



WEBSITE TOUR

SECTION 2B: CUSTOMER ACCOUNT

CUSTOMER ACCOUNT

CUSTOMER ACCOUNT

Logging In and Out

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

SHOP BY PET ▾ SHOP BY BRAND ▾ SHOP BY CONDITION ▾ QUICK RE-ORDER

Sign In | Forgot password | Create an account

Welcome back. Please enter your information below.



Email Id *

Password *

☐ Remember me

[Forgot Password](#)

LOGIN

Logging In

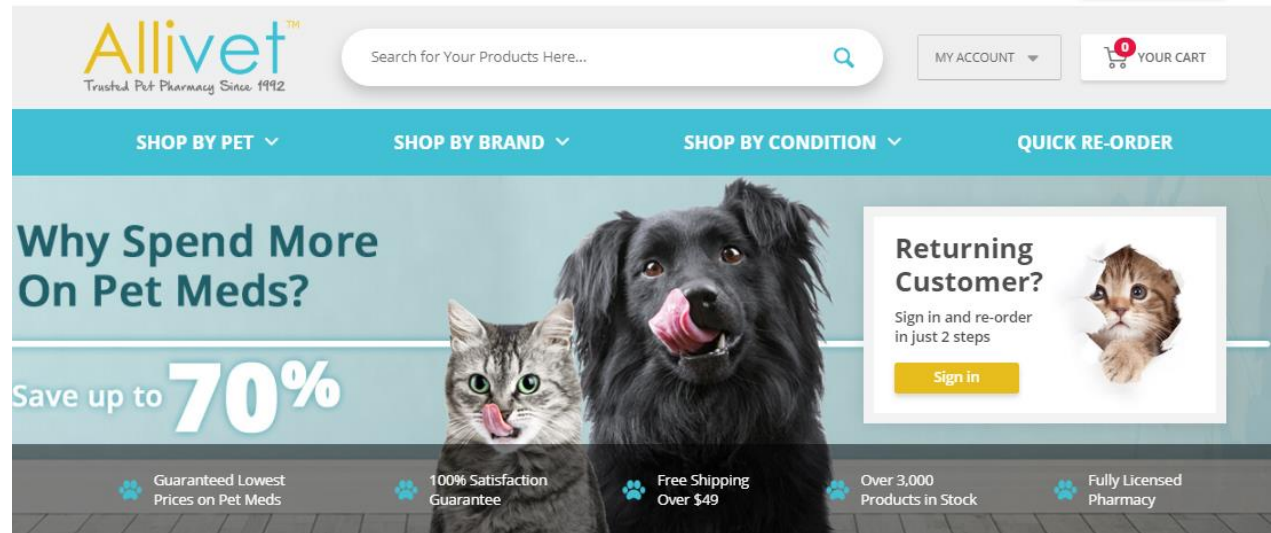
- Click on the "MY ACCOUNT"
- Select "Sign In" from the drop down and you will be directed to your home page.

CUSTOMER ACCOUNT

Logging In and Out

Logging Out

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



CUSTOMER ACCOUNT

Customer Profile

Account and Contact Information

First Name*	Last Name*
Training	Account
Telephone*	Mobile (optional)
1877-500-9944	
Email Address*	
customer@vetdepot.com	
<input type="checkbox"/> Check here to change my password	
<input checked="" type="checkbox"/> Yes! I'd like to receive coupons and special offers by email	

[Update Account](#)

Your Address Book

My Primary Billing Address

[Edit](#)

Training Account
14540 NW 60th Avenue
Hialeah, FL 33014

Phone:
18775009944

My Primary Shipping Address

[Edit](#)

Training Account
14540 NW 60th Avenue
Hialeah, FL 33014

Phone:
1877-500-9944

Your eGift Cards

No eGift Cards were found

Order and Billing History

ORDER ID	ORDER DATE	PAYMENT METHOD	SHIPPING STATUS	ORDER STATUS	ORDER TOTAL
SO-2461578	04/16/2019	Cash/Other	Not Yet Shipped	Voided	\$0.00

MY CREDIT CARDS

Select a Credit Card:	Add A New CC
Name On Card:	
Type:	Select a type
Credit Card No.:	
CVV:	
Expiration:	Year Month

[Save](#)

☐ I'm not a robot



CUSTOMER ACCOUNT

Account and Contact Information

Account and Contact Information

First Name*

Training

Last Name*

Account

Telephone*

1877-500-9944

Mobile (optional)

Email Address*

customercare@allivet.com

☐ Check here to change my password

☒ Yes! I'd like to receive coupons and special offers by email

Update Account

CUSTOMER ACCOUNT

Your Address Book

Your Address Book

My Primary Billing Address

Edit

Training Account
14540 NW 60th Avenue
Hialeah, FL 33014

Phone:

18775009944

My Primary Shipping Address

Edit

Training Account
14540 NW 60th Avenue
Hialeah, FL 33014

Phone:

1877-500-9944

CUSTOMER ACCOUNT

Your Address Book

Manage Your Billing Address

[Add A New Address](#)

[Training Account](#) [Edit](#)
14540 NW 60th Avenue
Hialeah, FL 33014
18775009944

Changing your shipping address here **will not** update the shipping address on existing orders. To update the shipping address on an **open** order, please call 1877-500-9944.

Please note: if your order has been processed for shipping already, the shipping address cannot be changed.

CUSTOMER ACCOUNT

Order and Billing History



Both current and past orders are viewable here.

- Set up in table form, making navigation easier for clients.
- It is broken up into six columns:
 - Order ID
 - Order Date
 - Payment Method
 - Shipping Status
 - Order Status
 - Order Total

Order and Billing History					
1 2 3 4					
ORDER ID	ORDER DATE	PAYMENT METHOD	SHIPPING STATUS	ORDER STATUS	ORDER TOTAL
SO-1833679	07/16/2018	Credit Card AUTH	Not Yet Shipped	Voided	\$20.35
Reorder					
SO-1816441	07/09/2018	Credit Card Completed	Shipped on 07/09/2018 Tracking Number SO-1816441	Completed	\$51.34
Reorder					
SO-1792217	06/29/2018	Credit Card AUTH	Not Yet Shipped	Voided	\$13.69
Reorder					
SO-1742535	06/08/2018	Credit Card Completed	Shipped on 06/08/2018 Tracking Number SO-1742535	Completed	\$25.67
Reorder					
SO-1717380	05/29/2018	Credit Card Completed	Shipped on 05/29/2018 Tracking Number SO-1717380	Completed	\$68.78
Reorder					
SO-1651178	05/01/2018	Credit Card Completed	Shipped on 05/01/2018 Tracking Number SO-1651178	Completed	\$12.79
Reorder					
SO-1648363	04/30/2018	Credit Card Completed	Shipped on 04/30/2018 Tracking Number SO-1648363	Completed	\$34.39
Reorder					
SO-1609316	04/12/2018	Credit Card	Shipped on	Completed	\$29.96

CUSTOMER ACCOUNT

Order and Billing History


ORDER ID	ORDER DATE	PAYMENT METHOD	SHIPPING STATUS	ORDER STATUS	ORDER TOTAL
SO-1816441	07/09/2018	Credit Card Completed	Shipped on 07/09/2018 Tracking Number SO-1816441	Completed	\$51.34
					

- The “Order Acknowledgement” can be viewed by clicking on “Order ID”
- The “Reorder” button will allow you to automatically add items within your order to your shopping cart
- Clicking on the Order ID under the Shipping Status column will link you to the carrier’s website where you can track your package.

CUSTOMER ACCOUNT

My Credit Cards

- Here you can view all your saved payment methods.
- You can select different payment methods from the dropdown menu.
- Once selected the following information will populate:
 - Name On Card
 - Card Type
 - Credit Card No.
 - Expiration Date

 MY CREDIT CARDS

Select a Credit Card:	VISA -1234 ▼
Name On Card:	Training Account
Type:	VISA ▼
Credit Card No.:	XXXXXXXXXXXX1234
Expiration:	MM ▼ YYYY ▼

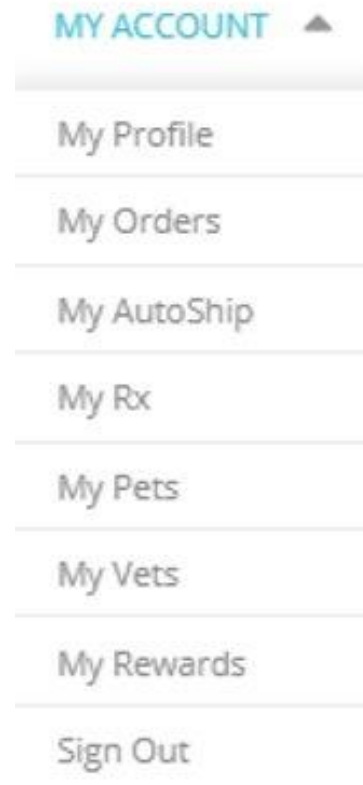
Delete Edit

MY ALLIVET

MY ALLIVET

My Account menu will allow you to navigate to different areas within your account.

- It is broken into eight different pages:
 - My Profile
 - My Orders
 - My Autoship
 - My RX
 - My Pets
 - My Vets
 - My Rewards Points
 - Sign Out



MY ALLIVET

My Profile & My Orders

Account and Contact Information

First Name*	Last Name*
Training	Account
Telephone*	
1877-500-9944	Mobile (optional)
Email Address*	
customer@vetdepot.com	

☐ Check here to change my password

☒ Yes! I'd like to receive coupons and special offers by email

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Order and Billing History

1 2 3 4

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Reorder					
SO-1609316	04/12/2018	Credit Card	Shipped on	Completed	\$29.96

MY ALLIVET

Quick Re-Order

This page is designed for customers to navigate through previously purchased products without having to remember which order it was placed on.

- The page is broken up into six columns:
 - Product
 - Last Ordered On
 - Measure (Unit)
 - Frequency
 - Select







Reordering your favorite pet products and medication just got easier!

1. SELECT ITEM(S)

2. ADD TO CART

3. MAKE PAYMENT

Previously Ordered Product(s)

PRODUCT	LAST ORDERED ON	MEASURE	FREQUENCY	SELECT
 Clenz-A-Dent Rawhide Chews for Dogs, Medium Dogs (11-25 lbs) 30 ct	04/16/2019	Each 	1 Just This Once ▾ <i>Save 5% on future AutoShip Orders.</i>	<input type="checkbox"/>
 Lean Treats for Dogs, 4 oz	04/16/2019	Each 	1 Just This Once ▾ <i>Save 5% on future AutoShip Orders.</i>	<input type="checkbox"/>
 Vedco Aloe & Oatmeal Shampoo 16 oz	04/09/2019	Each 	1 Just This Once ▾ <i>Save 5% on future AutoShip Orders.</i>	<input type="checkbox"/>

MY ALLIVET

My Reward Points

Allivet offers our customers a chance to earn points back for every dollar they spend on qualifying items.

- Your points can be redeemed for coupon codes by clicking on the “My Reward Points”.
- Here you will be able to view how many points you have, and what kind of a certificate value they will generate.

Your Rewards Balance 216

Using your Allivet Rewards Points towards new purchases is as easy as 1,2,3!



Click Generate Button.



A reward certificate will be generated.



Enjoy & use certificate at checkout.

Please note: minimum of 250 points to generate certificate and certificate will expire within 30 days of issue

Your rewards points balance is less than 250.

Total Points: Certificate Value \$:

You must complete 250 points at least to generate a Reward Certificate.

MY ALLIVET

My Autoship

With autoship you'll have one less thing to worry about. Get all your favorite pet products and medications delivered on your schedule.



Shop for your favorite pet products and medications.



Select the frequency of each delivery.





Save 5% on future AutoShip Orders.

Your Auto Shipment Item(s) Summary

[Update Billing and Shipping](#)

Search item:

[Add Item](#)

PRODUCT	QUANTITY	MY PRICE	SUB TOTAL	FREQUENCY	END DATE	NEXT SHIPMENT	SUSPEND
 Vetoryl Capsules 30 Ct. Rx 120 mg	1 	\$95.99	\$95.99	Every 2 Weeks ▼	12-31-9999	07-06-2018	<input type="checkbox"/>

Pet Name

Select A Pet ▼

[Add Pet](#)

I Want Allivet To Contact My Vet

DR. LAZARO LOPEZ, DVM ▼

[Add Vet](#)

4.7 ★★★★★
Google
Customer

MY ALLIVET






My Autoship

<u>Rules</u>	<u>Things to Remember</u>
Autoship orders will use the REGULAR PRICE at the time the autoship is placed less the 5% discount.	A customer receives an email three days ahead of their order generating. We generate orders three days ahead of the scheduled ship date. Meaning orders may generate ahead of their scheduled ship date. <ul style="list-style-type: none">• Items scheduled to ship• Regular Price
Can only be combined with Reward points for additional discounts.	Changes can be made until midnight EST the day before your scheduled ship date
Autoship orders will not use any special or discount pricing that may have been available on a prior order.	Prices can change from time to time. Please check pre-order notification for confirmation of current pricing
Credit Cards need to be saved on file for your autoship to automatically generate	On the day your order is processed you will receive an email confirmation with tracking information

MY ALLIVET

My Pets

Here you can create and manage your Pet Profile. This is required in order to contact your Vet for prescription approval and for our pharmacists to safely dispense your Pet Medication.

	PET NAME	PET TYPE	ACTION
	Holly	Dog	Edit Delete My Pet has Passed Shop For Holly
	Tyson	Dog	Edit Delete My Pet has Passed Shop For Tyson
	Saki	Cat	Edit Delete My Pet has Passed Shop For Saki
	Archie	Pig	Edit Delete My Pet has Passed Shop For Archie
	Bella	Dog	Edit Delete My Pet has Passed Shop For Bella

Add New Pet

MY ALLIVET

My Vets

Here you can save all of the different veterinarians your pets may see. This information is required in order to purchase prescription items.

DR. LAZARO LOPEZ, DVM
LOPEZ ANIMAL CLINIC
5374 w 16 ave, HIALEAH, FL, 33012
Phone: 3054560459

Delete Favorite

DR. BARBARA TOMARAS DVM
EXOTIC CARE VET CARE
MIAMI, FL, 33143
Phone: 3053304429

Delete Favorite

Search for a new Vet:

Search by ☒ Vet Name/State ☐ Phone

Vet Name

Vet State

FL-Florida



Search

MY ALLIVET

My RX

A quick glance at all your pet prescriptions in one convenient location. Refill your prescription with one simple click.

Waiting Vet Approval

Valid

Closed/Expired

ID	RX NAME	EXP DATE	REFILL LEFT	FOR PET	VET NAME	REFILL	SELECT ITEM
1134942	Clavamox Oral Drops 62.5 mg/ml, 15 ml	09-17-2018	3	Archie	DR. BARBARA TOMARAS DVM	Refill your Rx	<input type="checkbox"/>
1329302	Bravecto chew tab 9.9-22 lbs 250 mg Orange	02-04-2019	1	Tyson	DR. LAZARO LOPEZ, DVM	Refill your Rx	<input type="checkbox"/>
1329303	Bravecto chew tab 44-88 lbs 1000 mg Blue	02-04-2019	2	Holly	DR. LAZARO LOPEZ, DVM	Refill your Rx	<input type="checkbox"/>
1333428	Bravecto chew tab 9.9-22 lbs 250 mg Orange	02-04-2019	4	Tyson	DR. LAZARO LOPEZ, DVM	Refill your Rx	<input type="checkbox"/>
1333431	Bravecto chew tab 44-88 lbs 1000 mg Blue	02-07-2019	4	Holly	DR. LAZARO LOPEZ, DVM	Refill your Rx	<input type="checkbox"/>
1501303	Bravecto chew tab 44-88 lbs 1000 mg Blue	04-29-2019	1	Bella	DR. LAZARO LOPEZ, DVM	Refill your Rx	<input type="checkbox"/>

Add To Cart

MY ALLIVET

My RX

A quick glance at all your pet prescriptions in one convenient location. Refill your prescription with one simple click.

<div>Waiting Vet Approval</div> <div>Valid</div> <div>Closed/Expired</div>			
ID	RX NAME	FOR PET	VET NAME
1678131	Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply	Holly	DR. LAZARO LOPEZ, DVM

- Any open order with a prescription medication which has yet to be approved will be listed here
- Divided into 4 columns:
 - ID
 - RX Name
 - For Pet
 - Vet Name
- Once approved it will be moved into the “Valid” tab

MY ALLIVET

My RX

A quick glance at all your pet prescriptions in one convenient location. Refill your prescription with one simple click.

Waiting Vet Approval

Valid

Closed/Expired

ID	RX NAME	EXP DATE	REFILL LEFT	FOR PET	VET NAME	REFILL	SELECT ITEM
993676	Bravecto chew tab 44-88 lbs 1000 mg Blue		1	Holly	I WILL MAIL IN MY RX	Request Refill	<input type="checkbox"/>
588994	Bravecto chew tab 22-44 lbs 500 mg Green	02-04-2017	0	Holly	DR. LEONEL PACHECO DVM	Request Refill	<input type="checkbox"/>
594969	Clavamox Oral Drops 62.5 mg/ml, 15 ml	02-12-2017	0	Saki	DR. LEONEL PACHECO DVM	Request Refill	<input type="checkbox"/>
630309	Ciprofloxacin Ophthalmic Solution 0.3%, 5 ml	04-01-2017	0	Holly	DR. LEONEL PACHECO DVM	Request Refill	<input type="checkbox"/>
727237	Ciprofloxacin 500mg Tablet	08-02-2017	0	Holly	DR. LEONEL PACHECO DVM	Request Refill	<input type="checkbox"/>
740451	Bravecto chew tab 22-44 lbs 500 mg Green	08-19-2017	0	Holly	DR. LEONEL PACHECO DVM	Request Refill	<input type="checkbox"/>
824940	Bravecto chew tab 44-88 lbs 1000 mg Blue	12-02-2017	0	Holly	DR. LEONEL PACHECO DVM	Request Refill	<input type="checkbox"/>
824941	Interceptor Plus for Dogs 25.1-50 lbs Yellow, 6 Month Supply	12-02-2017	0	Holly	DR. LEONEL PACHECO DVM	Request Refill	<input type="checkbox"/>
1	2						

MY ALLIVET

Exercise

In this exercise you will practice creating an Autoship account, while managing your pet profiles.

- Add a Pet
- Delete a Pet
- Create an AS and set at 4 week intervals
 - 2 Examples
 - Dog and Cat

