



DID YOU KNOW...

Please help us to better serve you!

VHA is working to update our database so that we may better serve your clinic's specific needs. We greatly appreciate you taking the time to meet with your Member Services Consultant to gather this information.

This information will remain confidential within our database.

2012 Membership Changes

Cremation Forms: VHA discontinued sending the yellow cremation slips back to clinics. All tag numbers and owner information now appear on your cremation invoice.

Tote System: All members on a VHA truck route will now have product delivered in totes. This system allows drivers to bring most products in a hard plastic container, which will remain at the clinic until the next delivery is made. Clinics are encouraged to place the empty totes near their cremation freezer along with any non-refrigerated return items. We consider the tote system to be a green initiative.

Next Day Delivery: This new service began in October to most metro area clinics.

Online Ordering: The VHA Board of Directors has authorized expenditures for online ordering development. VHA staff has begun reviewing the platform to run this system and hope to implement by third quarter. Until that time, our very dedicated and helpful customer service staff remains ready to assist you in ordering.

Please bear with us throughout these transitions as we are working to better serve you. We welcome your feedback!

Looking for a client brochure on Pet Dental Health? Visit our website at www.veterinaryha.org to download and print one for your clinic!

Personalization options are available.

Remember to update your PCI Compliance and be cautious of fraudulent companies! Please contact your Member Services Consultant with any questions.

"Like" us on Facebook and keep up to date with the latest VHA news! Find our page by searching for "Veterinary Hospitals Association."

CALL CUSTOMER SERVICE TO PLACE YOUR ORDER TODAY!

651-451-6669 OR FAX 651-451-6788

