



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



AUTOSHIP

# INTRODUCTION TO AUTOSHIP

# INTRODUCTION TO AUTOSHIP

What is Autoship ?

Allivet's Autoship & Save Program is used to ensure our customer's pets never run out of their medication.

- Customers set up their autoship(s) we take care of the rest.
- Customers do not need to remember to re-order their pet medications, food, treats, etc. as our system will automatically generate these orders for them.
- If there is an error in the process of generating an autoship-order, one of our autoship specialists will take care of it.



# INTRODUCTION TO AUTOSHIP

Why are autoships important ?

Autoships are important because customers depend on us to get their pet medication in a timely manner. We will completely take care of the order.

Autoships will create loyal customers.

- Pet will never run out of medication
- Save Money with Autoship discount
- Convenience



# LIFE OF AN AUTOSHIP

# AUTOSHIP

## Autoship Setup

How are Autoships created ?

- Any OTC or prescription item can be added to autoship settings by selecting "Autoship" right next to the product description.

The screenshot shows the product page for Bravecto Chews. A large green arrow points from the 'Autoship' link in the product description to the 'Auto-Ship' dropdown menu. Another green arrow points from the 'Weight and Color' selection area to the 'Quantity' selector. A third green arrow points from the 'Auto-Ship' dropdown to the 'Add to Cart' button.

**Bravecto Chews<sup>Rx</sup>**  
★★★★★ [2,831 reviews](#) | [Write a Review](#) | [Ask a Question](#)

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

**Regular Price**  
**\$54.48**

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

**Weight and Color:** 4.4 - 9.9 lbs 112.5 mg Yellow

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**



## How It Works



# AUTOSHIP

## Autoship Setup


- Pet and veterinarian information must be selected under customer profile.

PRODUCT	QUANTITY	MY PRICE	SUB TOTAL	FREQUENCY	END DATE	NEXT SHIPMENT	SUSPEND
	1 	\$43.58	\$43.58	Every 3 Months ▾	12-31-9999	07-17-2019	<input type="checkbox"/>
<b>Bravecto Chews<sup>Rx</sup></b> 4.4 - 9.9 lbs 112.5 mg Yellow							

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**Pet Name**  
Select A Pet ▾

Add Pet



**I Want Allivet To Contact My Vet**  
Select A Vet ▾

Add Vet

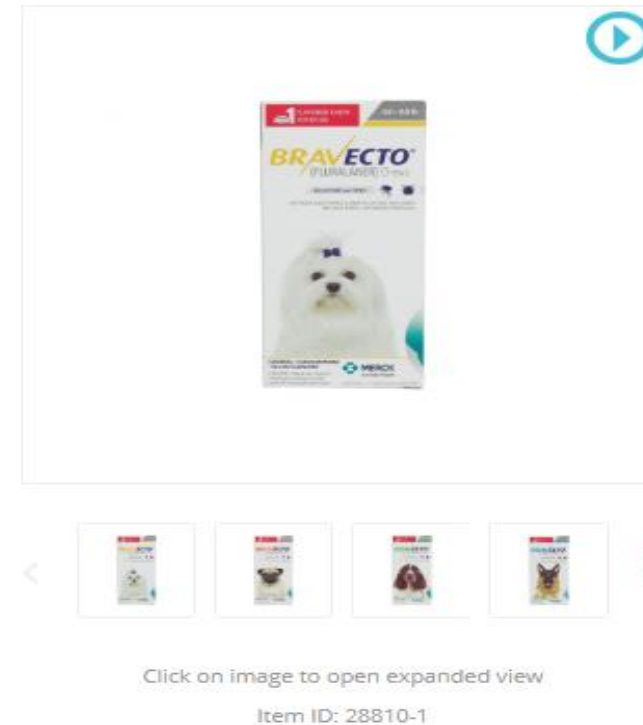


# AUTOSHIP

## Autoship Setup

When an agent is creating an autoship for a customer the following steps must be followed:

- Obtain item # or product name



# AUTOSHIP

## Autoship Setup

- Access customers account via customer manager

- Select Autoship under radio buttons

First Name:	<input type="text"/>	Email:	<input type="text"/>
Last Name:	<input type="text"/>	CustomerID:	<input type="text"/>
Phone:	<input type="text"/>	OrderID:	<input type="text"/>

Credit Cards		Pets		Vets		Save		Audit Trail		Create Order		Close							
Credit Cards		Pets		Vets		AutoShip		StoreCredit		Items		Rx		Points		USAPM		Search Rx	

- Enter item # in empty box
- Select Add item
- Select "OK" to add autoship

Shipping:

admin.allivet.com says

Item will be added to the Schedule, even if you wouldn't click Save button, are you sure you want to proceed?

# AUTOSHIP

## Autoship Setup

Created On	Created By	ItemID	Product	Rx	Pet	Vet	Unit Price	Qty	Interval Week(s)	End Date	Next Date	Susp.	Modified By	Suspended On
04-24-2019 16:03	dreyes	28810-1	Bravecto chew tab 4.4-9.9 lbs 112.5 mg Yellow	Rx	Select Pet ▼	Select Vet ▼	43.58	1	0	12-31-9999	04-24-2019	<input type="checkbox"/>		



- Confirm pet and veterinarian information
- Verify and select quantity and week intervals
- Select shipping method
- Click save

Shipping: Free Shipping (5-10 business days) 0.00 ▼

Autoships will not be saved unless all fields are completed.

Save

Cancel

# ORDER FLOW

# AUTOSHIP FLOW

## Order Flow

### How Autoship works

- For every AutoShip order generated an email will be sent 3 days prior to the ship-by date and will include a list of the items scheduled to be shipped.
- Customers have until midnight EST the day before to make any changes online.
- The autoship is generated 3 days in advance to ensure receipt of a valid prescription and to allow for changes.
- If an Autoship order has been generated and there is no valid prescription on file, one of our autoship agents will reach out to the veterinarian for an approval.
- If there are valid refills on file in the account, the autoship order will generate and ship the same day.

**Autoship orders are  
our priority!**



# AUTOSHIPS TO PLACE

- This is the list of Autoship orders which the system attempted to generate but was unable to do so due to an error.
- Autoship errors will reflect on the right-hand side in red and can be caused by:
  - Deceased Pet
  - Declined CC
  - P.O. Box Listed
  - Same Pet/ Same Item
  - No CC
  - Reward Points
  - Item on back order or out of stock

2019/04/24 23:32 - webadmin:  
proin 50 mg 60 ct. item has the following  
error:  
please, select or add a pet

2019/04/25 00:00 - webadmin:  
proin 50 mg 60 ct. item has the following  
error:  
please, select or add a pet

2019/04/24 23:33 - webadmin:  
ups can't ship to p.o.box, select another  
shipping method

2019/04/25 00:00 - webadmin:  
ups can't ship to p.o.box, select another  
shipping method

2019/04/24 23:33 - webadmin:  
back order item(s).  
in stock order created as-0642577

# AUTOSHIPS TO PLACE

Order Manager																			
<div>Search by: <input type="radio"/> Customer Code <input type="radio"/> Customer Names <input checked="" type="radio"/> AutoShips To Place <input type="radio"/> No yet Shipped <input type="radio"/> Not Authorized To Ship</div> <div><input type="radio"/> Customer Email <input type="radio"/> Telephone <input type="radio"/> Imported Orders On Hold <input type="radio"/> DropShip Not Allocated <input type="radio"/> eGift Cards</div> <div><input type="radio"/> Order Number <input type="radio"/> IP Address <input type="radio"/> Rx Orders On Hold <input type="radio"/> Allivet Not Allocated <input type="radio"/> Invoices</div> <div><input type="radio"/> POCODE <input type="radio"/> CC Transaction ID <input type="radio"/> Re-Shipments <input type="radio"/> Outstanding Balance <input type="radio"/> Pending Invoices</div> <div><input type="radio"/> Tracking Number <input type="radio"/> Total By Agents <input type="radio"/> Risk Orders</div>																			
ClientID/Email: <input type="text"/>																			
Search Option: <input checked="" type="radio"/> All <input type="radio"/> Okay <input type="radio"/> Errors <input type="radio"/> All-No-Paging																			
<div>Refresh New Quote New Order</div>																			
1 2 3 4 5 6																			
ID	Name	Credit Card	No CC	Auto Ship	Pets	Vets	Back Order	Rx	*F	Ship Date	Ship To	Shipping Method	e-Notes	Private Order Notes	Sub Total	Total	Order#	Errors Trail	
<a href="#">1480857</a>	Judy Rosalez		05/08/19 09:24		1	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	05/02/2019	US NC	Free Shipping		05/08 cc declined , called client to update ,lvm, email sent ..kertasha	123.47				<div>2019/05/07 23:34 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-3196465 - transaction declined.</div> <div>2019/05/08 00:07 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-3196620 - transaction declined.</div>
<a href="#">1234311</a>	Kim Bargar		05/08/19 09:28		1	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	05/08/2019	US GA	Free Shipping		05/07 cc declined , called client to update ..lvm.. email sent ..kertasha 05/08 email sent to update ..kertasha	85.48				<div>2019/05/07 00:27 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-3192534 - transaction declined.</div> <div>2019/05/08 00:07 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-3196625 -</div>



# AUTOSHIPS TO PLACE



Home



Horse Care



Dog Care



Cat Care




Livestock

## your autoship is coming soon!

Hello MONIKA,

You have an AutoShip order scheduled for 05-02-2019. Please review your scheduled AutoShip item below. If you would like to skip this delivery or make any changes to your order, please do so in the next 24 hours.

Remember, all AutoShip orders will receive an automatic 5% discount. Our prices may vary with manufacturer's costs. However, you always save 5% off our [guaranteed lowest prices](#) with AutoShip!

PRODUCT	REWARDS POINTS	PRICE	UNIT	QUANTITY/ FREQUENCY	SUBTOTAL	CANCEL ORDER
 Purina Pro Plan Veterinary Diets EN Gastroenteric Canine Formula	41	\$41.19	Each	1 / Every 2 weeks	\$41.19	<a href="#">CANCEL</a>

# AUTOSHIP COMING SOON

**Suspend This Autoship Order**

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Suspend This Autoship Order

Your Next Order from your Auto Shipment Schedule was cancelled: 05-02-2019

Thank you for choosing Allivet

WHAT IF ?

# AUTOSHIP-FAIL

What if ?

- The primary reason that an autoship does not generate is due to issues with the credit card.
- In this case, an autoship agent will reach out to the customer to update the card information.
- A note will be added to the customer's account under "Private Order Notes".

Customer Notes:	
Merchant Use Only	
Private Order Notes:	04/23 CC declined, Called client to update , LVM, email sent ..Kertasha
Merchant Use Only - Shipping Label	04/24 Email sent to update ..Kertasha

# AUTOSHIP-FAIL

What if ?

If a customer is contacting us to generate their autoship order the following must be done :



Order Manager																			
<div>Search by: <div><div><input type="radio"/> Customer Code</div><div><input type="radio"/> Customer Email</div><div><input type="radio"/> Order Number</div><div><input type="radio"/> POCode</div><div><input type="radio"/> Tracking Number</div></div><div><div><input type="radio"/> Customer Names</div><div><input type="radio"/> Telephone</div><div><input type="radio"/> IP Address</div><div><input type="radio"/> CC Transaction ID</div><div><input type="radio"/> Total By Agents</div></div><div><div><input checked="" type="radio"/> AutoShips To Place</div><div><input type="radio"/> Imported Orders On Hold</div><div><input type="radio"/> Rx Orders On Hold</div><div><input type="radio"/> Re-Shipments</div><div><input type="radio"/> Risk Orders</div></div><div><div><input type="radio"/> No yet Shipped</div><div><input type="radio"/> DropShip Not Allocated</div><div><input type="radio"/> Allivet Not Allocated</div><div><input type="radio"/> Outstanding Balance</div></div><div><div><input type="radio"/> Not Authorized To Ship</div><div><input type="radio"/> eGift Cards</div><div><input type="radio"/> Invoices</div><div><input type="radio"/> Pending Invoices</div></div></div> <div>ClientID/Email: <input type="text"/></div> <div>Search Option: <input checked="" type="radio"/> All <input type="radio"/> Okay <input type="radio"/> Errors <input type="radio"/> All-No-Paging</div> <div><div>Refresh</div><div>New Quote</div><div>New Order</div></div>																			
1 2 3 4 5 6																			
ID	Name	Credit Card	No CC	Auto Ship	Pets	Vets	Back Order	Rx	*F	Ship Date	Ship To	Shipping Method	e-Notes	Private Order Notes	Sub Total	Total	Order#	SO	Errors Trail
1480857	Judy Rosalez		05/08/19 09:24		1	3		<input checked="" type="checkbox"/>	<input type="checkbox"/>	05/02/2019	US NC	Free Shipping		05/08 cc declined , called client to update ,lvm, email sent ..kertasha	123.47				2019/05/07 23:34 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-3196465 - transaction declined.  2019/05/08 00:07 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-3196620 - transaction declined.
1234311	Kim Bargar		05/08/19 09:28		1	2		<input checked="" type="checkbox"/>	<input type="checkbox"/>	05/08/2019	US GA	Free Shipping		05/07 cc declined , called client to update .. lvm.. email sent ..kertasha 05/08 email sent to update ..kertasha	85.48				2019/05/07 00:27 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-3192534 - transaction declined.  2019/05/08 00:07 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-3196625 -

# AUTOSHIP-FAIL

What if ?

If a customer is contacting us to generate their autoship order the following must be done :

0608783	Amanda Jacobs		04/24/19 09:18 		2		3				04/24/2019	US GA	Free Shipping	 04/23 cc declined, called client to update , lvm, email sent ..kertasha 04/24 email sent to update ..kertasha	51.76
---------	---------------	---	--	---	---	---	---	---	--	---	------------	-------	---------------	---	-------

0608783	Amanda Jacobs		04/24/19 09:18 
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# AUTOSHIP-FAIL

What if ?

Item on manufacturer back-order or out of stock:

- Only available items on an order will be autoshipped.
- Items on Manufacturer Back Order or Out of Stock will not be autoshipped.
- Customer Service will be notified by the Warehouse Department should an item be out of stock and the customer will need to be contacted regarding their autoship order.

The screenshot displays the product page for Vetoryl Capsules 30 Ct. Rx. The product is shown as a box of capsules. The regular price is \$38.99, and the retail price is \$42.99. The product is currently out of stock. A green arrow points to the 'Notify By Email' button, which is highlighted in blue. The page also shows a 'Manufacturer Back Order' section with a 'View Alternative' button. The 'Auto-Ship' section is set to 'Just This Once'.

Vetoryl Capsules 30 Ct. Rx

★★★★★ 1,717 reviews [Write a Review](#) [Ask a Question](#)

Share: [f](#) [t](#) [G+](#)

Availability: Out of Stock

Regular Price  
**\$38.99**

Retail: ~~\$42.99~~ You Save: 9%

Strength: \* 5 mg

Auto-Ship: Just This Once

Quantity: 1

Manufacturer Back Order

[View Alternative](#)

[Notify By Email](#) ✓

# AUTOSHIP-FAIL

What if ?

Expired Prescription:

- Autoship orders do not guarantee that the prescription will always be valid, as prescriptions expire one year after the written date.
- If refills are not approved, a new prescription must be obtained in order to fulfill an autoship order.





SUSPEND AUTOSHIP

# AUTOSHIP CANCELLATION

How to cancel an autoship

How to suspend an autoship:

- There will be occasions where a customer requests to cancel an autoship.
- As customer service agents we only able to suspend their autoship.
- To suspend an autoship, simply select the Susp. Box next to the item.








Created On	Created By	ItemID	Product	Rx	Pet	Vet	Unit Price	Qty	Interval Week(s)	End Date	Next Date	Susp.	Modified By	Suspended On
04-24-2019 16:03	dreyes	28810-1	Bravecto chew tab 4.4-9.9 lbs 112.5 mg Yellow	Rx	Select Pet ▼	Select Vet ▼	43.58	1	0	12-31-9999	04-24-2019	<input type="checkbox"/>		

Created On	Created By	ItemID	Product	Rx	Pet	Vet	Unit Price	Qty	Interval Week(s)	End Date	Next Date	Susp.	Modified By	Suspended On
04-24-2019 16:03	dreyes	28810-1	Bravecto chew tab 4.4-9.9 lbs 112.5 mg Yellow	Rx	Select Pet ▼	Select Vet ▼	43.58	1	0	12-31-9999		<input checked="" type="checkbox"/>	dreyes	04-24-2019 16:45

# AUTOSHIP CANCELLATION

How to cancel an autoship pending order

- Customers will receive an email notification 3 days in advance of a shipment.
- Should they wish to cancel this pending autoship order, make sure to check under order history along with "AUTOSHIPS TO PLACE" .

ID	Name	Credit Card	No CC	Auto Ship	Pets	Vets	Back Order	Rx	F	Ship Date	Ship To	Shipping Method	e-Notes	Private Order Notes	Sub Total	Total	Order#	Errors Trail
0567175	Tiffany Blaylock		07/23/18 09:09		1 	3 				07/23/2018	US CA	Free Shipping		7/19 cc declined lvm and sent email to client in regards to updating cc. mekeje 7/20 sent email to client in regards to updating cc. mekeje 7/23 lvm and sent email to client in regards to updating cc. mekeje	102.13			 2018/07/19 01:41 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-2274427 - transaction declined. 2018/07/20 00:21 - webadmin: 1117-unable to place order: gatewayauthorizationfailed error number: 1 result: decline status: decline unable to process the following credit card payments: auth-2278124 - transaction declined.

# AUTOSHIP CANCELLATION

How to delete an autoship

How to delete an autoship:

- Should a customer request to delete their autoship, they must log into their Allivet.com account and delete it.
- They must locate " My AutoShip" under the My Account dropdown menu
- Select X

MY ACCOUNT ▲

My Profile

My Orders

My AutoShip

My Rx




My Pets

My Vets

My Rewards

Sign Out



PRODUCT	QUANTITY	MY PRICE	SUB TOTAL	FREQUENCY	END DATE	NEXT SHIPMENT	SUSPEND
 Bravecto Chews <sup>Rx</sup> 4.4 - 9.9 lbs 112.5 mg Yellow	1 	\$43.58	\$43.58	Every 2 Weeks ▼	12-31-9999		



SITUATIONS

# AUTOSHIP GENERATE

Too much medication

Occasionally customers will contact us to notify they have a surplus of medication that they would like to return.

How do we proceed?

- Advise a refund request will be immediately submitted
- Determine if product can be returned or donated/discarded
  - What items were purchased
  - Confirm if it's a cold item
  - Confirm if items have been used/open



# AUTOSHIP GENERATE

Too much medication

There will be times when a customer forgets to suspend their autoship and an order generates. If they have a surplus and will not use them, we can assist them by doing the following :

- Advise a refund request will be immediately submitted
- Determine if product can be returned or donated/discarded
- Create a return label if returnable
- Offer to extend their autoship date, if they wish to keep package

**REFUND  
POLICY**



# AUTOSHIP GENERATE

Order did not generate

- Should a customer inquire about an autoship not generating, check on "Autoships to Place" before creating a standard order.
- If there are no pending orders under "Autoships to Place", an order must be created.
- Create a standard order and apply the 5% autoship discount manually.
- If pet is running short on medication expedited shipping is to be covered.





# AUTOSHIP PRICE

- Autoship orders will be created with the regular item price and a discount of 5%
- Autoship orders cannot be combined with coupons, discounts, or other offers except:
  - Reward Points
  - Store Credits
  - Price match previous orders upon request



# AUTOSHIP PRICE

- Notes must be placed on “Private Order Notes” regarding any changes made:

- "APPLY REWARD POINTS TO UPCOMING A.S (DATE), INITIALS"

- "REWARD, PRICE MATCH (AMOUNT \$) FOR UPCOMING A.S(DATE), INITIALS "

Customer Notes: APPLY REWARD POINTS TO UPCOMING A.S (07-17-2019), DREYES  
Merchant Use Only

Private Order Notes: APPLY REWARD POINTS TO UPCOMING A.S (07-17-2019), DREYES  
Merchant Use Only - Shipping Label

Customer Notes: "REWARD, PRICE MATCH DISCOUNT PRICE (\$47.84) FOR UPCOMING A.S (07-17-2019) DREYES"  
Merchant Use Only

Private Order Notes: "REWARD, PRICE MATCH DISCOUNT PRICE (\$47.84) FOR UPCOMING A.S (07-17-2019) DREYES"  
Merchant Use Only - Shipping Label