



## FREQUENTLY ASKED QUESTIONS

**Can an ISR/OSR fill out the form for an account?** Yes, ISRs and OSRs can submit the form using **ONLY** clinic information **AFTER** having a conversation about the account's commitment. However, we highly encourage the clinic submit to keep transparency through all parties involved.

**Can accounts double dip on other promotions?** Clinics can double dip on monthly vendor promotions from the following vendors: PRN, Neogen, Millpledge, and Terumo. However, accounts cannot double dip on the ongoing Phoenix Suture Shelter Program and PRN Animal Welfare Program.

**An account purchased something in the morning then put in their commitment the same day, will those purchases count?** If a clinic makes a purchase and then submits a commitment **on the same day**, those purchases will count.

**Can clinics make multiple commitments?** Only one commitment will be accepted per clinic. If multiple commitments are submitted, only the **most recent commitment** will be accepted. Purchases from the day of commitment going forward will qualify toward the commitment total.

**An account wants to change their commitment, can they do that?** Yes, if an account would like to change their commitment amount, they can simply resubmit the commitment form on [aaep.clipperdist.com](http://aaep.clipperdist.com). The **most recent commitment** will be accepted.

**I have an account that doesn't have an email address. Can I use my rep email?** We **REQUIRE** a clinic email address for this program due to the financial commitment involved. If a rep email is used, the commitment will be considered invalid. If a clinic does not have an email, they will need to create one in order to be eligible for the program.

**Can a clinic commit through and purchase from both participating distributors?** Yes, clinics can "share the love", however, whatever a clinic commits to through a distributor, they must buy through that same distributor in order to obtain the gift cards.

**What happens if an error is made on the commitment form?** If there is an error on the commitment form, just simply submit another commitment with the correct information. The **most recent commitment** will be accepted.

**What happens if a clinic commits after the commitment deadline?** The commitment timeframe is November 1st to December 11th. If a clinic commits after the deadline, they unfortunately will **NOT** be able to participate in the Commit for Cash program. Communicate with your clinics and get them to commit **TODAY!**

**When will the clinic receive their gift cards for hitting their commitment?** Gift cards will be sent after the program is complete and reporting is verified. Clinics should look for their gift cards in the mail around April!

**For more information, visit [aaep.clipperdist.com](http://aaep.clipperdist.com)**

If you have any additional questions  
contact your Clipper Sales Rep.

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