



# AUTO-SHIP SCHEDULE

**Read Auto-Ship Policies Before Contacting A.C.N. With Questions About Auto-Shipments. Page 1 is the Auto-Ship Schedule and Page 2 is a recap of the Most Frequently Asked Questions. Contact Information in Foot Note.**

YEARS 2017-2018		YEARS 2018-2020	
Column 1 Dates (Inventory Due)	Column 2 Dates (Ship Out Week)	Column 1 Dates (Inventory Due)	Column 2 Dates (Ship Out Week)
Dates Inventory Due and/or To Place, Change or Cancel Product or Service*	If shipment has not arrived by Wednesday the week after the date of the week below, call office right away.	Dates Inventory Due and/or To Place, Change or Cancel Product or Service	If shipment has not arrived by Wednesday the week after the date of the week below, call office right away.
01/27/17	02/13/17	10/05/18	10/22/18
02/24/17	03/13/17	11/02/18	11/19/18
03/24/17	04/10/17	11/30/18	12/17/18
04/21/17	05/08/17	12/28/18	01/14/19
05/19/17	06/05/17	01/25/19	02/11/19
06/16/17	07/03/17	02/22/19	03/11/19
07/14/17	07/31/17	03/22/19	04/08/19
08/11/17	08/28/17	04/19/19	05/06/19
09/08/17	09/25/17	05/17/19	06/03/19
10/06/17	10/23/17	06/14/19	07/01/19
11/03/17	11/20/17	07/12/19	07/29/19
12/01/17	12/18/17	08/09/19	08/26/19
12/29/17	01/15/18	09/06/19	09/23/19
01/26/18	02/12/18	10/04/19	10/21/19
02/23/18	03/12/18	11/01/19	11/18/19
03/23/18	04/09/18	11/29/19	12/16/19
04/20/18	05/07/18	12/27/19	01/13/20
05/18/18	06/04/18	01/24/20	02/10/20
06/15/18	07/02/18	02/21/20	03/09/20
07/13/18	07/30/18	03/20/20	04/06/20
08/10/18	08/27/18	04/17/20	05/04/20
09/07/18	09/24/18	05/15/20	06/01/20

**IMPORTANT NOTE:** Side 2 is a brief summary of **How To Use The Auto-Ship Schedule** and **How To Provide An Inventory.** The **Auto-Ship Reminder Email** is sent the day before or on each Column #1 Date to clients with email. **Auto-Ship Schedule** and complete **Auto-Ship Policies** are posted on **“Policies & Procedures” web page.**



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## **AUTO-SHIP SCHEDULE (Page 1):**

1. **Column #1 Dates:** Inventory of on-hand supplements, special orders, providing completed questionnaires or lab report from other doctors, etc. are due on the **Column #1 date by 12 midnight**. Because we are closed on weekends, inventories received up to 10 a.m., C.S.T., the following Monday is still considered as providing by the Column #1 Date. **Column #1** is also the date to change, add or delete any service or item on an auto-shipment. Please note, however, written change(s) or cancellation of therapeutic supplements and services are required and are subject to approval by Dr. Smith to avoid inadvertently sabotaging healing progress. Approved cancellation written notice received after the current Column #1 Date apply to next upcoming Column #1 Date; and client is responsible for payment of shipment currently in process.
2. **Column #2 Dates:** This represents the week auto-shipments are sent to your shipping address. If your shipment has not arrived by the Wednesday in the week after the Column #2 week, contact us right away.
3. **Card Payment:** Your debit and/or credit card is generally charged in the week after each Column #1 Date. However, it may be charged anytime on or from the Column #1 date to the Column #2 date.
4. **Auto-Ship Inventory Reminder Email:** Read the entire Inventory Reminder Email upon receipt each month so you have the new dates for any possible supplement scenario that may apply to you in any given month. Be sure to print the Auto-Ship Policy and keep in Tab #10 of your PEP Binder for quick reference for all other information about auto-shipments, invoices, payment receipts, refunds, etc.

## **HOW TO PROVIDE AN INVENTORY OF ON-HAND SUPPLEMENTS:**

Please use the following format, whether submitting your inventory of on-hand supplements by email, fax or phone. Our Preference is Email (1<sup>st</sup>) or fax (2<sup>nd</sup>). Inventories are valid when received by their due date (Column #1 Dates) and Inventory Emails are only valid when sent to [ACNSupport@advancedclinicalnutrition.com](mailto:ACNSupport@advancedclinicalnutrition.com), as well as by its due date. Please keep this email address private for your use only and please submit your inventories as instructed below to prevent errors, confusion and delays in processing.

### **THERAPEUTIC CLIENTS**

1. **TO: [ACNSupport@AdvancedClinicalNutrition.com](mailto:ACNSupport@AdvancedClinicalNutrition.com)**. Once you open a new email, type this email address in the **TO:** window.
2. **SUBJECT LINE: INVENTORY (Column #1 Date) CLIENT'S FIRST AND LAST NAME.**
3. **EMAIL CONTENTS (How to List items FOR Therapeutic Clients):**
  - a. **POC** – In the body of the email, list the name of each supplement in the order as it appears on your “Therapeutic Supplement Program of Care” (POC), then list any new supplements as they appear on your invoice, if you have not yet received an updated POC.
4. **INVENTORY COUNT:** (The word “bottle” represents bottles, jars, containers or packages, depending upon product.)
  - a. **Unopened bottles:** To the right of each therapeutic supplement listed, put the number of **unopened bottles** and follow by the **Capital Letter “B”** for each supplement. Ex: **Parotid–2 B** means you have two unopened bottles.
  - b. **Opened bottles:** To the right of each therapeutic supplement listed, put the number of pills left in opened bottles, follow number by the **lower case “p.”** For example, **Parotid – 46p**, means you have 46 pills left in all opened bottles. Using Parotid as an example, if you had 2 unopened bottles and 46 pills left in an opened third bottle, your inventory would read, **“Parotid – 2 B, 46p or Parotid - 2B + 46 p.** Note: if **liquids**, indicate 1/4, 1/2 or 3/4s of bottle, when compared to the top fill line you have drawn with a permanently marker, when liquid was still and before you opened the bottle.
5. **SPECIAL ORDERS:** After listing each POC listed supplement, allow a couple of spaces, between and type the words **SPECIAL ORDER** (all caps) and then list in any order the items you want to purchase as a “special” order, such as Pink Salt, shampoo, etc.
6. **COUNT DATE SAME AS COLUMN #1 DATE:** **You may take your inventory count on any day. However, the count (the amount you include in your email) must be how much is on hand on the Column #1 Date.** Otherwise, an error will occur in calculating your shipment. Errors, such as being out before receiving the next auto-shipment, which can then interfere or stop your healing momentum OR receiving more than you need, which increases your financial investment for that shipment.
7. **A 47-DAY SUPPLY OF THERAPEUTIC SUPPLEMENTS:** For some clients, such as overseas, east or west coast, a 52+day supply may be required. Therefore, 47 to 52+ Day Supply is automatically provided and client is responsible for payment when:
  - a. No inventory is provided, so don't worry if you do not have time to provide an inventory, we will ship your 47- or 52-Day supply.
  - b. An inventory is provided, but not according to the Auto-Ship Policy (ex: after Monday 10 a.m. or count is not amount on-hand on Column #1 date, or cancellation procedures not followed as instructed in Auto-Ship Policy).

### **MAINTENANCE CLIENTS**

1. **SUBJECT LINE: ORDER (Column #1 Date) CLIENT'S FIRST AND LAST NAME**
2. **EMAIL CONTENTS:** In the body of the email, list the Maintenance Supplements or Products you want to order. An Example of a Maintenance supplement may be Catalyn [our multiple-vitamin] or a Product, may be Pink Salt, an Oil (EFA, Coconut, Olive, etc.), or Hair or Skin Care Products, etc. You do not need to type “Special Orders” as all maintenance products and supplements are considered Special Orders, since they require no testing, no charge for consultations, and no monthly auto-shipment unless requested, i.e., order what you want, when you want by sending us a Maintenance Client Order email, fax or phone order.