



FEBRUARY 2022 NEWSLETTER

Waupun Veterinary Service's 20% discount:

Waupun Vet offers a **20% discount** for payment by cash or check by the **20th** of the month you receive the statement. There is a few days grace period, but the computer program removes the discount at the end of the month so please mail your check well before the end of the month. If paying with a credit card, we offer a 15% discount if payment is made before we close our books at month end. We initiated this program decades ago so that slow paying clients cover any losses from people that fail to pay. If you have a problem of any kind or a question about your bill, please contact us.

Invoicing:

We have two forms of invoices. The first is generated for services provided on your farm. It is also for services and product originating at the clinic, an example being an invoice for a blood pregnancy test. The second invoice style is for drop ship product. These invoices are generated by a different program which shows you what Waupun Vet pays for the product, the price before the 20% discount you are charged, and the final cost to you after the discount is taken. We markup drop ship product 5% over our cost.

Drop Ship:

With regards to drop ship or direct ship we have several options available. All the drop ship options save you money, on average about 15%, because we don't inventory the item so we don't deal with shrink and veterinarians or office staff that forget to bill product. Just like silage loss in a pile, we deal with inventory shrink when product comes into our clinic.

Animal Health International is our drop ship supplier of choice. They have a minimum of \$150 for free delivery with a few exceptions for fluids and products considered hazardous. There are several ways to order from Animal Health Int. The first, and most efficient, is to contact Animal Health International directly via a phone call or email. Clients that call directly to Animal Health at 800-735-8387 tend to save the most time in ordering. This facilitates information sharing about back ordered products which is a huge issue currently. Most of our clients use Randy but there are three other inside reps answering the phone, and if you get a rapport with one individual, and they get to know your needs it works very smoothly. Animal Health has multiple warehouses that they can tap into, and the inside sales reps have real time information on product availability. That allows you to know about backorders and availability immediately. Some of our clients even have the direct line to their favorite inside rep. We also have clients that email their order directly to Animal Health, which we

WAUPUN VETERINARY SERVICES LLP
PO BOX 569
WAUPUN, WI 53963

Phone: (920) 324-3831

Account Of: WAUPUN VETERINARY SERVICE
95 SOUTH HARRIS AVE. STE 203
WAUPUN, WI 53963

Statement
Statement Date:
Dec 31, 2021
Customer Account ID:
WAUPUN VET

Amount Enclosed \$

Date	Ref	Sales	Payments	Discount	Net Change	Balance
11/30/21						2.85
Total \$						2.85

Example of the Statement

The 20 % Discount is shown here

The total due with the discount is shown here

Current	1-30	31-60	Over 60 days
0.00	2.85	0.00	0.00

20% DISCOUNT THE AMOUNT DUE IF PAID BY 20TH OF THE FOLLOWING MONTH OF STATEMENT IS **NOTE: If paying with credit card only 15% discount is given.**
Note: All services will be CASH ONLY after receiving no payment in 60 days.

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PO BOX 569
WAUPUN, WI 53963

Phone: (920) 324-3831

Bill To:
WAUPUN VETERINARY SERVICE
95 SOUTH HARRIS AVE STE 203
WAUPUN, WI 53963

Invoice
Invoice Number
221107

Invoice Date
Jan 19, 2022

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Customer ID	Payment Terms	Due Date	Vat	DE
WAUPUN VET SERVICE	Cash-20%Discount	2/18/22	OFFICE	m/m

Quantity	Description	Unit Price	Extension
1.00	RESFLOR 100ML	111.26	111.26
1.00	BAYTRIL 100 ML	78.06	78.06
4.00	12 CC SYRINGE	0.30	1.20

Example of an Invoice. The 20% discount is not shown on the invoice

Subtotal 191.55
Sales Tax
Total Invoice Amount 191.55
Payment Received

Check No: **TOTAL 191.55**

Thank You for your Business!!

can help design for your needs, or even take a picture of a form and forward that to the office.

The second way to order is to call the WVS office. The pros of ordering from the clinic are that you get to chat with our stellar staff, but the cons are that there can be a delay in getting real time information. If there are problems with back orders or shipping delays our office must reach back out to you before an order is completed. We want it to be convenient for you.

There is another web-based ordering option through a company called MWI. If you are interested in placing your orders yourself online this is a great option. The office staff is happy to answer any questions you have on drop ship and will help you find a program that works well for you.

While on the subject of backorders and product availability this is a challenge for everyone for the last two years. We recently had a cooler go bad. My first question to the repairman wasn't how much it will cost to fix, my question was can you get the parts. His answer was I think so, I'll check. I've been waiting three weeks and the repairman expected three days. **When there are product allocations due to shortages**, Animal Health allocates to clients based on their previous order history which works out well for our clients.

We are also experiencing shipping problems with cold weather and shipping company driver shortages. To negate these risks, it is recommended to place your orders on Monday and Tuesdays.

Example of a dropship invoice									
SAGE	Customer	Customer	Customer			Customer	Customer	Customer	Customer
CUSTOMER	Invoice	Material	Description	Date	Quantity	Price Per	Price Per	Invoice Item	Invoice Item
ID	Number	Number			Purchased	Unit Before	Unit After	Total Before	Total Before
					WVS Cost	Discount	Discount	Discount	Discount
WVS	DS9012148984	17894613	PRESPOSE SQ 50DS	12/6/2021	2	\$118.23	\$155.18	\$124.14	\$310.35
	DS9012148984								\$310.35
Grand Total									\$310.35

Call Early:

Please call by 10 in the morning with routine non-emergency work. Because of the distances we travel once we leave an area, we may not be able to provide same day service. First thing in the morning, with our current veterinarian shortage, every veterinarian is at a herd check. Often by 10, these herd-checks are finishing up and the veterinarians are available to start with sick animals and surgeries. This becomes a bigger problem the further from Fond du Lac or Waupun you are located. Our fee structure is designed to reward calling for routine calls before 10 and to call earlier in the evening rather than later. We recently had a veterinarian doing a herd check near West Bend and later in the day there was a call next to the herd check farm that we were forced to postpone the call to the following day. We realize that for many new clients east of Fond du Lac and in the Hartford area this is a different policy than you are accustomed to.

A Couple Quick Reminders:

- When you call the clinic with either 920-324-3831 or the old Country Hills number of 920-322-3333 during regular office hours, you will first hear a voice prompt directing you to the front desk, the blood lab, or the milk lab. If you call after hours, you will hear a prompt directing you to either press 1 if your farm is west of I-41 to 67 South Lomira, and 2 if you are located east of this line. **Most of the old Waupun Vet clients are a 1, most of the Country Hills and Hartford clients are a 2.**
- Ear tag orders have had significant delays, so please order as far ahead as you can to prevent issues on your farm.

Dr. Nick's Growing Family: Congratulations to the Mayer Family on their newest addition to their family! Baby Lewis made his debut on January 27, 2022.



Waupun Vet Service Hours:

Monday – Friday: 7:00 AM - 5:00 PM

Saturday: 7:00 AM- 12:00 PM

Sunday: Closed

www.waupunvet.com
Find us on Facebook
920-324-3831