

AAAHC proudly announces a new process for your organization to obtain certificates. This expedited process, improves your experience by automatically delivering a complimentary certificate to you.

We've developed the following Frequently Asked Questions (FAQs) to provide details on this enhancement.

| Question  | Response   |
|---|--|
| <b>1. Why is the certificate ordering process changing?</b>   | AAAHC identified opportunities to improve the client experience, gain internal efficiencies for print management and distribution, and improve timely certificate fulfillment and delivery.  |
| <b>2. I was just accredited. When do I receive my certificate?</b>  | Beginning on May 2, all organizations achieving accreditation and/or certification will automatically receive one 12" x 16" complimentary certificate per site, printed and shipped from AAAHC.<br><br>Certificates will arrive within 30 days of the accreditation decision. For additional questions related to the complimentary certificate process, please contact <a href="mailto:orderdesk@aaahc.org">orderdesk@aaahc.org</a> . |
| <b>3. Can I order a certificate using the old order form?</b>   | A certificate will automatically be sent to you. Should you need additional certificates, please use the online shopping cart. If you have additional questions about accessing the AAAHC Store or placing your order, please contact <a href="mailto:orderdesk@aaahc.org">orderdesk@aaahc.org</a> .   |
| <b>4. I did not receive my certificate before the new ordering process launched. Can you send me a complimentary certificate now?</b> | For accreditations/certifications issued prior to Jan 1, 2022, you may place an order through our AAAHC Store at <a href="https://store.aaahc.org/">https://store.aaahc.org/</a> . These paid certificate orders will be processed weekly. For additional questions related to the paid certificate orders, please contact <a href="mailto:orderdesk@aaahc.org">orderdesk@aaahc.org</a> .  |
| <b>5. I placed an order and paid for my certificates. Can I get an update on processing?</b>  | Please email AAAHC at <a href="mailto:orderdesk@aaahc.org">orderdesk@aaahc.org</a> .   |
| <b>6. Can I order an additional certificate for my organization?</b>  | Additional 12" x 16" certificates may be ordered for a fee, and organizations can place their order through our online AAAHC Store at <a href="https://store.aaahc.org/">https://store.aaahc.org/</a> . Paid orders will be processed weekly. For additional questions related to the paid certificate process, please contact <a href="mailto:orderdesk@aaahc.org">orderdesk@aaahc.org</a> .  |
| <b>7. What if I want to pay for my certificate using a check or purchase order?</b>   | Orders will be processed but not shipped until payment is received.  |
| <b>8. Can I order a frame with my certificate?</b>  | AAAHC no longer offers certificate frames.   |
| <b>9. I'm interested in ordering a small (8.5" x 11") certificate, but the shopping cart does not show that option.</b>               | AAAHC now provides certificates in one size (12" x 16").   |

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|---|---|
| <p><b>10. How will my complimentary certificate be shipped?</b></p>   | <p>All orders will be shipped via USPS to the Primary Contact on file with AAAHC. The Primary Contact will receive an email including a tracking number. If an order includes satellite locations, the certificate will be shipped to the main organization address on file with AAAHC.</p> |
| <p><b>11. I placed an order and received a tracking confirmation, but my package was not delivered.</b></p> | <p>Please check the tracking number and contact your local USPS office. If you still need assistance, email AAAHC at <a href="mailto:orderdesk@aaahc.org">orderdesk@aaahc.org</a>.</p>  |
| <p><b>12. I ordered and paid for the wrong certificate, what do I do?</b></p>                               | <p>Please contact AAAHC at <a href="mailto:orderdesk@aaahc.org">orderdesk@aaahc.org</a>.</p>  |
| <p><b>13. I received my certificate but the name and/or address is incorrect.</b></p>                       | <p>Please email <a href="mailto:orderdesk@aaahc.org">orderdesk@aaahc.org</a> so that we can investigate your concern. Certificates reflect the information on record at AAAHC. Demographic changes, which are part of the Change Notification Process will be reprinted for a fee.</p>      |