

CRAFTworks User Guide 2009

CRAFTworks



CRAFTworks User Guide

- What is CRAFTworks?
- Logging in to CRAFTworks
- Installing Microsoft Silverlight
- CRAFTworks Landing Page
- Section 1 = 'Create Recommendation' area
- Section 2 = 'Client Registration' area
- Section 3 = 'Find Client' area
- Section 4 = 'View Recommendation' area
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- Section 6 = 'View Product List' area

What is CRAFTworks?

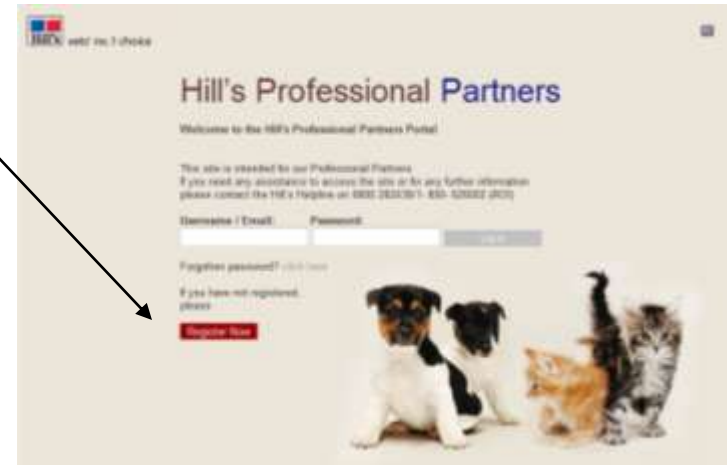
- CRAFTworks allows vet clinics to input customer and pet data and output feeding instruction and recommendations for each pet relevant to their diagnosis
- These recommendations can be printed off and handed to the customer
- Vet clinics can also opt customers in to a follow-up call centre programme, as well as email, news and offers
- Reward points are earned for uploading customer data
- Reward points can be redeemed for a wide range of Hill's products

CRAFTworks



Logging in to CRAFTworks

- Register to become a VNA member at www.hillspet.co.uk/partners Click 'Register Now'
- You will be taken to the registration page where you will need your Hill's account number – this is your U NUMBER – to register
- Follow the registration instructions
- When you have registered as a VNA member you will see the link to CRAFTworks on the VNA portal homepage
- Click on this link to access CRAFTworks
- CRAFTworks requires a plugin called Silverlight to operate successfully. If this is not already installed on your computer you will need to install it before using CRAFTworks – see next slide



Installing Silverlight 2

- If Silverlight is not already installed on your PC this will be automatically detected
- A button should display on your webpage saying 'Install Silverlight'
- Click 'Install'
- A pop-up will appear asking you if you want to run or save the file
- Click 'Run'
- An 'Install Silverlight 2' button should appear
- Click 'Install Now'
- The display should now read 'Silverlight is being installed on your computer'
- Wait while installation takes place. If another pop-up appears about Microsoft updates, check the box 'Enable Microsoft Updates' and click 'Next'
- Display should read 'Installation Successful'
- You may have to refresh the page (press F5) for the changes to take effect
- Click 'Close', and press the F5 button on your keyboard to refresh the webpage
- The CRAFTworks landing page should appear
- (If you have problems visit the [Microsoft Silverlight website](#) for more information)



CRAFTworks landing page

- When you enter CRAFTworks the landing page will display with a choice of options along the top menu. A welcome note is displayed reminding users to enable pop-ups and have Adobe Acrobat version 8 or better installed. Minimise the welcome note by clicking the blue square in the top left corner. It will become a small grey box. To maximise it again, click the grey box.



Hill's vet's no.1 choice™

HQC

Create Recommendation Client Registration Find Client View Recommendations Clinic & Staff Details View Product List

Welcome to CRAFTworks, our new online compliance tool which allows you to create feeding recommendations, precisely tailored to meet the individual nutritional needs of your patients.

Simply register your details via the 'Clinic & Staff details' tab and create new recommendations using the 'Create Recommendation' tool.

You can pick up details of patients you have previously registered through VNA using the 'Search' function or create a new pet profile via 'Add pet' and earn VNA rewards by registering their details later.

Please ensure that in order to view and print recommendations you need to allow pop-ups from this site in your browser, and to have Adobe Acrobat version 8 or better installed.

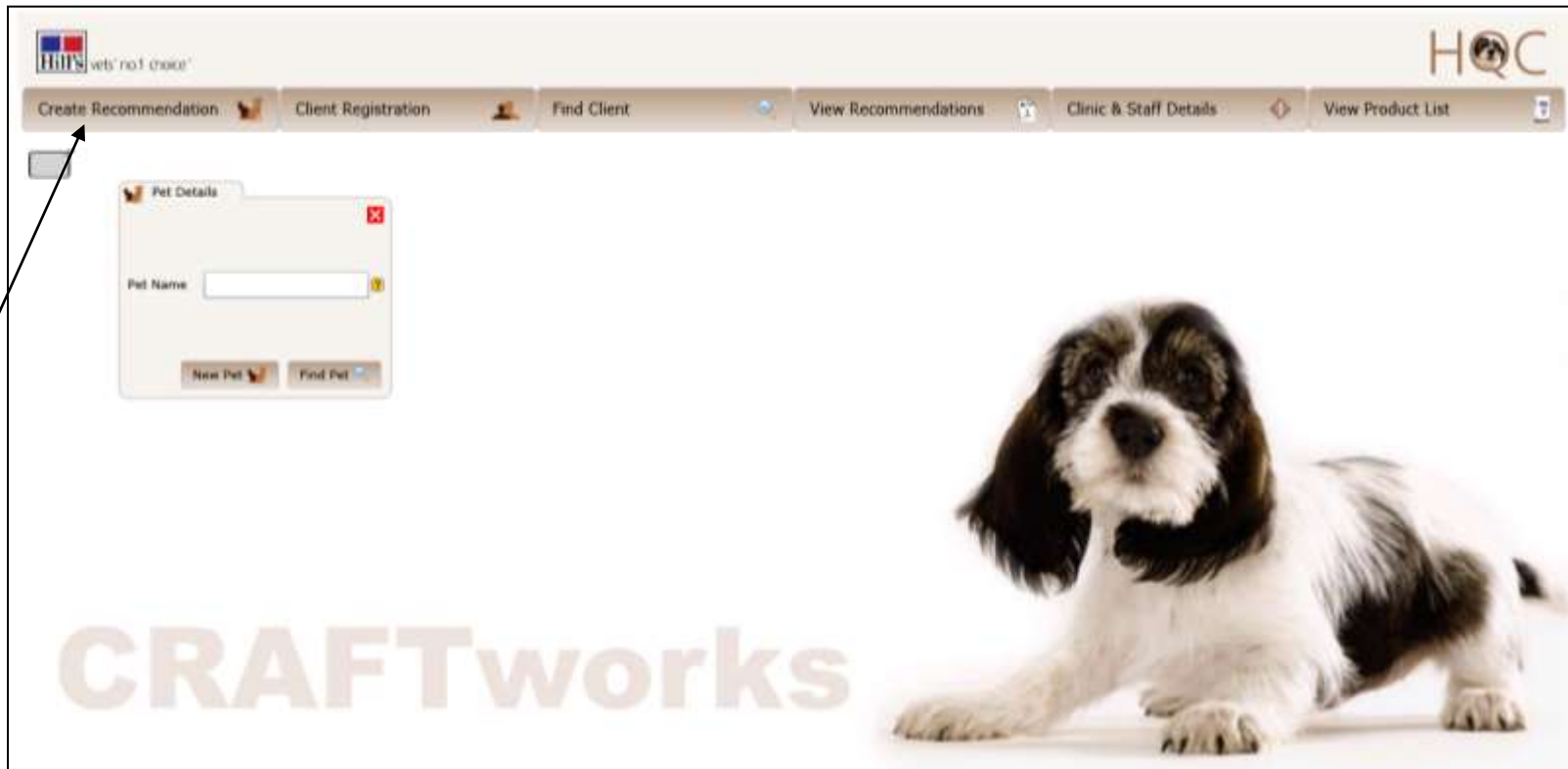
[Click here for more detailed instructions.](#)

For any queries relating to nutritional information and feeding guides, please contact the free Hill's helpline on 0800 282 438.

CRAFTworks

1.0 'Create Recommendation' area

- Clicking on 'Create Recommendation' in the main menu brings up the 'Pet Details' pop-up. There are two routes: **Route 1** = you can create a recommendation for an existing pet by entering the pet's name and clicking 'Find Pet'. **Route 2** = you can create a recommendation for a new pet by entering the pet's name and clicking 'New Pet'.



1.1 Creating a recommendation

Route 1 = existing pet

- Route 1 – creating a recommendation for an existing pet
- Enter the pet's name and click 'Find Pet'
- The 'Find Existing Pet' pop-up will appear with all pets of that name listed
- Locate the pet and click 'Select'
- The 'Current Pet Details' pop-up will display – see next slide

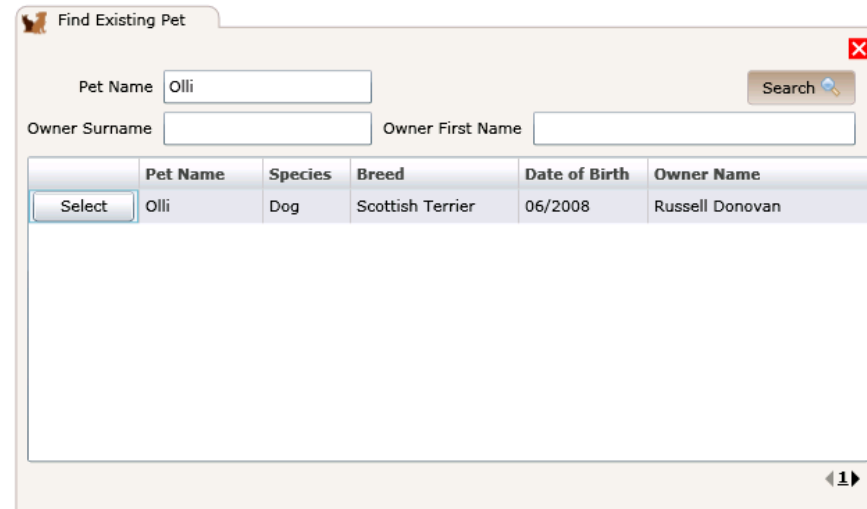


Pet Details

Pet Name

A small yellow question mark icon is located to the right of the Pet Name input field.

Note that throughout CRAFTworks, hovering your mouse over the yellow '?' icon displays instructive help text



Find Existing Pet

Pet Name

Owner Surname Owner First Name

	Pet Name	Species	Breed	Date of Birth	Owner Name
<input type="button" value="Select"/>	Olli	Dog	Scottish Terrier	06/2008	Russell Donovan

Navigation arrows: < 1 >

1.1.1. Creating a recommendation

Route 1 = existing pet

- The 'Current Pet Details' pop-up is displayed, with the name of the selected pet displayed
- Fill in the current weight and ideal weight of the pet (Kg)
- Fill in the body condition of the pet
- This data is important as it will be used to calculate the feeding suggestions in the recommendation
- You can choose to find the appropriate food product by filtering choices using the pet's condition ...
- ... or you can find the appropriate condition by filtering choices using products

Current Pet Details

? Olli

Current Weight Kg Ideal Weight Kg

Body Condition Very Thin Underweight Ideal Weight
 Overweight Obese

Back Find By Condition Find By Product

Current Pet Details

? Olli

Current Weight Kg Ideal Weight Kg

Body Condition Very Thin Underweight Ideal Weight
 Overweight Obese

Back Find By Condition Find By Product

↑ ↑

1.1.2. Creating a recommendation

Route 1 = existing pet

- Depending on how you choose to search the products, the 'Product by Condition' OR 'Condition by Product' pop-up is displayed
- Use the pre-loaded drop-down menus to choose the appropriate condition / product for the pet. Either:
 - The available *products* are filtered according to the chosen *condition*
 - The available *conditions* are filtered according to the chosen *product*
- The pop-up will now automatically populate itself with the relevant product data and information, including 'not recommended for' information
- The 'Back' button allows you to retrace steps if necessary
- Click 'Next' to continue

Product by Condition

Select Condition: RECOVERY

Select Sub-condition: Recovery - Puppy 10-12 month

Select Product: Prescription Diet™ Canine i/d™

Additional Information

- Provides complete balanced nutrition for growing puppies as well as adult dogs.
- In acute pancreatitis, feed only after the initial stage during which all food and liquid by mouth are withheld.
- In dogs prone to bloat (gastric dilatation and volvulus), exercise and excitement near meal times should be avoided; ideally rest for at least 1 hour before and after feeding.

Other products to consider

- For dietary sensitivity: Prescription Diet Canine z/d™ ULTRA Allergen-Free, Prescription Diet Canine z/d™ Low Allergen or Prescription Diet Canine d/d™.
- For fibre-responsive gastrointestinal disorders: Prescription Diet Canine w/d™.

Recommended for

- Gastrointestinal disorders: gastritis, enteritis, colitis, inflammatory bowel disease (i.e. most causes of diarrhoea, plus malabsorption, bacterial overgrowth, lymphangiectasia).
- Recovery from gastrointestinal surgery. Recovery from minor surgical procedures and mildly debilitating conditions.
- Exocrine pancreatic insufficiency.
- Acute pancreatitis, without hyperlipidaemia.
- Bloat (gastric dilatation and volvulus).
- Complete for puppies.

Not Recommended for

- Cats.
- Dogs with sodium retention.

Back Next

Condition by Product

Select Product: Prescription Diet™ Canine i/d™

Select Condition: RECOVERY

Select Sub-condition: Recovery - Puppy 10-12 month

Additional Information

- Provides complete balanced nutrition for growing puppies as well as adult dogs.
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Other products to consider

- For dietary sensitivity: Prescription Diet Canine z/d™ ULTRA Allergen-Free, Prescription Diet Canine z/d™ Low Allergen or Prescription Diet Canine d/d™.
- For fibre-responsive gastrointestinal disorders: Prescription Diet Canine w/d™.

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- Gastrointestinal disorders: gastritis, enteritis, colitis, inflammatory bowel disease (i.e. most causes of diarrhoea, plus malabsorption, bacterial overgrowth, lymphangiectasia).
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- Acute pancreatitis, without hyperlipidaemia.
- Bloat (gastric dilatation and volvulus).
- Complete for puppies.

Not Recommended for

- Cats.
- Dogs with sodium retention.

Back Next

1.1.3. Creating a recommendation

Route 1 = existing pet

- After clicking 'Next', the 'Supply Planning' pop-up automatically displays
- Choose:
 - the appropriate proportions of wet and dry food
 - the flavour/variety/pack size of each product (drop down menus)
 - the quantities of product required
 - the number of weeks (supply)
- The Supply Planner will automatically calculate (and when amendments are made, recalculate) the cost of food per day
- It also allows for a percentile adjustment to allow for variation
- The 'Back' button allows you to retrace steps if necessary
- Click 'Next' when you have completed the data entry

The screenshot shows the 'Supply Planning' window for 'Prescription Diet™ Canine i/d™'. It features a central grid with 5 columns and 2 rows (DRY and WET). The DRY row is currently selected, showing a '5 kg Bag £32.25' with a quantity of 1. The WET row shows a '370 g (x 12) Can £23.40' with a quantity of 1. A vertical slider on the left indicates the proportion of DRY food, currently set at 100%. A horizontal slider at the bottom allows for an 'Adjust Amount' of -16% to +16%. On the right, cost information is displayed: '157g/day £1.01/day' for the DRY food, '1/3 Can/day £0.65/day' for the WET food, and a total cost of 'Daily: £1.66 Total: £55.65'. A 'Grid Weeks' dropdown is set to 6. 'Back' and 'Next' buttons are at the bottom right.

Food Type	Product	Price	Quantity	Daily Cost
DRY	5 kg Bag	£32.25	1	£1.01/day
WET	370 g (x 12) Can	£23.40	1	£0.65/day

Cost Summary:
Daily: £1.66
Total: £55.65

1.1.4. Creating a recommendation

Route 1 = existing pet

- After clicking 'Next' the 'Prescriber Details' pop-up is displayed
- Use the checkboxes to indicate whether or not to opt the customer in for HQC Plus; to show 'pack costs' (food costs) on the recommendation; to email the recommendation to the customer
- The Vet Nurse details will be pre-populated. Choose the correct Vet from the drop-down menu
- Input any additional notes by typing directly into the 'Notes' field
- A 'Back' button allows you to retrace steps if necessary
- Click 'Next' when you have completed the data entry

Prescriber Details

HQC Plus: Opt in for follow up contacts from Hill's

Show pack costs on recommendation

Email recommendation to customer

Vet: Charles Bagnall

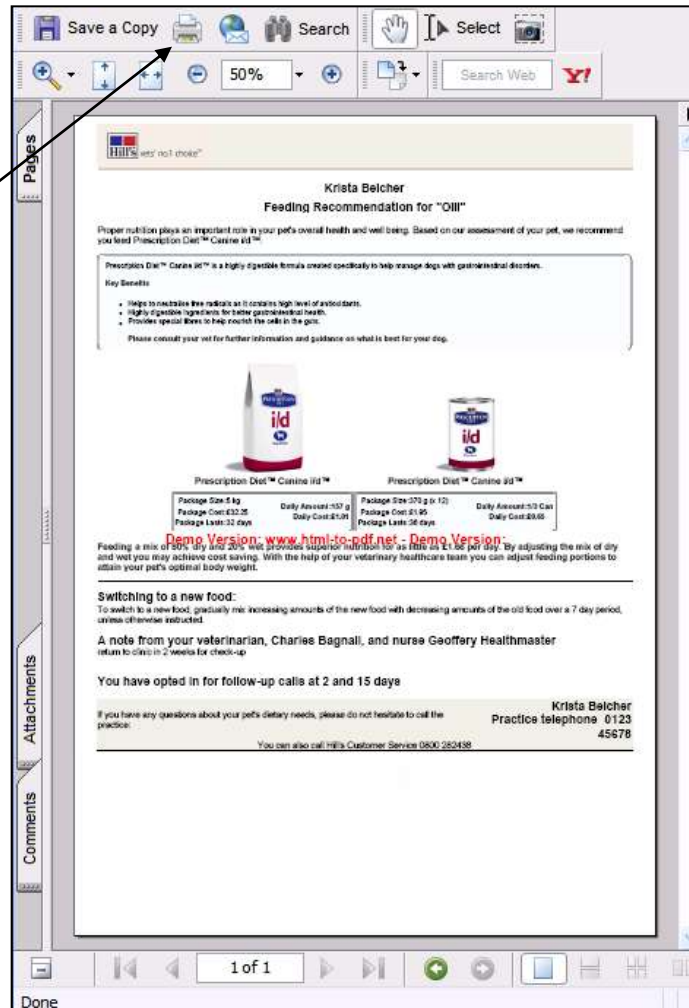
Nurse: Geoffery Healthmaster

Notes: return to clinic in 2 weeks for check-up

Back Next

1.1.5. Creating a recommendation

Route 1 = existing pet

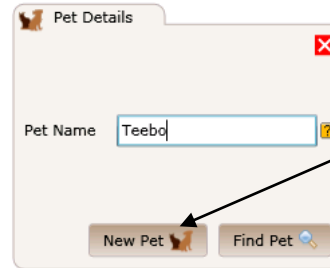


- The recommendation will appear in a separate pop-up
- The recommendation contains any necessary additional suggestions and information, as well as contact names and numbers for your clinic
- Use the print icon to print off the final recommendation immediately and hand it to the customer
- Close the recommendation by clicking the cross in the top right corner
- The recommendation will automatically be saved for that pet and can be found again in 'View Recommendations' if necessary
- A 'Save Recommendation' pop-up will remain - click 'Done' to complete the process

1.2 Creating a recommendation

Route 2 = new pet

- Route 2 – creating a recommendation for a new pet
- Click ‘Create Recommendation’ in the main menu and the ‘Pet Details’ pop-up will display
- Enter the new pet’s name and click ‘New Pet’ to create the recommendation
- The ‘Enter pet Details’ pop-up will display
- Enter the pet details – Name (pre-populated if you previously typed it); Species; Breed; Gender; Date of Birth, month and year
- Click ‘Next’
- The ‘Current Pet Details’ pop-up will display – see next slide



Pet Details

Pet Name

This screenshot shows a 'Pet Details' pop-up window. It has a title bar with a pet icon and a close button. The main content area contains a text input field labeled 'Pet Name' with the text 'Teebo' entered. Below the input field are two buttons: 'New Pet' with a pet icon and 'Find Pet' with a magnifying glass icon. An arrow points from the 'New Pet' button to the 'Enter Pet Details' window below.



Enter Pet Details

Name

Select Species

Select Breed

Gender Male Female Neutered

Date of Birth Month Year

This screenshot shows the 'Enter Pet Details' pop-up window. It has a title bar with a pet icon and a close button. The main content area contains several form elements: a text input field for 'Name' with 'Teebo' entered; two dropdown menus for 'Select Species' and 'Select Breed'; radio buttons for 'Gender' with 'Male' selected; and two dropdown menus for 'Date of Birth' with 'Month' and 'Year' selected. At the bottom are 'Back' and 'Next' buttons. An arrow points from the 'Next' button to the 'Enter Pet Details' window below.



Enter Pet Details

Name

Select Species

Select Breed

Gender Male Female Neutered

Date of Birth Month Year

This screenshot shows the 'Enter Pet Details' pop-up window with the form fields filled out. The 'Name' field contains 'Teebo'. The 'Select Species' dropdown is set to 'Feline' and the 'Select Breed' dropdown is set to 'Domestic Long Hair'. The 'Gender' radio buttons have 'Neutered' selected. The 'Date of Birth' dropdowns are set to 'August' for the month and '2002' for the year. The 'Next' button is highlighted with an arrow.

1.2.1. Creating a recommendation

Route 2 = new pet

- The 'Current Pet Details' pop-up is displayed, with the name of the selected pet displayed
- Fill in the current weight and ideal weight of the pet (Kg)
- Fill in the body condition of the pet
- This data is important as it will be used to calculate the feeding suggestions in the recommendation
- You can choose to find the appropriate food product by filtering choices using the pet's condition ...
- ... or you can find the appropriate condition by filtering choices using products



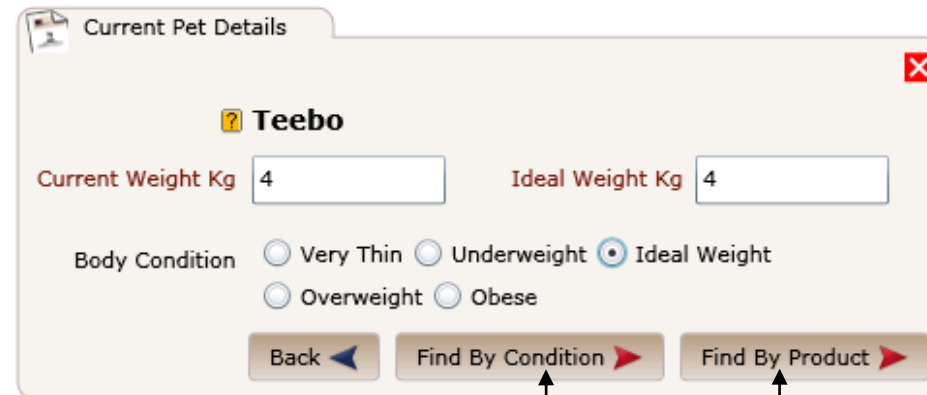
Current Pet Details

Teebo

Current Weight Kg Ideal Weight Kg

Body Condition Very Thin Underweight Ideal Weight
 Overweight Obese

Back Find By Condition Find By Product



Current Pet Details

Teebo

Current Weight Kg Ideal Weight Kg

Body Condition Very Thin Underweight Ideal Weight
 Overweight Obese

Back Find By Condition Find By Product

1.2.2. Creating a recommendation

Route 2 = new pet

- Depending on how you choose to search the products, the 'Product by Condition' OR 'Product by Condition' pop-up is displayed
- Use the pre-loaded drop-down menus to choose the appropriate condition / product for the pet
 - The available *products* are filtered according to the chosen *condition*
 - The available *conditions* are filtered according to the chosen *product*
- The pop-up will now automatically populate itself with the relevant product data and information, including 'not recommended for' information
- The 'Back' button allows you to retrace steps if necessary
- Click 'Next' to continue

Product by Condition

Select Condition: DENTAL DISEASE

Select Sub-condition: Tartar, plaque, stain

Select Product: Prescription Diet™ Feline 1/d™

Recommended for

- Gingivitis.
- Dental plaque, stain and tartar (calculus).
- Oral malodour.

Not Recommended for

- Kittens
- Pregnant or lactating queens.
- Cats concurrently receiving urinary acidifiers.
- Cats with severe periodontal disease, without appropriate assessment and treatment.

Additional Information

- Clinically proven to reduce gingivitis and the build-up of tartar, plaque and stain.
- Feline 1/d is most effective when,
 - used on clean teeth (following an initial professional cleaning)
 - fed as the sole maintenance food
 - fed dry (adding water prevents effective cleaning).
- Contains no mineral abrasives or active chemicals.
- Other dental home care methods are recommended, if possible, e.g. regular tooth brushing.

Back ◀ Next ▶

Condition by Product

Select Product: Prescription Diet™ Feline 1/d™

Select Condition: DENTAL DISEASE

Select Sub-condition: Tartar, plaque, stain

Recommended for

- Gingivitis.
- Dental plaque, stain and tartar (calculus).
- Oral malodour.

Not Recommended for

- Kittens
- Pregnant or lactating queens.
- Cats concurrently receiving urinary acidifiers.
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Additional Information

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 - fed as the sole maintenance food
 - fed dry (adding water prevents effective cleaning).
- Contains no mineral abrasives or active chemicals.
- Other dental home care methods are recommended, if possible, e.g. regular tooth brushing.

Back ◀ Next ▶

1.2.3. Creating a recommendation

Route 2 = new pet

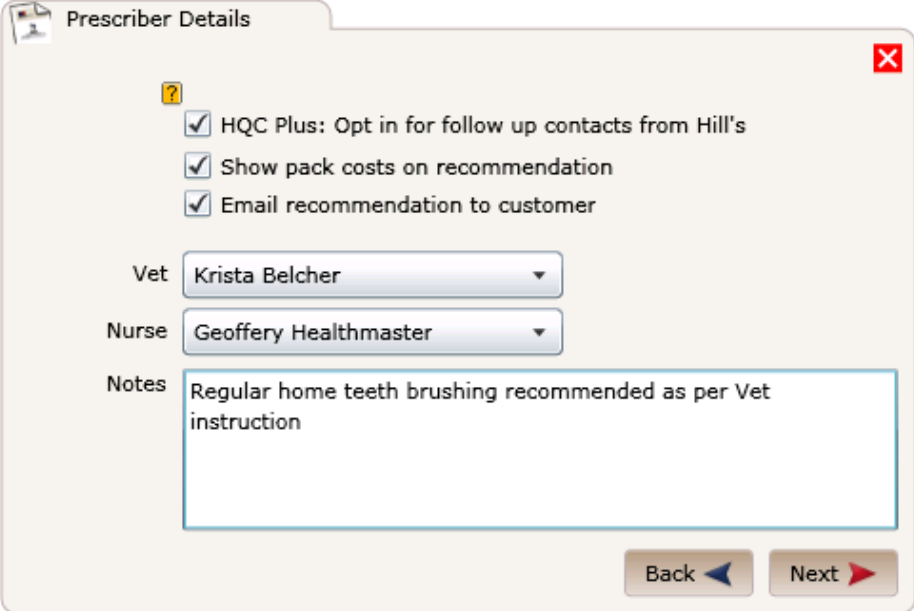
- After clicking 'Next', the 'Supply Planning' pop-up automatically displays
- Choose:
 - the appropriate proportions of wet and/or dry food
 - the flavour/variety/pack size of each product (drop down menus)
 - the quantities of product required
 - the number of weeks (supply)
- The 'Supply Planner' will automatically calculate (and when amendments are made, recalculate) the cost of food per day
- It also allows for a percentile adjustment to allow for variation
- The 'Back' button allows you to retrace steps if necessary
- Click 'Next' when you have completed the data entry

The screenshot shows the 'Supply Planning' window for 'Prescription Diet™ Feline t/d™'. The interface includes a vertical slider on the left for adjusting the 'DRY' (top) and 'WET' (bottom) food proportions, currently set at 100% DRY. A dropdown menu shows '5 kg Bag £41.60' and a 'Quantity' field is set to '1'. A 'Grid Weeks' field is set to '11'. Below these is a horizontal bar chart with 11 numbered blue circles (1-11) and a red bar extending across them. On the right, it displays '67g/day', '£0.56/day', and 'Cost: Daily: £0.56 Total: £41.60'. At the bottom, there is an 'Adjust Amount' slider ranging from -16% to +16%, and 'Back' and 'Next' buttons.

1.2.4. Creating a recommendation

Route 2 = new pet

- After clicking 'Next' the 'Prescriber Details' pop-up is displayed
- Use the checkboxes to indicate whether or not to opt the customer in for HQC Plus; to show 'pack costs' (food costs) on the recommendation; to email the recommendation to the customer
- The Vet Nurse details will be pre-populated. Choose the correct Vet from the drop-down menu
- Input any additional notes by typing directly into the 'Notes' field
- A 'Back' button allows you to retrace steps if necessary
- Click 'Next' when you have completed the data entry

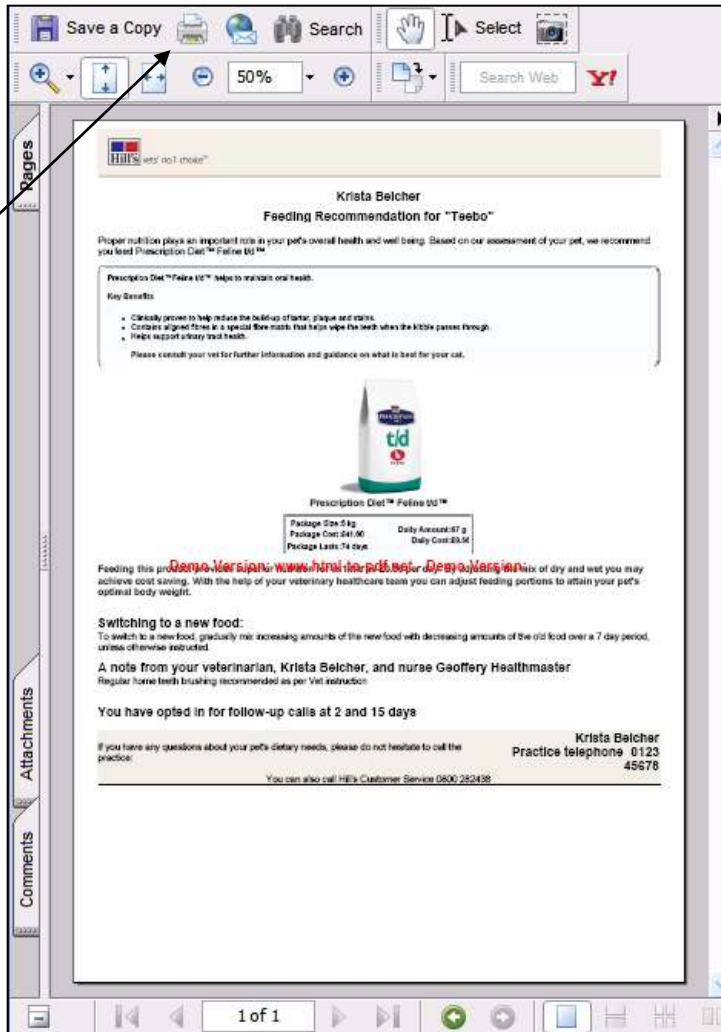


The screenshot shows a 'Prescriber Details' pop-up window with the following fields and options:

- Options:**
 - HQC Plus: Opt in for follow up contacts from Hill's
 - Show pack costs on recommendation
 - Email recommendation to customer
- Vet:** Krista Belcher (dropdown menu)
- Nurse:** Geoffery Healthmaster (dropdown menu)
- Notes:** Regular home teeth brushing recommended as per Vet instruction (text area)
- Navigation:** Back (left arrow) and Next (right arrow) buttons

1.2.5. Creating a recommendation

Route 2 = new pet

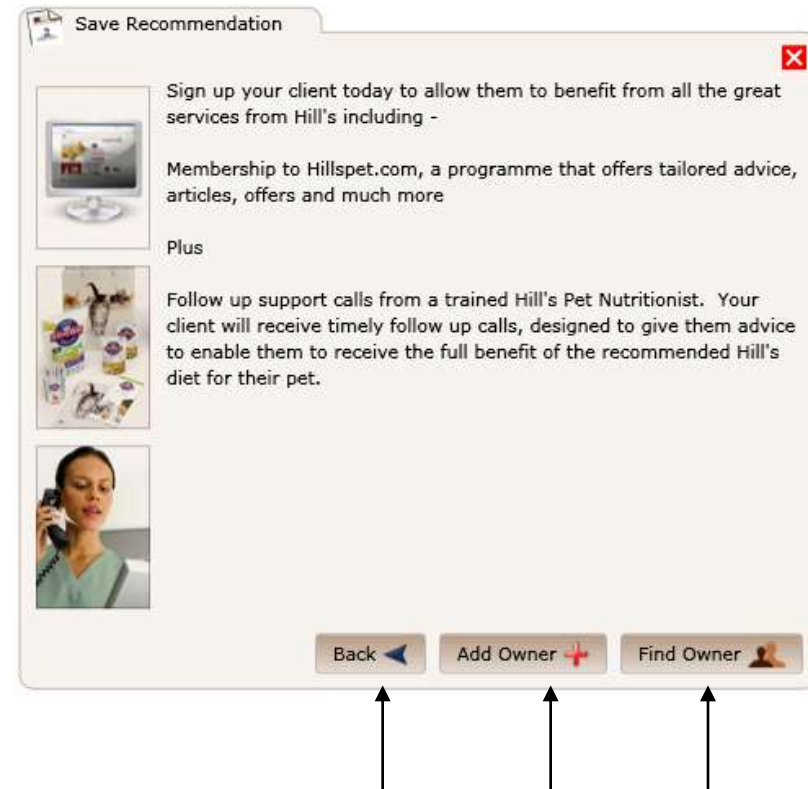


- The recommendation will appear in a separate pop-up
- The recommendation contains any necessary additional suggestions and information, as well as contact names and numbers for your clinic
- Use the print icon to print off the final recommendation immediately and hand it to the customer
- Close the recommendation by clicking the cross in the top right corner
- The recommendation will automatically be saved for that pet and can be found again in 'View Recommendations' if necessary
- The 'Save Recommendation' pop-up will remain – see next slide

1.2.6. Creating a recommendation

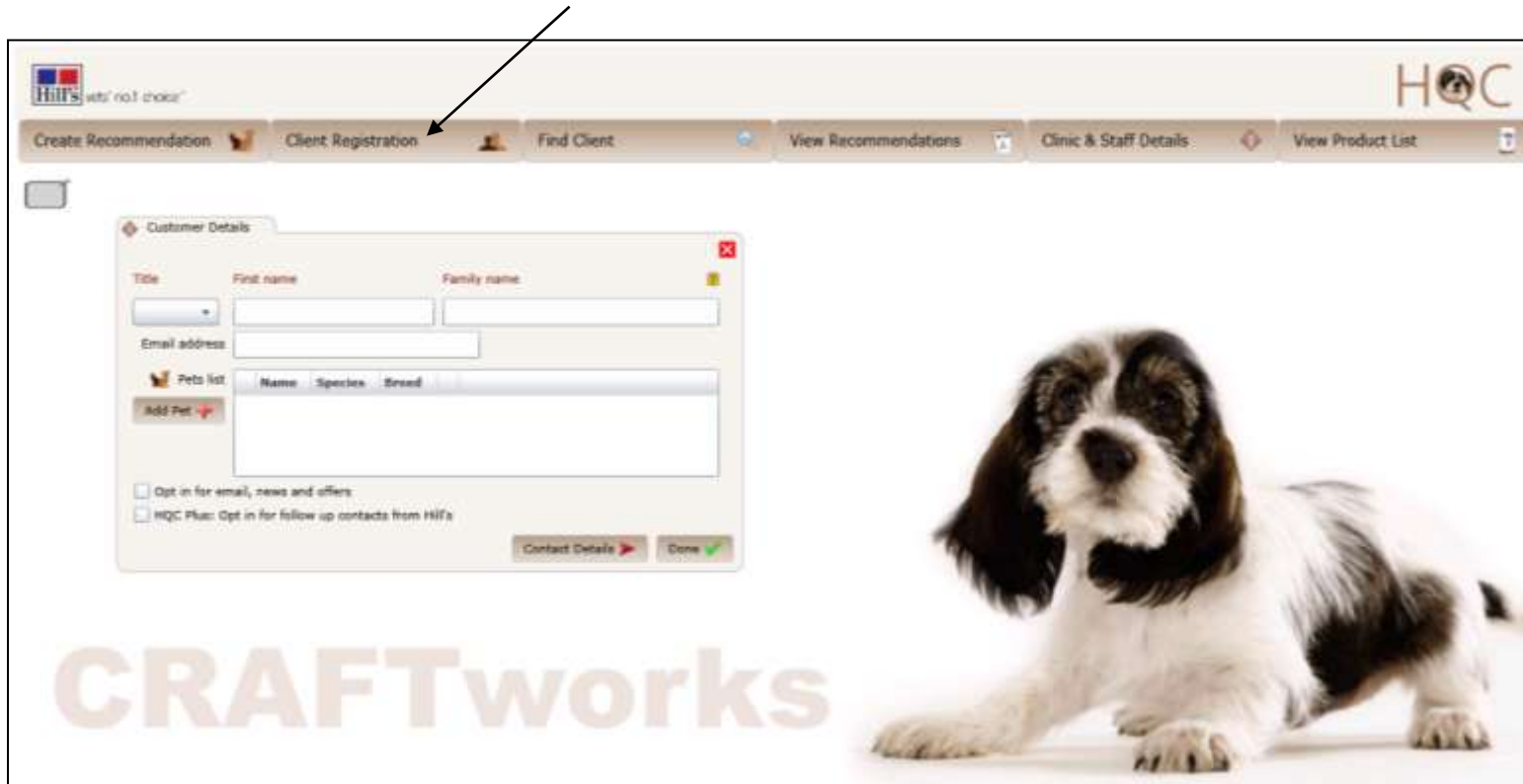
Route 2 = new pet

- The 'Save Recommendation' pop-up will remain. You can click 'Back' to retrace steps if necessary
- You have two further options:
 - Click 'Add Owner' to add a new customer for this new pet
 - Click 'Find Owner' to find an existing owner for this new pet
- Clicking 'Add Owner' displays the 'Add Owner' pop-up with the pet information pre-loaded. Input the customer details (as per section 2 of this User Guide). Click 'Done' to complete and save all data (customer and pet)
- Clicking 'Find Owner' displays the 'Customer Search' pop-up. Search for an existing customer by surname or first name. When you have located the correct customer, click 'Select' by the customer's name and the pet will automatically be added to that customer. A message will appear, informing you that *'Client 'X' has had pet 'Y' added to their pets list'*. Click OK to exit.



2.0 'Client Registration' area

- Clicking on 'Client Registration' in the main menu brings up the 'Customer Details' pop-up



Remember that throughout CRAFTworks, hovering over the yellow '?' icon displays instructive help text

2.1 Adding a new customer and pet – step 1

- Using the 'Customer Details' pop-up, you can add new customer information, and add their pet information
- Start by filling out their title; first name; family name; and email address
- Ask the customer whether or not they wish to be opted-in to email, news and offers; and/or to HQC Plus (the follow-up call centre programme) and check the appropriate boxes
- You can either click 'Add Pet' to add the pet details now, or click 'Contact Details' to go to the next part of the 'Customer Details' pop-up where you fill in telephone and address information
- If you click 'Contact Details' you can then click 'Back' to return to 'Add Pet', however, we recommend you 'Add Pet' now: click 'Add Pet'

The screenshot shows a 'Customer Details' pop-up window. It has a title bar with a close button (X) and a help icon (?). The form contains the following fields:

- Title:** A dropdown menu with 'Mr' selected.
- First name:** A text input field containing 'Russell'.
- Family name:** A text input field containing 'Donovan'.
- Email address:** A text input field containing 'russell.donovan@userguide.com'.

Below the email field is a 'Pets list' section with a dog icon and a table with columns for 'Name', 'Species', and 'Breed'. An 'Add Pet' button with a red plus sign is located to the left of the table.

At the bottom of the form, there are two checked checkboxes:

- Opt in for email, news and offers
- HQC Plus: Opt in for follow up contacts from Hill's

The bottom right corner features two buttons: 'Contact Details' with a red arrow and 'Done' with a green checkmark.

An arrow from the text below points to the 'Add Pet' button.

2.2 Adding a new customer and pet – step 2

- The 'Edit Pet Details' pop-up will appear
- Enter the pet details – Name; Species; Breed; Gender; Date of Birth, month and year
- Click 'Done'

Customer Details

Title: Mr | First name: Russell | Family name: Donovan

Email address: russell.donovan@userguide.com

Pets list: Add Pet +

Opt in for email, news and offers: | HQC Plus: Opt in for follow up contacts from Hill's:

Edit Pet Details

Name: Olli

Select Species: Canine

Select Breed: Scottish Terrier

Gender: Male Female Neutered

Date of Birth: Month: June | Year: 2008

Done ✓

- The 'Customer Details' pop-up will refresh with the new pet information included
- Click 'Contact Details' to add the customer's telephone and address information

Customer Details

Title: Mr | First name: Russell | Family name: Donovan

Email address: russell.donovan@userguide.com

Pets list:

Name	Species	Breed	Recommendation
Olli	Canine	Scottish Terrier	Recommendation

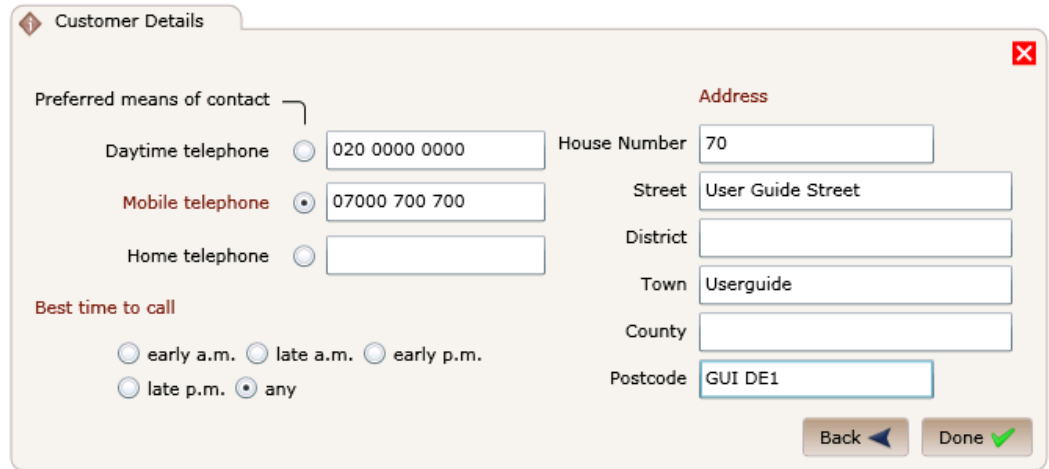
Add Pet +

Opt in for email, news and offers: | HQC Plus: Opt in for follow up contacts from Hill's:

Contact Details ▶ | Done ✓

2.3 Adding a new customer and pet – step 3

- After clicking 'Next' the 'Customer Details' pop-up will refresh to show the telephone and address fields
- Fill in the customer's telephone and address information
- Click 'Back' to go back or click 'Done' to save
- The original 'Customer Details' pop-up will display
- Click 'Done' - a confirmation pop-up will appear, telling you the customer is successfully registered and that you have received points. Clicking OK completes registration of this customer and pet



The screenshot shows a 'Customer Details' pop-up window with a title bar and a close button (red X). The form is divided into two main sections: 'Preferred means of contact' and 'Address'.

Preferred means of contact:

- Daytime telephone:
- Mobile telephone:
- Home telephone:

Best time to call:

- early a.m.
- late a.m.
- early p.m.
- late p.m.
- any

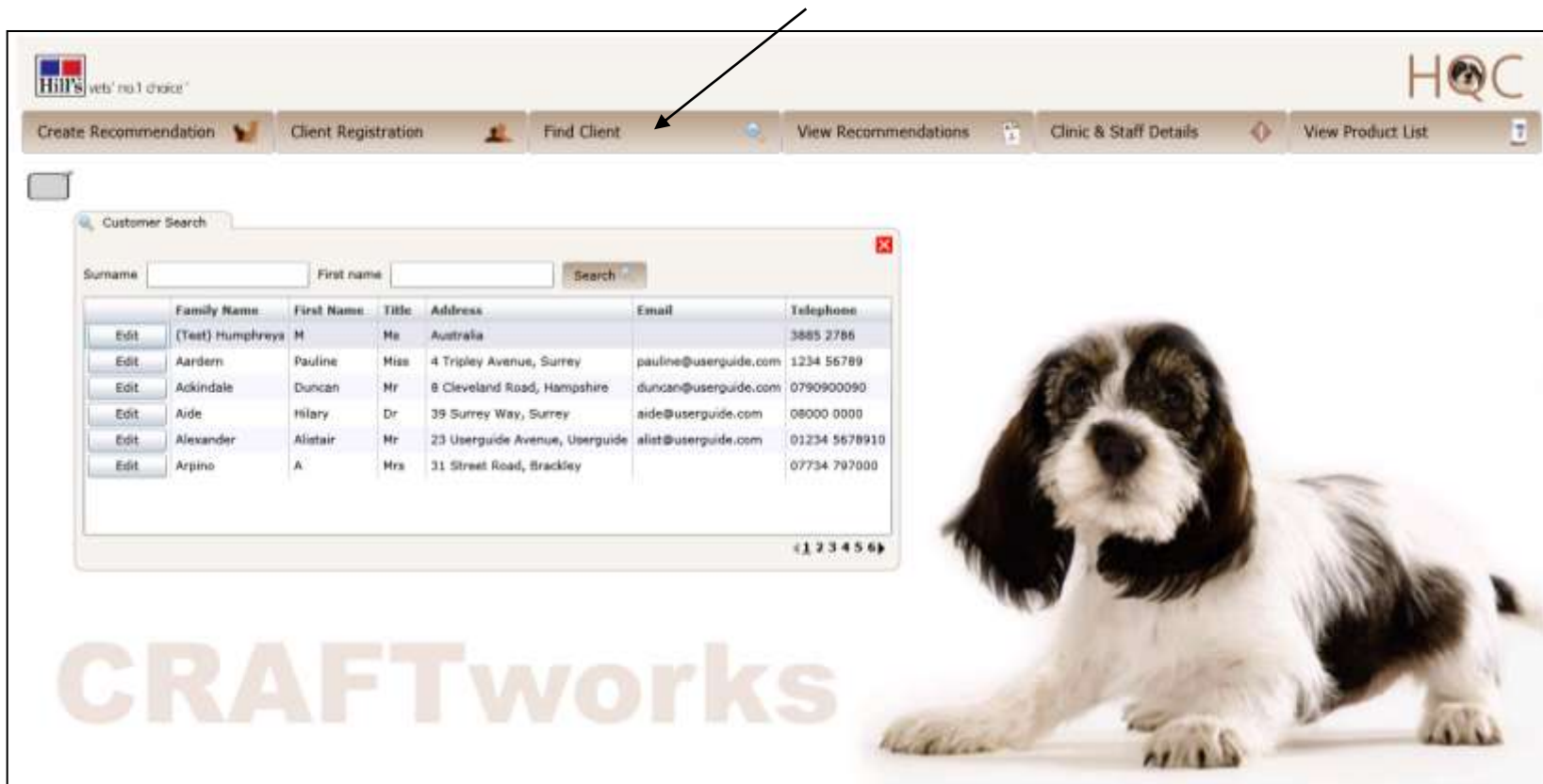
Address:

- House Number:
- Street:
- District:
- Town:
- County:
- Postcode:

At the bottom right, there are two buttons: 'Back' with a left arrow and 'Done' with a green checkmark.

3.0 'Find Client' area

- Clicking on 'Find Client' in the main menu brings up the 'Customer Search' pop-up:



The screenshot shows the 'Find Client' area in the CRAFTworks software interface. The main menu at the top includes 'Create Recommendation', 'Client Registration', 'Find Client', 'View Recommendations', 'Clinic & Staff Details', and 'View Product List'. The 'Find Client' option is highlighted, and an arrow points to it. Below the main menu, the 'Customer Search' pop-up window is open, showing a search form with 'Surname' and 'First name' fields, and a 'Search' button. The search results are displayed in a table with columns for Family Name, First Name, Title, Address, Email, and Telephone. The table contains six rows of client data. A black and white dog is visible in the bottom right corner of the screenshot.

	Family Name	First Name	Title	Address	Email	Telephone
Edit	(Test) Humphreys	M	Mr	Australia		3885 2786
Edit	Aardern	Pauline	Miss	4 Tripley Avenue, Surrey	pauline@userguide.com	1234 56789
Edit	Ackindale	Duncan	Mr	8 Cleveland Road, Hampshire	duncan@userguide.com	0790900090
Edit	Aide	Hilary	Dr	39 Surrey Way, Surrey	aide@userguide.com	08000 0000
Edit	Alexander	Alistair	Mr	23 Userguide Avenue, Userguide	alist@userguide.com	01234 5678910
Edit	Argino	A	Mrs	31 Street Road, Brackley		07734 797000

CRAFTworks

3.1 How to search for an existing client

- The customers are listed in alphabetical order
- To quick search: enter the customer's surname or first name into the appropriate field and click 'Search'
- The 'Customer Search' pop-up will refresh showing the customer/all customers with that surname or first name
- Locate your customer and click 'Edit'

Customer Search

Surname First name

	Family Name	First Name	Title	Address	Email	Telephone
<input type="button" value="Edit"/>	Donovan	Russell	Mr	70 User Guide Street, Userguide	russell.donovan@userguide.com	020 0000 0000

3.2 Editing existing client and pet information

- After clicking 'Edit' the 'Customer Details' pop-up will appear. You can now make changes to the customer's information
- To make changes to the customer information simply enter the amended data into the appropriate field NB: to make changes to the telephone/address data you need to click 'Contact Details' to proceed to that area
- To make changes to the pet information, click 'Edit' next to the pets list and simply enter the amended data into the appropriate field and click 'Done'
- When you click 'Done' in the 'Customer Details' pop-up, it will disappear and the 'Customer Search' pop-up will remain. To close 'Customer Search' click on the red cross (top right corner)

Customer Search

Surname: Donovan First name: Search

Family Name	First Name	Title	Address	Email	Telephone
Donovan			70 User Guide Street, Userguide	russell.donovan@userguide.com	020 0000 0000

Customer Details

Title: Mr First name: Russell Family name: Donovan

Email address: russell.donovan@userguide.com

Pets list

Name	Species	Breed	
Olli	Canine	Scottish Terrier	Recommendation

Opt in for email, news and offers

HQC Plus: Opt in for follow up contacts from Hill's

Contact Details Done

4.0 'View Recommendation' area

- Clicking on 'View Recommendations' in the main menu brings up the 'Recommendation Search' pop-up:

The screenshot displays a web-based interface for a veterinary practice. At the top, there is a navigation menu with the following items: 'Create Recommendation', 'Client Registration', 'Find Client', 'View Recommendations', 'Clinic & Staff Details', and 'View Product List'. An arrow points to the 'View Recommendations' menu item. Below the menu, a 'Recommendation Search' pop-up window is open. This window has a search form with fields for 'Surname' and 'First name', and a 'Search' button. Below the form is a table with the following data:

	Date	Pet	Owner	Prescriber(s)
Show	12/05/2009	Fluffy		Geoffery Healthmaster
Show	12/05/2009	teatoggy		Belcher/Healthmaster
Show	11/05/2009	Monty	Krista Test Belcher	Belcher/Healthmaster
Show	11/05/2009	fifi		Geoffery Healthmaster
Show	11/05/2009	luku		Geoffery Healthmaster
Show	11/05/2009	Lulu		Belcher/Healthmaster

The background of the interface features a large image of a black and white dog and the 'CRAFTworks' logo in a large, light-colored font.

4.1 View an existing recommendation – step 1

- From the 'Recommendation Search' pop-up you can:
 - check the date the recommendation was created
 - view/print the recommendation
- Search the recommendations by inserting the customer's first name/surname in the appropriate search fields
- Click 'Show' to view/print the recommendation and close it by clicking the cross in the top right corner
- You can also use the page numbers at the bottom of the 'Recommendation Search' pop-up to scroll through all the existing recommendations

Recommendation Search

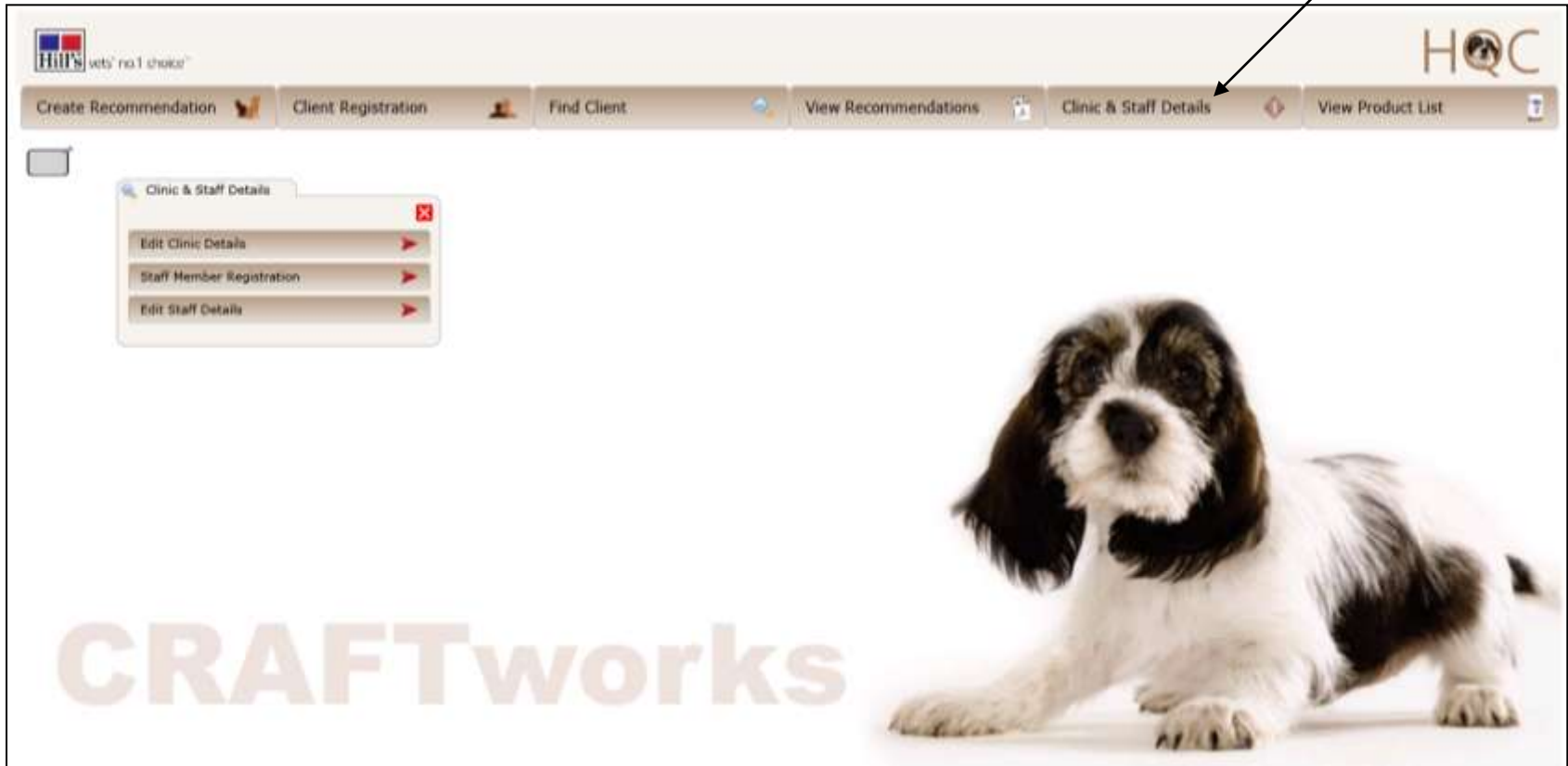
Surname First name Search

	Date	Pet	Owner	Prescriber(s)
Show	12/05/2009	Fluffy		Geoffery Healthmaster
Show	12/05/2009	testdoggy		Belcher/Healthmaster
Show	11/05/2009	Monty	Krista Test Belcher	Belcher/Healthmaster
Show	11/05/2009	fifi		Geoffery Healthmaster
Show	11/05/2009	lulu		Geoffery Healthmaster
Show	11/05/2009	Lulu		Belcher/Healthmaster

◀ 1 2 3 4 5 6 ▶

5.0 'Clinic & Staff Details' area

- Clicking on 'Clinic & Staff Details' in the main menu brings up the 'Clinic & Staff Details' pop-up:



5.1 'Edit Clinic Details'

Update Clinic Details

Hill's U-Number: 500021 HQC Plus Locale:en-GB

Clinic name: Krista Belcher

Telephone number: 0123 45678

Fax number: 0123 456790

Clinic email:

Next

- Clicking on 'Edit Clinic Details' brings up the 'Update Clinic Details' pop-up
- Here, you can amend/add clinic information
- *NB: your Hill's U-number cannot be altered*

Update Clinic Details

House Number: 423

Street: St Bernard Street

District:

Town: Cheltenham

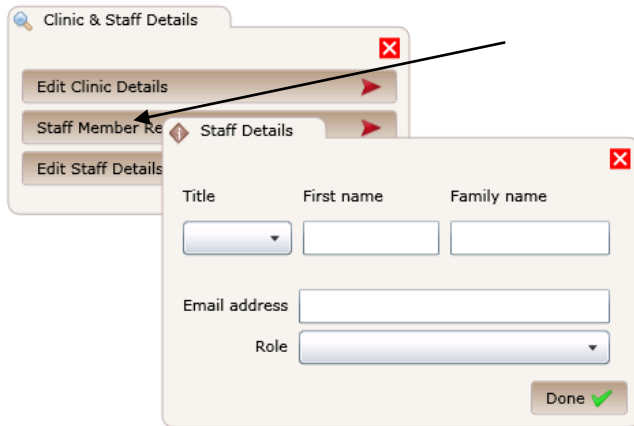
County: GLOS

Postcode: GL53 9AB

Back Done

- Clicking 'Next' refreshes the 'Update Clinic Details' pop-up and displays the clinic address information which can be added to or amended
- When you are finished, click 'Done'

5.2 'Staff Member Registration'



Clinic & Staff Details

Edit Clinic Details

Staff Member Registration

Edit Staff Details

Staff Details

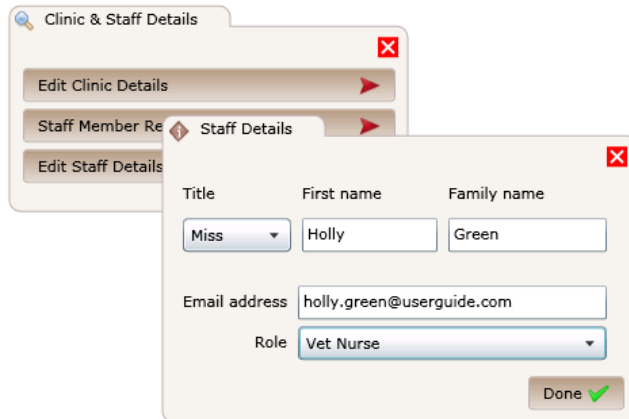
Title First name Family name

Email address

Role

Done

- Clicking on 'Staff Member Registration' brings up the 'Staff Details' pop-up where you can add staff



Clinic & Staff Details

Edit Clinic Details

Staff Member Registration

Edit Staff Details

Staff Details

Title First name Family name

Miss Holly Green

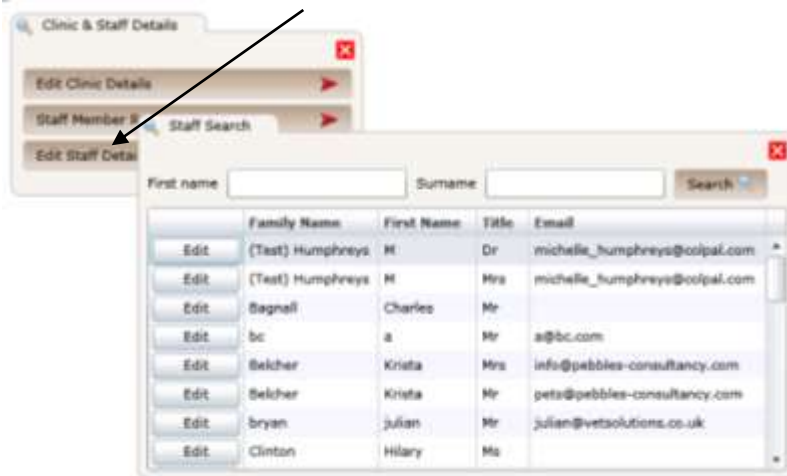
Email address holly.green@userguide.com

Role Vet Nurse

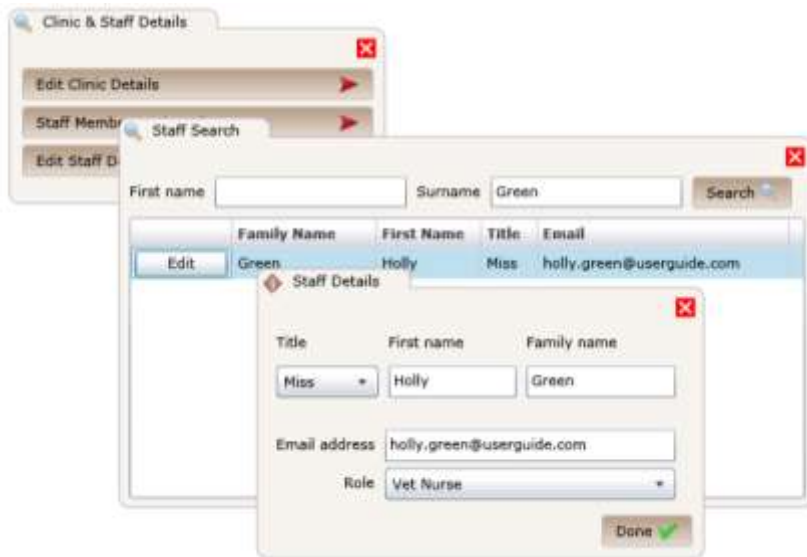
Done

- When you have completed all the fields, click 'Done'
- The 'Staff Details' pop-up will disappear and the data will be saved
- The 'Clinic & Staff Details' pop-up will remain on the webpage

5.3 'Edit Staff Details'



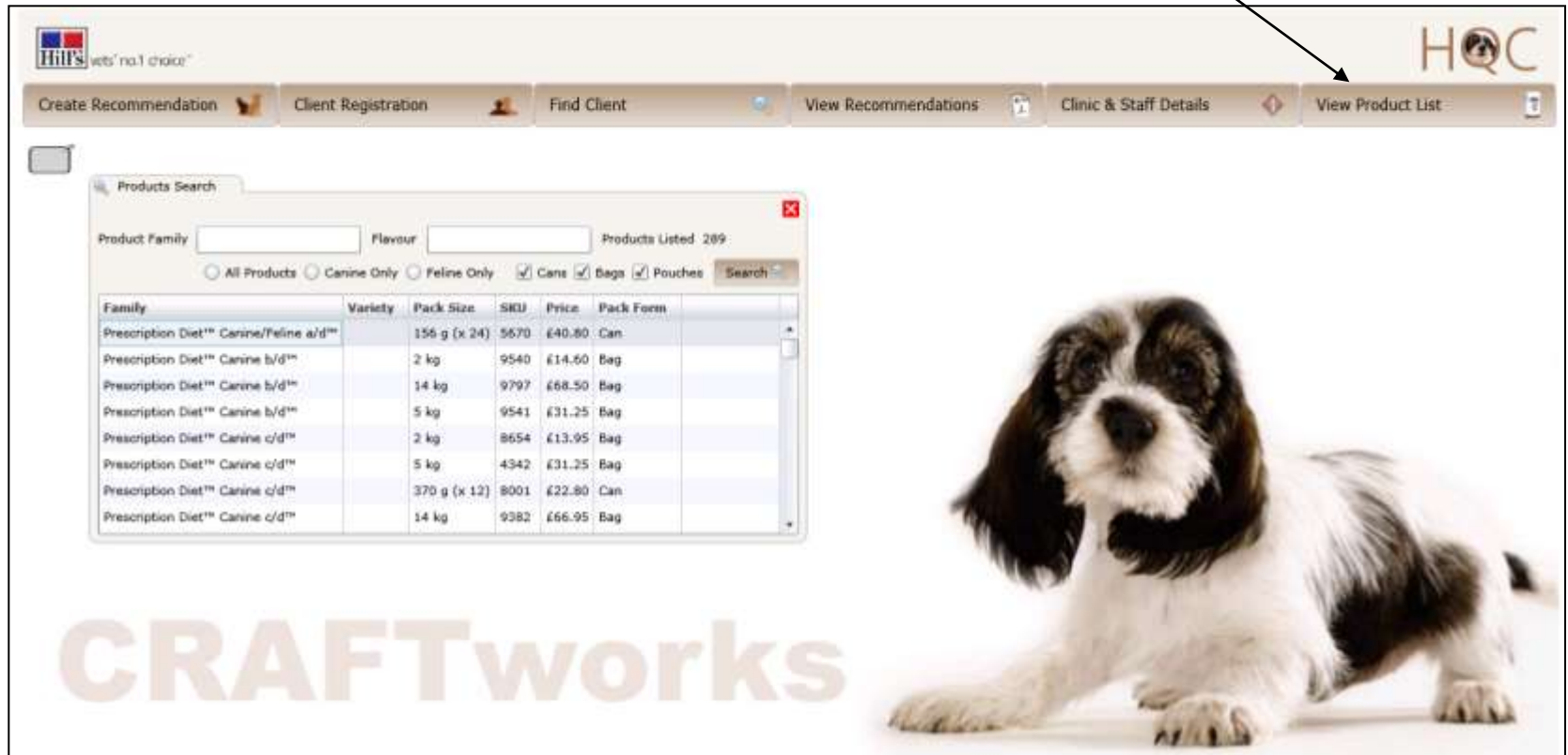
- Clicking on 'Edit Staff Details' brings up the 'Staff Search' pop-up
- Fill in the surname or first name of the staff member you wish to locate
- The staff member's record will be displayed
- Click on 'Edit' to make the necessary changes



- Clicking 'Edit' brings up the 'Staff Details' pop-up again, where you can amend information
- Click 'Done' when you are finished
- Close the remaining pop-ups by clicking on each red cross in the top right corner

6.0 'View Product List' area

- Clicking on 'View Product List' in the main menu brings up the 'Products Search' pop-up:



The screenshot displays the 'View Product List' section of a software interface. At the top, a navigation bar includes 'Create Recommendation', 'Client Registration', 'Find Client', 'View Recommendations', 'Clinic & Staff Details', and 'View Product List'. The 'View Product List' button is highlighted with a red arrow. Below the navigation bar, a 'Products Search' pop-up window is open, showing search filters and a table of products. The table lists various 'Prescription Diet' products with columns for Family, Variety, Pack Size, SKU, Price, and Pack Form. A large 'CRAFTworks' watermark is visible in the background, and a photograph of a dog is shown on the right side of the interface.

Family	Variety	Pack Size	SKU	Price	Pack Form
Prescription Diet™ Canine/Feline a/d™		156 g (x 24)	5670	£40.80	Can
Prescription Diet™ Canine b/d™		2 kg	9540	£14.60	Bag
Prescription Diet™ Canine b/d™		14 kg	9797	£68.50	Bag
Prescription Diet™ Canine b/d™		5 kg	9541	£31.25	Bag
Prescription Diet™ Canine c/d™		2 kg	8654	£13.95	Bag
Prescription Diet™ Canine c/d™		5 kg	4342	£31.25	Bag
Prescription Diet™ Canine c/d™		370 g (x 12)	8001	£22.80	Can
Prescription Diet™ Canine c/d™		14 kg	9382	£66.95	Bag

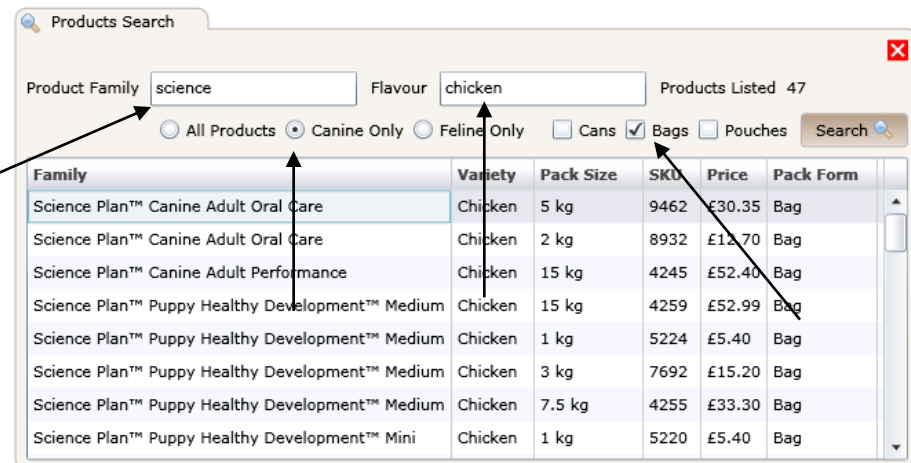
6.1 Browsing the products

- The 'Products Search' pop-up contains all the existing canine and feline feeding products
- This allows you to see all available products, the weights they are available in and the cost of each
- You can scroll down through the entire product list or use the data fields at the top of the pop-up to browse by:
 - canine or feline products
 - product family
 - flavour of food
 - food in cans
 - food in bags
 - food in pouches



The screenshot shows the 'Products Search' window with the following data:

Family	Variety	Pack Size	SKU	Price	Pack Form
Prescription Diet™ Canine/Feline s/d™		156 g (x 24)	5670	£40.80	Can
Prescription Diet™ Canine s/d™		2 kg	9540	£14.60	Bag
Prescription Diet™ Canine s/d™		14 kg	9797	£68.50	Bag
Prescription Diet™ Canine s/d™		5 kg	9541	£31.25	Bag
Prescription Diet™ Canine c/d™		2 kg	8654	£13.95	Bag
Prescription Diet™ Canine c/d™		5 kg	4342	£31.25	Bag
Prescription Diet™ Canine c/d™		370 g (x 12)	8001	£22.80	Can
Prescription Diet™ Canine c/d™		14 kg	9382	£66.95	Bag



The screenshot shows the 'Products Search' window with filters applied: Product Family 'science', Flavour 'chicken', and 'Canine Only' selected. The 'Bags' checkbox is also checked. The table below shows the resulting products:

Family	Variety	Pack Size	SKU	Price	Pack Form
Science Plan™ Canine Adult Oral Care	Chicken	5 kg	9462	£30.35	Bag
Science Plan™ Canine Adult Oral Care	Chicken	2 kg	8932	£12.70	Bag
Science Plan™ Canine Adult Performance	Chicken	15 kg	4245	£52.40	Bag
Science Plan™ Puppy Healthy Development™ Medium	Chicken	15 kg	4259	£52.99	Bag
Science Plan™ Puppy Healthy Development™ Medium	Chicken	1 kg	5224	£5.40	Bag
Science Plan™ Puppy Healthy Development™ Medium	Chicken	3 kg	7692	£15.20	Bag
Science Plan™ Puppy Healthy Development™ Medium	Chicken	7.5 kg	4255	£33.30	Bag
Science Plan™ Puppy Healthy Development™ Mini	Chicken	1 kg	5220	£5.40	Bag

If you have any questions, email:
craftworks.help@geoffhowe.com

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