



CLIENT MANUAL FOR POWER PET SITTER 2020

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WELCOME TO POWER PET SITTER!

These guides are for clients who will be using the Power Pet Sitter software. Actual service names and time blocks will vary from business to business. If you have any questions about the business you're working with, please direct them to the business Owner.

Remember, the link you will use to log in will be provided by the business owner!

If you ever need to reset your password, you can do so using the 'Forgot Password' option and entering your email address.

REGISTERING

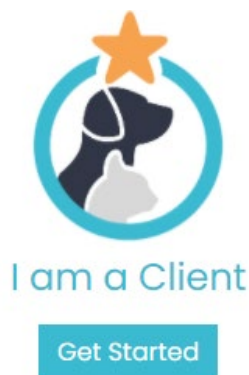
If you are already a client, please go to <https://burt.powerpetsitter.com/login>.

Your username will be your email and your password will be your last name, first letter capitalized.

Using the URL provided by the business to get to their custom login page, click the 'Register now' link.

New to Barking Up The Right Tree? [Register now](#)

Then, select 'Client' from the two options provided.



You will be prompted for your email address. Once you've entered and submitted it, an Email verification email will be sent to the email entered. Clicking on 'Confirm Email Address', you'll be redirected to one last registration step.

- Set and confirm your password
- Enter your first and last name
- Enter a phone number and type

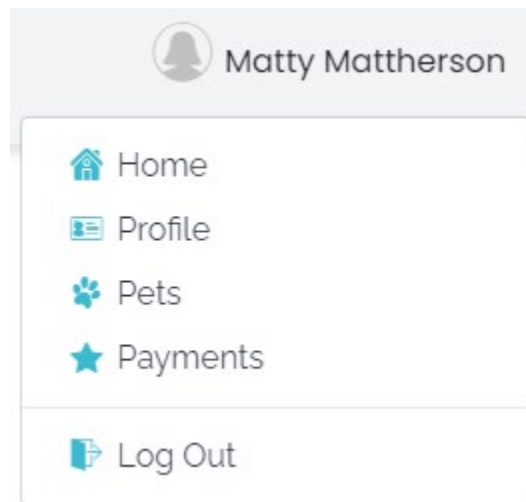
- Select your time zones
- Agree to Terms and Conditions

When you click submit, you will be then prompted to login using the information you just set up, using your email address.

PROFILE SET UP

Once you've successfully logged in, you will see your landing page. This is where your upcoming appointments will populate. To receive the best possible service, please set up your profile and enter your pets before scheduling an appointment.

Start by clicking your name in the upper right-hand corner. This will open a menu with your options. 'Payments' is only shown if the business accepts Credit Cards.



You will also see a Notification Bell. If the business you're working with does not allow or use our Chat feature, you can disregard it. If the business you're working with does, you will be able to track your chat conversations and see your notifications easily. You can find all the Chat information in the Chat section of this manual.

Click Profile to get started. You will see a list of options on the left-hand side.

Account Information

Residence Access Codes

Additional Information

In Case of Emergency

Questions

Update Username & Password

ACCOUNT INFORMATION

Please select 'Edit' to add your physical address. This information is necessary to having service rendered.

This area holds basic information such as:


- First and Last Name
- Email address – This is also your username
- Phone number
- Street Address
- Time Zone
- Account Balance – Credit on file
- Indication of if you've agreed to the business policy and when.

RESIDENCE ACCESS CODES

This page allows you to enter any alarm or gate codes, indicate hide-a-way keys kept on the property or describe FOB user directions. To add a new access code, click on 'Add a New Access Code'.

 Add New Access Code

Access Code Type

- Garage
- Gate Code
- Alarm
- Back Door
- Front Door
- Building Fob
- Residence Key

Select your access code type and full out the pertinent information.

Once you click 'create', it is added to your access codes and the business is sent an email alerting them to your new code so they can be aware. These Access Codes can be updated or deleted at any time as needed.

ADDITIONAL INFORMATION

This page allows you to answer a few basic questions.

- Parking Location – Where or how would you like your sitters to park when they come to do a visit?
- Waste Disposal – Where should the sitter dispose of waste such as litter waste, food cans, used poop baggies, ect.
- Pet Food Location – Where do you keep your animal's foodstuff?

IN CASE OF EMERGENCY

This page allows to indicate if you agree to a few emergency permissions for Sitters to take if something should happen, as well as list your Emergency Contacts and their information.

We give you permission to authorize emergency work if necessary to prevent damage, and we will be responsible for full payment of such work.

No Yes

We give you permission to authorize emergency medical care for our pet(s) as deemed necessary by a veterinarian, and we will be responsible for full payment of such care.

No Yes

QUESTIONS

If a business has custom questions for you, you will find them in this page. Just click 'Edit' to answer or update your answer to a question.

Questions

Do you have any guests we should expect?

Yes

MICHELLE IS COMING TO WATER ALL MY SQUASHES DAILY SO YOU MIGHT SEE HER THERE.


Edit

UPDATE USERNAME AND PASSWORD

This page allows you to update your email address, which serves as your username as well as update your password. If you update your email address, a new verification email will be sent to the entered address and only successfully changed once it's been verified.

PET SET UP

Once you've set up your profile, please set up your pets. Select 'Pets' from the main menu. This will take you to your Pets page. To set up a new pet, click 'Add Pet'.

 Add Pet



Upload Photo

Name*

Gender*

Pet Type*

Breed

Birthday

Color

Weight Class

Microchipped

No Yes

Spayed/Neutered

No Yes

Required information is Name, Gender, and Pet Type. Please fill out as much information as you can for your pets, including a picture if you would like. You will be able to fill out more once the pet profile is created.

Pet Questions

Does your animal have a bite issue?*

Please provide more information*

Cancel [Save](#)

These questions are set by the business. Once you hit 'Save', you will see additional fields show for you to provide more detailed information.

- Veterinarian – The first entry will be your primary Vet. All additional vet entries will be listed as Emergency Vets. You may only have one Primary Vet per pet.
- Medications – You can enter as many medications as needed.
- Vaccines – Allows you to indicate what vaccinations your animal has, when they're current to, and any additional notes on a particular vaccination.

All created pets will be shown on the pets' page.

PAYMENTS (OPTIONAL BASED ON BUSINESS SETTINGS)

If the business has elected to accept credit cards, you can enter credit card information here. Power Pet Sitter takes credit card security very seriously and all credit card information is masked and encrypted to the highest standards of current PCI compliance rules and regulations. Your credit card information will be held with Authorize.net. Power Pet sitter will be using a token verified by Authorize.net to trigger the merchant processor to charge the attached card in their files and will not be holding the actual card information on our servers.

Payment Information

Visa ending in 4242



AmericanExpress ending in 0002



Discover ending in 0012



MasterCard ending in 9703



[+ Add New Card](#)

You can add as many payment instances as you'd like, but once entered, you will only be able to edit the address connected with each one. If the card number was put in incorrectly, you will need to delete the payment instance and recreate it with the correct information.

HOW TO SCHEDULE AN APPOINTMENT

From your landing page, click the 'Add Appointment' Button.

Add Appointment

This will open an empty appointment page for you.

Appointment Details

[View Business Policy](#)

Appointment Title*

Untitled Appointment

Repeat this appointment every week?

No Yes

Select Date

Start Date

End Date

Visit Details

Select Time Block*

Select a block

Preferred Time

Select a time

* We will do our best to fulfill your preferred time.

Tip Amount

15%

20%

25%

Other

Add to Cart >

1. Start by putting in an Appointment Title. This can be whatever you'd like, such as 'Iggy's Walks' or 'Vacation visits'.
2. Then, decide if this is a recurring appointment. Recurring appointments are restricted to a single 7 day week but will be repeated weekly until such time as the recurrence is cancelled.

3. Select the dates of service. Administrators and Managers will be allowed to schedule in the past and future. Clients will only be able to schedule same day dates or in the future, per the business's scheduling restrictions.
4. Select the days you want service done. If the date range put in is short than one week, only the appropriate days will be available for selection. Selected days will show as gold/yellow.

Select Date

10/01/2020 10/05/2020

Visit Details

Monday Tuesday Wednesday Thursday Friday Saturday Sunday

5. Select the Time block you would like service done in. You can indicate a specific time you'd like service, but it will be a business decision as to if they can accommodate it.
6. Services will populate based on their availability to that time block. Select your Services and add-ons, and the pet you'd like service given to, if applicable.

Service* Big Dog Walk | v
[View Service Description](#)

Pets Woodstock x | v

Add-Ons + Add More

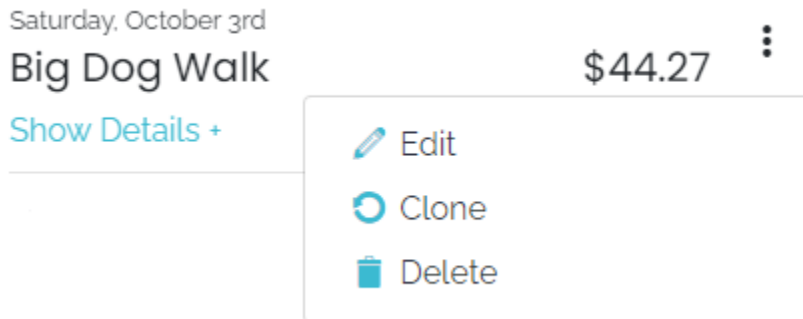
Select an add-on | v
Extra Love

Select pets | v

7. Tips – You can add a percentage tip amount here. The system provides 15%, 20% and 25% options as well as a freeform percentage option.
8. Click 'Add to Cart' to start the checkout process. You will see all the applicable days and dates with all the visit details provided on the right-hand side.
9. You will see a Checkout Summary provided, where you can enter any notes that the pet sitters need to be aware of, and your appointment will be successfully scheduled once you hit 'Checkout' for a final time.

HOW TO EDIT A VISIT, ADD ADDITIONAL OR DIFFERENT VISITS, OR DELETE A VISIT:

To edit an individual visit, click the stacked dot icon in the cart. You will see three options.



1. Edit brings up that visit's information in the fields to the left. You can change time block, service, add-on's and tip selection, and update the visit by clicking 'Update Visit'.

[Update Visit >](#)

2. Clone will duplicate the visit, giving you a new visit instance to edit without altering the initial instance.
3. Delete will delete the visit.

Adding an additional day will only require you to not be editing another service. Simply select the day you would like to add another visit to on the left from the Visit Details area and follow the same processes as before.

Visit Details

Monday Tuesday Wednesday **Thursday** Friday Saturday Sunday

Select Time Block*
Overnight (11:00PM - 8:00AM) | v

Preferred Time
Select a time
* We will do our best to fulfill your preferred time.

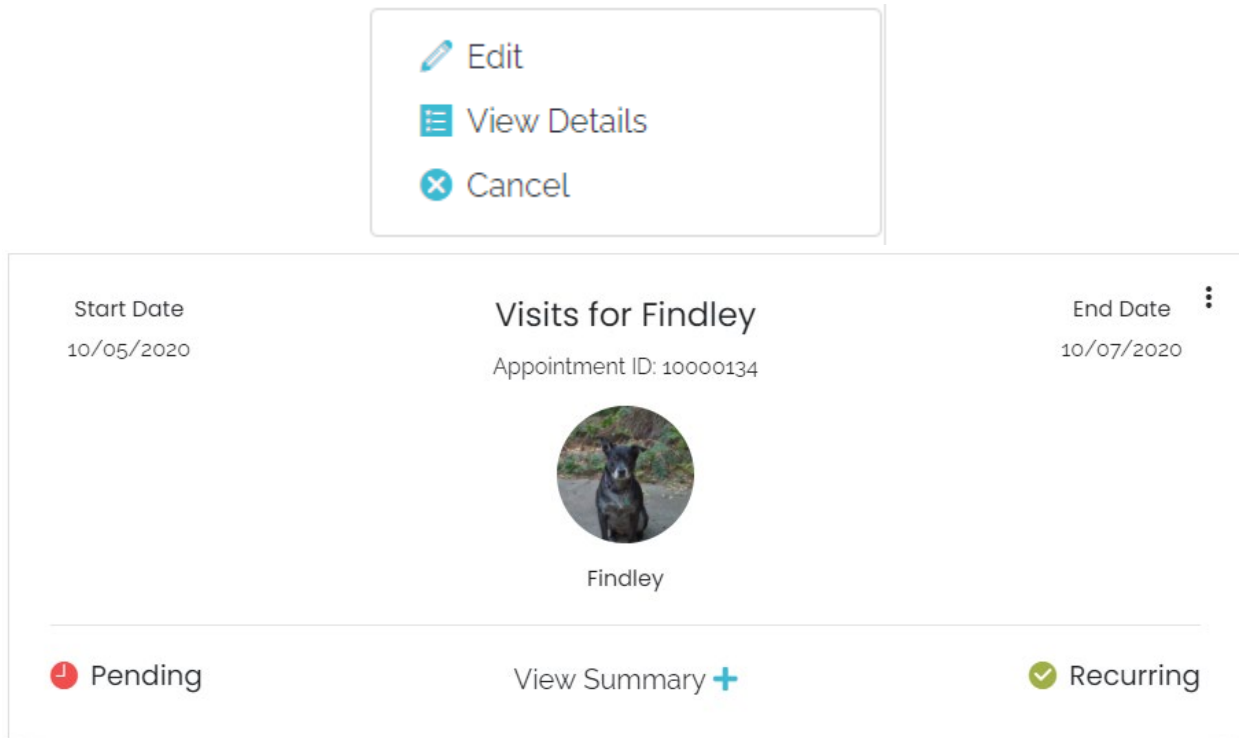
Service*
Overnight House Visits | v
[View Service Description](#)

Pets
Woodstock x | v

Clicking 'Add to Cart' will add those selected service on those selected days to what is already in your cart.

HOW TO CANCEL AN APPOINTMENT OR A VISIT

All appointments will be shown on the landing page. You can easily see the start and end dates, the appointment name, the status of the appointment and if it's a recurring appointment or not. All options will be shown under the stacked dot icon.



The screenshot shows a user interface for appointment management. At the top, a menu is open, displaying three options: 'Edit' (with a pencil icon), 'View Details' (with a list icon), and 'Cancel' (with an 'X' icon). Below this, the main appointment card is visible. It features the title 'Visits for Findley' and 'Appointment ID: 10000134'. The start date is '10/05/2020' and the end date is '10/07/2020'. A circular profile picture of a dog named 'Findley' is centered below the title. At the bottom of the card, there are three status indicators: 'Pending' (with a red downward arrow icon), 'View Summary +' (with a plus icon), and 'Recurring' (with a green checkmark icon).

How soon you can cancel is set by the business owner. If your appointment's start date has already passed, you will not be allowed to cancel the whole appointment and will see no option for it. You can cancel individual visits in the appointment by clicking 'View Details'. This will take you to the details of your appointment, where you will find the same Cancel action under the stacked dot icon.

You can also easily see the status of individual visits, the total charged to you and if the payment was collected off your card, credit on file, or marked as paid in the PPS system by expanding the 'View Summary' plus button.

✔ Approved

View Summary —

⊖ Recurring


Payment Status: Marked as Paid
Account Balance Applied: (\$71.35)

Visit Date	Time Block	Sitter Assigned	Status	Visit Total
09/28/2020	Evening (7:00PM - 9:00PM)	Shania Twain	Complete	\$13.75
09/28/2020	Evening (7:00PM - 9:00PM)	Shania Twain	Complete	\$12.60
09/29/2020	Evening (7:00PM - 9:00PM)	Shania Twain	Complete	\$15.00
10/01/2020	Evening (7:00PM - 9:00PM)	Justin Trudeau	Complete	\$15.00
10/02/2020	Evening (7:00PM - 9:00PM)	Shania Twain	Complete	\$15.00

*Prices shown exclude taxes

APPOINTMENT DETAILS AND WHAT YOU CAN DO

This is the view of the 'details' of an appointment. It shows which sitter is assigned, if any, as well as the details of your visit. The cancel button will always show but success or failure of a cancellation is based on the scheduling restrictions of the business.



Justin Trudeau

Pet Sitting
Monday 10/05/2020
Morning (6:00AM - 8:30AM)

[Cancel](#)

Pet Sitting (Star) \$27.00


10/02/2020 6:00 pm 10/08/2020 10:38 am TBD TBD

✓ Requested ✓ Approved ● Check In ● Complete

This appointment has been accepted and approved by the Admin but has not been checked into or completed. Time and date stamps will update with these actions. If check in is something that a business does not do, you will only see that time date stamp on completion.

Only if the business does do Check-ins and Check-outs, you will receive an email when the visit is completed.

Once a visit is complete, you can leave a star rating and write a review.



Ann Harts

45 Min Pet VISIT
Tuesday 09/29/2020
Anytime (6:55AM - 7:00PM)

[Rate and Review Visit](#)

45 Min Pet VISIT (Findley) \$1.00

9/30/2020 3:11 pm 10/01/2020 10:32 am 10/01/2020 10:33 am 10/01/2020 10:37 am

✓ Requested ✓ Approved ✓ Check In ✓ Complete

Leave a review for visit "45 Min Pet VISIT" on 9/29/2020

Rating: ★★★★★

Review

0/200 Characters

[Submit review](#) [Cancel](#)

CHAT

You will also see a Notification Bell. If the business you're working with does not allow or use our Chat feature, you can disregard it. If the business you're working with does, you will be able to track your chat conversations and see your notifications easily.

If enabled, you will see a Chat icon next to your visits.

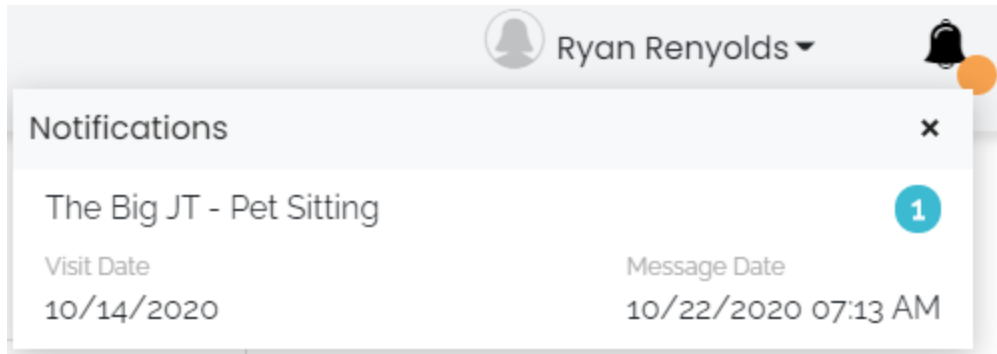


Chat Button – This opens a chat window where you can type text and upload pictures!



Unread Chat – Tap on this icon to open the chat window and read the message!

You will only be allowed to chat on current or past visits, up to 30 days. Notifications will be delivered to your device if your browser allows and you should be prompted on first login to allow the site to send you those notifications.



Clicking on this notification will take you to the details of the appropriate appointment. Locate the Unread chat icon and tap it to see your message and reply. Timestamps will show in the recipients time zone, as set in your profile.

