

Placing a Future AutoShip Order

Scheduling a future AutoShip order promotes compliance and fosters pet parent loyalty to your practice!

When should I use Future AutoShip?



Refill Management

A client leaves with some product, but not enough to get them through until their next appointment.



Update Existing AutoShip

The client needs to make changes to the product on an existing AutoShip, but they do not want to place the new order right away.

How to Schedule a Future AutoShip Order

Only vRxPro practice users and Covetrus® Customer Support can create a Future AutoShip Order. To schedule a Future AutoShip for a client, follow this three-step process:

1. Create the Prescription
2. Launch Help Client
3. Checkout



Create the Prescription

The first step to setting up a future AutoShip is to create the prescription in vRxPro.

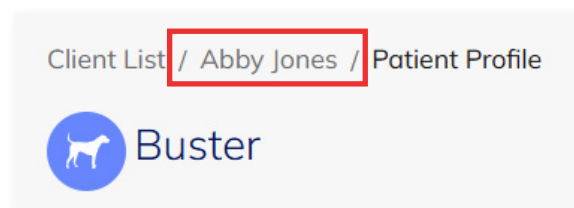
- Locate the patient's profile by navigating to **Client List > Search for patient > Select patient's name**.
- Click **Create Rx** on the **Products** card.
- Select the **product**.
- Fill out the prescription pad.
**Remove Client Notification Date*
- Click **Authorize**



Launch Help Client

Once you have created the prescription you will be redirected to the patient's profile.

- Navigate back to the client's profile by clicking the **client's name** at the top of the page.



- Click **Help Client** to launch the storefront.

Placing a Future AutoShip Order



Checkout

Once in Assisted Service Mode, you will add the product to the cart to schedule the future AutoShip order and checkout.

a. Add the product to the cart

From the client's **storefront account** via **Assisted Service Mode**, add the product to the cart.

Note: Future AutoShip is only available for orders containing one item.

- Navigate to **Prescriptions**
- Locate the **product** and click **Add to Cart**
- Click **Proceed to Checkout**

b. Select Patient

- Select the **patient** from the drop-down and click **Continue**

c. Schedule AutoShip

- Select **Yes, enroll in AutoShip**.
- Click **Schedule a future AutoShip order**.

From the Future AutoShip window:

- Select the **date** you would like the first order to be placed.
- Choose the **frequency** you would like the orders to be placed.
- Click **Save** to continue.

From the Schedule AutoShip page:

- Click **Continue to Shipping**

d. Select Shipping

All AutoShip orders will be sent to the **preferred address** (*update preferred method if required*).

- Select the **shipping method** (*some products require certain shipping methods*).
- Click **Continue to Payment**

e. Select Payment

All AutoShip orders will be charged to the preferred **payment method** (*update preferred method if required*).

- Click **Continue to Review Order**

f. Review Order

An estimated price will be displayed, but the client will not be charged until the order is placed (*prices and promotions are subject to change*).

- Click **Create Future AutoShip**

Client Notification:

The client will receive an email letting them know their AutoShip has been scheduled.



One week prior to the order being placed, the client will receive an additional reminder email.