



2019-07-22



WEBSITE TOUR

SECTION 2A: PLACING A WEB ORDER

WEBSITE STRUCTURE

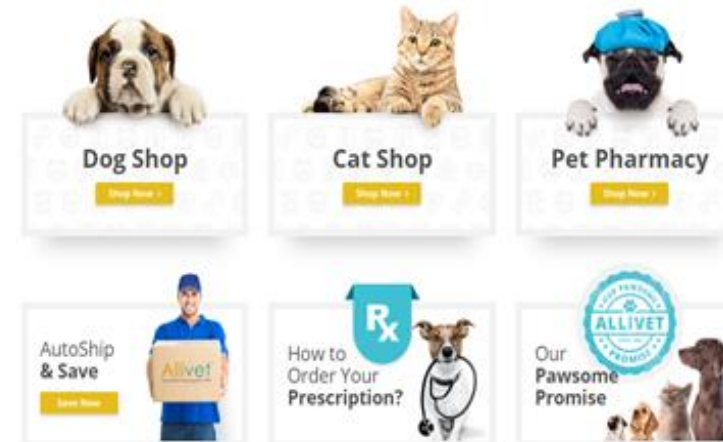
HOMEPAGE INTRO

Welcome to Allivet.com!

As a customer service agent, the website will be one of your biggest resources to help service our clients.

In this section you will learn:

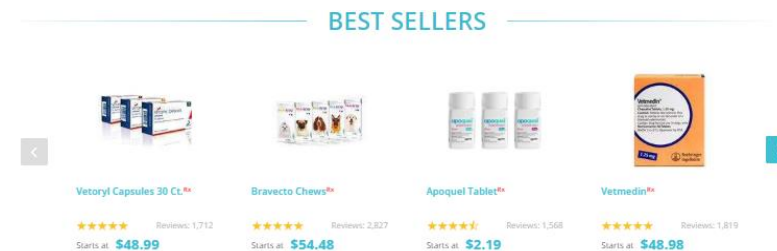
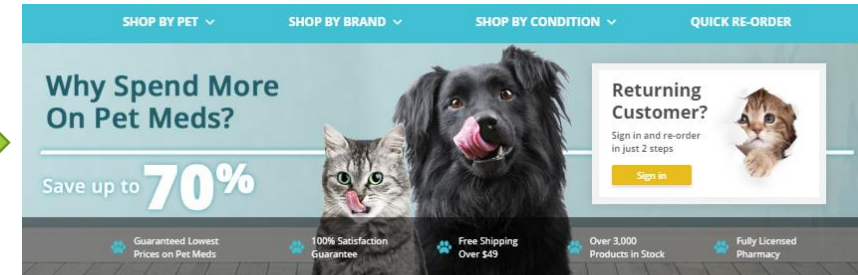
- How to navigate the website from the customer's point of view
- How to use the search function
- How to place an order as a customer
- How our shipping time frames function



TABS AND CATEGORIES

As the customer you will notice how the homepage is broken up into three different tabs/categories in order to make the search easier for our customers.

1. The top tabs are separated by species and popular product categories.
2. The middle tabs highlight our most popular species for easy access.
3. The last tab will allow you to scroll through our best-selling items.



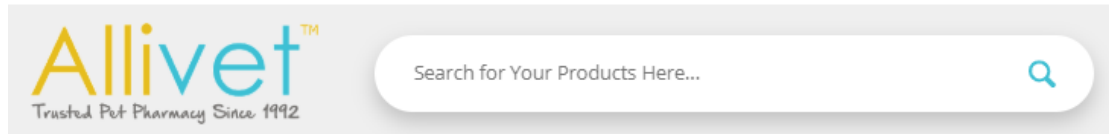
TABS AND CATEGORIES

Subtabs

- When you select one of the top tabs a drop-down menu will appear.
- This dropdown is further broken down to subtabs based on the specie, or product tab that was selected.
- This will be further broken down to the categories within the subtabs.

SHOP BY PET ▾	SHOP BY BRAND ▾	SHOP BY CONDITION ▾	QUICK RE-ORDER
Dog >	Calming	Flea & Tick	Prescriptions
Cat >	Dental	Flea Shampoo & Spray	Medicated Shampoo & Spray
Horse >	Dental Chews & Treats	Oral Flea & Tick Control	Oral Antihistamine
Livestock & Farm >	Oral Rinse & Gel	Topical Spot-on Flea & Tick Control	Skin Supplements
Small Pet >	Toothpaste & Wipes	Yard & Area Flea Treatment	Topical Cream & Lotions
	Dewormers	Food	Supplements
	Diet Food	Adult Dog Food	Obesity
	Digestive	Puppy Dog Food	Antioxidants
	Digestive Medication	Senior Dog Food	Digestive
	Digestive Supplements	Small Breed Dog Food	Heart Support
	Ear Care	Treats	Immune Support
	Ear Anti-Inflammatory	Heartworm	Joint Supplements
	Ear Antibacterial & Antifungal	Joints Care	Kidney & Bladder
	Ear Cleaners & Mites	Joint Medications	Liver Support
	Eye Care	Joint Supplements	Milk Replacers
		Mobility	Multi-Vitamins
			Probiotics
			Skin & Shedding Supplements
			Vaccines
			Canine Corona & Parvo Vaccines
			Canine Distemper Vaccines
			Kennel Cough - Bordetella
			Canine Miscellaneous Vaccines
			Canine Rabies Vaccines

SEARCH FUNCTION



Most customers have a general idea of what they are looking for. Our site has a search bar to make it easier for our customers to find what they need.

- This search bar is located at the top of the homepage.
- Auto suggestions will be provided based on what is being entered in order to avoid spelling errors of medication

SEARCH FUNCTION

General vs. Specific

There are two types of search methods:

- General searches are wide searches that need to be broken down to smaller categories.
- Specific searches are for people looking for a specific product by name.



General	Specific
Dog Food	Taste of the Wild Lamb
Vaccines	Canine Spectra 5
Heartworm Preventative	Heartgard Plus

SEARCH FUNCTION

General vs. Specific

Free Shipping Over \$49

Call: 877-500-9944

Fax: 877-500-9950

Live Customer Care

Quick Re-Order

Allivet™
Trusted Pet Pharmacy Since 1992

Search for Your Products Here...

MY ACCOUNT

YOUR CART

Allivet™
Trusted Pet Pharmacy Since 1992

taste of the wild sierra

Q

MY ACCOUNT

SHOP BY PET

SHOP BY BRAND

SHOP BY CONDITION

QUICK RE-ORDER

SHOP BY PET

SHOP BY BRAND

SHOP BY CONDITION

QUICK RE-ORDER

Home > Search

Show results by:

CATEGORY

BRAND

FORM


SPECIAL DIET

FLAVOR

CUSTOMER RATING

"dog food" 1-21 of 170 Results


Sort by: Best Match



Purina Pro Plan Veterinary Diets EN Gastroenteric Fiber Balance Adult **dog food**

★★★★★ Reviews: 20


Starts at **\$33.01**



Purina Pro Plan Veterinary Diets DH Dental Health Formula Adult **dog food**

★★★★☆ Reviews: 3


Starts at **\$27.26**



Purina Pro Plan Veterinary Diets JM Joint Mobility **dog food**

★★★★☆ Reviews: 12


Starts at **\$28.94**



Purina Pro Plan Veterinary Diets NF Kidney Function Formula Adult **dog food**

★★★★☆ Reviews: 18


Starts at **\$31.81**



Purina Pro Plan Veterinary Diets OM Overweight Management Formula Adult **dog food**

★★★★☆ Reviews: 11

Starts at **\$26.38**




Blue Buffalo Wilderness Healthy Weight Turkey and Chicken Grain Free Adult **dog food**, 12 x 12.5 oz cans

★★★★★ Reviews: 2

My Price **\$42.36**

Pet Food > Dog Food > Adult Dog Food > Taste of the Wild Sierra Mountain Canine Formula w/Roasted Lamb



2 reviews

Write a Review

Ask a Question

Share:

Regular Price

\$16.23

Retail: ~~\$23.99~~ You Save: 32%

Size:*

5 lbs

14 lbs

12 x 13.2 oz cans

Auto-Ship

Just This Once

Qua

Shopping Cart

Add to Cart

Norton

SHOPPING GUARANTEE

ID Protection

Purchase

Le

Click on image to open expanded view

Item ID: 50544

SEARCH FUNCTION

General vs. Specific

SHOP BY PET ▾

SHOP BY BRAND ▾

SHOP BY CONDITION ▾

QUICK RE-ORDER

Home > Search

Show results by:

CATEGORY ▾


BRAND ▾

FORM ▾

CUSTOMER RATING ▾

"vaccine" 1-21 of 207 Results

Sort by: Best Match ▾




Nobivac Canine Influenza vaccine H3N8

★★★★★

Reviews: 12

Starts at: \$206.99




Feline UltraNasal FVRCP vaccine 20 ds Tray

★★★★★

Reviews: 6

My Price \$93.99




Feline UltraNasal FVRCP vaccine 20 ds Tray

★★★★★

Reviews: 18

My Price \$113.99




Canine Solo Jec 10 vaccine, 1 ds w/syringe

★★★★★

Reviews: 13

My Price \$9.99




Feline Solo Jec 3 vaccine, 1 ds w/syringe

★★★★★

Reviews: 13

My Price \$4.99



Canine Solo Jec 5 vaccine, 1 ds w/syringe

★★★★★

Reviews: 4

My Price \$5.99

Allivet™
Trusted Pet Pharmacy Since 1992

canine spectra 5


Q

SHOP BY PET ▾


SHOP BY BRAND ▾

SHOP BY CONDITION ▾

SAVE UP TO
40%




WHY SPEND MORE ON
PET MEDS?



SIGN UP FOR
SAVI

Dog Care > Dog Vaccines > Canine Distemper Vaccines > Canine Spectra 5, Single Syringe



Canine Spectra 5, Single Syringe

★★★★★ 33 reviews | [Write a Review](#) | [Ask a Question](#)

Regular Price \$5.49

Retail: ~~\$7.99~~ You Save: 31%

Buy More & Save

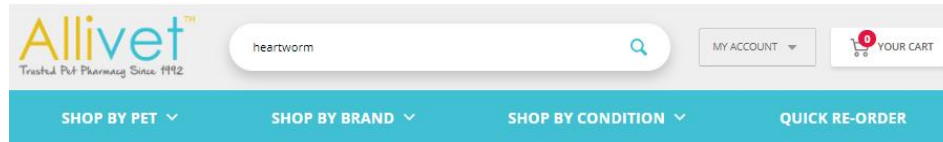
Qty	Price
10-24	\$5.22
25+	\$4.94

Click on image to open expanded view

Item ID: 25616

SEARCH FUNCTION

General vs. Specific



Home > Search

Show results by:

CATEGORY

BRAND

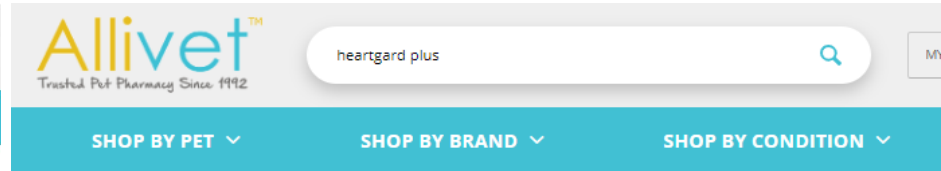
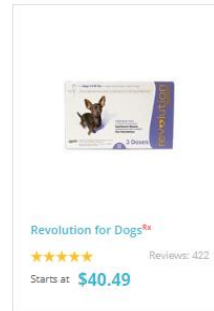
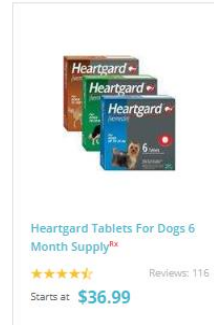
FORM

FLAVOR

CUSTOMER RATING

"heartworm" 20 Results

Sort by: Best Match



SAVE UP TO
40%

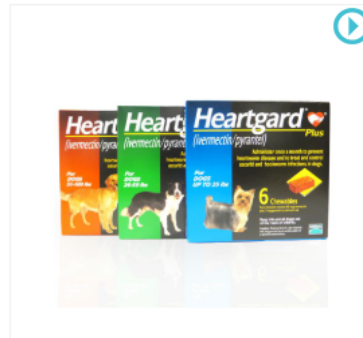


WHY SPEND MORE ON
PET MEDS?



SIGN UP FOR AUTO
SAVE 5%

Dog Care > Dog Dewormers > Heartgard Plus Chewables For Dogs



Heartgard Plus Chewables For Dogs Rx

★★★★★ 1,863 reviews | [Write a Review](#) | [Ask a Question](#)

Starts at
\$29.37

Weight and Color: 1-25 lbs Blue

1-25 lbs
Blue

26-50 lbs
Green

51-100 lbs
Brown

Auto-S

Just T

Month Supply:

6 Month
Supply

12 Month
Supply

New Customer Offer!

10% Off Heartgard Plus

SEARCH FUNCTION

Exercise

In this exercise, you will complete 5 general vs specific searches to see what you come across.

1. Flea and Tick vs Frontline
2. Shampoo vs Aloedine Shampoo
3. Electrolytes vs Summer Games Plus
4. Feline Urinary vs Epakitin
5. Cat Treats vs Greenies Feline Dental

PAGE BREAKDOWN

PRODUCT PAGE INTRO

Once you have selected an item, a variety of information will be provided on the page:

- Item Image
- Item Description
- Product Details
- Pricing
- Alternative Products
- Product Suggestions

The screenshot displays a product page for Bravecto Chews Rx. On the left, there is a large image of the product box with a small dog on it, and below it, a row of five smaller images showing different chewable tablet colors. To the right of the main image, the product name 'Bravecto Chews Rx' is shown with a 5-star rating and 2,830 reviews. Below this, it states 'FREE SHIPPING on all orders \$49+'. The pricing section shows a 'Regular Price' of \$43.58 and a 'Retail' price of \$67.99, indicating a 35% discount. A 'Weight and Color' section offers five options: 4.4 - 9.9 lbs 112.5 mg Yellow, 9.9 - 22 lbs 250 mg Orange, 22 - 44 lbs 500 mg Green, 44-88 lbs 1000 mg Blue, and 88 - 123 lbs 1400 mg Pink. An 'Auto-Ship' dropdown is set to 'Just This Once', and a 'Quantity' selector is set to 1. A prominent orange 'Add to Cart' button is present. Below the product image, there are tabs for 'Product Overview', 'How to Use?', 'What's in it?', 'Reviews', and 'Questions & Answers'. The 'Product Description' section is expanded, showing that Bravecto Chews are convenient tasty chewable tablets that kill fleas, prevent flea infestations, and kill ticks, such as black-legged (deer) ticks, American dog ticks, and brown dog ticks for 12 weeks. Below the description, there is a section for 'Alternative products' featuring two products: 'Comfortis Chewable Tablets for Dogs and Cats Rx' with a price of \$46.50 and 885 reviews, and 'Nexgard for Dogs and Puppies Rx' with a starting price of \$56.83 and 1,622 reviews.

Bravecto Chews Rx
★★★★★ 2,830 reviews | Write a Review | Ask a Question
Share: f t G+

FREE SHIPPING on all orders \$49+ Availability: In Stock

Regular Price **\$43.58**

Retail: ~~\$67.99~~ You Save: 35%

Weight and Color:* 4.4 - 9.9 lbs 112.5 mg Yellow 9.9 - 22 lbs 250 mg Orange 22 - 44 lbs 500 mg Green 44-88 lbs 1000 mg Blue 88 - 123 lbs 1400 mg Pink

Auto-Ship Just This Once Quantity 1 +

Add to Cart

Norton SHOPPING GUARANTEE FREE ID Protection Purchase Lowest Price

Product Overview How to Use? What's in it? Reviews Questions & Answers

Product Description



Bravecto Chews are convenient tasty chewable tablets that kill fleas, prevent flea infestations, and kill ticks, such as black-legged (deer) ticks, American dog ticks, and brown dog ticks for 12 weeks. This flea and tick chew also kills lone star ticks for 8 weeks. Bravecto works fast, stays strong and lasts long.

Alternative products

Comfortis Chewable Tablets for Dogs and Cats Rx
★★★★★ Reviews: 885
Mfg. Price **\$46.50**


Nexgard for Dogs and Puppies Rx
★★★★★ Reviews: 1,622
Starts at **\$56.83**

PRODUCT DETAILS



Bravecto Chews ^{Rx}

★★★★★ [2,829 reviews](#) | [Write a Review](#) | [Ask a Question](#)

 **FREE SHIPPING** on all orders \$49+

Regular Price

\$54.48

Retail: ~~\$67.99~~ You Save: 19%

Weight and Color:*

4.4 - 9.9 lbs 112.5 mg Yellow	9.9 - 22 lbs 250 mg Orange	22 - 44 lbs 500 mg Green	44-88 lbs 1000 mg Blue
88 - 123 lbs 1400 mg Pink			

Click on image to open expanded view

Item ID: 28810

Product Description

Bravecto Chews are convenient tasty chewable tablets that kill fleas, prevent flea infestations, and kill ticks, such as black-legged (deer) ticks, American dog ticks, and brown dog ticks for 12 weeks. This flea and tick chew also kills lone star ticks for 8 weeks. Bravecto works fast, stays strong and lasts long.

Bravecto Chews are sold as a one pack, 12 week supply or two pack, 24 week supply. The appropriate dosage depends on your dog's weight.

[See all items by Bravecto](#)

ICONS

<u>Image</u>	<u>Meaning</u>
	Prescription Required
	Qualifies for Reward Points Earned
	Requires Cold Shipping
	Export ONLY item Can NOT be shipped within the U.S.
	Item Qualifies for Free Shipping Even Below \$49.00
	Can ONLY be Shipped Ground NO EXPIDITING

SUGGESTIONS AND ALTERNATIVES



Top Rated

Interceptor Plus for Dogs^{Rx}

★★★★★ [586 reviews](#) | [Write a Review](#) | [Ask a Question](#)

Mfg. Price Starts at
\$34.99

Add to Cart for Price

Weight and Color: 2-8 lbs Dogs Orange

2-8 lbs Dogs Orange

8.1-25 lbs Dogs Green

25.1-50 lbs Dogs Yellow

50.1-100 lbs Dogs Blue


Month Supply:

6 Month Supply

12 Month Supply

Click on image to open expanded view
Item ID: 50632-5

Pet lovers who bought this item also bought



Top Rated

Sentinel Spectrum^{Rx}

★★★★★ Reviews: 269

Starts at **\$38.99**



Top Rated

VetCrafted Multi-Vitamin Soft Chews for Dogs

★★★★★ Reviews: 18

Starts at **\$12.49**

Alternative products



Top Rated

Interceptor for Dogs and Cats^{Rx}

★★★★★ Reviews: 145

Mfg. Price **\$34.99**



PRODUCT TABLE

- There is a table for every product found on the website.
- This is a great source of information as there are dropdown menus with any question a customer may have.
- There are tabs that help maneuver to the most common questions and facts related to the selected product.
- Has hide away options in order to create less clutter.

Product Description

Bravecto Chews are convenient tasty chewable tablets that kill fleas, prevent flea infestations, and kill ticks, such as black-legged (deer) ticks, American dog ticks, and brown dog ticks for 12 weeks. This flea and tick chew also kills lone star ticks for 8 weeks. Bravecto works fast, stays strong and lasts long.

Bravecto Chews are sold as a one pack, 12 week supply or two pack, 24 week supply. The appropriate dosage depends on your dog's weight.

[See all items by Bravecto](#)

What is Bravecto Chews?

Who is Bravecto Chews for?

Why use Bravecto Chews?

How does Bravecto Chews work?

Manufacturer:

Active ingredient(s):

How is Bravecto Chews sold?

What are the side effects of Bravecto Chews?

What special precautions are there?

What to do if overdose?

How can I store Bravecto Chews?

TABS

Product Overview

There are 5 main tabs providing general information:

- Product Overview
- How To Use?
- What's In It?
- Reviews
- Questions & Answers

[Product Overview](#)

[How to Use?](#)

[What's in it?](#)

[Article](#)

[Reviews](#)

[Questions & Answers](#)

Product Description

Interceptor Plus is a broad spectrum parasiticide used to prevent heartworm disease caused by *Dirofilaria immitis* and to treat and control adult roundworm, hookworm, whipworm, and tapeworm infections in dogs and puppies over two pounds of body weight and six weeks of age and older.

[See all items by Interceptor](#)

What is Interceptor Plus for Dogs?

Who is Interceptor Plus for Dogs for?

Why use Interceptor Plus for Dogs?

How does Interceptor Plus for Dogs work?

Manufacturer:

DROPDOWN MENUS

[Product Overview](#)

[How to Use?](#)

[What's in it?](#)

[Article](#)

[Reviews](#)

[Questions & Answers](#)

Product Description



Interceptor Plus is a broad spectrum parasiticide used to prevent heartworm disease caused by *Dirofilaria immitis* and to treat and control adult roundworm, hookworm, whipworm, and tapeworm infections in dogs and puppies over two pounds of body weight and six weeks of age and older.

[See all items by Interceptor](#)

What is Interceptor Plus for Dogs?



Who is Interceptor Plus for Dogs for?



Why use Interceptor Plus for Dogs?



How does Interceptor Plus for Dogs work?



Manufacturer:



Active ingredient(s):



How is Interceptor Plus for Dogs sold?



What are the side effects of Interceptor Plus for Dogs?



What special precautions are there?



What to do if overdose?



How can I store Interceptor Plus for Dogs?



Helpful Tips:



TABS

How To Use?

[Product Overview](#)[How to Use?](#)[What's in it?](#)[Article](#)[Reviews](#)[Questions & Answers](#)

Interceptor Plus should be administered orally, once every month, at the minimum dosage of 0.23 mg/lb (0.5 mg/kg) milbemycin oxime, and 2.28 mg/lb (5 mg/kg) praziquantel. For heartworm prevention, give a tablet to your dog once monthly for at least 6 months after exposure to mosquitoes.

Interceptor Plus Dosage for Dogs According to Weight

Dogs's Weight / Amount

2 - 8 lbs / One tablet of Interceptor Plus Orange monthly

8.1 - 25 lbs / One tablet of Interceptor Plus Green monthly

25.1 - 50 lbs / One tablet of Interceptor Plus Yellow monthly

50.1 - 100 lbs / One Tablet of Interceptor Plus Blue monthly

Over 100 lbs / Talk to your veterinarian to determine the correct dosage of Interceptor Plus tablets for your dog's weight

TABS

What's In It?

[Product Overview](#)[How to Use?](#)[What's in it?](#)[Article](#)[Reviews](#)[Questions & Answers](#)

Interceptor Plus chewable tablets contain the active ingredients milbemycin oxime / and praziquantel.

- Will reflect the active ingredients
- Some products will be separated into both active and inactive ingredients.

TABS

Reviews

[Product Overview](#)[How to Use?](#)[What's in it?](#)[Article](#)[Reviews](#)[Questions & Answers](#)

Average Rating: **out of 586 votes**

Sort by:

New to Old

Rhonda B. 4/15/2019

★★★★★

We've been very pleased with this product.

Was this comment helpful?  0  0

sonya m. 4/8/2019

★★★★☆

easy on digest for the little dogs no shots or oils needed works great

Was this comment helpful?  0  0

Kira B. 4/5/2019

★★★★★

It really helps my dog .. the company is very secure and fast. Thank you

Was this comment helpful?  0  0

Johnson M. 4/5/2019

★★★★★

Vet appoved with a much lower price. EXCELLENT. ARRIVED IN A JIFFY. thank you.

Was this comment helpful?  0  0

Write a Review

Interceptor Plus for Dogs

★★★★☆ Rate this product

Enter your comment

Submit >

TABS

Questions & Answers

[Product Overview](#)[How to Use?](#)[What's in it?](#)[Reviews](#)[Questions & Answers](#)

4 Questions | 5 Answers

Questions With Most helpful Answers?

What Pill Do I Have?

2 Answers ^

Has Anyones Pet Experienced Vomiting And Loss Of Appetite? There Are Blogs Stating Some Dogs Have Died After Taking This Product.

1 Answer ^

Do You Need A Prescription To Buy Bravecto

2 Answers ^

Can you answer these questions?

My dog swims in my pool. Any chance of contaminating the water?

0 Answer ^

[Policies & guidelines](#)

Ask a New Question

Don't know something or can't find the information you are looking for? Ask us a question!

[I Have A Question >](#)

TABS

Exercise

In this exercise, you are being asked to look up 7 different products and answer the related question.

1. What is the star rating for Nupro Natural Supplement?
2. What is the item number for Elevate W.S Natural Vitamin E?
3. Is Azodyl a cold shipped item?
4. What is an alternative for Atopica for Dogs, 15 Capsules Rx?
5. Is Vetmedin a RX item?
6. What is the active ingredient in Lean Treats for Dogs, 4 oz?
7. What are the weight ranges for Bravecto?

PLACING A WEB ORDER

HOW TO PLACE AN ORDER

Here's where the fun begins!

Placing an order through the website is very simple.

We are going to walk through the motions as a customer and place an order.

Scenario: Jasper is getting close to needing her dose of flea and tick preventative. She also is running low on her favorite dental chews.

Lets' place an order for Bravecto and Greenies.



HOW TO PLACE AN ORDER

Account Entering



In order to place any order you will need to be logged into your account.

- If you do not have an account, one will need to be created.
- No purchase can be made without being signed into your account.

HOW TO PLACE AN ORDER


Account Entering

Log In

- Click on the "MY ACCOUNT"
- Select "Sign In" from the drop down and you will be directed to your home page.

[Sign In](#) [Forgot password](#) [Create an account](#)

Welcome back. Please enter your information below.

A small brown and white dog is sitting on a white surface, looking at a silver laptop. The dog's front paws are resting on the laptop's keyboard.

Email Id *

Password *

☐ Remember me [Forgot Password](#)

LOGIN

HOW TO PLACE AN ORDER

Account Entering

Creating a New Account

- Click on the “Create an Account” tab and you will be directed to a new page to enter your profile information

[Create an Account](#) [Sign In](#)

Sign up to save time and take advantage of our many account features including: Easy checkout, Order history, Prescription management, Auto Refill and more

Profile Info

First Name*

Last Name*

Telephone*

Mobile (optional)

Account Name *

Email Address *

Password *

Confirm password *

12 Characters Max Length

Billing Info

Address*

Country *
United States of America ▼

Zip Code *

Shipping Info

☐ Same as Billing Info

Address*

Country *
United States of America ▼

Address Type*
Commercial ▼

Zip Code *

HOW TO PLACE AN ORDER

Adding Items to Cart

- We are going to first add the Bravecto to the cart.
- From the product page, select the weight range for the specified pet and add it to the cart.
- Repeat for Greenies

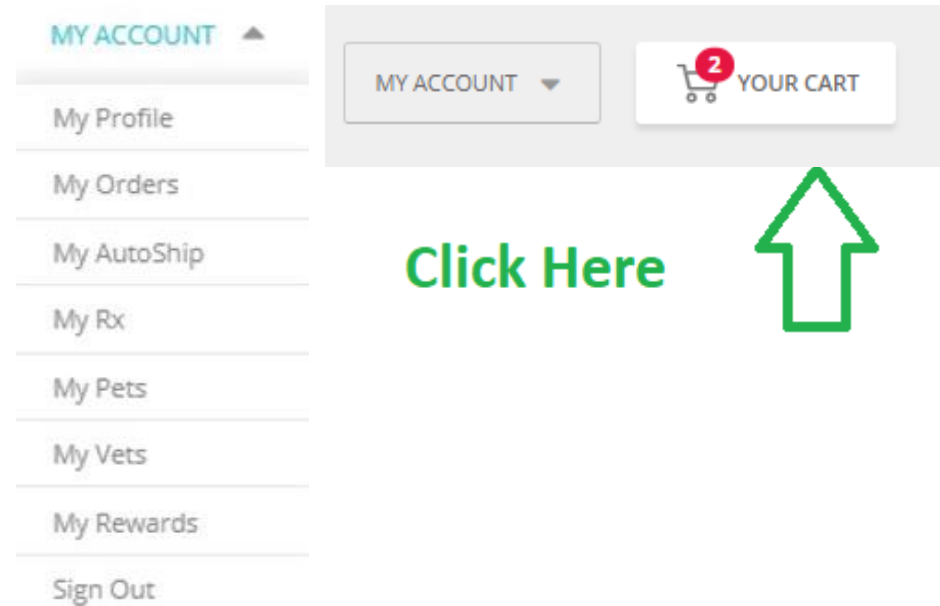
The screenshot displays the product page for Bravecto Chews. On the left, there is a large image of the product box with a play button icon in the top right corner. Below it are four smaller thumbnail images of the product box. The text 'Click on image to open expanded view' and 'Item ID: 28810-1' are visible below the thumbnails. On the right, the product name 'Bravecto Chews Rx' is shown with a 5-star rating and 2,829 reviews. Below this, it says 'FREE SHIPPING on all orders \$49+'. The price section shows a 'Regular Price' of \$54.48 and a 'Retail' price of \$67.99, with a 'You Save: 19%' discount. The 'Weight and Color' section lists five options: 4.4 - 9.9 lbs 112.5 mg Yellow (selected), 9.9 - 22 lbs 250 mg Orange, 22 - 44 lbs 500 mg Green, 44-88 lbs 1000 mg Blue, and 88 - 123 lbs 1400 mg Pink. The 'Auto-Ship' section has a dropdown menu set to 'Just This Once'. The 'Quantity' section shows a value of 1 with minus and plus buttons. A large orange 'Add to Cart' button is prominently displayed, with a green arrow pointing to it from the right. At the bottom right, there is a Norton Shopping Guarantee badge with 'FREE' and a checkmark, and text for 'ID Protection', 'Purchase', and 'Lowest Price'.

HOW TO PLACE AN ORDER

Shopping Cart

Now that we have completed our shopping, we will proceed to the checkout point.

- You will notice "YOUR CART" in the upper right-hand corner of the page will now reflect a number the number 2.
- This is an indicator that you have 2 items pending purchase in your account.
- Click on "YOUR CART" to access your shopping cart.







HOW TO PLACE AN ORDER

Shopping Cart

On the shopping cart page, you will be able to:

- Adjust Quantities
- Remove Items
- Enter Coupons
- See a General Breakdown of Order

ITEM DESCRIPTION		PRICE	QTY	TOTAL	
	Greenies Treat Pack, 27 oz Regular 25-50 lbs, 27 oz	\$21.59	1	\$21.59	X
 Sign Up for AutoShip and Get a 5% Discount Details Just This Once ▼					
	Bravecto Chews ^{Rx} 4.4 - 9.9 lbs 112.5 mg Yellow	\$43.58	1	\$43.58	X
 Sign Up for AutoShip and Get a 5% Discount Details Just This Once ▼					

ORDER SUMMARY

SubTotal: **\$65.18**

Shipping: **FREE**

Tax: **\$1.51**

Total: **\$66.69**


[Checkout](#)

Enter promo code here

[Apply Promo Code](#)

Only one promo code may be used per order


Don't forget



Adams Plus Pyrethrin Dip 4 oz

★★★★☆ Reviews: 7


My Price **\$10.49**



Capstar Flea Tablets for Dogs and Cats

★★★★☆ Reviews: 73


Starts at **\$26.99**



Frontline Spray

★★★★☆ Reviews: 54

Starts at **\$29.49**



OraVet Plaque Prevention Gel

★★★★☆ Reviews: 14

My Price **\$26.99**

HOW TO PLACE AN ORDER

CheckOut Process

On the checkout page you will be able to:

- Edit billing & shipping address
- View Shipping Estimates
- Payment method
- Specify Pets (RX items only)
- Select Vet
- See a General Breakdown of Order
- Enter Order Notes

Checkout

Call Us: 1-877-500-9944

1 Shipping Address

Agent 1

Edit

2 Shipping Method

- ☒ Free Shipping (5-10 business days) \$0.00
- ☐ Standard (3-7 business days) \$6.95
- ☐ 2nd Business Day \$16.50
- ☐ Next Business Day \$27.00

Continue to Payment Method

3 Payment Method

4 Pet & Vet Information

5 Review & Submit Order

6 Confirmation & Receipt

Order Summary

SubTotal	\$65.18
Shipping	FREE
Tax	\$1.51
Total	\$66.69

HOW TO PLACE AN ORDER

Coupons & Credits

Coupons

- Are typically emailed as promotional codes to clients

Credits

- There are two types of credits:
 - Store Credits: Are coupons issued by customer service to the clients for numerous reasons
 - Reward Points: Points earned for shopping with Allivet

Enter promo code here

Apply Promo Code

Only one promo code may be
used per order

HOW TO PLACE AN ORDER

Specifying/Adding Pet

As prescription items need veterinary authorization you will need to specify what medication is for which pet.

- As the Bravecto is for Jasper, we will need to create a Pet Profile for Jasper
- Click on "Select Pet" and then "Add Pet"
- Enter the requested information
- Click on the dropdown menu to select "Jasper"

*Required Fields

Create a Pet Profile

Owner's name*

Filled by default from your personal data

Pet Name*

Pet Type*
Choose

Gender*
☐ Female ☐ Male

Weight (lbs)* Birthday* Age*
Choose

List all medications your pet is taking if any

Enter here

List all medical conditions if any

Enter here

List all medications which your pet is allergic to if any

Enter here

Create Cancel

Enter Prescription Information


Select Pet*

Jasper

Bravecto Chews^{Rx}

4.4 - 9.9 lbs 112.5 mg Yellow

Qty: 1



HOW TO PLACE AN ORDER


Specifying How to Get Rx

Now that we have specified this prescription request is for Jasper, we need to specify if and how Allivet will be obtaining a valid prescription.

- You will see to the right of the pet selection a question "Select Vet".
- Under Pet & Vet Information you will be asked " Will you mail in a prescription?"

*Required Fields

Enter Prescription Information



Bravecto Chews^{Rx}
4.4 - 9.9 lbs 112.5 mg Yellow
Qty: 1

Select Pet*

Jasper ▼

Select Vet*

DR. JESSIE HATFIELD, ▼


Will you mail in a prescription?

☐ Yes ☒ No, contact my vet to verify or use my refills on file (if any)

Will you mail in a prescription?

☒ Yes ☐ No, contact my vet to verify or use my refills on file (if any)

Please, mail your prescription to:



Allivet
Attention: Pharmacy
14540 NW 60th Avenue
Miami Lakes, FL 33014

HOW TO PLACE AN ORDER

Specifying How to Get Rx

Why is this required? *

This is required in order to contact your vet for prescription approval and for our pharmacists to safely dispense your pet medication.

*Required Fields

Enter Prescription Information



Bravecto Chews^{Rx}

4.4 - 9.9 lbs 112.5 mg Yellow

Qty: 1

Select Pet*

Jasper ▼

Select Vet*

DR. JESSIE HATFIELD, ▼

DR. JESSIE HATFIELD, DVM
DR. EDWARD KIDDEL DVM
DR. ROBERTO BARCALA, DVM
+Add a Vet

Will you mail in a prescription?

☐ Yes

☒ No, contact my vet to verify or use my refills on file (if any)

Save and Continue >

Will you mail in a prescription?

☐ Yes

☒ No, contact my vet to verify or use my refills on file (if any)

Select a Vet

Search by

☒ Vet Name/State

☐ Phone Number

Vet Name*

DR.JESSIE HATFIELD

State*

FL-Florida ▼

Search

Cancel

DR JESSIE HATFIELD DVM

GROVE ANIMAL HOSPITAL

Phone: 7863323659 Fax: 7866154891

Select vet

DR. JESSIE HATFIELD, DVM

SOUTH EAST VETERINARY REFERRAL CENTER

Phone: 3056664142 Fax: 3056612434

Select vet

DR. JESSIE HATFIELD, DVM

DORAL ANIMAL MEDICAL CENTER

Phone: 7866313931 Fax: 3054567731

Select vet

If you do not see your vet on the list, please click
"Add New Vet" button

Add New Vet

HOW TO PLACE AN ORDER

Shipping & Payment

Now that you have added all your items and specified your veterinarian's information, the order can be finalized.



- At checkout you will click on Review & Submit order and click on "Place Order" underneath the notes section.

Place Order ›

HOW TO PLACE AN ORDER

Shipping & Payment

5 Review & Submit Order



PRODUCT	PRICE	QTY	SUBTOTAL
 Greenies Treat Pack, 27 oz Regular 25-50 lbs, 27 oz	\$21.59	1	\$21.59
 Bravecto Chews ^{Rx} 4.4 - 9.9 lbs 112.5 mg Yellow	\$43.58	1	\$43.58
SubTotal			\$65.18
Shipping			FREE
Tax			\$1.51
Total			\$66.69
You Save			\$ 37.80
You will earn 81 Reward Points on this Order			
Enter your Order Notes here			
Place Order >			

HOW TO PLACE AN ORDER

Shipping & Payment

Order Breakdown

- You will only be able to see details of your order:
 - Number of items
 - Allivet Total Price
 - Shipping Cost
 - Taxes
 - Total
 - Savings
 - Reward Points Earned
- Order notes can still be entered on this page

PRODUCT	PRICE	QTY	SUBTOTAL
 Greenies Treat Pack, 27 oz Regular 25-50 lbs, 27 oz	\$21.59	1	\$21.59
 Bravecto Chews ^{Rx} 4.4 - 9.9 lbs 112.5 mg Yellow	\$43.58	1	\$43.58
SubTotal			\$65.18
Shipping			FREE
Tax			\$1.51
Total			\$66.69
You Save			\$ 37.80
You will earn 81 Reward Points on this Order			
Enter your Order Notes here			
Place Order >			

HOW TO PLACE AN ORDER

Shipping & Payment

Billing/Shipping

This is where you will specify where and to whom this package is being delivered to.

- You can edit both the billing and shipping addresses by clicking on "Shipping Address" during checkout.
- You will also be asked to select your shipping method and view shipping charge.

1 Shipping Address

*Required Fields

Full Name*

Address*

Zip Code*

Telephone*

Country*
United States of America

City*
State*
FL - Florida

☐ Billing Address Same As Shipping

Billing Address

Full Name*

Address*

Zip Code*

Country*
United States of America

City*
State*
FL - Florida

Continue to Shipping Method

2 Shipping Method

☒ Free Shipping (5-10 business days)

\$0.00

☐ Standard (3-7 business days)

\$6.95

☐ 2nd Business Day

\$16.50

☐ Next Business Day

\$27.00

HOW TO PLACE AN ORDER

Shipping & Payment

Payment

Here you will enter or select your method of payment.

- Under payment method you will see “Saved Credit Card Info”. Saving your CC information allows for easier processing of future orders.
- Right below you will see “Add New Credit Card”. Credit card information can be added, edited and deleted here.
 - You can also view which CC methods qualify to process your order with
 - You can save this new information by checking the box below that says “Save Credit Card”
- Once done, click on the orange button that states "Save and Continue"


3 Payment Method

*Required Fields

Choose a Payment Method

☐ Visa ending in [Edit](#) [Delete](#)

☒ Visa ending in [Edit](#) [Delete](#)

☐ PayPal (not available for Rx Orders) 

[Add New Credit Card](#)

[Save and Continue >](#)

*Required Fields

Choose a Payment Method

Name On Card:*

Agent 1

☒ Save credit card

Credit Card No.:

Expiration Date:*

Month

Year

CW:*

SHIPPING GUIDELINES

SHIPPING GUIDELINES

General Information

- All shipping methods are based off business days
 - Monday-Friday = Business days
 - Monday-Sunday = Calendar days
 - Holidays are not considered business days
- Saturday deliveries are an additional charge
 - Clients need to call Customer Service to request this option
 - Not every city qualifies for Saturday delivery
- Free shipping is offered to **MOST** orders over \$49.00
 - Excludes
 - Cold Shipped Items
 - International Orders
 - Non-Continental States
 - Hawaii
 - Alaska
 - Us Territories
 - Puerto Rico

Month Year Calendar

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
✗	✓	✓	✓	✓	✓	✗
✗	✓	✓	🚫	✓	✓	✗

SHIPPING GUIDELINES

Cold Shipping

As some items are temperate sensitive these items have a different shipping method called Cold Shipping.

- This shipping method is an Automatic Next Business Day order.
- It is packed with cold packs
 - Customers can request regular order to be shipped with cold packs.
 - This request is an additional charge of \$5 per cold pack
- ONLY offered Monday-Thursday
- Items are that need to be cold shipped are indicated by a blue thermometer



Click on image to open expanded view

Item ID: 25897

Vetsulin ^{Rx}



[470 reviews](#)

[Write a Review](#)

[Ask a Question](#)



Regular Price
\$44.66

Retail: ~~\$69.99~~ You Save: 36%

Size: 10 ml

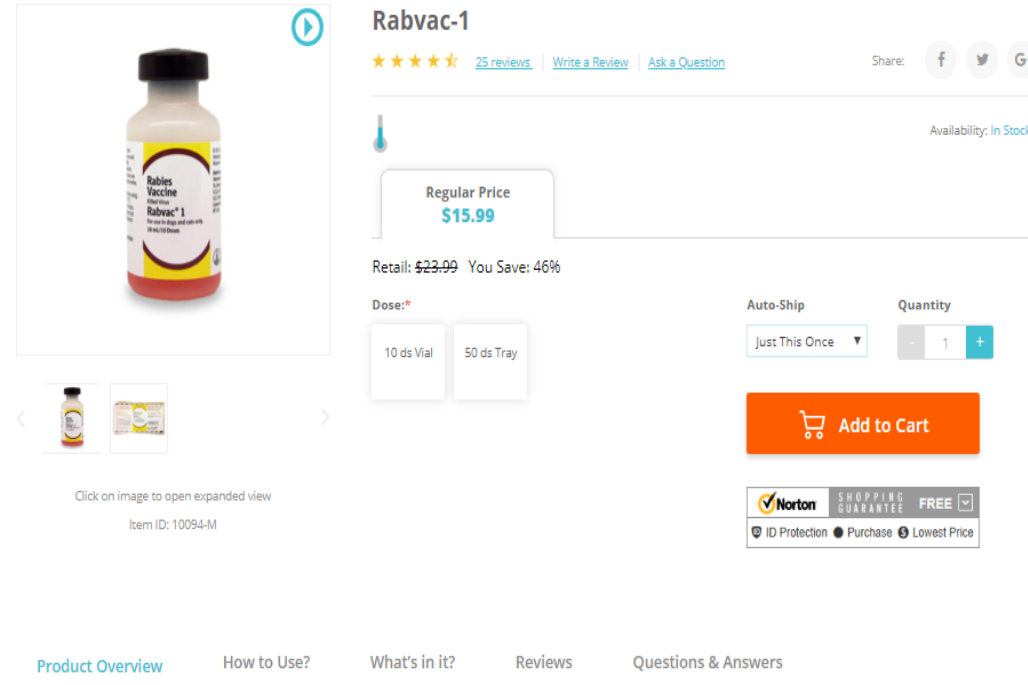
10 ml

SHIPPING GUIDELINES

Restricted Product Zones

Some items have zone restrictions and cannot be shipped to specified states.

- Any item with zone restrictions will be indicated within the item description in red lettering
- There is NO exception to this rule.



Rabvac-1
★★★★★ 25 reviews | [Write a Review](#) | [Ask a Question](#) | Share: [f](#) [t](#) [G+](#)

Availability: In Stock

Regular Price
\$15.99

Retail: ~~\$23.99~~ You Save: 46%

Dose:*

10 ds Vial 50 ds Tray

Auto-Ship: Just This Once ▼ Quantity: 1 +

[Add to Cart](#)

[Norton](#) SHOPPING GUARANTEE FREE ☒
ID Protection • Purchase • Lowest Price

[Product Overview](#) [How to Use?](#) [What's in it?](#) [Reviews](#) [Questions & Answers](#)

Product Description ▼

Rabvac-1 is for the vaccination of healthy dogs & cats against the rabies virus. IN THE STATE OF CALIFORNIA, RABVAC MUST BE ADMINISTERED BY A VETERINARIAN OR A VETERINARIAN TECHNICIAN. *No tags or certificates come with rabies vaccines. Rabies vaccines CANNOT be sold to the following states: AK, AL, AR, CA, CT, GA, HI, IA, ID, IL, IN, KS, MD, ME, MN, MO, MS, MT, NC, ND, NE, NH, NJ, NM, NV, NY, OK, OR, PR, RI, SC, TN, TX, UT, VT, WA, WV, WY. Check with your state prior to buying to see if you can administer a rabies vaccination.

SHIPPING GUIDELINES

Carriers

Allivet only uses two shipping carriers:

- United States Postal Service
- Federal Express
- Our free shipping is done via the US Postal Service.
- Any expedited item will be shipped using Federal Express.
- Orders over 2 pounds are also shipped using Federal Express. However, they are shipped using Ground shipping.



PAYMENT GUIDELINES

PAYMENT GUIDELINES

Payment Methods

Forms of Payment

- Allivet accepts three different payment methods:
 - Credit Cards
 - American Express
 - Discover
 - Master Card
 - Visa
 - Paypal
 - Can only be used for over the counter(OTC) items

DISCOVER



PLACING A WEB ORDER

Post Payment Information

HOW TO PLACE AN ORDER

Processing Order

Once you have clicked on “Place My Order” your order will begin to process.

- The portal will indicate the processing of an order with a blue rotating circle.



Processing your order, please wait this
may take a while...

HOW TO PLACE AN ORDER

Order Confirmation

Order Submitted
Successfully!

Your Order Number Is : **SO- 0123456**

Your Customer ID Is : **CUST- 456789**

Call Us Toll Free

1-877-500-9944

Monday-Friday: 8AM - 7PM EST

Saturday: 9AM - 5PM EST

You will receive an email confirmation on
Customercare@allivet.com for your records

Training, tell others why you bought
the products in your cart.



Greenies Tub Treat Pack Greenies, Regular 25-
50 lbs, 27 oz



Reviews 60

HOW TO PLACE AN ORDER

Exercise

In this exercise you will create an account and place an order for two Rx items using two different pets.

1. Trifexis for Riley
2. Heartgard Plus for Sally

