



Manage Admins

Deactivate, reactivate, and customize and control admin/dispatcher access.

Overdue Visits

Get email notifications when visits are overdue.

Lean WAG View

The week-at-glance (a calendar view of visits) now lets you filter by sitter and color-code sitters.

Comprehensive Visit Map View

View all sitters' visits for the day on one map or view all visits right now. More features on the way.

Native iPhone App

Three updates to fix bugs and enhance functionality. A fourth update is pending approval. See article later in the newsletter for details.

Support

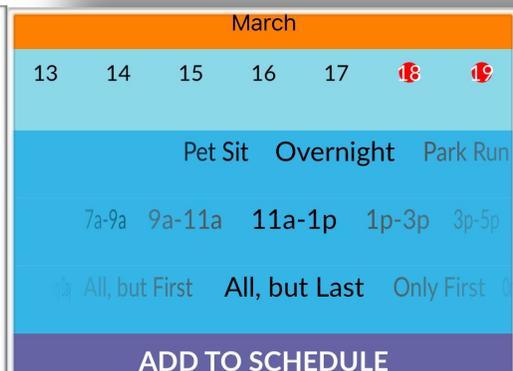
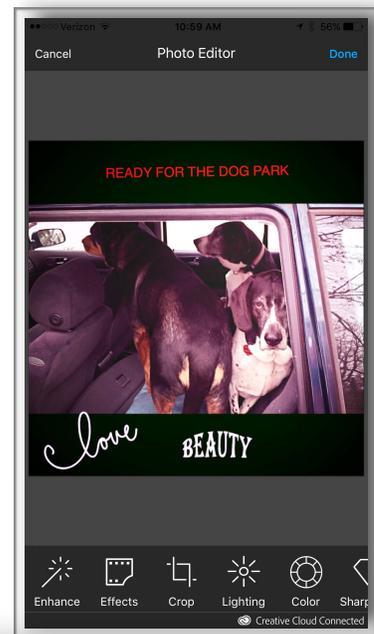
support@leashtime.com



We have been maintaining a very brisk pace this year with numerous enhancements to the LeashTime web site as well as major new initiatives in mobile apps. The left column details several enhancements we have already released in 2016. Get more information on all the released enhancements: <http://training.leashtime.com>.

The other images are from a preview version of our Pet Owner app. Our research has shown that pet photos are a highly effective custom retention method. This is a small subset of what we plan to offer to pet owners through an app. We came to the realization that pet photos delivered to clients from visit reports closed the loop with regard to the native mobile sitter app. We do not yet have a firm timetable on the rollout of the Pet Owner app.

Regarding apps, we have made 3 more updates to the sitter mobile native app. We are currently in the process of submitting a fourth update to optimize memory usage and enhance background stability.





SITTER MOBILE APP V2

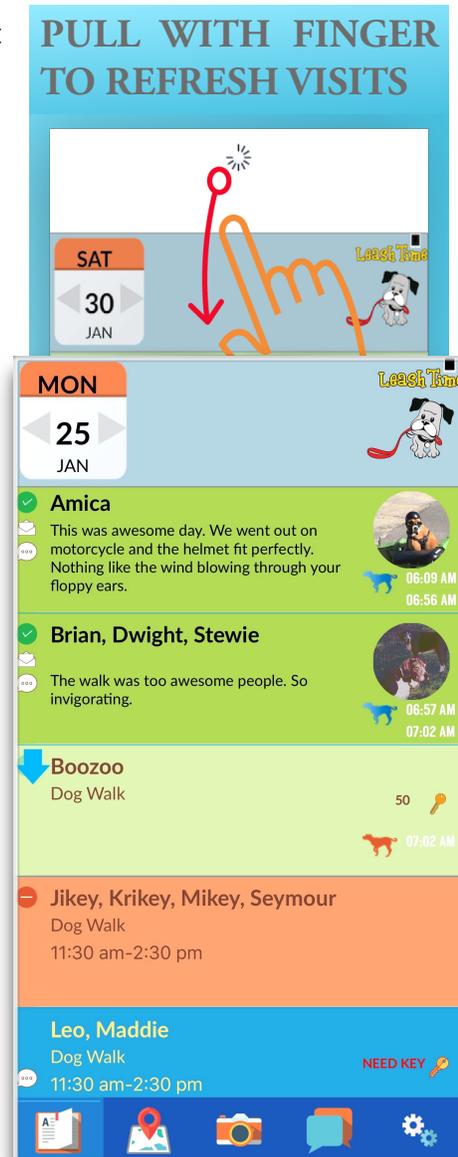
Our third update of the sitter mobile app is now available through the Apple App Store. We have some significant changes and fixed outstanding bugs. There were a few issues that we were not aware of at the time of submission and have since corrected. Please be on the lookout for an update in the next 14 days. The known issues are as follows:

- Sometimes, when coming to the foreground from the background, the app will crash. This is a memory issue and we have taken steps to streamline memory usage. However, in the interim, please try to close you app completely and re-open at the beginning of the day.
- Logins with unusual characters (e.g. *^ or space), will cause an instant crash. Please remove any non-standard characters from logins.

We are hosting webinars on how to set up and use the sitter mobile app for your business. The webinars will be 30 minutes in length.

- **Mar 15: 10:00am & 6:00pm**
 - **Mar 18: 10:00am & 6:00pm**
- (all times Eastern Standard Time)**

Please make a reservation for one of the webinars by emailing support@leashtime.com. Please put "M WEBINAR" in the subject line. Our tutorial video for mobile sitter app will be available on the LeashTime training site.



Mobile Sitter App changes	View	Notes
Accordion (expand / collapse sections) for details	Details	Replaces swipe card views
Popup detail fields to full screen view	Details	Long fields were simply truncated
Popup pet photo and details	Details	Basic pet info
Custom fields that are checkboxes are grouped together for quick view	Details	Easier to read
Map icon to show user current location and client location, tap for driving directions	Details	Compass icon in upper right corner of Detail view for client
Flags	Details and Main List	Option to show, not show
Layout changes, with optioning to customize views	Main List	
Arrive time and complete time status updated	Main List	Actual arrival and completion times are displayed and updated
Next / previous day navigation stabilized	Main List	

BETA BILLING 2

REFUND PROCESSING

The Refund payment functionality has changed to better reflect the expectation that payment is automatically unapplied from visits.

Previously, when processing a refund for a payment that had already been applied to a group of visits, you would have to **VOID** the payment separately in order to unapply it. Refunded payment amounts are automatically unapplied from visits.

Additionally, there is now a refund picker window that pops up when you click **Issue Refund** from the client's **Account** tab.

BILLING FLAGS

For those of you who are more visually inclined and those needing more Billing Flag icons, we have added five (5) additional billing flags.

The flags are graphical icons rather than numerical icons. They behave in the same manner as the pre-existing billing flags, except there are additional options.

