file
Update: Select this to update any changes or deletions you have made on this screen
Register: This will release your file to be sent out tomorrow

Load reminder file



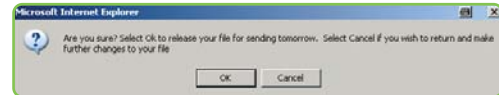
Once you have corrected all of the data entries (i.e no red cells), simply select “register” to release your messages to be sent. If you complete this activity before 10.00am, the messages will be sent on the same day, if you complete this activity after 10.00am, the messages will be sent the next day. Both the e-mail and the SMS text message will be sent around 10.00am.

The screenshot shows a web interface titled 'Load reminder file' with a breadcrumb trail: 'Reminder service > Order materials > Load reminder file'. Below the title is a text input field and a 'Browse' button. There are 'Upload' and 'Cancel' buttons. A section titled 'Message text' contains radio buttons for 'Due' (selected) and 'Overdue', followed by a placeholder text: '[petname] is due for a healthcheck and vaccination with Nobivac vaccines: Please contact [practice name] on [tel.no]'. Below this is a table with columns: 'Animal's name', 'Mobile no.', 'Email', and 'Delete'. The table contains three rows: 'Fluffy' with mobile '07771833265', 'Barney' with mobile '07990577055', and 'Killer' with mobile '07990577027' and email 'daren.pearl@btinternet.com'. At the bottom are 'Cancel', 'Update', and 'Register' buttons. A footer contains instructions: 'Cancel: This will delete all loaded entries and allow you to upload another file', 'Update: Select this to update any changes or deletions you have made on this screen', and 'Register: This will release your file to be sent out tomorrow.'

Animal's name	Mobile no.	Email	Delete
Fluffy	07771833265		<input type="checkbox"/>
Barney	07990577055		<input type="checkbox"/>
Killer	07990577027	daren.pearl@btinternet.com	<input type="checkbox"/>

You will then be prompted to ensure that you are happy to release these messages.

However, if you select OK and realise that a mistake has been made the final screen does allow you to delete the any messages that are in the queue to be sent. The reminders column also shows you the date when the reminder messages will be sent out.



Creating a booster reminder



Step 1

The screen shown right can be used to register reminders:

- **Patient no.:** optional
- **Animal's name:** compulsory field - names must start with a capital letter
- **Start date:** current vaccination date. The default is today's date, but this can be changed if the animal was not vaccinated today
- **Mobile no.:** fill in this field if the animal owner would like to receive text message reminders. Enter the number **without hyphens or spaces**, e.g. 0705573465
- **E-mail address:** fill in this field if the animal owner would like to receive e-mail reminders

Enter both the mobile no and the e-mail address if the animal owner would like to receive text messages and e-mail reminders.

Reminder service - Order materials log out

Reminder service Order materials

New registration Overview Statistics

Register reminder

Patient no. Animal's name Start date (dd-mm-yyyy)
123456 Jec 03-10-2005

Mobile: Enter number without spaces for an SMS reminder
07905573027

E-mail: Enter address for an email reminder

Select species
Dog

Select product and reminder interval from the list below.

Product	Interval	Protects against
Nobivac dog vaccines	- Select -	x health check & vaccination
Nobivac KC	- Select -	kennel cough vaccination
Nobivac Rabies	- Select -	rabies vaccination

Cancel Preview

Reminders can be sent as text messages or e-mails

Step 2

- Select species from the drop down menu
- Choose product and select appropriate vaccination interval.
The system calculates the reminder date as follows:
start date + selected interval - 4 weeks.
The reminder will therefore be sent out 4 weeks before the next vaccination is due
- If you wish to cancel the registration, click “Cancel”
- Click “Preview” to continue with registering the reminder

Intervet
Reminder service - Order materials
Log out

Reminder service | Order materials

New registration | Overview | Statistics

Approve registered reminder

Patient no.: 123456
Animal's name: Joe (Dog)
Start date (dd-mm-yyyy): 03-10-2005
Mobile number (figures only): 07990577027
E-mail:

Product	Interval	Reminder sent	Message
Nobivac KC	1 year	05-09-2006	Joe is due for kennel cough vaccination with Nobivac KC. Please contact Intervet UK Ltd on 01950 685605

Cancel | Edit | Save | Register new animal with same owner

Step 3

- If you notice an error and wish to make a correction in the registration, click “Edit”
- If the registered information is correct, click “Save”. The new reminder will be saved. Once the reminder has been saved, you will be returned to the “Register reminder” page, ready to enter the next client
- To enter multiple reminders for an owner with more than one pet, click “Register new animal with same owner”. The “Register reminder” page will reappear with some of the details already entered
- If you wish to cancel the registration without saving, click “Cancel”

Overview of Reminders



For an overview of your registered (saved) reminders, click on “Overview”. Any reminder in this list can be edited or deleted.

Deleting a reminder

- If an animal has died or moved out of the area, you can delete their reminder. Use the “Search” button to search by:
 - Start date
 - Animal name
 - Patient no
 - Mobile no
 - E-mail address

- To delete a reminder, click the “Delete” button

Reminder service - Order materials

Reminder service Order materials

New registration Overview Statistics

Overview of registered reminders

Search reminders

Enter patient number, species, animal's name, mobile phone number, e-mail or date

Start date	Animal's name	Patient no.	Species	Reminders	Mobile no.	Delete
2005-09-28	ted	1234	Dog	2006-09-16: Nobivac KC (1 year)		Delete
2005-09-22	Exil	666	Cat	2006-09-10: Nobivac cat vaccines (1 year)		Delete
2005-09-22	Molly	789445	Cat	2006-09-10: Nobivac cat vaccines (1 year)	07771833286	Delete
2005-09-22	Mica	456	Dog	2006-09-10: Nobivac KC (1 year)	07771833286	Delete
2005-09-22	Tom	322	Dog	2006-09-10: Nobivac KC (1 year)		Delete
2005-06-22	Brace	4562	Dog	2006-06-10: Nobivac KC (1 year)		Delete

Editing a Reminder

- Click on the animal's name to edit a reminder
- Edit the contents of one or more of the input fields as required and click "Preview"
- If the registered information is now correct, click "Save", or click "Edit" to make further changes



Reminder service - Order materials [log out](#)

Reminder service Order materials

New registration Overview Statistics

Edit reminder

Patient no. Animal's name Start date (dd-mm-yyyy)
23456 Jac 03-10-2005

Mobile: Enter number without spaces for an SMS reminder
07990577027

E-mail: Enter address for an email reminder

Select species
Dog

Select product and reminder interval from the list below.

Product	Interval	Present reminder	Protects against
Nobivac dog vaccines	Select-		a health check & vaccination
Nobivac K/C	1 year	05-09-2006	kennel cough vaccination
Nobivac Rabies	Select-		rabies vaccination

Reminders can be sent as text messages or e-mails



Reminder service - Order materials [log out](#)

Reminder service Order materials

New registration Overview Statistics

Approve edited reminder

Patient no.: 123456
Animal's name: Jac (Dog)
Start date (dd-mm-yyyy): 03-10-2005
Mobile number (figures only): 07990577023
E-mail:

Product	Interval	Reminder sent	Message
Nobivac K/C	1 year	05-09-2006	Jac is due for kennel cough vaccination with Nobivac K/C. Please contact Intervet UK Ltd on 01908 805685

Statistics



- Click “Statistics” on the “Reminder service” tab to bring up the clinic’s reminder statistics. Figures shown include:
 - Number of registered animals
 - Number of reminders to be sent in the next month
 - Number of reminders sent in total



Ordering “ Show you care” support materials

- Select the “Order materials” tab
- Specify the required quantities in the white fields, example: a quantity of 3 entered against an item with units of 200 is an order for 600 items
- Scroll down and confirm your order by clicking “Order”

Logging Out

For security reasons, you are advised to log out of the system once you have finished working with the Reminder Service. The “Log out” button can be found in the top right-hand corner of every page while you are logged into the system.



InterVet Reminder service - Order materials [log out](#)

Reminder service Order materials

Order materials Updated 03-10-2005

Waiting Room Leaflets

The Importance of Vaccination for your.....

Cat (60250)	<input type="text"/>	Units of 25
Dog (60351)	<input type="text"/>	Units of 25
Rabbit (60347)	<input type="text"/>	Units of 25

Practice Overview of Canine Health

Vaccination: The Facts (60712) Units of 25

Booster Reminder Cards (Min order 1000)

Dog		
Adult Dog Labrador (000637)	<input type="text"/>	Units of 200
Adult Dog Shaggy (000631)	<input type="text"/>	Units of 200
Adult Dog Jack Russell (000628)	<input type="text"/>	Units of 200
Cat		
Adult Cat Tabby Make Up (000629)	<input type="text"/>	Units of 200
Adult Cat Moppie (000632)	<input type="text"/>	Units of 200
Rabbit		
Rabbit and girl (000633)	<input type="text"/>	Units of 200

Ordered materials are dispatched within one week

The logo for e-booster.co.uk is contained within a white oval shape that resembles a pill. The text 'e-booster' is in a bold, lowercase, sans-serif font, and '.co.uk' is in a smaller, lowercase, sans-serif font below it. A white pill cap is shown to the right of the oval, with a thin white line connecting it to the bottom right of the oval.

e-booster
.co.uk

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