

Water Bowl Oasis LLC walk-through for online booking

Here is what you are able to see and edit on your booking profile:

-Request boarding, daycare, and other services such as meet n greets for new clients, temperament tests, baths & nail trims (Request services by clicking the booking link on our website. Once you've clicked on 'My account' after signing in there doesn't seem to be a way to go back to request services and you have to return to our website and sign in again. We have contacted the IT department to see if this can be fixed)

-View account balances

-View outstanding balances (ignore this if it shows a balance unless our staff has contacted you)

-View the activities page (when we have this set to active on our end you can see photos and other things your pet does during their stay if this page isn't visible it is not active at this time this is also where past reservations can be seen)

-View your bookings (Here you can see what reservations you have requested, which are still pending and which have been accepted. Cancelled bookings will not show up on your profile. You can also see what time you have requested for your drop-off and pick-up. If changes need to be made to a reservation of any kind you must request a change by clicking the "change" button on that reservation, these requests are emailed to us. For an immediate change please text us instead.)

-My Account- Edit/ change personal information (phone number, address, email, password, secondary contact, emergency contact) – your credit card information is not available or stored online. Only through our office can you update payment on file.

-My Pets- Edit your pet's details, feeding & medication instructions (vaccines must be brought in or emailed to our office)

-My Vet-Add/change your Veterinarian on file

-Sign our policies online

The image below is what you should see once you log-in after clicking on our booking link.

Water Bowl Oasis LLC My Account

Overnight Pet From To Availability

Add your pet 10/09/2019 Time 10/10/2019 Time Request Pending

[Add another pet](#)

Daycare Pet On Availability Repeat

Add your pet 10/09/2019 Time ...

[Add another pet](#)

Appointments Pet On Repeat

Anal Gland Expression w/ Freshen up Add your pet

[Add another pet](#) [Add another appointment](#)

Any additional information - Add any grooming, bathing, spaw services, nail trims, puppy ice cream, chicken dinner, limo service, request here!

Add any additional important information here:

Summary Booking

Total amounts will be confirmed when the booking is accepted.

[Agreement Signed](#) [Submit](#)

Overnight



[Add another pet](#)

The first section is for boarding/overnight/sleepovers

Make sure to select a pet (If this is your first time logging on you will need to add their details first) select a drop-off date and time as well as a pick-up date and time.

Add another pet to the reservation if you have multiple pets in your family. (found in lower left of boarding module in purple)

Daycare



Repeat



 Add another pet

This section is for daycare services between the hours of 7am-8pm Monday-Sunday. Boarding dogs automatically get to attend daycare while they are boarding at no additional cost and a reservation for playtime is not necessary.

Make sure to select a pet then select the day of the week you would like them to come play and the drop-off and pick-up times for each day.

To request more than one day of daycare within the same week click the repeat button and a new window will appear below where you can select the additional days and times for drop-off and pick-up.

Please, only request daycare days in the same Monday-Sunday week per reservation request. If multiple days from different weeks are selected the request will go through but the weekly daycare discounts will not be applied.

For families with multiple pets that come to daycare together you will have to individually add the days and times for drop-off & pick-up for your additional pets unlike the boarding module which will automatically fill in the additional pets dates and times. (This is a bug we have contacted IT about.)

Appointments



 Add another pet

The last section is for Service Appointment requests these include extras and add-ons like baths & Nail trims.

Make sure to select the pet and date of service. If this is a grooming add on for daycare or boarding the service will be carried out appropriately so your pet goes home clean.

Add additional pets if necessary.

There is a notes section as well where you can request additional add-ons like doggy ice cream, daily brushing, home cooked chicken dinners, and holiday meals (when available). You can note anything else you think we might need to know for your pets stay such as a relative picking up or dropping off who isn't familiar with our procedures, if you might need additional assistance getting your dog in or out of the car or to request drop-off and pick-up limo service (when available).

Summary



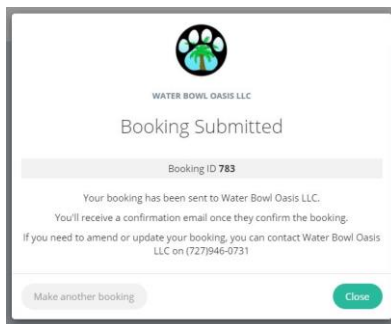
The summary section will be empty until all the required fields have been filled out within a module. Once you have completed entering the necessary information there will be a brief summary of the requested services. There will be a line item for each pet and the number of days of daycare, nights of boarding, or types & number of services for each will be listed.

✔ Agreement Signed

This Sign/Signed Agreement icon at the bottom left of the booking page will need to be signed in order for your request to be processed. This agreement is our company policies which we also have you sign a paper copy in your client packet for our records.

Submit

The final step in submitting a request! Make sure to always **save** if there is a prompt to as well!

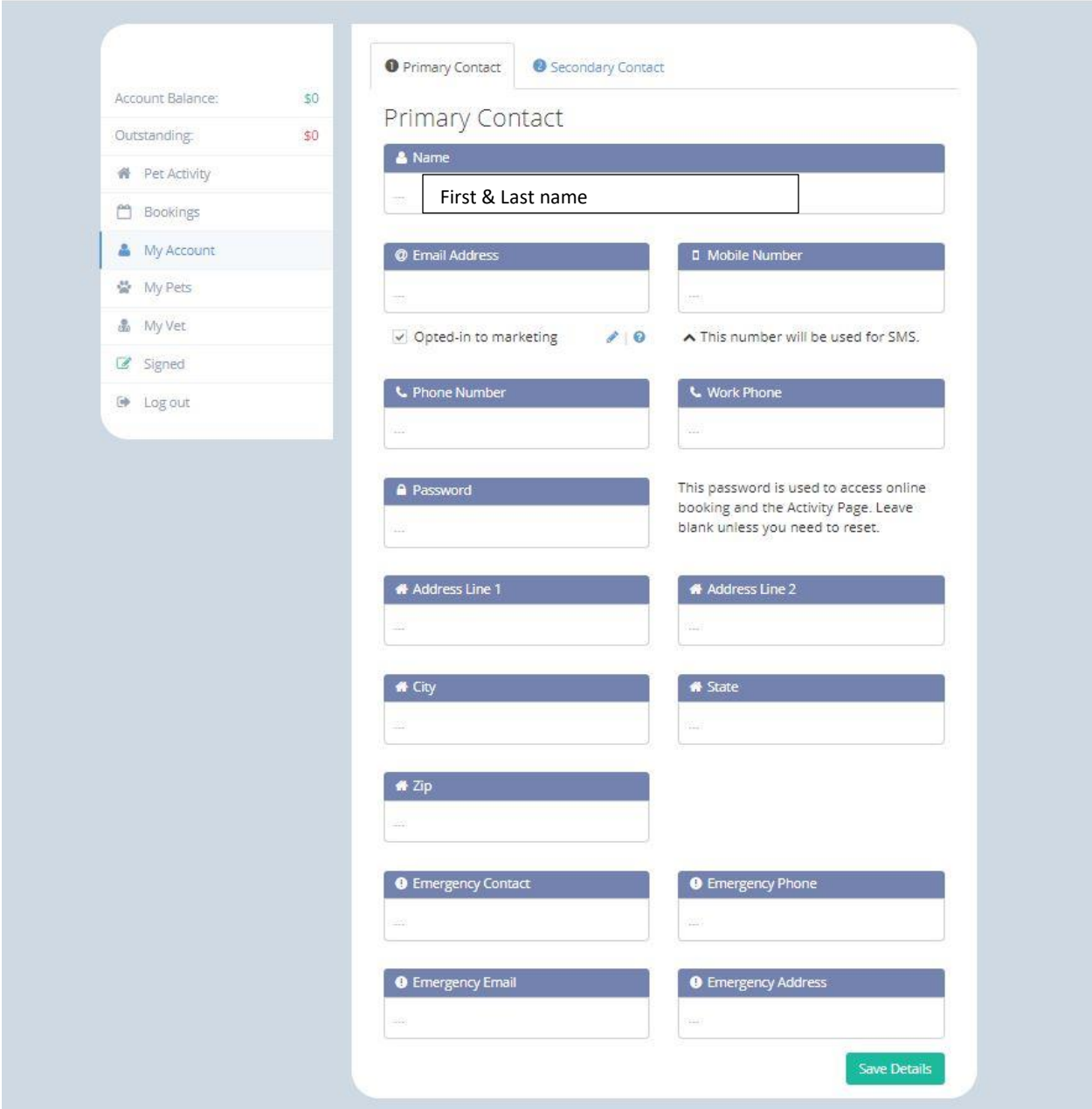


After you submit a request it is **pending** and you should see a window pop up similar to the one here. If you do not see this pop up your request might not have been submitted. You should receive an email as well that your request was submitted and you can double check your profile by clicking the "My accounts" button in the upper right corner and selecting "Bookings" tab in the left hand menu.

 My Account

If you click on this "My Account" icon before submitting your request you will have to start your request over by clicking the link on our website or logging out and logging back in. This is unfortunately a bug with the system we have contacted IT about.

If you log in and click on the 'My Account' icon at the top right hand corner of the booking screen you will see the page below pop up. The page **My account** is opened from the side menu in this image. If this is your first time logging in you will need to enter all of your information there is also a tab for a secondary contact such as a significant other or spouse. If we have already received your paper work this might be filled out already. You can log in and update this information at any time if there is a change.



The screenshot displays the 'My Account' page for Water Bowl Oasis LLC. On the left is a side menu with options: Account Balance: \$0, Outstanding: \$0, Pet Activity, Bookings, My Account (highlighted), My Pets, My Vet, Signed, and Log out. The main content area is titled 'Primary Contact' and includes tabs for 'Primary Contact' and 'Secondary Contact'. The form contains the following fields:

- Name: First & Last name
- Email Address
- Mobile Number: This number will be used for SMS.
- Opted-in to marketing:
- Phone Number
- Work Phone
- Password: This password is used to access online booking and the Activity Page. Leave blank unless you need to reset.
- Address Line 1
- Address Line 2
- City
- State
- Zip
- Emergency Contact
- Emergency Phone
- Emergency Email
- Emergency Address

A 'Save Details' button is located at the bottom right of the form.

This is the “My Pets” page where you can add all your pet’s information and additional pets. The Medical Notes section is for medication instructions and the Dietary Notes section in for feeding instructions.

You can also add a photo of your dog too!

Account Balance: \$0
Outstanding: \$0
Pet Activity
Bookings
My Account
My Pets
My Vet
Signed
Log out

← Back to All Pets

Pet Name
...

Pet Type
Dog

Breed
...

Colour
...

Date of Birth
...
Years
...
Months
...

Age is automatically calculated if a date of birth is entered. If you don't know the date of birth, you can add an approximate age.

Sex
Unknown

Medical Notes
...
//

Dietary Notes
...
//

Registration #
...

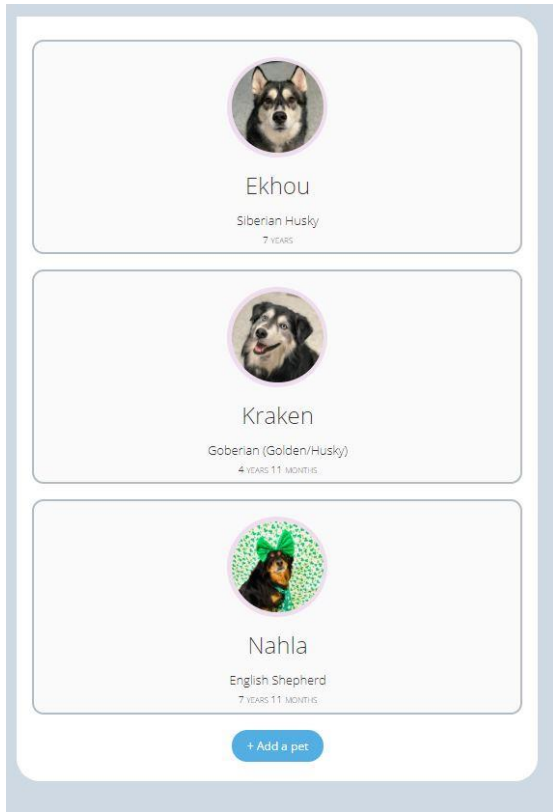
Microchip #
...

Spayed / Neutered
No

Weight
...

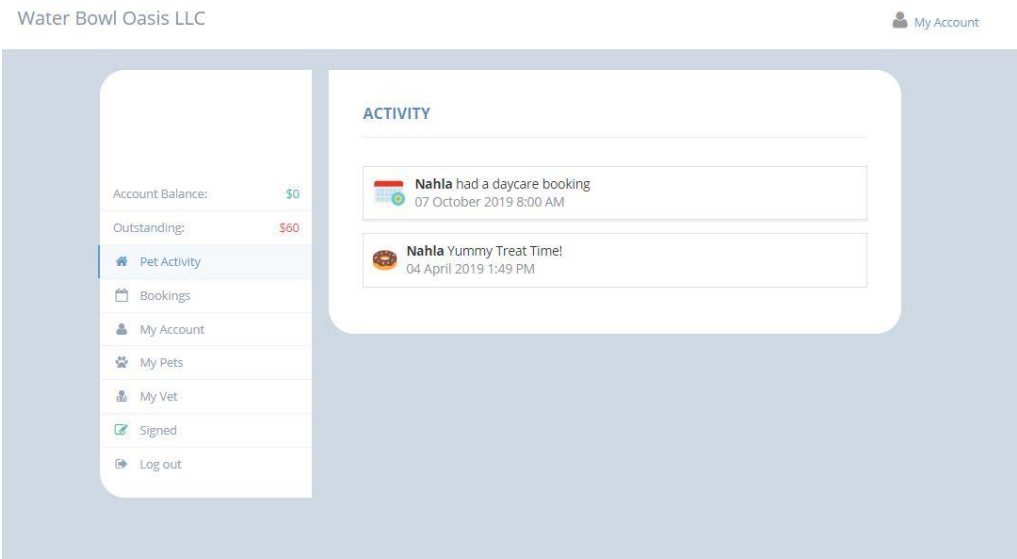
Animal Welfare Regulation Details ▾

Save



Once your pets are entered and **saved** the “My Pets” page will look similar to this but with your pets listed.

This is the **Pet Activity** page where you can view past reservation dates & photos of your pets



This is the **Bookings** page where you can see all the pending and accepted reservations you have requested. If you need to make a change to these you can click the change request button in the lower right corner of the selected reservation and a new window will pop up (show below) once submitted these request will be emailed to us. ***If you need to change a booking immediately please call or text us!***

Account Balance: \$0

Outstanding: \$40

- Pet Activity
- Bookings**
- My Account
- My Pets
- My Vet
- Signed
- Log out

BOOKINGS

Booking # 785
10/18/2019 8:00 AM - 5:00 PM
10/19/2019 8:00 AM - 5:00 PM
Booked [Change](#)

Booking # 784
10/15/2019 (8:00 AM) - 10/16/2019 (8:00 PM)
Pending [Change](#)

Request Booking Change - Booking # 784

Note: Only Water Bowl Oasis LLC can apply changes to your booking. Please submit a request.

Reason for change

- I need to cancel my booking
- I need to change my dates
- I need to add more details
- I need to change something else

Comments

Add any details about your booking change here.

[Cancel](#) [Send Request](#)

