

KbK Online Reservation System Quick Reference Guide

The Karing by Kristina Online Reservation System is designed to provide our clients with a method by which to request pet care appointments online. Our system is a portal directly into our reservation system which is hosted locally on our own secure servers ensuring that our client data will not be compromised or be unavailable due to technical issues out of our control. Our system enables our clients to:

- Make an appointment request online
- Choose their preferred pet care provider
- Receive an email record of their appointment request
- Receive an email notification of the confirmation, or acceptance, of their request
- Receive an email notification of the successful completion of their appointment

This purpose of this document is to provide a quick reference guide to the system. This document will provide tips on how to use the system most effectively, as well as what service types are available to our clients.

Update Profile

In this area of the system, please add or update your client account information. Please tell us how you heard about Karing by Kristina by selecting the appropriate item from the dropdown box. If you select "Other", please tell explain further in the box below. Please tell us about your alarm system if you have one. If you would prefer to give this information over the phone to our Client Service Manager, please give our office a call at 703-329-1043.

In Case of Emergency

Please give us contact information for someone who we can contact in the case of an emergency involving your house or possessions in the event that we cannot get in contact with you.

Newspaper Pickup

Please tell us if you would like your pet care provider to bring in your newspaper for you.

Mail Pickup

Please tell us if you would like your pet care provider to bring in your mail for you.

House Light/Blind Adjustment

Please tell us if you would like your pet care provider to adjust your house lights or blinds while you are gone.

Trash Put Out

Please tell us if you would like your pet care provider to put out your trash.

Other

Please give us any other instructions for your pet care provider here.

Vet Clinic/Hospital

Please give us the contact information for your veterinarian or pet hospital.

In Case of Pet Emergency

Please give us contact information for someone who we can contact in the case of an emergency involving your pet in the event that we cannot get in contact with you.

Permission to Use the Following Hospitals

Please select a hospital from the dropdown box that we may take your pet to in the event of an emergency.

Pet Profile

Please add a pet profile for each pet that you desire pet care for by clicking on the box Add Pet Profile. **Please note that you must add a Pet Profile to the system in order to make a pet care appointment.** In the Pet Profile section, please give us information about your pet and the location of some important household items that will benefit your pet care provider. If you would prefer to give this information over the phone to our Client Service Manager, please give our office a call at 703-329-1043.

Pet Sitting Appointments

You may search for an existing appointment by entering a start and end date range, selecting the type of appointment you are searching for and clicking on the Search button. To add a new appointment request, click on the Add Pet Sitting Appointment button.

Add Pet Sitting Appointments

In this area of the software, you will be able to select the pet or pets that your appointment request is valid for, the Service Type, the Visit Type, the number of times per day you are requesting and the start and end dates of your request.

Service Types

Detailed descriptions of our services can be found on our website at www.karingbykristina.com/services. Please also refer to these descriptions to choose the appropriate service type for your appointment:

Meds: Injections/Fluids – Please choose this option for administration of medications to your pet in the form of injections or fluids.

Overnight: Non-VIP – Please choose this option for an overnight stay in your home. For non-VIP clients.

Training: Basic Obedience – Please choose this option if you would like to sign up for one of our Basic Obedience training classes.

VIP Monthly Service: Five-Day – Please choose this option if you would like to sign up for a five-day per week VIP monthly contract. Please enter the date at which you would like your service to begin in the Start Date field. Our Client Service Manager will contact you to setup the details of your service.

On-Call Visit – Please choose this option to schedule a daily visit for your pet.

Bed & Breakfast – Please choose this option to schedule our Bed & Breakfast service for your pet.

VIP Monthly Service: Four Day – Please choose this option if you would like to sign up for a four-day per week VIP monthly contract. Please enter the date at which you would like your service to begin in the Start Date field. Our Client Service Manager will contact you to setup the details of your service.

VIP Monthly Service: Three Day – Please choose this option if you would like to sign up for a three-day per week VIP monthly contract. Please enter the date at which you would like your service to begin in the Start Date field. Our Client Service Manager will contact you to setup the details of your service.

On-Call Visit: Overnight – For office use only. Please do not use this service type.

Consultation – For office use only. Please do not use this service type.

On-Call Visit: Holiday, Non-VIP – Please choose this option to schedule a daily holiday visit for your pet. Our list of holidays can be found at www.karingbykristina.com/faq. Please choose this option if you are a non-VIP client.

On-Call Visit: Holiday, VIP – Please choose this option to schedule a daily holiday visit for your pet. Please choose this option if you are a VIP client.

Bed & Breakfast: Puppy/Geriatric – Please choose this option to schedule a Bed & Breakfast for your puppy or geriatric dog.

Overnight: VIP – Please choose this option for an overnight stay in your home. Please choose this option if you are a VIP client.

Overnight: Holiday, Non-VIP – Please choose this option for an overnight holiday stay in your home. Please choose this option if you are a non-VIP client.

Overnight: Holiday, VIP – Please choose this option for an overnight holiday stay in your home. Please choose this option if you are a VIP client.

Meds: Pills – Please choose this option for administration of medications to your pet in the form of pills.

Taxi Service – Please choose this option to schedule taxi service.

Hourly Fee – For office use only. Please do not use this service type.

Late Service Fee – For office use only. Please do not use this service type.

Extra Dog – For office use only. Please do not use this service type.

Visit Types

Please select the type of visit you would like. Please select **Monthly Account** for any of the **VIP Monthly Service** service types.

Visit One

Please select the timeframe that you would like your visit to take place. Please note that our **On-Call Visit** service types are priced at 30-minute intervals. If you would like a longer visit, you may choose that option here. For the **Overnight** and **Bed & Breakfast** service types, please enter the Start Time that you would like the provider to arrive at your home or when you will drop your dog off for service.

If you would like to add another service type or a non-consecutive day to your appointment, please click the Add New Appointment button; otherwise, please click the Complete This Appointment button to record your request.

Email Notification

Please note that, if you are a new client, you will receive an email notifying you that your profile has been successfully setup in the system. When you have completed entering an appointment request, you will receive a New Appointment Request email summarizing the details of your request. When your appointment has been confirmed by our Client Service Manager, you will receive an Appointment Confirmation email notification. Finally, when your appointment has been completed by our pet care staff, you will receive an Appointment Completion email notification.

If any changes are made to your appointment after it has been entered or your appointment is cancelled, you will receive either an Appointment Change email notification or an Appointment Cancellation email notification.

