



# Autoship & Save FAQs

Making refills more convenient *and* affordable for patients

## What is Autoship & Save?

Autoship & Save is a flexible discount program that works with Autoship, Fullscript's automated refill service. With Autoship & Save, you can offer an extra discount on top of dispensary discounts for all Autoship orders, so patients save even more on refills.

## Why should I offer an Autoship discount?

Patients who receive an Autoship discount are nearly 80% more likely to set up an Autoship order.<sup>1</sup> This makes refilling more convenient and affordable for your patients, while driving long-term revenue for your practice.

## Which orders does an Autoship discount apply to?

This discount can be applied to all products that patients schedule with Autoship. It cannot be applied to first-time orders.

## How does an Autoship discount work with other discounts I may offer patients?

The Autoship discount is a "stackable" discount. This means that it is applied on top of other discounts for Autoship orders. Other discounts can include dispensary and individual patient discounts that are applied to all orders, as well as promotional discounts that are applied during promotional periods.

## How do I offer an Autoship discount?

It's easy to do! In your Dispensary settings, go to the Margin and Business financials page. Under "Stackable discounts," add your preferred Autoship discount amount, and hit Save.

<sup>1</sup> Based on analysis of Fullscript patients, January, 2023.



## Can I change the Autoship discount? And if so, what happens to pricing?

Autoship & Save is completely flexible, and you can change or remove the discount anytime. If you decrease your Autoship discount, “legacy” patients will continue to receive the same discount you applied on orders that were shipped while the previous discount was active. If you increase the discount, the new amount will apply to historical and new Autoship orders.

## Who is able to make these changes?

Only account owners may apply or change Autoship discounts.

## Will my patients be notified if I make a change to my discount?

You’ll have the option to notify your patients with an email, sent by Fullscript, when you increase your discount. If there is a change to the cost of an existing Autoship order, we will notify your patients when they receive an alert about their upcoming shipment.

## Will my staff be notified of any discount changes?

Sub-practitioners will receive an in-app notification when the account owner makes changes to the dispensary’s Autoship discount.

## What happens to my Autoship discount if I change my dispensary discount?

It will stay the same. Your patients will receive the new dispensary discount amount on all orders and, for Autoship orders, they’ll receive a stacked discount of both the dispensary discount and the Autoship discount.

## How can I be sure that offering an Autoship discount will have a positive impact?

We want to support you in making this decision. Here are two ways you can verify that a discount will likely benefit your practice:

1. Go to Reports to see your payouts. Here, you can view Net Proceeds that tell you what you will have earned after patient discounts and other costs that are factored in.
2. Contact your Fullscript account rep or our [Customer Success Team](#).

## Will there be more stackable discounts added in the future?

We are always looking to improve the patient experience. If you have an idea for other stackable discounts, please let us know!

## Can I activate Autoship on my patients behalf?

No. Patients must set up Autoship in their Fullscript accounts. However, you can automatically prompt patients to add products to Autoship, by selecting ‘ongoing’ as a ‘duration’ field when creating plans. This small step has proven to increase Autoship activations by as much as 50%.<sup>2</sup>

**Your patients can learn more about setting up Autoship [here](#).**

**Speak to Fullscript’s Customer Success Team**  
[Email or chat](#) | 1 (866) 807-3828