

WHO WE ARE

# COMPANY OVERVIEW

- Welcome to Allivet, your most trusted pet pharmacy since 1992! Licensed in all 50 states, we have been the select provider of quality pet medication, and veterinary supplies for more than 25 years
- Our mission is to provide the highest quality pet medications and products to our clients. We strive to uphold the lowest prices while upholding the highest pharmacy standards in the industry.



# OUR TEAMS



Allivet<sup>TM</sup>  
Trusted Pet Pharmacy Since 1992



WELCOME MODULE

# DEPARTMENT STRUCTURE



# YOUR ROLE

In joining the Customer Service Department there are a few things you will need to know:

- Agents will need to address customers questions and concerns.
- Agents will work with different departments within the company to resolve customer needs.
- Agents will strive to live up to Allivet's high customer experience standards on every contact.



WHAT WE DO



# WHAT IS A PET PHARMACY?

- Pharmacy: A store where medical drugs are dispensed and sold.
- Pet Pharmacy: Will ONLY dispense and sell medical drugs for animal use.
- There are no licensed veterinarians on staff. Only licensed pharmacists and pharmacy technicians.
- We do not prescribe or recommend and medical drug or over the counter supplement to our customers.





# PRODUCT OFFERINGS

We carry a variety of products:










- Prescription Medications
- Pet Food
- Vaccines
- Grooming Products
- Vitamins/Supplements



HOW DO THEY FIND US

# ONLINE ADS



 <p>Vetsulin 40 U / Ml 10 Ml Vial for... <b>\$34.99</b> Allivet Pet Phar... ★★★★★ (870)</p>	 <p>Zycortal Suspension 25... <b>\$141.00</b> Allivet Pet Phar... ★★★★★ (70)</p>	 <p>Prozinc Cat Insulin 10ml Vial... <b>\$95.99</b> Allivet Pet Phar... ★★★★★ (454)</p>
 <p>Trifexis for Dogs 40.1-60 Lbs 6... <b>\$87.99</b> Allivet Pet Phar... ★★★★★ (1k+)</p>	 <p>Vetmedin 1.25 Mg 50 Chewabl... <b>\$31.95</b> Allivet Pet Phar... ★★★★★ (2k+)</p>	 <p>Heartgard Plus Chewables 1-25... <b>\$25.70</b> Allivet Pet Phar... ★★★★★ (3k+)</p>
 <p>Adequan Canine 100 mg/ml Sing... <b>\$64.95</b> Allivet Pet Phar... ★★★★★ (786)</p>	 <p>Vetmedin 5 Mg 50 Chewable... <b>\$59.49</b> Allivet Pet Phar... ★★★★★ (2k+)</p>	 <p>Vetoryl Capsules 30 Mg 30 Ct for... <b>\$48.95</b> Allivet Pet Phar... ★★★★★ (2k+)</p>



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# RECOMMENDATIONS





# SOCIAL MEDIA

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Trusted Pet Pharmacy Since 1992

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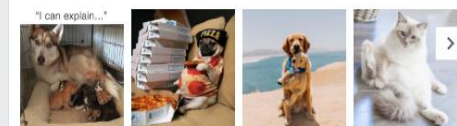
Write a post... Photo Album Live Video

Allivet Write a post...

Photo/Video Feeling/Activ... Write Note

Share a recent photo from your Instagram account

Only you can see this



Pet Service in Hialeah, Florida

Closes in 45 minutes



Our Story

We're pet lovers who not only want the best for our pets' health, but also the best for their owners...

