

Checking Out Pets

Includes invoice and payment with client (cash, check or using system for credit card)

1. In Overview section, (Checking Out) section, scroll until you find the pet,
Select box (Options) tab
 - Select: Check Out, list of all pets with Customer at Mystic show up with invoice and fees
 - If stay is different than reserved date you MUST first Modify Reservation BEFORE checking out or invoice will be wrong
 - a. Select Modify Reservations under (Options) tab
 - Or, If pet reservation date is different and pet is leaving on Today's Date
 - Click on (Use Reservation Duration)
 - Click on (Use Actual Duration), reservation date will change to checking out to today's date. And duration days will be updated from original reservation. (example pet either leaves early or later).
 - **Review both check-in and checkout** dates before confirming
2. If checking out multi pets, select one pet leaving
 - All pets will show up on next page but only one pet is checked. Select all pets leaving by clicking on box left of pet photo, then select (Update)
 - **If you don't update, invoice will NOT include more than one pet**
3. Automatic invoice will show, review invoice, look at each TAB for discounts and fees
 - Services tab: shows amount per night and the number of nights
 - Check number of nights, if more than one dog then the number of nights will be double for 2 dogs and triple for 3 dogs.
 - Add-ons tab: additional medical or training support, if per day add the number of days for quantity
 - You can add a custom fee or discount here
 - Nothing is taxable as we are services
 - Items tab: We are not selling products but if we did it would be entered here
 - Discount tab: add the number of nights for multi pets & multi species discount
 - Make sure discount is shown correctly for family pets
 - a. Example: two dogs from same family cost \$65 per night x 8 nights = \$1140, then adding a \$30 per night discount for 2nd dog x 8 nights = a total of \$900
 - Fees Tab: add after hours, and after 1:00 fees (System may add this on once you put in the time the pet is checked out, charge a Per Pet Day fee but if family and after 4:30 then just One after hours fee for total pets)
 - Tips Tab: add if paying with checks, it should ask ask with CC steps and system will keep track

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4. Once invoice looks correct, select (Continue) to right of Total fee
 - (Select Payment Method)
 - Credit Card – Only with Paw Partner system, client pays 3% fee
 - Cash
 - Check
 - Bill to Account – select Sent Email and then System will keep track of bill.
 - If Client wants to pay some with more than one type of payment,
 - Select Split Payment under Optional under (Select Payment Method)
 - Put in amount of Split Payment, then select (Continue)
 - Leftover amount will be shown under Total, then (Select Payment Method) and Split Payment Method for remainder of payment.
 - Email invoice to Client
 - Select (Continue) to get back to Overview section

5. Bill to Client – sends email to client to pay with Credit Card, they can then pay right away on their phone or at Home
 - Just select Bill to Client with Payment method and the client will get an email with invoice.
 - Client then logs into Paw Partner,
 - Views Service
 - Looks in middle of boxes for Pay Invoices
 - They then Pay Invoice and follow payment instructions.
 - Put Physical Card in Safe that Client needs to pay later and let Rebecca know that you selected Bill to Client