

AAAHC has fine tuned the ordering process for accreditation and certification 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 expedited process.

Question	Response
1. Why did the certificate ordering process change?	AAAHC identified opportunities to improve the client experience, gain internal efficiencies for print management and distribution, and improve timely certificate fulfillment and delivery.
2. I was just accredited. When do I receive my certificate?	All organizations achieving accreditation and/or certification will automatically receive one 12" x 16" complimentary certificate per site, printed and shipped from AAAHC. Certificates will arrive within 30 days of the accreditation decision. For additional questions related to the complimentary certificate process, please contact orderdesk@aaahc.org .
3. Can I order a certificate using the old order form?	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 orderdesk@aaahc.org .
4. I placed an order and paid for my certificates. Can I get an update on processing?	Please email AAAHC at orderdesk@aaahc.org .
5. Can I order an additional certificate for my organization?	Additional 12" x 16" certificates may be ordered for a fee, and organizations can place their order through our online AAAHC Store at https://store.aaahc.org/ Paid orders will be processed weekly. For additional questions related to the paid certificate process, please contact orderdesk@aaahc.org .
6. What if I want to pay for my certificate using a check or purchase order?	Orders will be processed but not shipped until payment is received
7. Can I order a frame with my certificate?	AAAHC no longer offers certificate frames.
8. I'm interested in ordering a small (8.5" x 11") certificate, but the shopping cart does not show that option.	AAAHC now provides certificates in one size (12" x 16").
9. How will my complimentary certificate be shipped?	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.

CERTIFICATE ORDER PROCESS

CLIENT FAQs

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Question	Response
10. I placed an order and received a tracking confirmation, but my package was not delivered.	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.
11. I ordered and paid for the wrong certificate, what do I do?	Please contact AAAHC at orderdesk@aaahc.org .
12. I received my certificate but the name and/or address is incorrect.	Please email orderdesk@aaahc.org 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.