



Questions about the Hello Spring **SALE?**

Here are the answers to some commonly asked questions.

Which practitioner types can opt in to the promotion?

Margin account owners can opt in to patient promotions. Margin sub-practitioners and clerks will not be able to opt in and will follow the opt in status of their store owner. No-margin accounts will automatically be opted in to the sale and Fullscript will offer patients a flat discount of 25% during the two-day sale.

What discount will I be providing?

You can offer patients additional savings on top of your typical dispensary discount — up to a maximum of 25% in Canada and 35% in the U.S.

When is the promotion?

The Hello Spring Sale will run from March 29th – 30th, 2022.

When can I opt in?

The opt in period for the Hello Spring Sale ends on March 22nd. You won't be able to opt in — or out — of the sale after 11:59 p.m. PT on March 22nd. Once opted in, you're not permitted to change your store or individual patient discounts until after the sale ends.

How do I opt in to the sale?

Opting in to the sale is easy and can be done with the click of a button in your store's dispensary settings! Click on 'Patient promotions' and then decide whether you want to participate in all future sales or just the upcoming promotion. This is also where you'll select your discount amount for the promo.

How is the discount calculated and applied?

You decide what discount you want to give your patients! You can add an additional discount in increments of 5%. This will stack on top of any existing discounts you currently offer, including any individual patient discounts you might give.

For example, if you typically give patients a 10% discount on supplements and you opt in to the promotion with additional patient savings of 10%, you will be giving patients a total of 20% off during the promotion.

What kind of communication will be sent to my patients?

Patients will receive a sneak peek email the week before the promo to let them know the sale is coming. Patients will also receive emails and advertisements during the sale as a reminder to shop. We'll send you a sample of a patient email in advance!

Still haven't found the answer you're looking for?

Reach out to our Customer Success team, who are always happy to help!