



# THE MONTHLY POOP



## Server

Our growth has continued at a rapid pace and we will need to do a major server upgrade after the holidays. We will choose a time and date that will be minimally disruptive. We will announce details as we get closer to the transition.

## Billing Task Force

We convened a task force of LeashTime users in September with the objective to improve the current billing system. The goal was to determine real-world use-cases where the billing system fell short, create new functionality to address the shortcomings, then test and roll out new capabilities. Our first release is detailed further in the newsletter.

## Native iPhone App

As of November 11, 2015, the native iPhone app is officially available. Details for activating are available on next page.

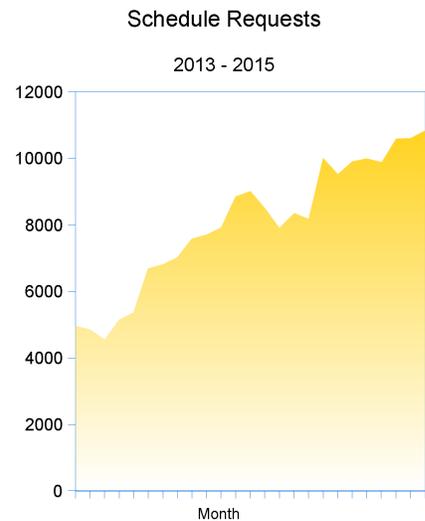
## Support

[support@leashtime.com](mailto:support@leashtime.com)

It has been over a year since we last published the Monthly Poop. During our hiatus from publishing the newsletter, we have stayed very busy trying to improve your LeashTime experience. We want to thank you for your continued support throughout the years and, at times, brutally honest yet necessary feedback about what aspects of LeashTime needed improvement. We have been working on several long term initiatives (seems they were longer term than we anticipated) and will resume detailing changes in future newsletters. In the current issue, we detail two new initiatives that we are rolling out: Native Sitter Mobile App and Beta Billing 2.

We wanted to share with you some statistics for 12 month period Oct 2014-15. We were floored by the following statistics:

- ✦ **420,000** pet owner requests online
- ✦ **123,000** schedule
- ✦ **131,000** cancellation
- ✦ **36,000** profile updates
- ✦ **87,000** pet owner clients
- ✦ **134,000** active pets



It seems quite obvious that a large number of pet owners want to manage their pet services online. With the formal release of the LeashTime Native Sitter Mobile App, we realized that the opportunities (or necessities) for communicating with pet owners was dramatically changing as they are able to receive richer visit information from sitters. We are already at work on significant changes to address this new dynamic, which will be detailed in future issues of the newsletter.



# Native Sitter Mobile App

## QUICK START

Contact [support@leashtime.com](mailto:support@leashtime.com) to activate your native mobile sitter account. To start:

1. Request activation
2. Download app
3. Enter user ID and password
4. Swipe left to right to **ARRIVE**, right to left to **COMPLETE**
5. Tap visit for **DETAILS**

For the last 6 months, we have been testing the new mobile sitter app for iOS devices. We encourage you to download the latest version from the App Store.

After logging in to LeashTime, the sitter will be presented with a list of visits. There are several things that will be occurring but not obvious:

- ❖ GPS tracking occurs in background
- ❖ Network connection begins to retrieve visit data and transmit GPS coordinates through either cell data/LTE or wi-fi.

The sitter will typically want to mark arrive for a visit by swiping the appropriate cell from left to right. GPS coordinates will be automatically associated with the arrived visit. Only one visit may be marked arrived at a time.

The visit cells will change color indicating visit status. Pale blue indicates incomplete, yellow indicates late, dark blue indicates arrived, green indicates completed and red indicates canceled.

We are already at work on an update to the app to add more critical functionality, so please be sure to update the app as soon as the updates are available. Additionally, we are working on a port to the Android platform.

## SEND ENHANCED VISIT REPORT

1. Tap photo icon in menu bar, take photo. If you wish to choose one from your gallery, tap Cancel then tap photo stack icon 
2. Tap message icon 
3. Tap into the text field, type note when keyboard appears
4. When done tap plus icon. 
5. Tap mood buttons.
6. Send visit note by tapping envelope icon 

Icon	Function
	Visit list table. Swipe cells to indicate arrive or complete.
	Map showing route points.
	Take pet photo or access phone photo gallery.
	Enhanced visit editor. Edit and send to client.
	Settings: display preferences, GPS frequency

### Send Enhanced Visit Report

- Arrival Time
- Completion Time
- Visit Note
  
- Mood Buttons  
Text names only in text messages
  
- Pet Photo  
Photo is included in email and text messages

FIGURE 1

To configure the send options:

1. Go to **ADMIN > Preferences**
2. Choose **Sitter User Interfaces**
3. Choose **Native Mobile Sitter App**
4. An Option Settings window will appear (FIGURE 1). Select your desired preferences.
5. Modify the template email to suit your needs and save.

Congratulations, you are configured. What happens next?

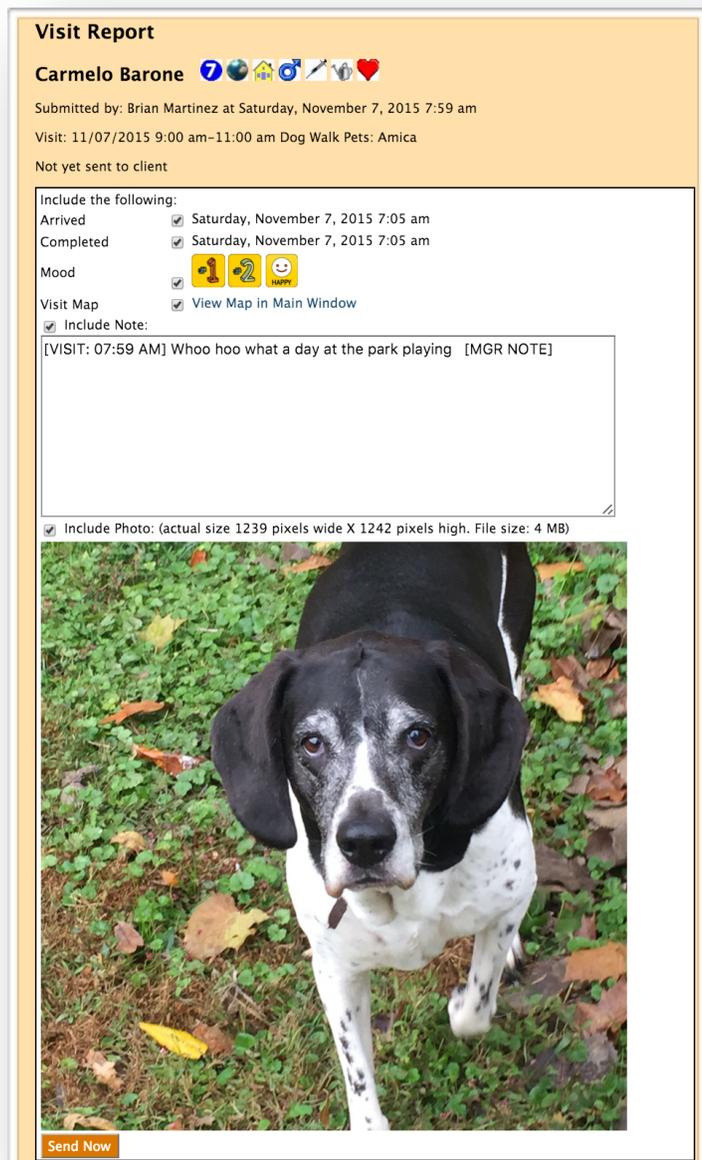
- As **Enhanced Visit Reports** are completed, you will be notified on your **Home** page section **Customer Requests**. The **Request** type will be a **Visit Report** and will look similar to FIGURE 2.
- **Sitter Arrival/Complete Report:** The last column links to the **Enhanced Visit Report** preview (same as link from **Customer Requests**).

### Send Enhanced Visit Report to Clients

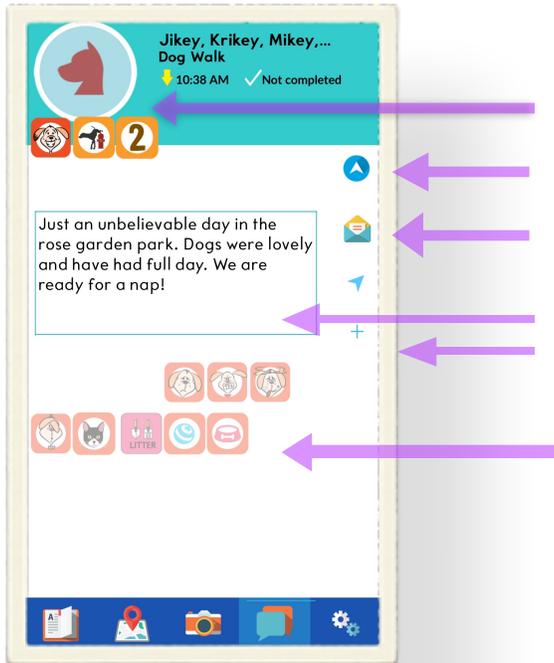
Choose from the following elements of an **Enhanced Visit Report** to share with client:

- ◆ **GPS** coordinates for route
- ◆ **Begin** and **End** times and locations
- ◆ **Pet photo** for each visit
- ◆ **Mood** buttons icons (e.g. #2 for poo)
- ◆ **Note** text

FIGURE 2



### Enhanced Visit Report



Pet image will display here. Tap camera icon to add a **photo** image to visit report.

Tap arrow icon to show or hide the route **map**

Tap the email icon to **send visit report** to client

Tap in the text box field to **add note**.

Tap plus icon to **save note**

Tap **mood buttons** as appropriate for walk. Selected mood buttons will animate to top of report and light up. To unapply mood button, tap it again and it will move to previous position.

### Battery

The app runs in the background, continuously collecting GPS coordinates and transmitting them to the server. GPS usage can drain batteries rapidly. We have designed the GPS tracking to minimize battery consumption while maintaining high accuracy.

Our testing showed that passive battery consumption would run 12 - 15% of overall battery per 12 hour period (normal settings).

To see how LeashTime is doing with regard to battery, go to **Settings > Battery** (left column). Note that the report shows that LeashTime consumed 30% of the battery energy used not 30% of the overall battery charge.



**We strongly advise completely closing the app at the end of each day.** To do so, double click the Home button on the phone, swipe left to right to find LeashTime app and swipe up on the app to completely close it (right column).

SWIPE UP



DOUBLE TAP

# BETA BILLING 2

## Beta Billing Task Force

In August, we convened a task force of several LeashTime clients who were encountering a great deal of difficulty. We invited participants based on the following criteria:

- chronic billing problems that exposed systemic weaknesses / inappropriate logic
- problems were mostly universal, but the magnitude of the problem was greatest with this group
- willingness to allocate time to provide detailed use-cases

Thus far, the task force members have provided invaluable feedback on problem billing scenarios. We are currently testing Dedicated Payment functionality, which is designed to greatly reduce billing confusion for prepaid recurring clients who schedule holiday visits as well as clients who have relatively volatile, yet regular, schedules. We will detail our progress in future newsletters.

## UI changes to Beta Billing

Many of you have been successfully using **Beta Billing** for an extended period of time. **Beta Billing2** is available upon your request. It will appear above **Beta Billing** in the CLIENTS menu option. Major changes include:

1. Prior unpaid billable items included on Literal invoices. Option to suppress prior unpaid billable.
2. Sort by **Net Due** column.
3. Sort by **History** column.
4. Cleaner and more intuitive layout of billing columns.
5. Last transaction status (e.g. Declined, Approved)

The changes address the reality that billing rarely goes flawlessly. Credit cards expire, have insufficient balances, are reported stolen; or clients do not pay on time or make a large number of changes to schedules.

**Regular Per-Visit Recurring Schedule Clients**

Start Date  End Date       Literal  Hide zero due

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Payments due by: November 30 Total Due: \$ 101,673.49 Total Credits: \$ 11,730.11

There are currently 200 incomplete jobs in this date range. Click [here](#) to view them.

32 clients found. 32 shown. Due: \$ 22,572.34

	Payment	Client	Flags	History	Net Due
<input type="checkbox"/>	Pay	<a href="#">Acevedo, Casey R.</a>		11/07/2015 <small>APPROVED: 6/25/2011</small>	\$ 630.00
<input type="checkbox"/>	Pay	<a href="#">Armstead, Jonna F.</a>		11/07/2015 <small>APPROVED: 10/12/2011</small>	\$ 542.00
<input type="checkbox"/>	Pay	<a href="#">Armwood, Jonna R.</a>	Click to enter flags		\$ 693.00