

# Online Players Guidelines

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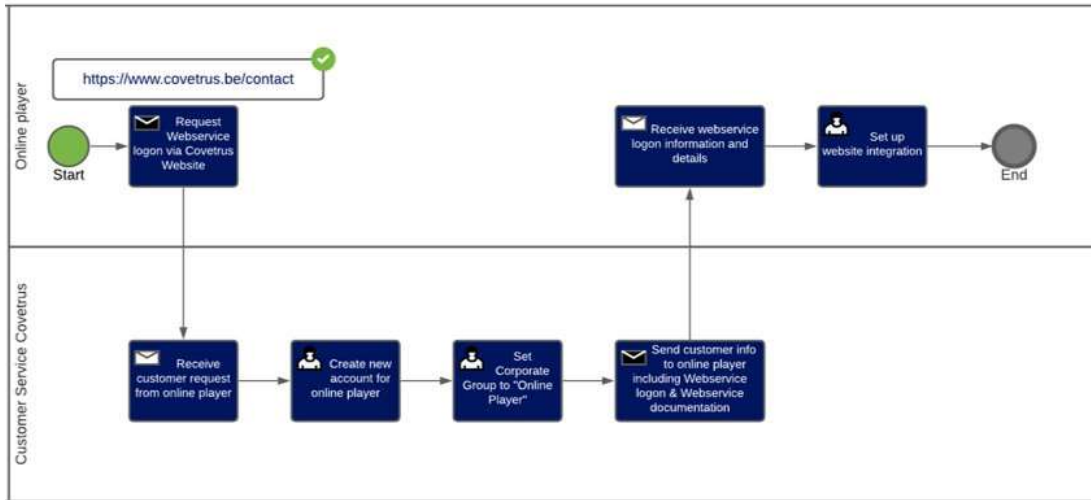
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## 2 Onboarding Online player

- Fill in registration form online <https://www.covetrus.be/klant-worden> --> for attachments add an empty document !
- Indicate in the comment which delivery options are applicable on your online platform
  - **Warehouse pick up:** you/end consumer will pick up the goods at our warehouse in Beringen
    - Please indicate if there are specific time slots we need to take into account. We can not promise anytime delivery is available and this is part of the set up of the integration.
  - **Click & collect:** goods are shipped to the clinic and the end consumer can pick up the goods at the vets office
    - Important: only possible if vet is already customer of Covetrus that is on our daily routes
    - Important: no communication from Covetrus to end consumer
  - **Home delivery:** goods are shipped to the end consumer address that is provided by you when submitting the order
    - Important: there is an additional charge for this delivery option
- Billing information: please indicate if the bill to party will be the vet or the online platform
  - If billing is done by the online platform, please provide billing details and information

After sending that information, we will create your account on our system.

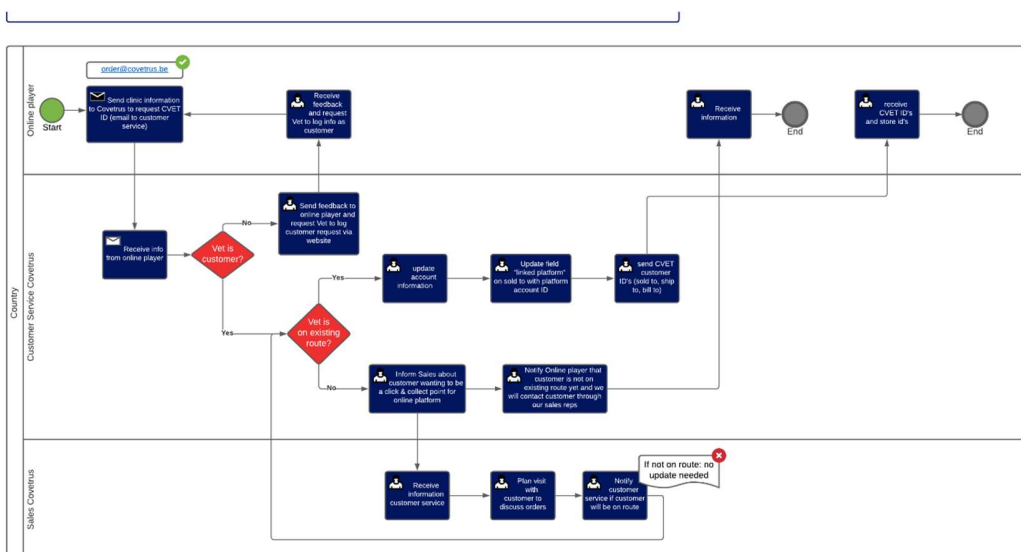


**Important to know:** we will first create your account on our test system so the integration can be set up and tested completely. Only after our approval and seeing testing information documents, you will be allowed to order on the production system.

- Please specify clearly in which time range you wish to go live with this webservice and order via the online platform at Covetrus

### 3 Onboarding new vets on your platform

- Send a list of vets that are registered on your platform. Please provide us the VAT number so we can map them correctly and make no mistakes.



We will send back a list of the CVET ID's that you need to send in the order via the webservice.

**Important to know:**

- only vets that we deliver daily can be click and collect points
- Home delivery is always with an additional charge

## 4 Update of vets on your platform

Please make sure to store our Vet ID's on your platform as well and to send them with each order.

Whenever a new vet is registered on your platform, please send us an email that this vet also needs to be set up in our system and linked to your platform. Please email [order@covetrus.com](mailto:order@covetrus.com) and provide us with the below information:

- Online player account id:
- New vet on platform:
  - Vet name & contact person
  - Address information
  - VAT number

Same process as initial upload will happen and you will receive the soldto ID if applicable asap.

## 5 VAT number update (Vet)

When a vet is updating their VAT number, we need to create a new account on our SAP ECC system. This means that you need to use a different ID.

We will email you in case this is happening so please provide us with the correct reference information and contact information so we can notify you accordingly.

## 6 Order process (based on delivery option)

It is important to know that we have split up the functions for ordering. See details on the fields to be filled in in the webservice documentation.

**Important:** always use the Covetrus ID of the vet or your own.

### 6.1 Warehouse pick up

The customer name and information is not mandatory in this scenario.

## 6.2 Home delivery

The end customer name and address are mandatory in this case as this is the address and information we use to send the package via post to the end consumer.

## 6.3 Click and collect

The customer name and information is not mandatory in this scenario but recommended.

## 7 Picking, packing & transport

### 7.1 Warehouse pick up

Petfood label will indicate your own order reference and end consumer name and address.



Pharmaceutical products: no labels.

The delivery note is included in the box.

### 7.2 Home delivery

A track and trace link is sent to the pet owner with regards to their goods whenever they are shipped.

The delivery note is included in the box.



### 7.3 Click and collect

Petfood labels will indicate the end consumer name and the fact that it is click and collect order.

<b>210 12-16-B2 INTERN</b>		
<b>RC CAN CARDIAC 12X410G</b>		
Artikelnr : 2000018	Verpakking : n.v.t.	0005969201
Lotnummer : 010322	Vervaldag : 01.03.2022	
Nr Pickbon : 0005969201 / 87578749		
Art. L. : 4910037	1/4	4
<b>TEST ONLINE PLATFORM</b>		
<b>STRAAT 13</b>		<b>2506648007</b>
<b>B-3580 BERINGEN</b>		
		<b>87578749</b>
<b>RC CAN CARDIAC 12X410G</b>		

No separate labels are printed for pharmaceutical goods, the delivery note is sent via email and there an additional note is added with the end consumer name.

## 8 Invoice process

Depending on the bill to party that is indicated when submitting the order, the invoice is sent to that customer.

It is important to note that the discount is calculated based on the sold to party or the online platform party when submitting the order depending on the set up of the pricing/invoice structure.

## 9 Return management

Everything needs to be returned via a return form. This can be found on our website and needs to be filled in before returning goods is allowed.

Important that for home delivery, the pet owner needs to bring the goods to the related Vet.

Covetrus will always be in contact with the vet but not directly with the end consumer with regards to returns.

## 10 Webservice usage & agreements

Please make sure to TEST the webservice first before go live. It is critical that you provide Covetrus with sufficient test data before starting to use the webservice in the production environment.

➔ We expect that you schedule a go live meeting with Covetrus to go through the details

## 11 Not in scope and not allowed

- We are not responsible for the payment with the end consumer

- Some vets may have different account id's used for different purposes (ordering certain goods). It is not Covetrus responsibility to know when which account is used. It is the responsibility of the vet or of the online platform to use the correct account id when ordering goods at Covetrus.
- Via the webservice it is not possible to get net prices as this is depending on the bill to party and the potential discounts. Please contact us directly in case this is an important requirement and we can discuss the possibilities.

## 12 Additional information

For marketing or sales related questions, please contact Ann Van Geertruyden ([ann.van.geertruyden@covetrus.be](mailto:ann.van.geertruyden@covetrus.be)).

For questions related to the webservice and the usage, please contact Sofie Bogers ([sofie.bogers@covetrus.be](mailto:sofie.bogers@covetrus.be)) and Sven Daniëls ([sven.daniels@covetrus.be](mailto:sven.daniels@covetrus.be)) .