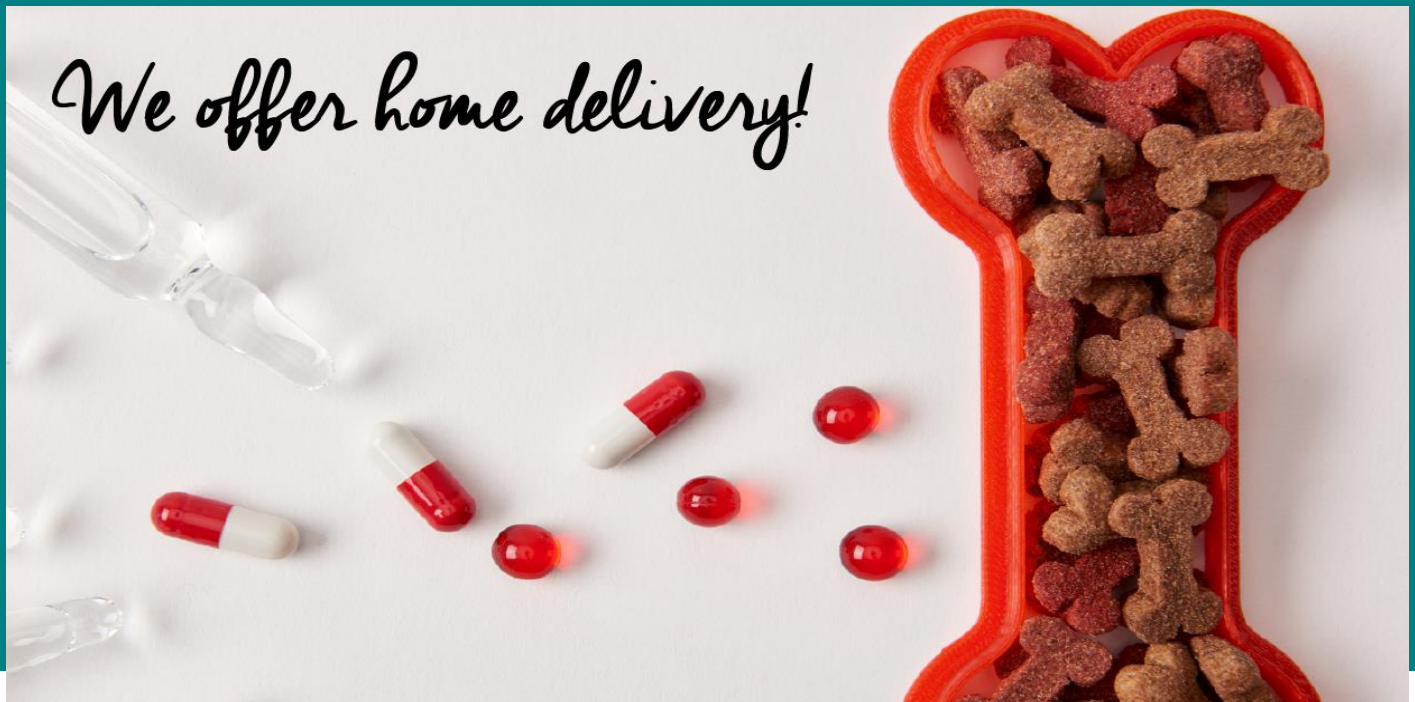




Getting Started with Home Delivery

A hospital's guide on enrolling with an online pharmacy





How to Get Started

1. Schedule an [Introduction to Home Delivery](#) call with Stephanie Abrego
2. After the call, Stephanie will reach out to Covetrus and/or Vetsource to coordinate demos of their platform for you
3. Schedule and attend demo with vendor
4. Decide which vendor aligns best with your Hospital needs
NVA is partnered with both Covetrus and Vetsource, but the decision of what vendor to enroll with is completely up to you. See page 3 for the differences between the two vendors
5. Enroll with that vendor
See page 4 for a detailed description of the enrollment process
6. Schedule training for all Hospital team members with vendor
7. You can find more information about Home Delivery, talking points, checklists, marketing material, etc. on [GP Connect](#) (password: woof2020)
8. For additional support, please contact Stephanie Abrego (Stephanie.Abrego@nva.com)

Online Pharmacy Partners



Retail Pricing: Customizable

Service Fee: 15%

Financials: Monthly reporting goes to Finance Revenue and EBITDA from each item will appear in their appropriate GL

Shipping: Free shipping for orders above \$49

Vendor Rebates: Instant rebates are available and do not affect hospital margin

PIMS 1-Way Integration: Read capability so that PIMS data will be accessible in the Covetrus platform. Easily look up client name, pet name, pet weight, client address, etc.

PIMS 2-Way Integration: Read write capability so that order data from Covetrus will be input back into PIMS Available for: Avimark, Cornerstone, & ImproMed

Client Communication: Has the ability to send your clients personalized practice branded emails regarding promotions and instant rebates, up to 4X a month



Retail Pricing: Customizable

Service Fee: 13.85%

Financials: Monthly reporting goes to Finance Revenue and EBITDA from each item will appear in their appropriate GL

Shipping: Free shipping for orders above \$49

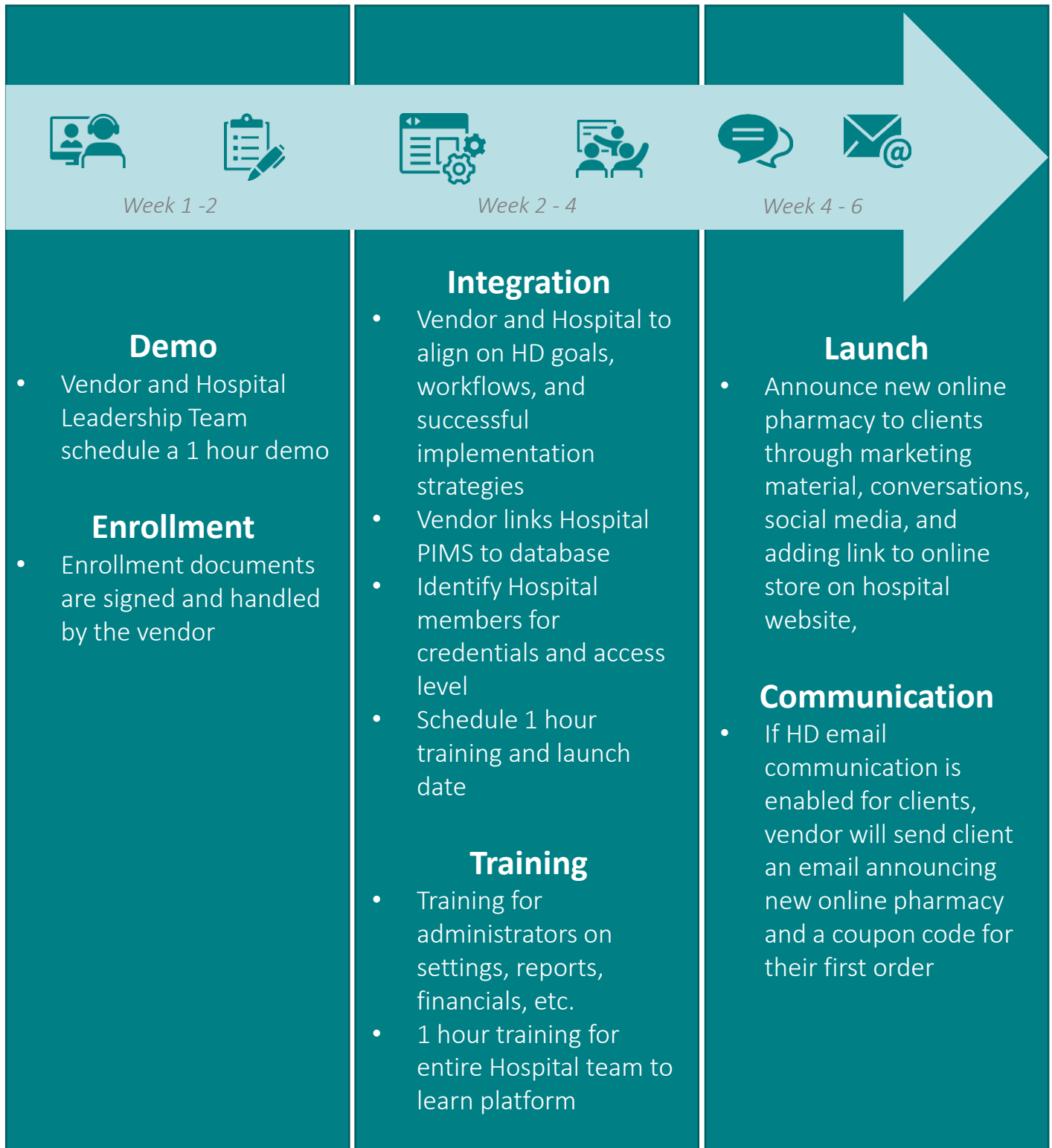
Vendor Rebates: Instant rebates are available and do not affect hospital margin

PIMS 1-Way Integration: Read capability so that PIMS data will be accessible in the Vetsource platform. Easily look up client name, pet name, pet weight, client address, etc.

PIMS 2-Way Integration: Read write capability so that order data from Vetsource will be input back into PIMS Available for: Cornerstone

Client Communication: Offers PetMail as a complimentary email marketing tool. You decide which emails you want your clients to receive and they send them on your behalf, up to 4X a month

Home Delivery Enrollment Process



Home Delivery Resources

[GP Connect](#)

- Where you can find checklists, list of active promotions and coupon codes, Home Delivery marketing materials, etc.

[Covetrus Online Pharmacy Brochure](#)

[Vetsource Online Pharmacy Brochure](#)

For any questions regarding Home Delivery or for additional support, please contact:

Stephanie Abrego
Stephanie.Abrego@nva.com

Or
[Schedule a call with Stephanie on Calendly](#)

