- *Allivet Email Templates -*

MUST CC your supervisor on ALL emails

Refund Request:

Sent to csall@allivet.com

Subject >> Refund Request - Order # XXXXXX

Hello Team,

We would like to request a refund for **customer XXXXXXX** (Customer # XXXXX) for **order # XXXXXXX** due to XXXXXXXXXXXX**.** Are we able to make this happen for this customer?

Best regards,

[name]

Allivet Representative

Request Return Shipping Labels:

Sent to csall@allivet.com

Subject >> Return Shipment Label Request - Order # XXXXXX

Hello Team,

We would like to request a return shipment label for **customer XXXXXXX** (Customer # XXXXX) for **order # XXXXXXX.** Are we able to make this happen for this customer?

Best regards,

[name]

Allivet Representative

Adverse Reaction (If outside of pharmacy hours):

Sent to ani@allivet.com and cc rx@allivet.com

Subject >> Adverse Reaction – Customer # XXXXXX

Hello Team,

Please be advised that we have encountered an adverse reaction instance for the customer outlined below. The customer has been advised that they will be contacted on next business day for assistance.

Customer Name:

Pet's Name:

Order Number:

Best Contact Number:

Reaction pet had:

If medication was different than what was on the order:

Best regards,

[name]

Allivet Representative

Request to speak to Pharmacist:

Sent to rxall@allivet.com

Subject >> Pharmacist Consultation - Order # XXXXXX

Hello Team,

One of our customers has requested to speak directly with a pharmacist regarding XXXXXXXXXXXXXX. **Customer name XXXXXXX** (Customer # XXXXX) can be reached at **phone number XXXXXXXX.** Please give them a call when available.

Best regards,

[name]

Allivet Representative

Request Saturday Delivery (ONLY applies if before 2pm):

Sent to csall@allivet.com

If close to 2 PM ask supervisor to contact Allivet via phone

Subject >> Saturday Delivery Request - Order # XXXXXX

Hello Team,

This is to request Saturday Delivery for **Customer name XXXXXXX** (Customer # XXXXX) for **order # XXXXXXX.** Customer has requested the special delivery method due to XXXXXXXXXXX. Can we confirm if this is available in the customer area and if so, are we able to make this happen for this customer?

Best regards,

[name]

Allivet Representative

Confirmation Request (Discrepancy in Order):

Sent to rxhelp@allivet.com

Subject >> Confirmation Request - Order # XXXXXX

Hello Team,

We are needing confirmation from **Customer name XXXXXXX** (Customer # XXXXX) for **order # XXXXXXX** due to XXXXXXXXXXXXX. Vet has requested XXXXXXXXXXXX so we will need to confirm with customer prior to moving forward. Are you able to contact this customer?

Best regards,

[name]

Allivet Representative

RX Review (Confirm Prescription):

Sent to rx@allivet.com

Subject >> RX Review - Order # XXXXXX

Hello Team,

Can we please confirm if we have received the prescription for **Customer name XXXXXXX** (Customer # XXXXX) for **order # XXXXXXX**?

Best regards,

[name]

Allivet Representative

RX Review (Remove/Attach Prescription):

Sent to rx@allivet.com

Subject >> RX Review - Order # XXXXXX

Hello Team,

Can we please confirm REMOVE/ATTACH the prescription for **Customer name XXXXXXX** (Customer # XXXXX) for **order # XXXXXXX**?

Best regards,

[name]

Allivet Representative

Address Confirmation:

Sent to csall@allivet.com

Subject >> Address Confirmation (Risk Order) - Order # XXXXXX

Hello Team,

This is to confirm address for **customer XXXXXXX** (Customer # XXXXX) with **order # XXXXXXX.** The reason for the discrepancy was XXXXXXXXXX (billing/shipping address, name, etc)

Best regards,

[name]

Allivet Representative

Risk Order (Small Charge Amount):

Sent to csall@allivet.com

Subject >> Confirmation - Small Charge Amount (Risk Order) - Order # XXXXXX

Hello Team,

This is to confirm that **customer XXXXXXX** (Customer # XXXXX) with **order # XXXXXXX** has contacted us and confirm that the small charge amount showing on bank account is of $$$$$$$$**.** Can we proceed with this order?

Best regards,

[name]

Allivet Representative