



# AUTO-SHIP POLICIES

For Quick Reference, Print for Section #10 of PEP Binder.

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**Disclaimer:** Information is provided for nutritional education purposes only and not for the diagnosis or treatment of any medical condition, disorder or disease. Present laws indicate that the author must advise you to seek medical attention for your disease, if you have one. Choosing to do so, or not, is your constitutional right and you are ultimately the only person who is responsible for any decisions, risks or actions you take regarding the care of your mind and body. This author's intention is to provide health care education from a nutritional biochemical perspective so you are equipped to make an informed decision.



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## Reminders and Notifications

### Auto-Ship Reminder Email

An Auto-Ship Schedule accompanies the Auto-Ship Policies. An Auto-Ship Reminder Email is sent to all clients the day before each Column #1 Date on the Auto-Ship Schedule as a friendly reminder that Inventory is due, along with any questionnaires that may apply to the client, such as the Dysbiosis Questionnaire.

If a client does not have email, these documents are provided in the client's Clinical Nutrition and Personal Education Program (PEP) Binder in section #10. We recommend each client keeps an updated copy of both in their binder for quick reference.

Each Reminder Email has a link to open a new email to provide your inventory or you may open a new email from your Inbox. **Please do not click the Reply button on an Auto-Ship Reminder Email to provide your inventory.** Printing inventories from the Auto-Shipment Reminder Email is time-consuming for us as we cannot print inventories from Auto-Shipment Reminder Emails and must copy and paste them into a new document file to print.

### Questionnaires & Documents Submitted to A.C.N.

Some questionnaires are due monthly, some periodically, and others only when retesting your biochemistry.

1. Monthly questionnaires, like the Dysbiosis Questionnaire are due on the Column #1 Dates of the Auto-Ship Schedule
2. **Questionnaires, medical or any other document can be sent to our office by fax, email or U.S. mail**
3. When faxing and U.S. mailing, **please follow with an email letting us know date and method sent so we can confirm receiving them.** If you have no email, please call our office to inform us. Otherwise, if they did not arrive, we would have no way of knowing they were sent until their due date arrived and we would contact you inquiring about them. In these cases, delays occur.

### Client Only Email Announcements

New and Updated business and policies are communicated through **Client Only Email Announcements**. Business announcements may include, but is not limited to, holiday closed dates, special events and seminars, price changes, new and policy updates, etc. "Guidelines and Procedures" are also terms for policies. Please read these within a week of receiving them to stay current. When Informed Consent policies are updated, please read, sign and mail the original within 24 hours of being notified of the update.



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## AUTO-SHIP POLICIES & SCHEDULE

### Purpose & Definition

The term Auto-Ship or Shipment refers to the automatic processing, ordering and distributing of monthly therapeutic and/or maintenance supplements, including Special Orders, etc. (See definition of Special Orders below). To run out of your supplements before receiving next auto-shipment can interrupt or stop the client's current healing momentum in the areas of the body their therapeutic supplements are currently supporting.

Therefore, our ultimate goal is to do everything possible to help you maintain your healing momentum to assure your continued progress towards optimal health. Thus, the **Auto-Ship Policies and Schedule** has been created so clients and our office staff can work together to assure the timely receipt of each auto-shipment.

Once optimal health has been attained, auto-shipment may include Special Orders and/or Maintenance Supplements either monthly or as needed, whichever client chooses.

Therefore, the **Auto-Ship Policy and Auto-Ship Schedule** has been provided to assist our clients in knowing what/when we need from something from them, as well as what/when they may expect something from our office, so clinical nutrition services may be provided and received in a timely and efficient manner.

When the Auto-Ship Policies and Schedule are not followed as written, challenges and delays occur, which can inhibit our ability to serve clients timely and efficiently. Therefore, we appreciate your cooperation and adherence to the Auto-Ship Schedule and Policies shared in this document.

### What Are Maintenance Supplements?

Maintenance Supplements are whole food supplements clients order to assist them in maintaining their health, once optimal healing has been attained through their therapeutic supplement and dietary programs, whether their health goal is short-term (healing of major challenges only) or long-term (wellness) clinical nutrition therapy. At that time, Clients are provided passcodes to our Maintenance Program web pages. Maintenance Supplements are recommended to:

- support inherent or acquired weakness. An acquired weakness is an area of the body that may improve, but cannot completely heal or sustain healing attained because the client's insufficient or toxic lifestyle created weakness in one or more areas of the body



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and client waited too late to start clinical nutrition therapy to assist these areas in restoring health. For example, maintenance supplements for the liver may be needed for the rest of a person's life if they damaged their liver through long-term intake of liver-damaging drugs or alcohol intake. However, taking a therapeutic supplement safe for maintenance (long-term) use is much preferred over taking drugs for the rest of the person's life.

- provide "whole food" multiple vitamin or mineral supplements. After being on a clinical nutrition program to detoxify and restore cellular and tissue health, the one thing you don't want to do when you have attained optimal health is to supplement your lifestyle with single, multiple or mega-isolated or synthetic, vitamins/minerals that the digestive system cannot metabolize, that manipulate the biochemistry, suppress symptoms and the body considers a foreign substance (i.e., toxin/poison). Ascorbic Acid, sold to the public as Vitamin C is an example of this. Information on this has been provided in Dr. Smith's article, **"Three Ways Supplements Are Manufactured Today."**
- This also includes a periodic 30-Day Full Body Detoxification / Cleansing Programs once or twice a year to detoxify pollutants from air, food and water, depending upon the client's health maintenance standards.

## Auto-Ship Policies - Updates

Updates in the Auto-Ship Policies will be announced in the Auto-Ship Email Reminder, so that our internet clients can go to the **"Policies and Procedures"** web page and print an updated copy for their binder and those without internet will be U.S. mailed an updated copy.

Reminder Email will list updated information according to headings to save clients time in finding updated information.

## Auto-Ship Schedule

The Auto-Ship Schedule, which we may refer to as the "Schedule" communicates:

1. Incoming Due dates (Column #1) for any information or document required from our clients and
2. Outgoing Due dates (Column #2), i.e., Shipping Week Dates (Column #2) when we will mail auto-shipments, so clients know when to expect them.
  1. All supplements are mailed by UPS only because they are the only carrier that provided in writing that they do not irradiate their packages.
  2. If auto-shipment is not received by Friday of each Column #2 week, please call immediately so we may contact UPS and track the shipment.



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3. **Will Be Out Of Town The Week Of The Column #2 Date** - If you will be out of town the week your Auto-Shipment is scheduled to arrive (i.e., the week of the Column #2 Schedule Dates), please let us know so that other arrangements can be made to receive your auto-shipment in a timely manner so that you do not run out before receiving auto-shipment. .

## INVOICING AND PAYMENTS

### **Payment Method**

Payments for all client services are provided by credit cards. Clients who do not have credit cards, may obtain a debit card, check card or travel card, whichever a client may choose, from local bank.

It is the client's responsibility to contact our office when expiration dates, card number, billing statement address or any other card information has changed.

### **Card Payment Dates**

Due to the volume of auto-shipments to be invoiced and processed, cards may be charged at any time from the Column #1 date to the end of the week of the Column #2 dates. However, we endeavor to charge on the Monday through Wednesday following each Column #1 date, so that supplements and special order products from paid invoices can be included in our Company Purchases Orders by the Thursday and Friday following each Column #1 date, which assures timely shipping in the Column #2 week.

If you are a client who has provided a Debit Card, Check Card or Travel Card for payment of auto-shipments, please have your money available on these cards as of each Column #1 dates to prevent over-draft or decline of payment and keep the money in your account or on these cards until you receive your email receipt from us indicating that your card has been charged.

### **Financial Plan**

The card payment amount for your Auto-Shipment of therapeutic supplements and Special Product Orders is in accordance with your pre-selected financial plan, designated as Turtle, Squirrel or Rabbit, or the amount you agreed to when a special Financial Plan was designed to fit your specific financial budget or healing requirement.



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For those who provide an inventory on page 12, the amount charged may vary slightly from month to month. However, the amount will always be at or below the amount of your financial plan, plus shipping/handling fee. You have our guarantee that your card will not be charged more than the amount of your financial plan, unless **you** have requested additional supplement support. In this event, a new financial plan will be agreed upon and future auto-shipments will be charged in accordance to the new plan.

## **Auto-Shipment Invoice Amount**

**Please note that it is not necessary or possible for us to contact clients prior to charging their card or with the amount to be charged for auto-shipments because:**

- Clients have selected and agreed to the Financial Plan amount for their auto-shipment, so they know the maximum amount that will be charged for each auto-shipment, plus shipping fee.
- The Auto-Ship Schedule provides the dates for charging card for payment, and.
- time is not available to personally contact each client, considering the time it takes to complete the auto-shipment processing procedures, so that we are ready to mail all clients' auto-shipments by the Column #2 week dates.

Policies regarding changing or canceling an auto-shipment is provided on page 8.

## **Card Payment Receipts**

At the moment your card is charged, you will receive an Emailed Receipt with the Invoice Number on the receipt. This will help you match your invoices to your emailed payment receipt for your book-keeping purposes. Clients who do not have email, a printed credit card receipt will be stapled to the invoice.

In the **Description** section of your Emailed Receipt, you will find one of the following words or phrases, which represents the contents of the paid Invoice:

1. **Supplements** - this word represents your Auto-Shipment of therapeutic program supplements, and Special Order Products, or Interim Sales. An interim sale is shipping supplements or products in between Auto-Shipments such as for an emergency or Health Chest product. Regarding Health Chest product, for example, if you ran out of an item,





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accidentally dropped and broken a bottle and needed a replacement, etc., and had an immediate or urgent need for it in between auto-shipment.

2. **Consultation** - this word represents any type of consultation.
3. **Testing** - this word represents any type of initial or retesting of biochemistry, nutritional evaluation, or examination, in office, at seminars or a house call.
4. **Note:** If one client is paying the invoice for another client, the initials of the invoiced client may also be included in the Description with one of the three descriptions above.

## Credit/Debit Card Authorization

Because clients are not present to provide signed authorization for each auto-shipment, their selection regarding the **Therapeutic Supplement Financial Plan (Turtle, Squirrel, Rabbit)** for their monthly auto-shipment, as indicated in your Initial Questionnaires, is giving us your verbal and written permission to charge your card for your auto-shipments, whether you indicated this in the appropriate section of your Initial Questionnaires or asked us to complete this section for you at your Report of Findings appointment, should you require more information about your test results before making this selection.

## Client Invoices for Services

1. **Auto-Shipment Invoices** are included in the auto-shipment package with your Therapeutic Supplements and Special Order Products (Health Chest, Household, Personal Care, etc.).
2. **Analysis/Testing Fee Paid Invoices** are included with your Lab Kits for blood, hair, urine, saliva and stools. Note: However, if blood is the only test that is being invoiced, the paid invoice is emailed the same day or within 24 hour after payment. If a client does not have email, then the paid invoice is mailed with their Clinical Nutrition Analysis Report, titled, Blood Chemistry Results, and attached actual Blood Chemistry Laboratory Report.
3. **Invoices Emailed To Clients** – The following types of invoices are **emailed** after applying payment, generally within 24 hours from date/time service provided. If you do not receive your invoice within a week of the date of service, please let us know. Clients who do not have email, will receive the following through U.S. mail in a #10 mailing envelope or they will be mailed with next shipment to the client.
  - a. **Consultation Invoices** for Fee-Based Email or Telephone Consultations.
  - b. **Updated Program of Care Invoices** - when client is charged fee for updating, revising or a newly designed “Interim” Program of Care. “Interim” means between retesting biochemistry.



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- c. **E-book or Emailed Services Invoice** - Invoices for services that do not require mailing / shipping. For example, e-books or PEP Articles that can be downloaded from our website or sent by email to the client.
- d. **Administrative Invoices** – such as revised invoice that has had a credit applied or been adjusted due to an error on the original invoice.

## **Unable To Open Emailed Invoices?**

Emailed Invoices are sent directly from our accounting software program and some client computers can open their emailed Invoice and others cannot. If your computer will not open the emailed Consultation Invoice, please send a Reply from that email to communicate this and we will email you a scanned copy of your Invoice. Please make a note of the Invoice Number in the Subject Line, so you can verify the receipt of the scanned invoice for that Invoice Number.

## **AUTO-SHIPMENTS**

### **Auto-Shipments Are Processed One Month In Advance**

Remember, when the Column #1 dates on the Schedule arrive you always have enough supplements on hand. What we are processing is your next month's auto-shipment, i.e., what you will need when you finish your on-hand supply.

### **Changes (additions or deletions)**

1. Changes in your monthly auto-shipment, including changes in your Financial Plan, must be communicated in writing by e-mail, prior to the Column #1 dates on the "Schedule" in the current monthly processing period. If you do not have e-mail, please fax at (940) 761-4405 or write via U.S. mail.
2. Written communication received after the current Column #1 will be changed in the next Column #1 processing period.
3. **Notice: It is best not to request a reduced Financial Plan until the time for retesting as this may cause delays, interruptions or stop your healing momentum.**





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4. **Requests to change any supplement or dosage on your therapeutic supplement program, requires that you call our office and schedule a fee-based Nutritional Assessment telephone consultation with Dr. Smith before the Column #1 date.**
5. **Employees are not authorized to change your auto-shipment of therapeutic supplements.**
6. They may, however, make changes on maintenance supplements, Health Chest or other Special Order products, such as personal care, household or other products, as long as you have communicated your change in writing before Column #1 Dates on the Schedule, otherwise, the change will be applied to the next Column #1 Date.
7. **To make changes in your Therapeutic Supplement Program, such as stopping one or more supplement, without consulting Dr. Smith, can sabotage the effectiveness of your program and may result in a discontinuation of services.**
  - a. Changes in your therapeutic program are to be communicated by scheduling a Telephone Consultation with Dr. Smith to discuss your reasons for wanting to change your Program of Care and so Dr. Smith can share consequences of request for change, if any, and instead provide advice on how you can accomplish the change you want without interrupting or stopping your healing momentum, when possible.
  - b. **All changes are made by mutual agreement between you and Dr. Smith.**
  - c. Therefore, we appreciate our clients being proactive and calling our office to schedule an appointment with Dr. Smith before making any arbitrary changes to their current program.
  - d. Repeated arbitrary changing of program of care will results in termination of clinical nutrition therapy because it is important to Dr. Smith to succeed in assisting clients in improving their health and arbitrary decisions and actions leads to failure of healing program.

## **Returns, Refunds, Credits**

Please refer to the **Informed Consent - Business Policies** for policies regarding returns, refunds and credits.

## **Missing, Damage or Wrong Supplement Sent**

**24-Hour Two Notifications Required 1st By Phone; 2nd By Email.**



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Please note, clients have 24 working hours to place this Notification Call and Email Follow-up to timely notify us of receiving an auto-shipment with missing, damage or wrong supplement(s) as explained above.

Leaving a phone message on our answering machine/Voice mail is acceptable if our lines are busy. Additionally, if your package was received on Friday or Saturday, notifying us on Monday is still considered a 24-hour notification in respect to working hours.

We honor 100% replacing missing, damaged, or wrong products when the client follows this 24-Hour Two Notification Requirement Policy.

## INVENTORY OF ON-HAND SUPPLEMENTS

As a courtesy, we allow our clients the opportunity to provide an inventory of their on-hand supplements. The advantages are providing an inventory are listed in this section of the Auto-Ship Policies, along with its due dates, how to provide an Inventory to promote accuracy in Invoicing for auto-shipment supplements, Special Orders, Discounts and Credits.

### Inventory Client Benefits

Providing an inventory of therapeutic supplements on-hand is optional, however, we highly recommend that you do so for the following reasons:

1. **Providing an inventory will prevent your receiving more therapeutic supplements than you need.**
  - a. Because the amount of capsules, tables, or pellets in each bottle in relationship to the dosage for each type of supplement varies, we are unable to monitor when/if you have pills left over each month. For example, if your dosage is one pill daily for a 40 pill-count bottle, your first shipment of this supplement will be 2 bottles. In other words, two bottles represents 80 pills and this will cover a 47-day supply. However, at the end of that 47 days, you will have 33 pill left over in the second bottle.
  - b. After two months of receiving two bottles per month, the third month you would only need one (1) bottle in your auto-shipment. Due to the number of clients we have and the variance between bottle count and dosage, it is not possible for us



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to monitor your inventory to prevent shipping more than you need. Therefore, providing an inventory will prevent over-stocking in therapeutic supplements.

2. **Your healing progress is determined by the number of therapeutic supplements consumed from auto-ship to auto-ship.** After auto-shipments have been UPS mailed to our clients, Dr. Smith reviews client inventories and invoices as the provide feedback to Dr. Smith to monitor your consumption, without charging clients an additional progress monitoring fee.
  - a. Clients who are consuming more or less than what is indicated on their Therapeutic Program of Care (POC) will be scheduled a Telephone Consultation with Dr. Smith.
  - b. For example, if you are exposed to a germ and too sick to take supplements, contact Dr. Smith immediately for additional information so that you may recover more rapidly and so you do not inadvertently sabotage your healing progress and cause regression.

## **Inventory Due Date**

Inventory Counts and Special Orders are due on the Column #1 date of the Auto-Ship Schedule. Because each Column #1 Date is on a Friday, you may provide your inventory anytime from Friday to 10 a.m. on the following Monday.

1. Inventories must be received on the Column #1 date, or no later than 10 a.m., the following Monday to be accepted.
2. If Inventory is not provided by 10 a.m. Monday morning, following each Column #1 date, No worry - an automatic 47-Day supply of your current Program of Care supplements will be shipped.
3. If Inventory is provided after 10 a.m. Monday morning, we are unable to use the inventory count and an automatic 47-Day supply will be shipped.
  - a. Should an Inventory be received after 10 a.m. that includes Special Orders, we will open a new invoice for Special Orders so that can be mailed with Program of Care Supplement Invoice Auto-Shipment.
  - b. If it is not possible to send Special Orders with auto-shipment to save our client the shipping fee, Special Orders will be mailed separately and a shipping fee will be charged.



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4. Clients are responsible for payment and receipt of 47-Day supply of supplies on their current Program of Care when inventory is not provided or late.
5. Because providing an Inventory is optional, though highly recommended for the reasons listed on page 10, if you choose not to send an inventory each month, please check your supplements on hand every 2-3 months to prevent overstock. Due to the various counts in each supplements and the number of auto-shipments processed each month, it is not possible for us to keep track of this for our clients.
6. Each **Column #1 on the Auto-Ship Schedule** starts the 3-week auto-ship processing for the therapeutic supplements (and Special Order Products, when applicable) that will be consumed during the next Column #1 Auto-Ship processing period.
  - a. Therefore, clients should always have sufficient supplements on-hand at the time of inventory because we are processing one month in advance.
  - b. By the time auto-shipment is received, each client should have at least a two-week supply on hand.
  - c. This overlap is a protection in the event a product company has “back-ordered” any supplements when placing purchase orders.
  - d. Two-weeks is generally sufficient time for the product company to send back orders or for Dr. Smith to provide a replacement supplement for the client.
7. When providing an inventory, please follow instructions in **How To Provide An Inventory**. The **Inventory Format**, on page 13, provides the standard arrangement and order in which to record inventory to be submitted, thus promoting accuracy in processing your auto-shipment.
8. Additionally, Column #1 dates are also the due dates for questionnaires, like the Dysbiosis Questionnaire, that are due monthly. In other words, Questionnaires not required with biochemical testing.

## How To Provide An Inventory

To prevent errors in your auto-shipment, please provide your inventory according to the policies and guidelines below. Monthly Auto-Shipments provide a 47-day supply of the therapeutic supplements on your program only, unless an inventory is provided. Client must list any Special Order Products after their inventory as these are only mailed upon request. The guidelines below have been written for clients who provide their inventory by email as we have very few clients who do not have email. To those clients, you can easily adapt these guidelines to a written or verbal inventory to help prevent errors in your auto-shipment.



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## Cataplex Supplements

We have many supplements that begin with the word “Cataplex”. Therefore, when listing therapeutic supplements be sure to put the letter(s) after the word Cataplex and not just the word Cataplex. Thank you.

## Inventory Format

To reduce errors in invoicing clients for their auto-shipments, when using their inventory, we have a specific format we ask client to use when providing an inventory. The following is the format for providing an Inventory Email. You can use this format even if you are providing your inventory by fax, U.S. mail or recording it on Voice mail during our office hours. We prefer emailed inventories or inventories in writing, as this also helps reduce errors.

1. **SUBJECT LINE:** Example: Inventory (Current Column #1 Date) – Your Name.  
Please use the example above for the Subject Line of your email or the top of a hand-written or typed Inventory provided by fax or U.S. mail. On Voice Mails, the information on the subject line will be the first words recorded. Therefore, if your name is John Doe and the Column #1 date for this month is February 3, 2011, then, your Subject Line would read: Inventory (11/03/11) – John Doe. Following this format allows us to find all incoming inventories faster when screening through hundreds of daily emails.
2. **TEXT OR BODY OF EMAIL: Example: Brand Name - Count**
  - a. For the first line in the text or body of an email, please type or write the word: INVENTORY. Under the word “Inventory”, list the brand name for each different type of supplement in the order listed on your Program of Care, then put a (hyphen) followed by the inventory count.
    - i. If you have supplements that were listed on an Invoice and have not yet been updated formerly on a new Program of Care form, list them in the order on the Invoice after listing those on your current Program of Care form.
  - b. After the Brand Name, put a hyphen ( --- ) followed by the Inventory Count. Examples;
    - i. Cataplex F – 36 pills or 36 p. You may write the word “pill(s)” or simply put a lower case “p” to represent the number of pills in your last unopened bottle.
    - ii. Cataplex – 1 B – 36 p. If you have 1 unopened bottle and 36 pills, you may write the word “Bottle” after the number or simply write an upper case “B.”
  - c. Inventory counts are not required on supplements that you have been instructed to finish their bottles and discontinue or any supplement temporarily on HOLD.



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- i. What is an “on-hold” supplement? If for example, you have been on a hormone supplement and your updated test indicated that you have a sufficient amount of that hormone, you will be instructed to stop the hormone supplement, i.e., it is on hold. On hold supplements may or may not be used completely. Generally, it is only hormone supplements that this occurs.
3. **SPECIAL ORDERS:** After you have listed each therapeutic supplement under the word "INVENTORY," please type the words SPECIAL ORDERS, and list the product and quantity for each special order you want sent with your therapeutic supplements. **Special Orders** are products listed on your:
- Health Chest pamphlet** at the back of your PEP Binder or
  - "Order Form for Health Maintenance Products"** listed in section #1 of your PEP Binder.
  - If you have no products to special order, put the word NONE after the words SPECIAL ORDERS. This will help you prevent overlooking a special order that you really need to order and it lets us know that you considered special orders and just did not simply overlook doing this step.
4. **DISCOUNTS or CREDITS DUE:** (include this only when applicable)  
After you have listed each product under Special Orders or typed the word NONE, when no special order product is needed, please type the word “DISCOUNTS” OR “CREDITS” when this applies to you. Then, please include a reminder note to us about any discount or credit due. Due to the rush that is often present in processing auto-shipments so they arrive before you run out of your on-hand supplement, overlooking applying discounts and credits may occur. Therefore, we appreciate your reminders. For example:
- Referral Discounts:** We are grateful to you and other clients who help us with our mission statement, which states, according to the words of Winston Churchill in 1943, "Healthy Citizens Are The Greatest Asset Any Country Can Have?" To show our appreciation, we provide a monetary discount on the next invoice for your services for each new client you referred. The discount is measured by the amount the referred client invested in their Initial Assessment and thus, may range from \$5 to \$25, or more. Therefore, when you refer a new client, under Discounts, please put the name of the person you referred.
  - Family Discounts:** Two or more clients in the same household receive a 5% discount on all items invoiced. Same household means that there is one income paying for all services and products for one or more family member. A married couple who both work is still considered "same household/one income." However, two clients who are roommates under the same room (household), but have their own separate incomes, do not apply for this Family Discount.





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- c. Compensation Discounts: Though we endeavor to be as accurate as possible, we are human and do make mistakes. We handle our humanness in this way. First, we correct our mistake and then Dr. Smith compensates for inconveniencing the client by providing an Discount (or a free gift) as our way of apologizing. For example, let's say, we invoiced you for Ligaplex I (One) (which is correct), but we mailed Ligaplex II (Two) by mistake. We would immediately ship out Ligaplex One and on your next Ligaplex One order, we may provide a discount on that supplement as compensation for our error. At the time of discovery of the error, we communicate verbally to our client what the compensation will be so they may include this also with their inventory as a reminder. If this were the case, then under the word "Discounts", you could type – Ligaplex I due to sending Ligaplex II. Listing the supplement, that had the error, will remind us of the discount. If you know the discount percentage or dollar amount, please list this also.

We appreciate your understanding and patience with us when our humanness is expressing itself. Also, though we generally remember discounts, as mentioned above, due to the rush of processing auto-shipments, overlooking to provide a discount that was incurred weeks early can happen, so we do appreciate your reminders.

## Insufficient Supply Before Auto-Ship Arrives

1. When taking inventory review the Auto-Ship Schedule to make sure you have enough of each kind of supplement to last you to the end of the Column #2 week that corresponds to the Column #1 date for the inventory, which is the date by which the next Auto-Shipment will arrive.
2. If you find that you do not have enough supplements to last until next auto-ship, call our office IMMEDIATELY, please do not email. To run out of supplements will adversely affect your healing momentum/progress.
3. The Auto-Ship Schedule and policies were established with this primary goal in mind, i.e., maintain healing momentum. Therefore, please help us accomplish this goal in your behalf.
4. Unfortunately, due to the volume of auto-shipments being processed for all clients, we do not have time to do this for our clients.
5. However, receiving an inventory with a supplement listed and the count is zero, is very obvious that healing momentum has now been adversely affected due to lack of notice.
6. **Broken Bottle - If a bottle accidentally gets broken when taking supplements,** please call, do not email, for a replacement. Time sensitive communications need to be called in. We keep in stock what clients require for emergencies and order Program Supplements from our Vendors only for auto-shipments. Therefore calling will prevent more delays in



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getting a replacement to you as soon as possible, and may avoid having to overnight if it were your last bottle on-hand that was broken.

## More About Special Orders

1. **Special Orders** are also any product listed on your **"Updating Your Medicine Chest to a Health Chest"** Pamphlet, in **Health & Travel Kits**, the **Order Form for Health Maintenance Products** or **"Maintenance Supplement Program of Care (MPOC)**. These products are one-time orders or products, generally, not needed on a monthly basis, such as:
  - a. Counter Top or Under Counter Reverse Osmosis Water Purifiers; Inversion Tables; Air Purifiers; foods; Cell phone, TV or computer EMF protectors; household and cleaning supplies; cosmetics; auto maintenance; personal hair/skin products; maintenance supplements and/or home/travel herbal first-aid kits.
2. Therefore, Special Orders are not included in auto-shipment, unless client places the order at the bottom of their Inventory List.
3. The first Special Orders that Dr. Smith recommends that a client orders are listed at the bottom of their **Therapeutic Supplement Program of Care** form, under the words, **Special Orders**.
4. Therefore, place Special Order products at bottom of Inventory Count List or if not providing an inventory, email on the Column #1 Dates and in Subject Line, put:  
Special Order Only (Column #1 Date) – Your Name.
5. If you have an emergency need for a Special Order product, please call in order. Dr. Smith recommends that clients be proactive, which means to be prepared by keeping their Health Chest stocked with products needed in an emergency, such as 2 each of Virus and Bacteria Detoxosodes, Antronex, Herbal Throat Spray, Tei-Fu, etc.

**Policies and Procedures are established to help us provide timely and efficient services for our clients. However, some are client-dependent. Therefore, Clients are responsible for all policies even when they have not taken time to read them.**  
**Thank you in advance for helping us, help you.**

**Policies are upheld without exception.**