LeashTime Sit. Stay. Prosper.™
Professional Pet Sitting Software

The Monthly Poop

Feature Contest

WE WILL POST THE TOP 10 FEATURES ON February 15.

THE DEADLINE FOR VOTING WILL BE FEBRUARY 28.

SUPPORT INFORMATION

support@leashtime.com

703-996-3084

Always email to the support address first rather than individual email address to ensure timely response.

We recommend emailing support first before calling to set up a time to talk. Let us know your available times to talk.

Review on support policies

We realize that you rely on LeashTime for the critical day-to-day functioning of your business, so we constantly evaluate ourselves. We had a couple of incidents early this year when people were not happy about our support (some of it was response time, some of it was the nature of the problem).

We provide email support and phone support. It is always best to email support@leashtime.com. These emails are simultaneously sent to all LeashTime staff. If you only send an email to one person, you may experience delays in response (they might be on phone calls for several hours). Depending on the complexity of the support request, you can expect to receive a response within 24 hours. For new client prospects, the inquiries are automatically forwarded to Jody. Matt and Ted field the support emails and calls.

Our goal is to respond as quickly as possible but we do not have set time frames on response times.

When we get a support inquiry, we will likely have follow up questions to understand the environment under which you encountered the problem. You can speed up resolution of the issue if you provide us with as many pertinent details as possible. These might include:

- Client name
- Sitter name
- Date range of invoice
- Expected amount due on invoice
- Exactly where you were when you encountered problem and how you got there

Most of the time, you all have been very good about describing your problem.

When we get the support inquiry, we have to prioritize it. We do not take a first-in, first-out approach. Oddly enough, if it is very simple and routine, we might respond very quickly. If it is involved or high-risk, we will take longer to ensure that the solution is correct. Many times, we have to verify with you details about the problem.

We did attempt to install a support-tracking system but it had several critical shortcomings. We are going back to the drawing board and searching for another solution so that we can be better organized about administering support.

Thank you so much for supporting LeashTime!

POINTERS (NOT THE DOG BREED)

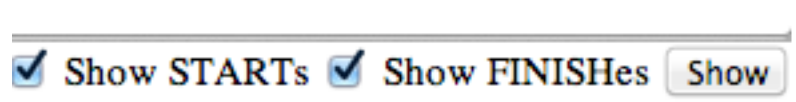
View Upcoming Petsit Start and / or Finish

(1) Go to the **HOME**

(2) Click **Week at a Glance**

(3) Click **Printable List**

(4) Click **Show STARTs** and/or **Show FINISHes**



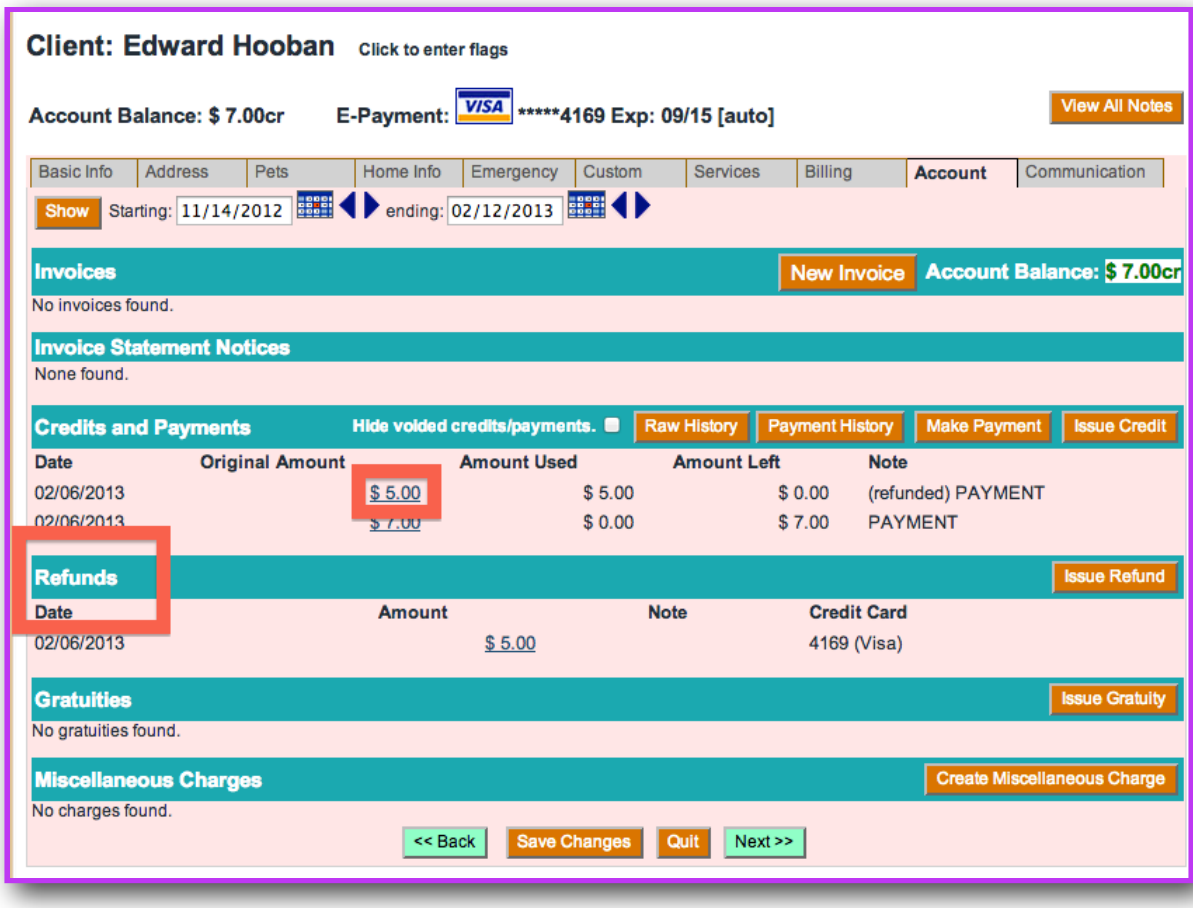
(5) Click the **Show** button

(6) LeashTime will display a list of all upcoming start and/or end visits for petsit schedules (EZ Schedule)

BILLING: Processing Refunds

There are two locations in LeashTime where you can process refunds, both within the client profile Account tab.

Hopefully, you are not processing too many refunds. But the need does arise from time-to-time. If you want to refund a payment, you would find the relevant payment in the **Credits and Payments** section of the **Account** tab.

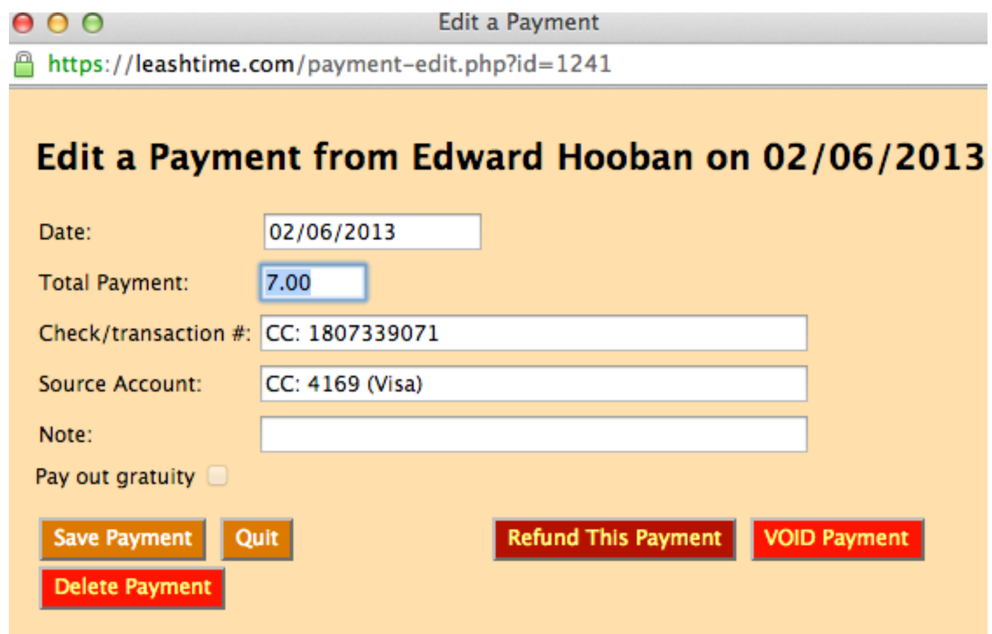


(1) Click on the payment that you would like to refund.

(2) In the **Edit a Payment** popup, choose **Refund This Payment**

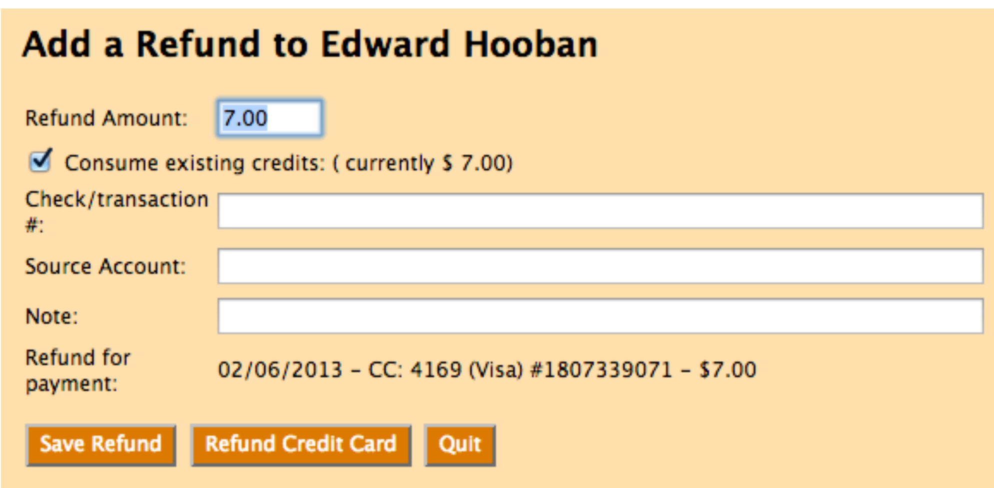
(3) Another popup (**Add a Refund**) will allow you to actually refund the client. If the client has a credit card on file, you can click **Refund the Credit Card**.

If you **Refund a Credit Card**, LeashTime will actually process a refund through your merchant bank. To verify the refund transaction was successfully completed, you would go the client's **Billing** tab of their profile and click the **View Electronic Transactions** link.



One option to note on the **Add a Refund** screen is the **Consume existing credits option**. If the client made a payment, but that payment has not been applied to any visits it will appear as a credit on their **Account Balance**. By having this option checked, you can consume those credits. Generally, you will want to leave this option checked.

If you want to manually record a refund, you can click the **Issue Refund** button. This will have no effect on the account or **Account Balance**. It is merely for bookkeeping purposes. You would use this option if you were refunding cash or check for services already provided.



Feature Contest Update

We had a great response to our feature request contest. Thanks to everyone who submitted requested features. We are still reviewing them. We will be posting the top 10 features on February 15, 2013 on our Facebook page.

You will have until February 28, 2013 to vote your favorite features. Please also feel free to provide comments on the posted features.

We will announce the winners shortly after February 28 along with an estimated schedule for when the features will be implemented in LeashTime.

Once again, thank you so much for the great suggestions. We really hope that everyone will benefit from the new features.

If you requested a feature but it did not make the top 10 list, we will provide an explanation as to whether we are going to implement it or why we are not going to implement it

The Top 10 Feature Requests will be posted on Facebook on February 15

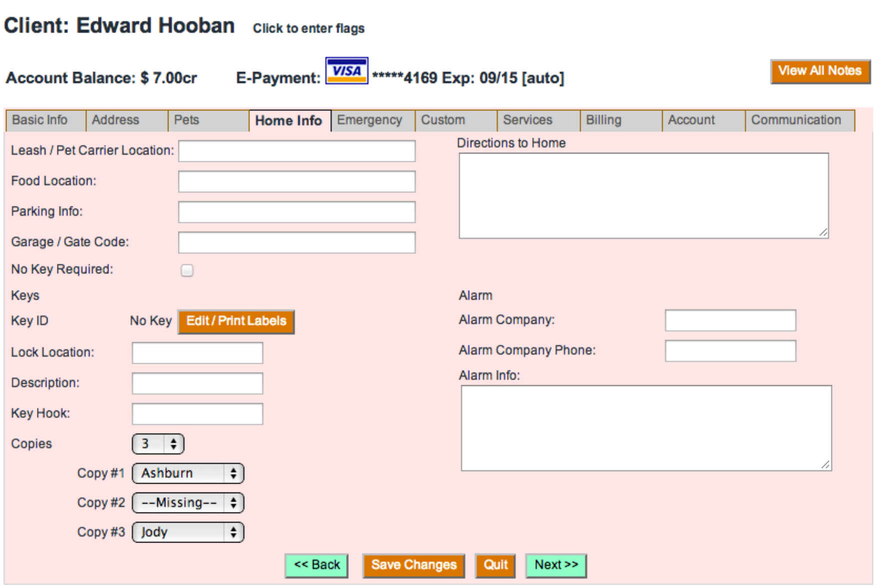
Voting and comments deadline is February 28

Tutorial: Key Management

Key Management is woven seamlessly into LeashTime. As your business grows larger, the need for a fully-integrated key management system becomes essential to smooth operations. With LeashTime key management you can track where all your keys are at any given time, how many keys you have for each client, who needs keys for upcoming visits, and when you need those keys.

In order to get started with key management, you first need to tell the system how many keys you have and where they are. To do this, you would do the following:

(1) Go to the client's profile, then to the **Home Info** tab



(2) In the **Copies** dropdown, tell LeashTime how many copies of a key your business has (includes copies in the office and with sitters).

(3) After you tell LeashTime how many copies of a key you have, the appropriate number of **Copy #** dropdowns will appear below.

(4) For each key copy, you will tell LeashTime the location

(5) If you know you have a copy of a key but do not know where it is, choose the **--Missing--** option

(6) If the client does not require a key for entry (e.g. garage code or doorman), check the **No Key Required** box in the **Home Info** tab.

(7) Click the **Save Changes** button.

In the **Copy #** dropdown lists there may be an option that says **Key Safe #1**. If this is the case, you will want to go to **KEYS** > **Key Safe Manager** and give one or more safe locations a label. The key safe represents a physical location (such as an office) where you store keys that are not distributed to an individual sitter.

There are additional fields to describe more attributes of the client's keys, but *they are not required*. The purpose of the fields is as follows:

- **Lock Location**: text description of any specific issues with using the key with a lock
- **Description**: IF YOU ARE SWITCHING FROM ANOTHER SYSTEM AND HAVE KEY IDS PUT THAT INFORMATION HERE. Otherwise, this is free text field for anything else about the key.
- **Key Hook**: This field is designed to be used to track where you store you keys in the office. Many times people use labeled key hooks in a secure closet to organize keys. This does not have to be an actual key hook but some other compartment, folder, or labeled place in an organized system for storing keys.

If you are getting started with key management, you can and should take incremental steps. In LeashTime, it is not essential that you organize all your keys over a short period of time. Obviously, the more complete and accurate your key location data is, the more utility you will derive from the key management system.

Once you have logged information about the number and location of your keys, you will start to see the real benefits of the key management system and the reporting that LeashTime provides to help you manage your keys.

In the next couple of months, we will be addressing additional key management issues and best practices. This will include:

- Creating labels for your keys
- Using a bar code scanner with LeashTime key labels
- Reports and secure display options

Go ahead and get started tracking your keys!

Table 1 - Key Management

Type of Key Report	Location in System
Notification of Keys Needed	Home Page Keys Needed Report Key icon will appear next to visits Week-at-a-Glance Calender View Sitter Visit List Client Services tab visit list Sitter login on Web Notification of keys needed in future No Key for specific visits Sitter login on Mobile Email notification of visits
Key Reports	Sitter Keys - show all keys held by sitter and keys needed Key Location Report - show all keys by client