



AUTO-SHIP SCHEDULE

Read Auto-Ship Policies Before Contacting A.C.N. With Questions About Auto-Shipment. 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 2013-2015		YEARS 2015-2017	
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 Saturday in weeks below, call office right away.	Dates Inventory Due and/or To Place, Change or Cancel Product or Service	If shipment has not arrived by Saturday in weeks below, call office right away.
10/11/13	10/28/13	06/19/15	07/6/15
11/08/13	11/25/13	07/17/15	08/03/15
12/06/13	12/23/13	08/14/15	08/31/15
01/03/14	01/20/14	09/11/15	09/28/15
01/31/14	02/17/14	10/09/15	10/26/15
02/28/14	03/17/14	11/06/15	11/23/15
03/28/14	04/14/14	12/04/15	12/21/15
04/25/14	05/12/14	01/01/16	01/18/16
05/23/14	06/09/14	01/29/16	02/15/16
06/20/14	07/07/14	02/26/16	03/14/16
07/18/14	08/04/14	03/25/16	04/11/16
08/15/14	09/01/14	04/22/16	05/09/16
09/12/14	09/29/14	05/20/16	06/06/16
10/10/14	10/27/14	06/17/16	07/04/17
11/07/14	11/24/14	07/15/16	08/01/16
12/05/14	12/22/14	08/12/16	08/29/16
01/02/15	01/18/15	09/09/16	09/26/16
01/30/15	02/16/15	10/07/16	10/24/16
02/27/15	03/16/15	11/04/16	11/21/16
03/27/15	04/13/15	12/02/16	12/19/16
04/24/15	05/11/15	12/30/16	01/16/17
05/22/15	06/08/15	01/27/17	02/13/17

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 the complete **Auto-Ship Policy** are posted on “**Policies & Procedures**” web page.



AUTO-SHIP SCHEDULE

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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 midnite**. 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, change(s) or cancelation of therapeutic supplements and services are subject to approval by Dr. Smith to avoid inadvertently sabotaging healing progress.
2. **Column #2 Dates:** This represents the week auto-shipments are sent U.P.S. to arrive on or before Friday of that week. If your shipment has not arrived by the Friday for the Column #2 week, contact us Monday.
3. **Card Payment:** Your credit card is generally charged on the Monday or Tuesday 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:

Though this information refers to how to type and design an email to send to us with your inventory of on-hand supplements, the instructions are the same even if you choose to hand-write, phone, fax or USPS mail your inventory. Inventories are valid when received by their due date (see above) and Inventory Emails are only valid when sent to support@advancedclinicalnutrition.com, as well as by its due date. Please submit your inventories as instructed below to prevent errors, confusion and delays in processing.

1. **SUBJECT LINE:**
 - a. **Therapeutic Clients:** INVENTORY (Column #1 Date) CLIENT'S FIRST AND LAST NAME.
 - b. **Maintenance Clients:** ORDER (Column #1 Date) CLIENT'S FIRST AND LAST NAME
2. **EMAIL CONTENTS (How to List items):**
 - a. **Therapeutic Clients:**
 - i. **POC** – In the body of the email, list the name of each Therapeutic Supplement in the order as it appears on your "Therapeutic Supplement Program of Care" (POC); if an updated POC is pending list in order of latest invoice.
 - ii. **SPECIAL ORDERS** – After listing each POC Supplement, 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.
 - b. **Maintenance Clients:** In the body of the email, list in any order 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.), Hair or Skin Care Products, etc.
3. **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.
4. **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.
5. **SEND:** Inventory by e-mail, USPS mail, fax or you may telephone after business hours and leave on voicemail on due date.
6. **A 47-DAY SUPPLY OF THERAPEUTIC SUPPLEMENTS** is automatically provided and client is responsible for payment when a. or b. applies below. Note: For some clients, such as overseas, east or west coast, a 52-day supply may be required....
 - 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).