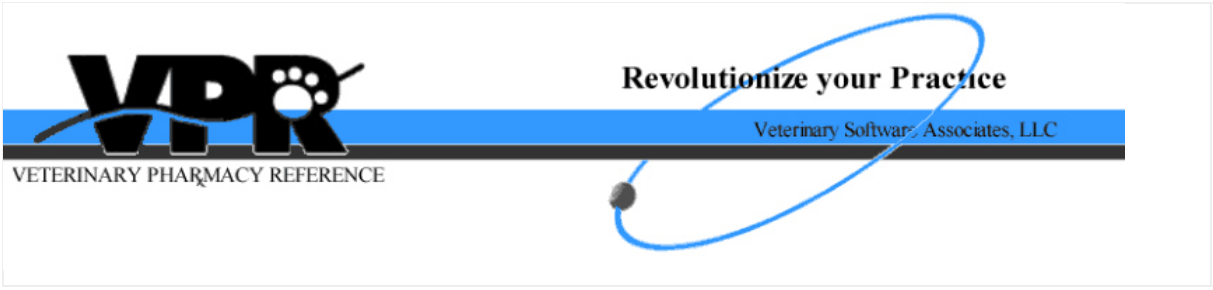
General Support information for VPR



Veterinary Software Associates, LLC
295B Bucheimer Rd.
Frederick, MD 21701

VPR Online (also called VPR Legacy internally) is primarily used by clinics that have the three below Practice Management Softwares (called PiMS).

Cornerstone (owned by IDEXX)

Impromed/Infiinity (owned by Henry Schein)

Avimark/McAllister (owned by Henry Schein)

Cornerstone does its own sales and installations and most of its own support. Cornerstone clinics still get a CD version of formulary drug updates. We do not see them in the user database and I am not entirely sure how their integration works. We do have a user guide and installation guide. Their customer service is 800.695.2877 or cornerstone@idexx.com.

Impromed/Infinity does its own sales and initial installations. VPR does renewals and support. Their phone support is 800.925.7171. Bob Hosie is a long-term sales guy there who knows VPR well. Rhosie@henryscheinvet.com

Avimark does its own sales and initial installations. VPR does renewals and support. Their phone support is 877.838.9273 x1.

VPR Cloud is our cloud-based solutions supported by Timeless Veterinary in Canada. VPR Cloud integrates with Diamondback Drugs, CLienTrax, eVetPractice and there is a stand-alone product. If you get a call from a client who is not one of the big 3 PiMs, you should push to Cloud support. Support is 855-247-2327. You can also email directly to eroberts@timelessVeterinary.com (Eric Roberts) or nbryenton@timelessveterinary.com (Norm Bryenton)