



The Monthly Poop

Known Issues / Bugs:

Firefox and Safari on Mac - long delay when creating visits on EZ Schedule and/or saving. [FIXED with WORKAROUND]

iPad - inactive pets does not display when toggling the option; workaround: click to show inactive, then click another tab, then click back to Pets tab

Google Maps may not work in Chrome due to HTTPS (all transmissions are encrypted in LeashTime) issues. [APPEARS TO BE CORRECTED DUE TO IOS 6 FIXES].

Master Chef

When I'm not LeashTiming, I like to kick back, browse my near-capacity DVR and watch some TV. I have my favorite shows (most anything on ID Discovery, all the USA original dramas, Breaking Bad). My wife watches Dog Whisperer with an obsession, but frankly I'm all dogged out by that time and don't really want to watch it. So, I just work an extra hour or two until she gets her Caesar fix. One show that we both are obsessed with is Master Chef.



Master Chef is a competition, judged by Gordon Ramsey (the British guy who got famous telling everyone what sods they are for running their restaurant into the ground and helping them to turn it around).

Master Chef is different. It is like the American Idol of cooking. All the wanna-be cooking masters who are home cooks compete to win the Master Chef title (money, your own cookbook). They go through a series of elimination rounds and challenges, with some twists and turns to make it a bit of a game.

Basically, Gordon and his 2 famous chef buddies (cannot remember the names), set up the challenges and then test the food that competitors make. Each show, the competitor(s) who performed the worst are eliminated. It doesn't matter if they had a good track record. One slip up and you have to turn in your apron.

Here is the interesting thing that I thought was relevant to what we do (and perhaps what you do): these are home chefs who can generally create an amazing meal for friends and family. However, some of the challenges they encounter in the Master Chef competition entail cooking in a restaurant or high-volume setting.

I ask myself, how are they ever going to "scale" up to provide high-quality food with much more speed and efficiency?

If you think about it, cooking 3 or 4 hamburgers on the grill is pretty easy. They pretty much all go on at the same time and, if they don't, you can keep track of which did not in your head. You have a pretty good idea when they are done.

But what if you have to make 30 - 40 hamburgers. It's not the same problem multiplied by 10. It is a new problem with new dynamics. You might have to

create a grid like system on your grill. You have to sort the medium, medium-well, well done. Within in each grid, maybe you have rows with the top row being things that have cooked the longest. When you flip the burger, you progress up to the next row in the grid. I have never cooked in a restaurant but I always did wonder what system they used to keep all those orders straight.

What I do know is: you need to get organized, you need to have a system and, most importantly, you have to be disciplined to stick with your system. You can memorize things in the system, but you can't memorize a rotating grill of 30 - 40 hamburgers.

One of the decisions you have to make when creating this system is to really understand the parameters of the system. For instance, you cannot make that curry-jalapeno-BBQ sauce thing with fresh cut avocados. That's too labor intensive. So, you either have to figure out an alternative or break it down into steps that can be reliably executed.

As our business continues to grow, we too are faced with "scaling" up to meet high volume demands. We see that many of you have grown after using LeashTime and hope that our "system" helps you to scale too.

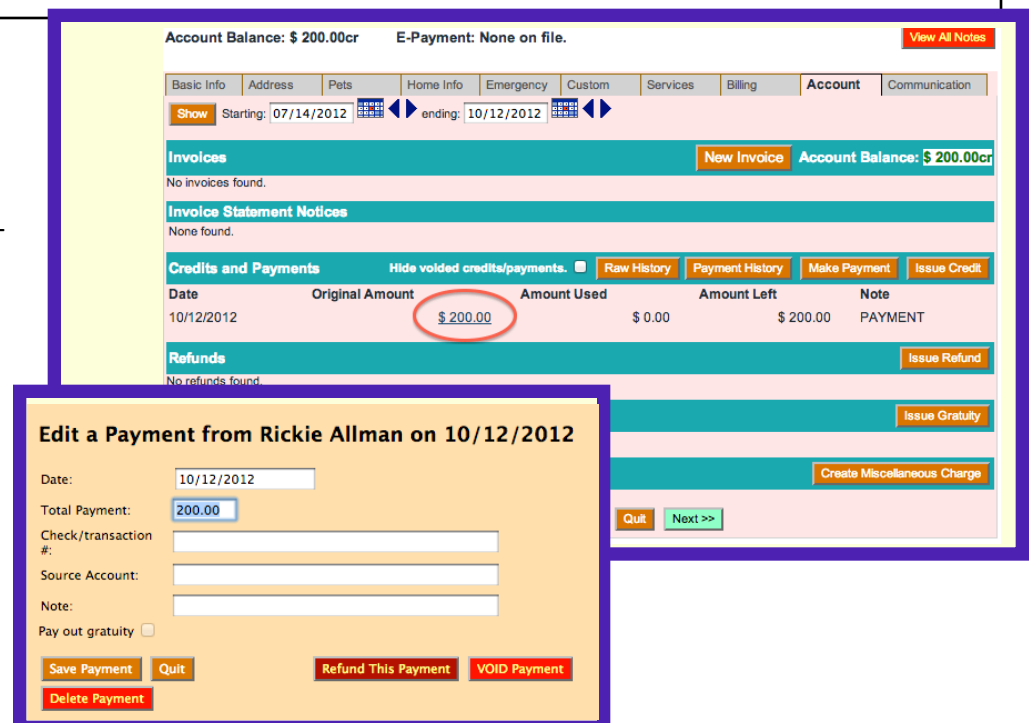
Bon Appetite!

POINTERS (NOT THE DOG BREED)

How to Refund Credit Card

- (1) Go to the client's **Account** tab.
- (2) In **Credits and Payments**, choose the payment you want to refund.
- (3) In the popup window, click **Refund This Payment**
- (4) Click **Refund Credit Card**
- (5) If successful, you will see a Transaction # from the merchant processor displayed in the popup window.

NOTE: If the credit card payment has already been used to pay for visits, LeashTime will not reverse the payment applied to those visits. You will see a credit on the account for the amount of the refund, but the credit will not be offset against visits that were already paid for.



Basics of Billing

Gratuities

Surprisingly, one of the most time consuming support issues is managing gratuities. I feel like a broken record, but here we go: As with many things in LeashTime, there are multiple methods for solving the gratuities problem.

The issue that seems to cause the most problems is allocating a portion of a client payment toward gratuities. This is further compounded by trying to “correct” the mistake by adding a gratuity without tying it to a payment, creating a credit for the client and a payable to the sitter.

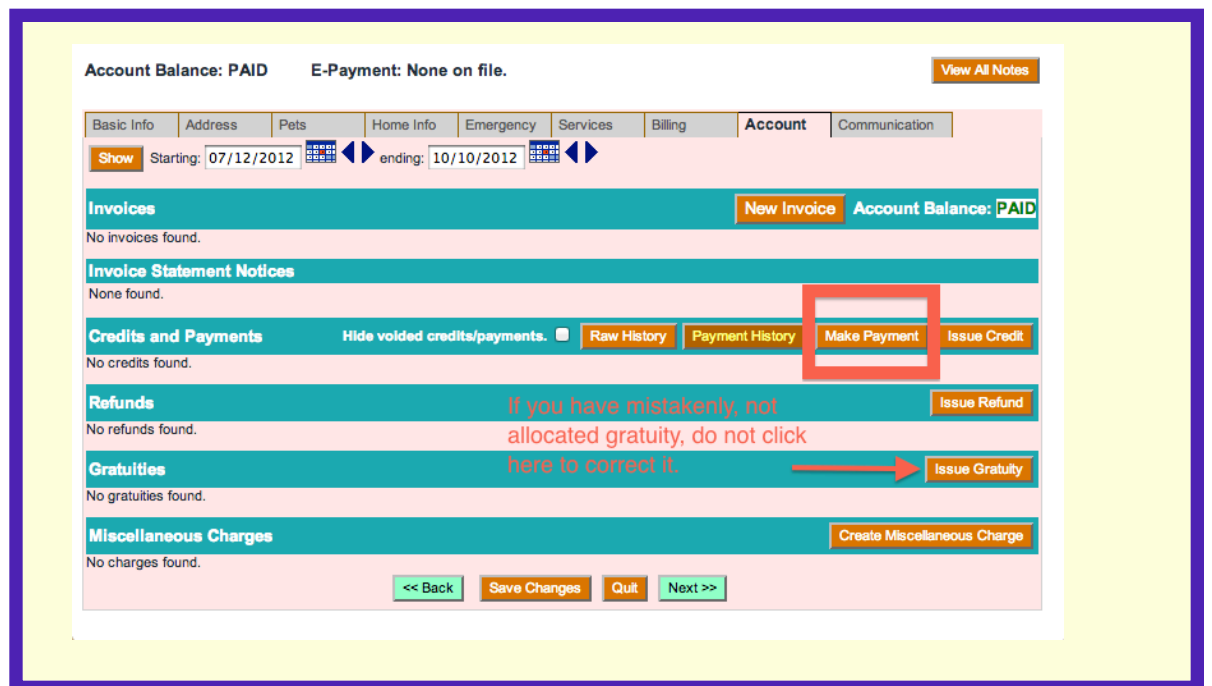
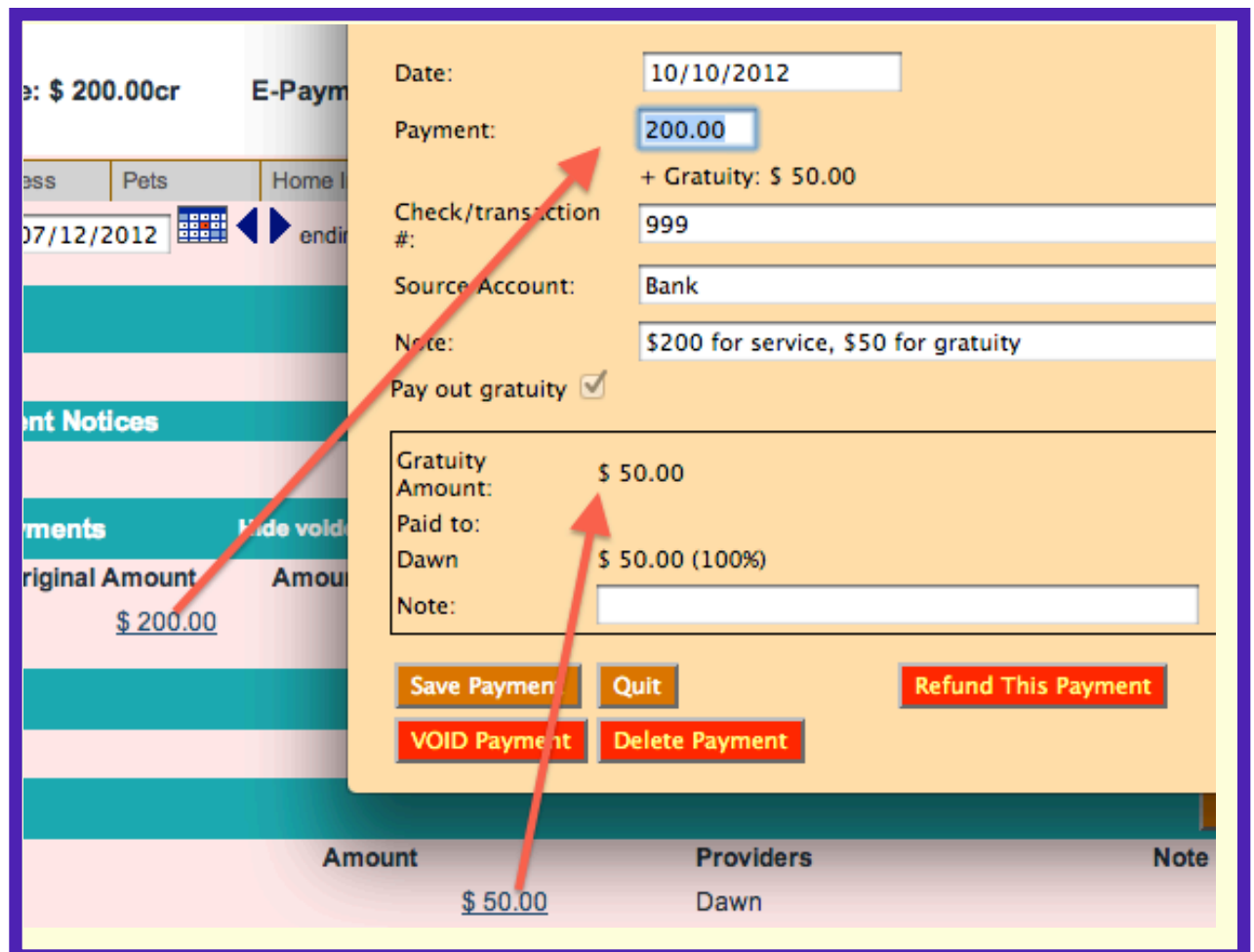
Let’s walk through how a gratuity should be handled and identify where people typically make mistakes.

- (1) Pick a client who is making a payment with gratuity
- (2) Go to the **Account** tab
- (3) Click on **Make Payment**
- (4) Type in the total amount of the payment, INCLUDING THE GRATUITY. For example, \$250.
- (5) Check the box **Pay out gratuity**
- (6) Fill in the box **Gratuity Amount**. Let’s say \$50.
- (7) Select one or more sitters to pay the gratuity to (gratuities can be split)
- (8) Review the summary at the bottom of the pop-up window, showing how much of the total payment will be applied to the client’s account and how much will be applied toward paying gratuities
- (9) Click Save Payment

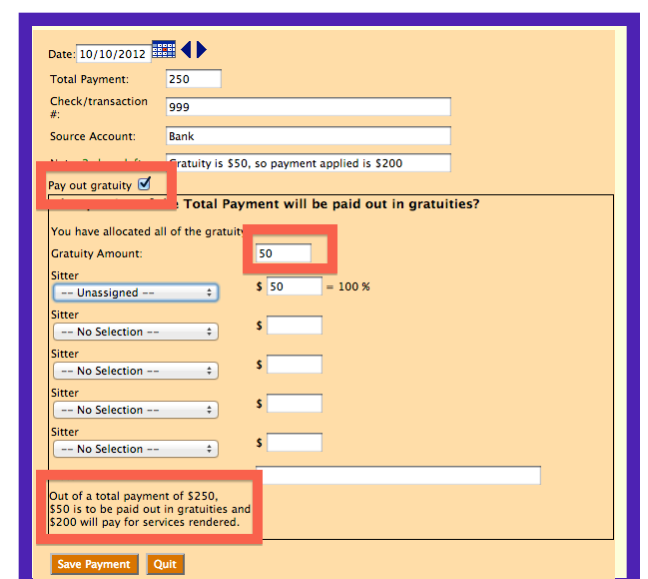
In our example, this will now record a payment for \$200.00 in the **Credits and Payments** section of the **Account** tab, and a \$50.00 gratuity in the **Gratuities** section. Notice that although the client paid you a check for \$250.00 and you recorded total payment of \$250.00, the payment amount listed is only \$200.00. If you click the Original Amount of \$200.00, you will see the details for the payment. You will see that the payment and gratuity are itemized and add up to \$250.00 total. The details about the gratuity linked to this payment are also shown in the bottom part of the pop-up box.

If you forget to allocate the gratuity, your client will appear to have more credit on their account balance than expected. In order to quickly correct this, go to the bottom of the **Account** tab and click **Create Miscellaneous Charge**. Type in the amount of the gratuity, a date, and note. Then save. This will create an accounting entry which will consume the extra credits and balance the account.

Depending on your billing cycles, the built-in gratuity functionality won’t be an ideal fit. In this case, you would create a service type called Gratuity (or Tip). Set the standard charge and pay rate to zero (“0”). When you receive a gratuity, schedule this service through



a pre-existing or new EZ Schedule. Make sure to click **Show More Details** button to see the Adjust and Bonus fields. Type the gratuity amount into the Adjust field and the amount you are paying your sitter into the Bonus field. Mark it complete. The gratuity is now recorded as if it were another visit.



LeashTime Performance Optimization

In the last few weeks, we had several reports of LeashTime performing very sluggishly. Typically, we get a support inquiry asking if there is something wrong with LeashTime because a particular page or page(s) are taking a very long time to load. And, I can access other sites with no delays or problems.

Browser	Most current browser version	Operating system	Most current operating system version
Chrome	20.x	OS X - Lion Windows	10.7.5 7
Firefox	13.x	OS X - Lion Windows	10.7.5 7
Safari	6.0	OS X - Lion Windows	10.7.5 7
Safari [Not fully supported]	6.0	iPad / iOS	6.0
Explorer	9.x	Windows	7

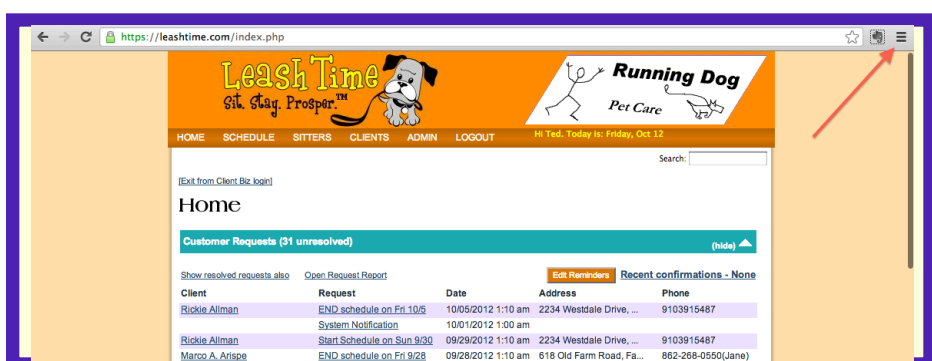
We attempt to troubleshoot in our normal manner. First, we make sure our web server is working properly -- this is usually very easy because we are on LeashTime all day managing our own activities. Second, if there is some sort of system wide problem (e.g. a page returns a bunch of nonsense characters or says "Fatal Error"), we get 50 emails in 5 minutes.

When you download a web page, there are dozens of things going on and numerous steps from your browser to our server and back again. One of the major differences between LeashTime and other sites you may access on a routine basis is that all transmissions in LeashTime are encrypted. This means there is additional overhead with each transaction.

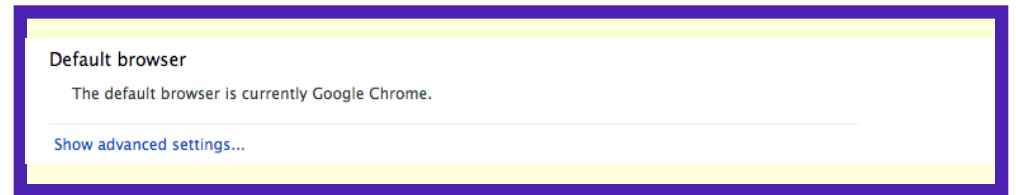
Here are some tips for making sure your environment is optimized for LeashTime:

- (1) Make sure that you have the most current browser and operating system. See the table above on the most current versions. Usually you can find this information in the About or Help menu options for the browser or operating system.
- (2) Clear your browser cache and cookies. [NOTE: this will clear it not only for LeashTime but other sites as well.] Although the cache is designed to speed up web browsing, after it grows to a certain point, it actually slows it down. The steps for doing this will vary from browser to browser, but in Chrome on the Mac you would do the following:

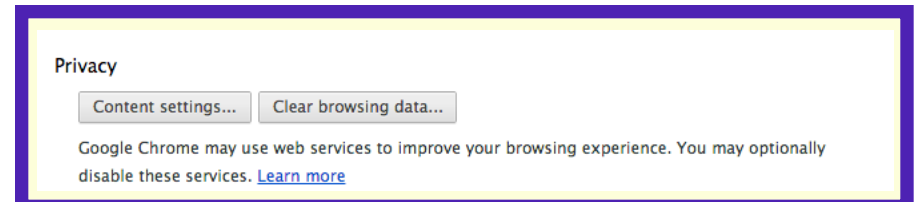
- Go to the **Preferences** section of the Chrome browser



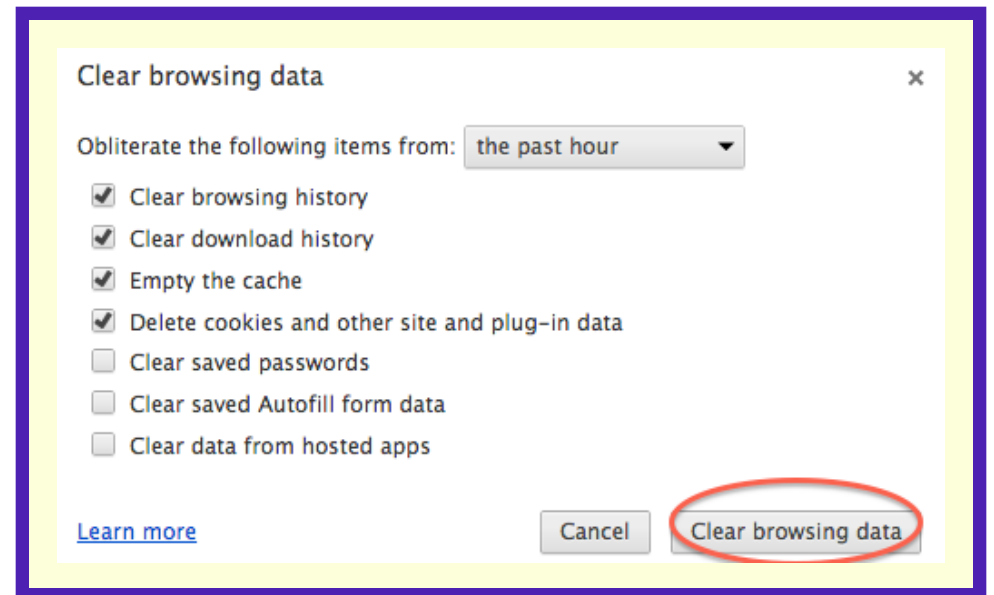
- At the bottom of the screen, click **Show Advanced Settings**



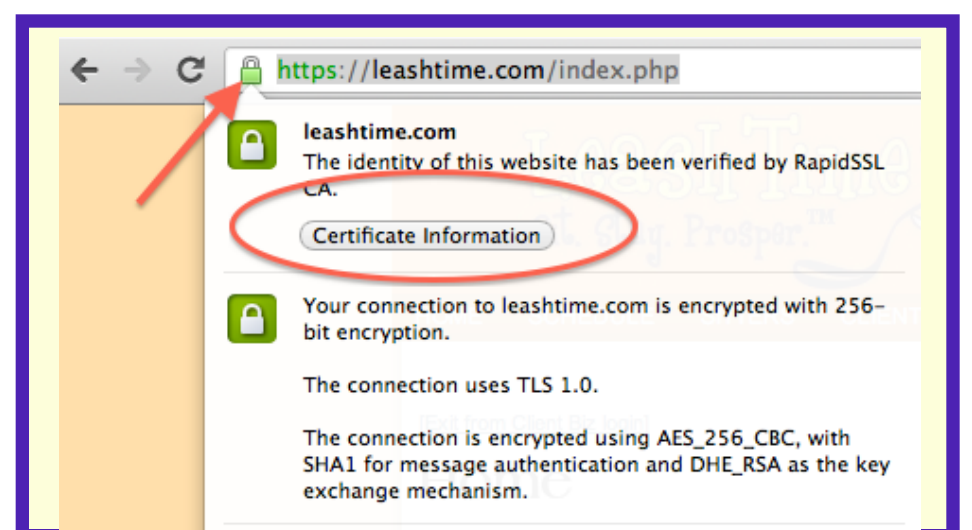
- In the **Privacy** section, click **Clear browsing data**



- Make sure that Delete cookies and other site and plug-in data, Empty the cache, Clear browsing history and Clear download history are checked. Click the **Clear browsing data button**.



- (3) Disable plug-ins, particularly Flash.
 - In the browser address bar, type **chrome://plugins/**
 - Click the **Disable** link next to appropriate plugin
- (4) Change the DNS server to lookup addresses. Use the following DNS addresses: **[WARNING: DO NOT CHANGE DNS SETTINGS ON PC, ONLY APPLE MAC]**.
 - 8.8.8.8 and 8.8.4.4
 - Go to **System Preferences > Network > Advanced > DNS**
 - Under **DNS Servers** box, add the above number (one on each line)
- (5) Check to make sure the LeashTime security certificate is properly installed. In the browser address bar, click the lock icon. Then click the **Certificate Information** button.



Holiday Planning

Written by Jody Smith

I know I can't make the holiday season stress free, but I can suggest some LeashTime features that could make it easier on you. These may be steps you have already in place, but here are some of the options I find helpful. I am assuming that you have already set up your holidays and surcharges.

Sitters

Have your staff or IC's schedule their time off now through the system. They can request full days or partial days off.

Daily dog walks – Ongoing schedules

Take advantage of the **Holiday Visits** option under the **SCHEDULE** Menu. This feature allows you to email your ongoing clients, so you can schedule appropriately during the busy holiday season. Or you can cancel the walks on the holidays in bulk using this feature.

Upcoming Holiday Recurring Visits

The following clients have upcoming visits on recurring schedules that fall on a Holiday. You may email them asking them to confirm they want the selected visits to be canceled.

With the selected visits....

Client	Time	Service	Price	Sitter
Thanksgiving - Thursday, November 22				
<input type="checkbox"/> Kristin Ainsworth	1:00 pm-3:00 pm	Housecheck - no pets		Jody Smith
<input type="checkbox"/> Lydia Burke	11:00 am-2:00 pm	Dog Walks Daily		Barb Hendley
<input type="checkbox"/> Lori Cornell	11:00 am-2:00 pm	Mid-Day Dog Walks		Marie Jorland
<input type="checkbox"/> Michael Graham	11:00 am-2:00 pm	Mid-Day Dog Walks		Judy DeVinney
<input type="checkbox"/> Leslie Hahn	9:00 am-12:00 pm	Dog Walks Daily		Marie Jorland
<input type="checkbox"/> Gayle Hayhurst	11:00 am-2:00 pm	Mid-Day Dog Walks		Lisa Jensen
<input type="checkbox"/> Julie & John Lesser	10:00 am-11:00 am	Morning visits		Marie Jorland
<input checked="" type="checkbox"/> Julie & John Lesser	2:00 pm-4:00 pm	Mid-Day Dog Walks		Marie Jorland
<input type="checkbox"/> Susan Lovering	11:00 am-2:00 pm	Mid-Day Dog Walks		Barb Hendley
<input type="checkbox"/> Mark Schultz & Steve Fischer	11:00 am-2:00 pm	Mid-Day Dog Walks		Randi Smith

As soon as clients start cancelling regular walks around the holidays —they always do — cancel them off the schedule right away or better yet, have them request those extra days off through the system.

Pet Sitting Clients

Use a Client Flag to mark a client as one you pet sit for. Then use **CLIENTS>Email/Alerts** to find all your pet sit clients and send them reminder emails to book early for the holidays.

One or two months out, use the Client Email templates, to email clients their schedules for the holidays, just to verify their visits. You can even filter for clients

that only have visits in a certain date range. When every free moment can be filled, the more accurate the schedule the better.

Client Email Broadcast

[Send Email to Selected Clients](#) - [Select All Active](#) - [Select All Inactive](#) - [Deselect All](#)

Find Clients

Who are: Active Inactive Either status

With visits: Starting: [calendar icon] and ending: [calendar icon]

Who Sitter: -- Select a Sitter --

has served before

is serving now or in the future

Flagged as follows: Does not matter No flags

Any of the selected All of the selected

None of the selected

pet sitting client

Mailing labels: (yes, snail mail)

- Print out your Holiday card labels from LeashTime. You can print them all or select your top clients (the revenue report is helpful here) from the **ADMIN>Report** menus.

We want to wish you a safe, happy and prosperous holiday season. Please don't hesitate to contact us if you have any questions or concerns.

