ROYAL CANIN ACADEMY
Building THE Reference in Health Nutrition

Online training and product discounts for the entire hospital

NEW DISCOUNT OFFER

- AUTOMATIC 25% Discount: All members of the veterinary clinic enrolled in Royal Canin Academy will have 10,000 points added to their My Rewards balances. For every 10,000 points redeemed, you will receive a discount of 25% off the clinic price on all ROYAL CANIN VETERINARY DIET® formulas for your personal use only (up to a maximum of 70 lbs per month) for (6) six months.

- Discounts will be administered through the Royal Canin Clinic Feeding Program via Royal Canin Academy
  - Continued participation will be required to extend discount. Ask your Royal Canin Clinic Administrator or the Royal Canin District Manager for more information, login and user information.

ENGAGING E-LEARNING MODULES

- All members of the clinic staff that are currently enrolled in the Clinic Feeding Program can view several brief, interactive modules:
  - Who is Royal Canin?
  - Nutritional Truths – NEW
  - Fundamentals of Nutrition
  - Nutrients vs. Ingredients
  - Other new modules

- The Royal Canin Academy also includes additional modules focused on:
  - Nutrition
  - Royal Canin Products
  - Practice Management & Growth

CONTINUING EDUCATION

- Royal Canin Continuing Education courses will also be hosted by the Royal Canin Academy.
- Series of “Targeted Therapeutic Nutrition” courses available

ACCESSING THE ROYAL CANIN ACADEMY

To take advantage of this great opportunity, members of the hospital staff need to register as an individual user on the Royal Canin site (my.royalcanin.com). Employees can now register themselves for their own account. If you are experiencing issues or need assistance while registering, you may contact your Royal Canin District Manager, or call the Royal Canin Order Service Department at 888-213-4486. Once registration is complete, follow the instructions provided to you in order to access the Royal Canin Academy.

For questions or technical support, contact your Royal Canin District Manager or the Royal Canin Order Services Department at 888-213-4486.
HOW TO SIGN UP NEW USERS

for the Clinic Feeding Program

The Clinic Feeding Program is to provide registered, approved veterinary clinic employees the ability to order Royal Canin product via my.royalcanin.com.

If you had a Clinic Feeding Program account in the past with Gateway and need assistance signing into your account, click on the “Forgot password” and provide the email address assigned to your account. If you don’t know what email address is on the account, please contact Order Services at 888.213.4486.

1. To register, log into my.royalcanin.com
   - Enter Username and Password
   - Click “REGISTER”

2. Click on “Let’s get started” link

3. Application process
   - Enter email address
   - Click on appropriate customer type
   - Click on “Start Application”
     — This application is intended for new customer registration only. If you are an existing customer attempting to create your user account, please see return to my.royalcanin.com/signin or contact Order Services at 888.213.4486.

4. Clinic feeding participant
   - Enter information in ALL open fields
   - Clinic customer # is the Vet clinic with format VET-XXXXXXX-###
     — Please be sure the customer # is entered correctly. If non-valid customer # is entered, the application will be denied. This will happen after application is submitted.

5. Adding payment information
   - Click to accept ‘Terms & Conditions’
   - Click on Submit application

6. Confirmation
   - Customer will receive an email saying their application has been submitted. Once the account has been created, they’ll receive another email requesting to create user profile and be ready to order.

Answers to potential questions:

- If you had a Clinic Feeding Program account in the past with Gateway and need assistance signing into your account, click on the “Forgot password” and provide the email address assigned to your account.
- If you don’t know what email address is on the account, please contact Order Services at 888.213.4486.

For questions or technical support, contact your Royal Canin District Manager or the Royal Canin Order Services Department at 1.888.213.4486
1. **View your points and discounts**
   - Log on to Royal Canin Academy via my.royalcanin.com
   - Click on My Rewards or hot-linked point total

2. **Redeem points**
   - Redeem points for 25% discount by clicking “Redeem” in the lower right corner
   - Observe new point balance, new current discount and discount expiration date
   - Be on the lookout for an email congratulating you on your new discount and instructions on purchasing food
     — Customer receives an email with instructions to take advantage of discount leading to my.royalcanin.com

3. **Log into my.royalcanin.com**
   - Enter Username and Password
   - Click “SIGN IN”

4. **Select food to order**
   - Select your product and click “ADD TO CART”

5. **Checkout**
   - Click on Cart in top right
   - Order is totaled including discount
   - Click “CHECKOUT” to proceed
   - Review shipping information and click “CONTINUE”

6. **Enter payment information**
   - Click on the drop down for “PAYMENT METHOD” to select
   - Click “CONTINUE CHECKOUT”
   - Enter payment specifics and click “PAY”

7. **Review order confirmation**

For questions or technical support, contact your Royal Canin District Manager or the Royal Canin Order Services Department at 1.888.213.4486