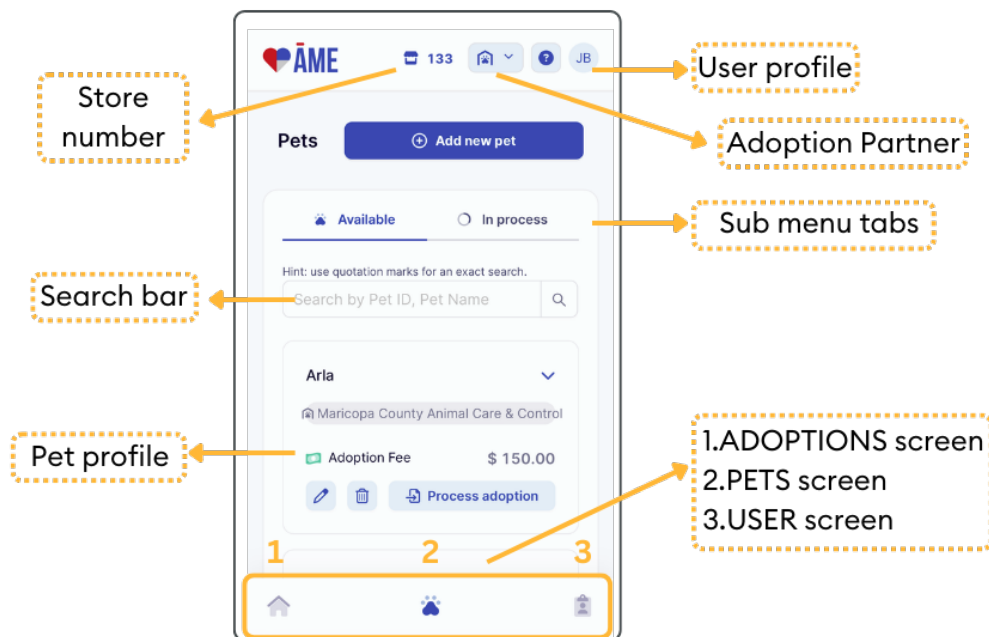




# QUICK REFERENCE GUIDE

**AME website:** <https://ame.petloyalty.co/>

## About the main screen:



## ADOPTIONS screen:

This tab will be used to verify adoptions have been completed by the pet parent prior to releasing the pet to them.

Other ADOPTIONS screen uses:

- Reporting and metrics
- Edit completed adoptions

## PETS screen:

If pets are being housed at the store, you will add the pets to adoptable inventory. This will expedite the process for stores and partners to process adoptions.

Other PETS screen uses:

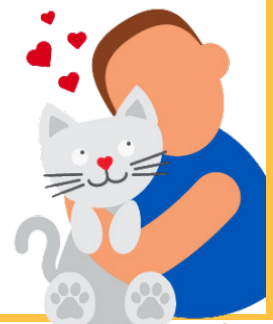
- Process an adoption
- Edit pet information (pencil icon)
- Remove a pet from inventory (trash can icon)

## USERS screen:

This tab will only be visible if you are a partner administrator. The primary use will be to add users for your organization to process adoptions.

Other USER screen uses:

- Update a user's role
- Remove a user





# QUICK REFERENCE GUIDE

## Accessing AME on a Personal Device:

AME requires your device's location to be shared when performing an adoption.

Please ensure the following:

- "Allow" location to be shared if prompted
- Enable location services on your device and the browser that you are at the time of adoption.

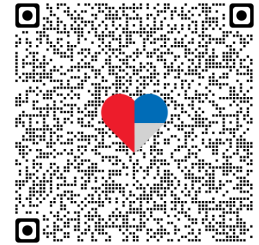
Find out more about changing settings on Cellularly-enabled and Wi-Fi only devices by scanning the QR code.

## Add a pet to Inventory:

Step 1: From the PETS screen- click **add new pet** and confirm your facility when prompted

Step 2: Fill out all the required fields about the pet and include the adoption fee

Step 3: **Save Pet** will add the pet to adoptable inventory or **add and process adoption** to begin the adoption process immediately



## Process an Adoption:

Step 1: From the PETS screen, find the pet and click **process adoption**

Step 2: Verify that the pet information is correct. If edits are needed, select the pencil icon

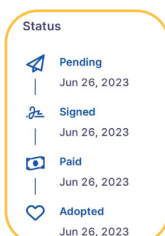
Step 3: Scroll down and select the payment method- Digital, Cash, or Outside processing and confirm

Please note: Digital payments incur a \$5 + 3% credit card fee for the transaction.

Step 4: Once the inquiry is successfully created, select **adoption details**

Step 5: Scroll down and select the **Actions** button. Select how the pet parent would like to fill out their personal information:

- QR Code- Have the pet parent use their personal smartphone camera to scan the code
- Email- fill out the pet parents email and send them a link to open
- On this device- The pet parent will use your device to fill out their information



Step 6: Have the pet parent fill out their personal information, sign the adoption agreement and submit their payment

Step 7: Verify adoption information by going to the ADOPTIONS screen and select the **completed** tab

Step 8: Find the pet parent's name and select details. Review the Status and

Step 9: If needed, you can scroll down to view the receipt and contract.

Step 10: Confirm the adoption by selecting the **confirm adoption icon** with the heart

**Questions?** Email: [amesupport@petsmartcharities.org](mailto:amesupport@petsmartcharities.org)

