

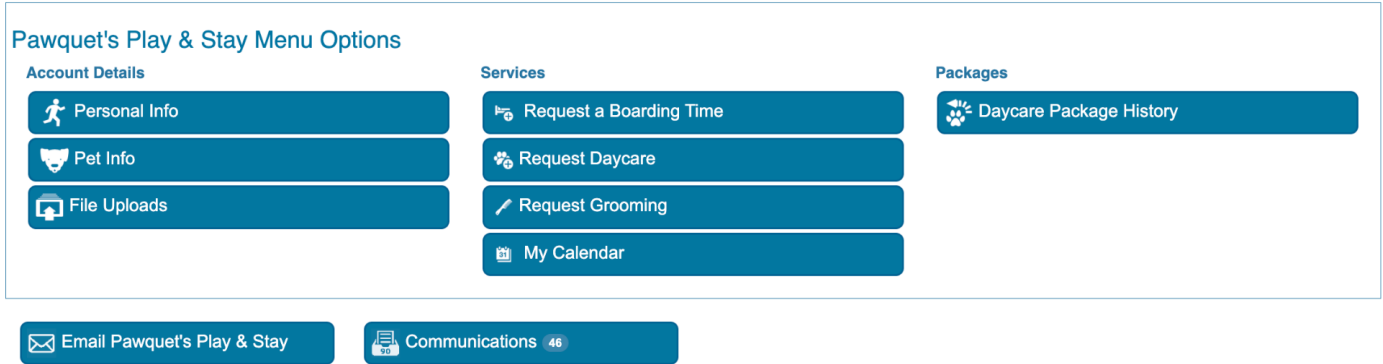
# Owner Portal Guide

Hello! We are so happy to be trying out a new Owner Portal through our Petexec Scheduling System! This will allow parents a more convenient method to access boardings, daycare, calendars, personal information and much more!

Through this guide we will show you how to use the owner portal 😊 First, visit [secure.petexec.net/login.php](https://secure.petexec.net/login.php). Second, make sure you were given a Username and Password by one of our Managers at Pawquets, If you did not receive one send us an email and we will create one for you!

## Dashboard

This will be the first page you see when you log on, from here you can locate all the options available



## Account Details

**Personal Info :** In this tab you will be able to see your own personal information such as Login information, email, address, contacts and communication settings. You can update and change personal information through this tab.

**Pet Info :** Here you will see your current pup(s). You can choose to add or remove a pup from your account and modify additional information. If you select “Modify” next to your pup’s name you will be redirected to a page which will give you several options:

### 1st Section: Modify Pet Info

You can view/modify your pups picture, breed, description, birthday, pick-up list and alter status.

Please keep in mind if you have an unaltered pup and plan on getting them fixed we will need neuter/spay paperwork from the vet once your pet has been altered. You can upload a file / picture of the paperwork to “File Uploads” See section Below

**Unaltered males over 7 months of age can not participate in interactive daycare and Unaltered females CAN NOT be in the building during their heat cycle and 1 week after the bleeding has stopped due to safety concerns and risks. Females in heat WILL be turned away**

### 2nd Section : Daycare Preferences

In this section you can choose your daycare preferences such as an afternoon nap, meal instructions, medication details & time. Keep in mind that this will not automatically add meals to your cart : under the “Daycare Request” tab you can choose to add a meal to your cart : See Section Below

### 3rd Section: Boarding Preferences

In this section you can update your boarding feeding instructions & times, medication details, vet cost limit and allergies.

You can use this prior to drop off for a boarding stay : by updating this section it will update on our end as well to ensure proper feeding / care during your pup's boarding stay. *We may ask additional questions upon drop off for extra precaution*

### 4th Section: Vet / Vaccine Information

In this section you can select which vet you use and view vaccine expiration dates. New vaccine records can be uploaded to “Owner Files” or can be emailed to us directly

**File Uploads :** In this tab you can “choose file” and upload any important documents such as vaccine records or spay and neuter paperwork.

Continue to next page

## **Owner Portal Guide**

### **Services**

**Request a Boarding Time :** In this tab you will be able to request boarding by selecting the pets you would like to board. (If you only have one pet it will automatically select the one pet : if multiple you have the option to choose the pets as needed) After selecting the pet(s) you can then select appoint details such as drop off and pick up dates, estimated sign-in and out times, choose a boarding room, select number of rooms if needing more than one, emergency contacts, and any other additional notes you would like to add. At the bottom of this page you will also be able to view vaccine status. Once you have reviewed your boarding details you can select the “Request Boarding” button and this will notify the staff of your request and they will be able to either confirm booking or add you to a waitlist if the room is unavailable. Please keep in mind no boarding is confirmed until a one night deposit is placed : parents are welcome to request to have their card put on file which will allow staff to charge the deposit and confirm booking. No card will be charged unless authorized to do so. When the boarding is confirmed you will receive a confirmation email.

**Request Daycare :** In this tab you can select which pet you would like to add to schedule : In the upper right hand corner there will be a check box you can select, the entire box will appear green when selected. You can then select “sign-in type” : for one dog you can choose either full day, half day or hourly and for each additional dog you will have to choose the option that includes “additional dog”. Please keep in mind hourly is not available on the weekends and if an option is chosen incorrectly our staff will modify it to the correct one. This tab will also give you the option to select a meal : breakfast, lunch or dinner. A charge will be added for each meal you add and the cost will depend if the meal is owner provided or in-house provided. There is also an option to select “bakery cookie” : these are the cookies that are displayed in our lobby and you will have the option to choose which one you would like upon drop off. Standard cost per cookie is \$3.00.

There will be an option to select a nap for no additional charge and a note section to add any further information you would like the staff to know. Vaccines information will be provided under each dog's information.

At the bottom of this tab you will be able to select the dates you would like to request for daycare and estimated drop off and pick up times. Once the request has been confirmed for daycare by our staff you will receive a confirmation email of those dates. If a date is not available you will be added to our waitlist.

**Request Grooming :** In this tab you will be able to request a grooming appointment for your pup(s); you can schedule individual appointments or schedule an appointment to correspond with a confirmed boarding or daycare reservation. Our system will require a selected date and time. You will have the option to choose a preferred groomer or no preference : if your requested groomer is unavailable then the grooming will be done by the groomer available. Our system will give you a list of available grooming options with a description and price. You will be given an additional notes section at the bottom to include any other important information or requests. Once your grooming has been requested a staff member can approve it for you or will contact you for any issues, questions or concerns.

**My Calendar :** In this tab you will be able to view all of your requested and confirmed appointments / reservations. Next to the “My Calendar” at the top of the page there will be a “Legend” to help differentiate between confirmed and requested appointments / reservations. You can visit our website for the Major Holiday & School Vacation List.

### **Packages**

**Daycare Package History :** This tab will show you your current and past daycare packages and the number of days left on the package. By selecting “view” next to a package you can see the dates on when each day from the package was used.

### **Communications**

Listed under the main menu options there are 2 tabs available for communications

The first tab list “Email Pawquets...” can be used to email us directly.

The second tab list “Communications” is where you will be able to see the emails sent by us to you as well as “report cards” made by us. Currently we are not updating report cards daily however we are currently working with staff on updating report cards for new evaluations.

**Additional Notes and Important Information on next page**

## **Owner Portal Guide**

**Daycare Hours :** Monday - Friday 6:30am - 7pm

Weekends 9am - 5pm

**Phone :** 603.216.1147

**Email :** [info@pawquetsplaystay.com](mailto:info@pawquetsplaystay.com)

### **Important Policy Information**

You can also refer to our contract & website for all policy information

The contract & client registration are located on our website under the “downloads” tab

#### **Daycare :**

There will be a No-Show Fee of \$15.00 per dog for those who do not inform us by closing prior to their reserved daycare day of a cancellation. You can let us know via email or phone call : as long as it is received before close you will not be charged a fee. *There are no exceptions.*

We can not accept any dogs into the facility once the vaccination expires to the day. If you are turned away for expired vaccines you will be charged \$15 per dog. *Example :* If Rabies expires Jan. 1st of 2023 then your pup can not come on Jan. 1st unless we have updated paperwork.

Dogs not picked up, up to 15 minutes after closing will be charged a late fee of \$10 per dog. After 15 minutes doors will be shut and locked and you will have to pay for the cost of boarding. Charge depends on room availability.

Parents are responsible for renewing their daycare reservations : Standing reservations are only scheduled up to 3 months out. By using the “My calendar” parents can see the days they have reserved.

#### **Boarding :**

Boarding is a 24hr period from drop off to pick up otherwise there will be a late fee applied according to the amount of time over.

Any hours up to 4 hours is an extra half day of daycare charge per dog. Any hours over 4 hours is a full day charge per dog.

*Example:* Drop-off Monday at 9 am and pick-up Friday at 9 am with no additional charge. Pick-up by 1 pm is a half day charge. Pick up after 1 pm is a full day charge.

Cancellation / Modification Policy: If you cancel after the timeframe listed below you will lose your deposit; If you modify your boarding you will owe for additional nights originally scheduled. *There are no exceptions.*

For non-holidays, please notify us of your cancellation / modification 72 hrs prior to your drop off date.

*Example:* if you are scheduled to drop off the 4th, we must receive your cancellation / modification by the 1st to refund your deposit.

For holiday and school vacation reservations, we require 11-day advance notice and a deposit for the first night at the time of reservation.

*Example:* If you are scheduled to drop off the 11th, we must receive your cancellation / modification by the 1st in order to give you the deposit back.

**\*\*We ask that you pre-bag meals to properly monitor feeding during your pup(s) boarding stay with us. *There is a bagging fee applied to those who come in without pre-bagging meals***