

#IVETS⁺HARD

EPISODE 1 • August 20, 2021

How To Raise The Game With Home Delivery



5 Key Takeaways

1. Having your own shuttle/vehicle for home delivery and pet transport.
2. Re-thinking your mission statement and turning it into a mantra that is easier to remember and deploy with your team.
3. Sometimes the technology solution does not have to be difficult or costly. Example: Using a Google sheet to keep track of all prescription requests.
4. Making recurring appointments for pharmacy deliveries. Creating a custom version of auto-ship which decreases the likelihood of pet owners going to Chewy.
5. Spend time developing and putting systems in place. Examples: month to month system, delivery systems, etc.

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