

Checking in a pet – Under Overview Tab

1. Scroll until you find the pet you are looking for, Select (Check In) tab
2. If multi pets, select – Family Check-in at top
 - If you don't select Family you will NOT be able to put more than one pet into a kennel and invoice will NOT provide family discounts.
3. Select a kennel that they will be staying in under (Other Kennel Options)
 - Choose kennel that was already assigned or choose new kennel
4. "Reservation Check List" box will pop up,
 - Tags are NOT being used by Mystic at this time
 - Add Customer Items
 - Feeding/medication instructions
 - You **MUST select Customer feeding and Meds from drop down** for it to be added to run card for this reservation
 - a. Select (Add And Save)
 - If Client is providing new feeding and meds add a new item
 - a. If just for this reservation (Add and Save)
 - b. If updating pets info for next time (Add and Save To Profile)
 - Update Pet Questions if needed
 - Update Emergency Contact if needed
 - Select Print Run Card (box)
 - Click (Complete Check In) at bottom to check in
 - Run Card will show up in a pop up, Print
 - Agreements and Questions Not Completed (due to Mystic creating account)
 - The check-in process will require these to be completed.
 - If Agreements were not signed, a notice at top in YELLOW (Agreements Need Signing), Click on link and have Client sign on your tablet
(Also under Clients account - View Services then Agreements).
 - Questions Not Filled Out, at check-in
 - a. If time, have client fill out questions using your tablet
 - b. If there is not time. Add text in first question
" Please answer all questions" then put an X in all following text.
 - Save and continue
 - Printed copies of Agreements will be available, Client must sign!
 - a. *If client signs paper then caregiver to sign Agreement with "See Paper Version"*
5. If owner pays a deposit, scroll down and select (add reservation deposit)
 - To see estimated charges click on (View Estimated Charges), email invoice to client
6. Print Run Card – select pet photo
 - (Select Action) at top, choose Print Run Card