

# Smart Address

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## What is Smart Address?

'Smart Address' is an address lookup product that has been developed to replace the existing 'Postcode Address Finder' product. The new product seamlessly integrates RoboVet with [PCA Predict's Capture+ Address Validation software](#) to provide a quick and intuitive way to accurately record client addresses at any terminal in the Practice, guaranteeing the integrity of client data.

**Smart Address is available from May 2017.**

## Smart Address Features and Benefits

- The PCA Predict live database is updated every 24 hours meaning that the Practice will have access to the most accurate data available.
- Multiple users can engage with the software simultaneously.
- The product has fuzzy matching capability, making it possible to conduct an address search even where there are minor spelling errors in the user's search criteria.
- The functionality can be accessed from any terminal in the Practice by making a live web call that enables the user to look up any UK address.
- The functionality is available for the main client address, alternate address and client contacts addresses.
- The address search commences as soon as the user starts to type any part of an address, therefore it is not essential to know the client's postcode.
- The address, town and postcode fields have all been made 'intelligent', meaning that the user can type any part of an address in any of those fields to commence their search.
- Each Practice will have an account with PCA Predict and will deal directly with them in regards to billing.
- The Practice can monitor usage, down to individual surgery level, via the 'reporting' section of their account with PCA Predict.

Please visit [www.vetsolutions.co.uk/smartaddress](http://www.vetsolutions.co.uk/smartaddress) from May 2017 to view a product demonstration.

## How can my Practice purchase Smart Address?

Smart Address is available from May 2017.

In order to purchase the new Smart Address product, please visit [www.vetsolutions.co.uk/smartaddress](http://www.vetsolutions.co.uk/smartaddress) and complete the short online registration form.

- *This includes an agreement to pay the one-off Vetsolutions installation fee – please note that the fee does not differ for single or multi-branch practices.*
- *Following the one-off installation fee payable to Vetsolutions, the financial relationship for Smart Address is directly between the Practice and PCA Predict.*

Upon completion of the registration form, a link is provided for the user to take the following mandatory steps:

### 1. Create an account directly with PCA Predict.

- *Only one account is required, whether the Practice is single or multi-branch.*

### 2. Purchase a Credit Plan by debit/credit card directly from PCA Predict.

- *Only one Credit Plan is required, whether the Practice is single or multi-branch.*
- *A Credit Plan gives access to PCA Predict services for 12 months or until the credit runs out, whichever happens first. The Practice must enable 'auto-renew' which will keep their account topped up and ensure that there is no interruption in service.*
- *The higher value the credit plan, the lower the cost-per-lookup. Details of costs can be found here: <http://www.pcapredict.com/pricing/price-per-lookup> - please see the costs for the 'Capture+ Address Lookup and Validation' service.*
- *Looking up an address but not actually selecting one is 'unmetered' and is not chargeable. The Practice is only charged when the user actually selects an address to populate the record in RoboVet as this is a 'metered' service. At this point, the cost of the lookup is deducted from the Credit Plan balance.*

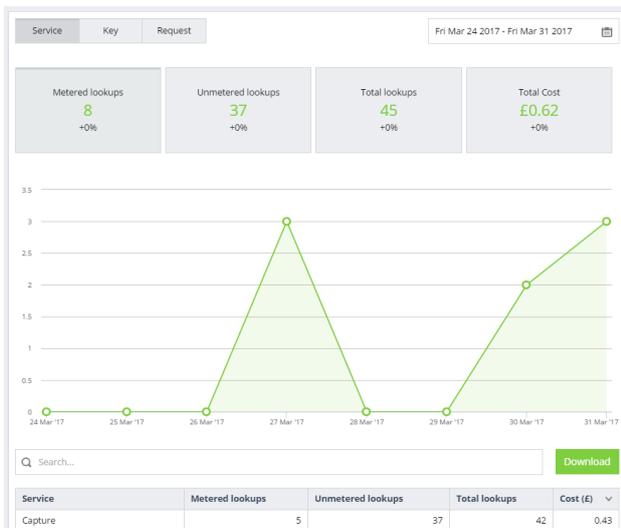
Vetsolutions will then be in touch to arrange the installation of Smart Address for the Practice. This is completed remotely.

## PCA Predict Account

The Practice can access their account with PCA Predict to manage contact details, view payment information and see real-time reporting. Reports will show (at a service-level for a single site practice or a key level for multi-branch):

- Metered lookups
- Unmetered lookups
- Total lookups (Metered + Unmetered)
- Cost (£)

This report can also be downloaded as a csv file.



The parameters can be adjusted to report across a particular date range as required.

## Costs & Billing

Capture+ Address Validation is a pay-per-lookup product. A lookup is chargeable ('metered') at the point the user selects an address to populate the record in RoboVet. The cost per lookup is determined by PCA Predict and it depends on the Credit Plan purchased. Details of costs can be found here:

<http://www.pcapredict.com/pricing/price-per-lookup> - please see the costs for the 'Capture+ Address Lookup and Validation' service.

A Credit Plan gives access to Smart Address for 12 months or until the credit runs out, whichever happens first. The Practice must enable auto-renew to ensure that there is no interruption to service. Automatic top up will be triggered either when there is a 5% balance remaining or one day before the credit plan expires (due to reaching the end of the 12 month validity period). PCA Predict will also email prior warning to the account contact(s) when credit levels have dropped to 20% and 10% of the initial balance, or at two weeks and one week before the Credit Plan is due to expire. When auto-renew is applied, credit is instantly available to use.

## Information for Existing PAF Customers

The existing Postcode Address Finder (PAF) product will be decommissioned in autumn 2017. Existing customers will cease to have access to the product at that time and will no longer be charged.

Vetsolutions will be contacting existing PAF customers to discuss switching to Smart Address. Customers who wish to move across to Smart Address are welcome to complete the purchasing process described above at any time – please visit [www.vetsolutions.co.uk/smartaddress](http://www.vetsolutions.co.uk/smartaddress).

## Using Smart Address

This section describes the process of looking up an address and then populating the address record in RoboVet. Please visit [www.vetsolutions.co.uk/smartaddress](http://www.vetsolutions.co.uk/smartaddress) from May 2017 to view a product demonstration.

### Looking up an address

The user will start to type any part of a UK address (*in this example, the Vetsolutions office address is used – Orchard Brae House, 30 Queensferry Road, Edinburgh*) in the address, town or postcode field. They will immediately notice that a pop up appears containing possible matches. Note that if the field the user is typing in already contains data, the search will be against the data already in the field plus whatever the user types.

Address		Alternate Address	
Address:	<input type="text" value="o"/>	Address:	<input type="text"/>
Town:	O, 39 Cheltenham Road, Gloucester, GL2 0JF O, Portland Road, Dorking, RH4 1EW		
Postcode:	O2, Middle Mall Bullring, Birmingham, B5 4BE		
Map ref:	O2, Lower Mall Bullring, Birmingham, B5 4BA O2, Dumers Lane, Bury, BL9 9QL O2, Ards Shopping Centre Circular Road, Newtownards, BT23 4EU O2, Bellevilla Road, Stranraer, DG9 8ED		
Exclude post:	O2, Doncaster, DN55 1LA		

As the user types more, the list of possible matches will become increasingly relevant.

Address		Alternate Address	
Address:	<input type="text" value="orchard brae"/>	Address:	<input type="text"/>
Town:	Orchard Brae, Glenbervie Road, Drumlithie, Stonehaven, AB39 3YU Orchard Brae, Banchoy, AB31 4FE		
Postcode:	Orchard Brae, Flatts Road, Barnard Castle, DL12 8RF		
Map ref:	Orchard Brae, South Bramwith, Stainforth, Doncaster, DN7 5SJ Orchard Brae, 5 Swinderby Road, Eagle, Lincoln, LN6 9DB Orchard Brae, 18 Meadowfield Road, Stocksfield, NE43 7PY Orchard Brae, Forgandenny, Perth, PH2 9HP		
Exclude post:	Orchard Brae, Cripplegate Lane, Southwater, Horsham, RH13 9HR		

Address		Alternate Address	
Address:	<input type="text" value="orchard brae ho"/>	Address:	<input type="text"/>
Town:	Orchard Brae House, 30 Queensferry Road, Edinburgh, EH4 2HS, 15 Addresses Orchard Brae, Honeyfield Grove, Honeyfield Road, Jedburgh, TD8 6JN		
Postcode:	Orchard Brae, Hamilton, ML3 6JD - 42 Addresses		
Map ref:	Orchard Brae, Cripplegate Lane, Southwater, Horsham, RH13 9HR		
Exclude post:			

The user can make minor spelling errors and, where possible, the software will still be able to return a relevant list of possible matches using fuzzy matching capability:

Address		Alternate Address	
Address:	<input type="text" value="orchard brae h"/>	Address:	<input type="text"/>
Town:	Orchard Bray, 24 Guarford Road, Malvern, WR14 3QP Orchard Brae House, 30 Queensferry Road, Edinburgh, EH4 2HS, 15 Addresses		
Postcode:	Orchard Brae, Honeyfield Grove, Honeyfield Road, Jedburgh, TD8 6JN		
Map ref:	Orchard Bay House, The Cliff Path, St. Lawrence, Ventnor, PO38 1UN Richard Bray & Co, Courtlands, Hooke Road, East Horsley, Leatherhead, KT24 5DY		
Exclude post:			

If the user has made a mistake in their search, and wishes to change their criteria, they can simply delete some or all of the text they have entered and the search will continue every time a change is made.

Searches that return a number of results that meet the same criteria, e.g. typing in a building name or postcode that has a number of addresses registered to it, will result in the search stating how many addresses match that criteria. This can be seen in the example above showing that for Orchard Brae House there are 15 possible matches (*search box displays Orchard Brae House, 30 Queensferry Road, Edinburgh, EH4 2HS – 15 Addresses.*)

The user would then select this to display all 15 addresses to choose from and a scroll bar would appear to enable the user to scroll through the list of possible matches and locate the address they require.

The screenshot shows a search form with two input fields: 'Address' and 'Alternate Address'. The 'Address' field contains 'Orchard Brae Ho'. Below the fields is a dropdown menu with 15 entries, each representing a different address for 'Orchard Brae House, 30 Queensferry Road, Edinburgh, EH4 2HS'. The entries include various company names like 'Marsh Private Clients', 'Marsh UK Ltd', 'Scotsman Publications Ltd', 'Seebyte Ltd', 'Software of Excellence UK Ltd', 'Sopra Steria', 'The Scotsman Publications Ltd', and 'Veterinary Solutions'. A scroll bar is visible on the right side of the dropdown list.

The user can hover over any of the addresses displayed and a tool tip will appear giving the full address. This is particularly useful where the address is very long and cannot be fully displayed in the pop up.

If the user does not wish to choose any of the addresses displayed, they can click away from the search box without selecting an address. They will still be able to manually enter an address by ignoring the search box.

## Populating the record in RoboVet

Once the user has found their chosen address, they click on that address to add it to the record in RoboVet. The pop up list disappears and the correct data from PCA Predict is mapped to the fields in RoboVet as below:

PCA Predict Data	RoboVet Address Field	Example of format as displayed in RoboVet
Company (if present)	Company	Veterinary Solutions
Address Line 1 Address Line 2 (if present) Address Line 3 (if present) Address Line 4 (if present) Address Line 5 (if present)	Address	Orchard Brae House 30 Queensferry Road
Town/City	Town	EDINBURGH
Postcode	Postcode	EH4 2HS
Latitude/Longitude	Map ref	55.955319, -3.223242

Please note that County is not returned.

This screenshot shows exactly how the data will appear in RoboVet. Please note that where data in the address field was separated using commas, it is now separated by carriage returns.

The screenshot shows a form with the following fields: 'Company' (Veterinary Solutions), 'Address' (Orchard Brae House, 30 Queensferry Road), 'Town' (EDINBURGH), 'Postcode' (EH4 2HS), and 'Map ref' (55.955360, -3.223498). The address field is populated with the full address, including the company name, and the map reference is also populated.

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The Map ref field will be populated with latitude/longitude data by default and any existing data will be overwritten. If required, this can be switched off by Vetsolutions Support.

The user can edit address manually by typing in any of the fields. This will prompt the address search box to appear however the user can choose to ignore this and simply keep on typing. Once they have finished typing they can click away from the field and their data will be preserved (*in this case adding '5<sup>TH</sup> FLOOR*).

Address:	5TH FLOOR Orchard Brae House 30 Queensferry Road	Address:	
Town:	Orchard Brae House, 30 Queensferry Road, Edinburgh, EH4 2HS, 15 Addresses		
Postcode:			
Map ref:			
Exclude post:			

Company:	Veterinary Solutions
Address	
Address:	5TH FLOOR Orchard Brae House 30 Queensferry Road
Town:	EDINBURGH
Postcode:	EH4 2HS
Map ref:	55.955360, -3.223498

If the user selects the wrong address or needs to change an address because the client has moved house, they can commence a brand new search. As soon as they select a new address, the existing data in the record in RoboVet will be overwritten.

Finally, as per existing functionality, the user must click 'OK' to save the address data on the client record.