

# PetLinx Feature Summary

May 2018

PetLinx is available in three different editions; Single User, Network, and Cloud. For the edition selected you can choose any number of business modules (grooming, boarding, and daycare) and add-on modules. Please consult the following list for an understanding of the edition and module features.

## Which Edition to Choose?

Usage Scenarios	Single User	Network	Cloud
Windows (XP onwards)	✓	✓	✓
Mac	Yes, with windows emulation such as Parallels	Yes, with windows emulation	✓
iPad	No	No	✓
Android Tablets	No	No	✓
Installation type	Installed on computer	Installed locally, local network required	None, accessed over internet via desktop shortcut or web browser
Number of computers/devices supported	1	2+	1+
Internet required	To send email & SMS and download updates only	To send email & SMS and download updates only	✓
Payment options	One off or spread over 3 or 6 months	One off or spread over 3 or 6 months	Monthly subscription
Support and updates	12 months included, optional to renew	12 months included, optional to renew	Included in price
Backups	Includes Backup utility and AutoBackup feature (backs up while you work)	Includes Backup utility and AutoBackup feature (backs up while you work)	Full backup twice daily

## General Features

*These features are included in the base product irrespective of business modules chosen.*

General and International Options	Single User	Network	Cloud
Your business address and contact details	✓	✓	✓
International address formatting	✓	✓	✓
International currency support	✓	✓	✓
Use in English, French, German, Spanish, Dutch, Portuguese languages	✓	✓	✓
12 hour or 24 hour clock	✓	✓	✓
Define up to two tax rates for services, products, and boarding	✓	✓	✓
Send emails via your email provider's server	✓	✓	✓
Send SMS (requires separate purchase of credits)	✓	✓	✓

Customers	Single User	Network	Cloud
Address and contact details	✓	✓	✓
Display address in Google Maps	✓	✓	No
Send direct email	✓	✓	No
Preferred contact method	✓	✓	✓
Status (VIP, alert, inactive)	✓	✓	✓
Customizable attributes (e.g. refuse new bookings, no shows)	✓	✓	✓
Customer notes	✓	✓	✓

Pets	Single User	Network	Cloud
Type, breed, sex, color, birth date, size, weight, temperament, vet, registration #, microchip #	✓	✓	✓
Photos (unlimited)	✓	✓	✓
Vaccination records	✓	✓	✓

Status (alert, inactive, deceased)	✓	✓	✓
Customizable attributes (e.g. barks, bites, old, arthritis, escapes)	✓	✓	✓
Pet notes	✓	✓	✓
Transfer between customers	✓	✓	✓

Employees	Single User	Network	Cloud
Contact details, date started and left, commission %	✓	✓	✓
Individual logins for system access	No	✓	✓
Security group permissions for various system functions	No	✓	✓
Personalize screen colors and system operations	Yes, for one user only	✓	✓
Change system appearance using a "skin"	Yes, for one user only	✓	✓

Retail Products	Single User	Network	Cloud
Description, category, cost, retail, category, vendor, barcode	✓	✓	✓
Product notes	✓	✓	✓
Inventory - on hand, number sold, minimum and maximum amounts	✓	✓	✓

Business Contacts	Single User	Network	Cloud
Address and contact details	✓	✓	✓
Display address in Google Maps	✓	✓	No
Send direct email	✓	✓	No
Contact notes	✓	✓	✓

Invoicing and POS	Single User	Network	Cloud
Create invoices, payments, quotes	✓	✓	✓
Specify invoice numbering system	✓	✓	✓
Include multiple bookings in an invoice	✓	✓	✓
Include product sales in an invoice	✓	✓	✓
Add products using barcode scanner	✓	✓	✓
Include customer's outstanding balance in an invoice	✓	✓	✓
Tips	✓	✓	✓
Multiple payment methods	✓	✓	✓
Split payments	✓	✓	✓
Automatic change calculation	✓	✓	✓
Payment processing via Novera Payment Solutions, with Verifone device (USA only)	✓	✓	No
Payment processing via Cayan, with Genius device or secure web portal (USA only)	✓	✓	Web portal only
Add custom messages	✓	✓	✓
Open cash drawer on completion	✓	✓	Connected to receipt printer only
Include logo and customize invoice appearance	✓	✓	✓
Preview or print a copy at A4/letter size or receipt printer size	✓	✓	✓
Email to customer with custom email subject and content	✓	✓	✓

Reports and Exports	Single User	Network	Cloud
Create invoices, payments, quotes	✓	✓	✓
Report fields, layout and appearance are fully customizable	✓	✓	✓
Reports can be exported to PDF, RTF, Excel, CSV, Text format	✓	✓	✓
QuickBooks export (iif file format)	✓	✓	✓

Mailouts	Single User	Network	Cloud
Create custom mailout content including images using built in Word-like editor	✓	✓	✓

Insert database field placeholders for customer specific content	✓	✓	✓
Send mailouts via email, SMS, print, or generate labels	✓	✓	✓
Mass customer mailouts	✓	✓	✓
Mass pet mailouts	✓	✓	✓
Pet birthday celebration mailouts	✓	✓	✓
Expiring vaccination reminders	✓	✓	✓
Booking reminders	✓	✓	✓

## Grooming Features

*These features are included when the Grooming business module is purchased.*

Grooming	Single User	Network	Cloud
Define business work days and hours	✓	✓	✓
Define groomers work days, hours, lunch break, maximum pets to groom, commission %	✓	✓	✓
Schedule one-off times when groomer is unavailable	✓	✓	✓
View schedule by day, week, working week, or month	✓	✓	✓
Quick search for customer or pet via name, address or phone when making appointment	✓	✓	✓
Be alerted to customer, pet, or grooming warnings or expired vaccinations	✓	✓	✓
Detailed groom style records - clip lengths, ear treatment, shampoo and conditioner used	✓	✓	✓
Customizable tick list of grooming attributes (e.g. cut nails and dewclaws, do anal glands)	✓	✓	✓
Specify multiple services per appointment	✓	✓	✓
Create appointments that recur every X days, weeks or months, or a given day of each month	✓	✓	✓
Enter appointment notes and overall day's notes	✓	✓	✓
Send appointment confirmation via email, SMS, or print	✓	✓	✓
Drag and drop appointments to new date, time, or groomer	✓	✓	✓
Track statuses - checked in, checked out, cancelled, no show	✓	✓	✓
Print appointment list, groomers worksheet, grooming history reports	✓	✓	✓
Quick invoicing from scheduling calendar	✓	✓	✓
Rebook appointment function	✓	✓	✓

## Boarding Features

*These features are included when the Boarding business module is purchased.*

Boarding	Single User	Network	Cloud
Define run types and runs operated at facility	✓	✓	✓
Charge by day, night, or hourly, using the pet size or run type	✓	✓	✓
Specify standard rates, and vary rates by season, booking length, or number of pets sharing	✓	✓	✓
Charges on first and last day adjust based on check in/out and times	✓	✓	✓
View schedule over a weekly timeline or by those arriving, departing, or staying on a given day	✓	✓	✓
Quick search for customer or pet via name, address or phone when making booking	✓	✓	✓
Be alerted to customer or pet warnings or expired vaccinations	✓	✓	✓
Change runs on each day of the booking if needed to maximize available space	✓	✓	✓
Enter detailed activity, feeding, and medication records	✓	✓	✓
Accept deposits for part payment of bookings	✓	✓	✓
Enter booking notes and overall day's notes	✓	✓	✓

Drag and drop bookings to new date or run	✓	✓	✓
Send booking confirmation via email, SMS, or print	✓	✓	✓
Track statuses - checked in, checked out, cancelled, no show	✓	✓	✓
Print run card, booking diary, daily summary, service schedule reports	✓	✓	✓
Run reports and charts showing occupancy levels, booking counts, and projected income	✓	✓	✓
Quick invoicing from scheduling calendar	✓	✓	✓
Rebook booking function	✓	✓	✓

## Daycare Features

*These features are included when the Daycare business module is purchased.*

Daycare	Single User	Network	Cloud
Define business work days and hours	✓	✓	✓
Define daycare groups/rooms used at facility and maximum pets permitted	✓	✓	✓
Charge for full day, half day, or hourly sessions	✓	✓	✓
Specify standard rates and vary rates by number of pets in a booking	✓	✓	✓
View schedule by day or working week	✓	✓	✓
Quick search for customer or pet via name, address or phone when making booking	✓	✓	✓
Be alerted to customer or pet warnings or expired vaccinations	✓	✓	✓
Enter detailed activity, feeding, and medication records	✓	✓	✓
Create bookings that recur on given days of the week	✓	✓	✓
Enter booking notes and overall day's notes	✓	✓	✓
Drag and drop bookings to new date or daycare group	✓	✓	✓
Send booking confirmation via email, SMS, or print	✓	✓	✓
Track statuses - checked in, checked out, cancelled, no show	✓	✓	✓
Print booking list and service schedule reports	✓	✓	✓
Define prepaid credit packages for a given number of visits or length of time	✓	✓	✓
Be alerted to customers running low on credits or that have expired	✓	✓	✓
Adjust remaining credits or change credit expiry date if required	✓	✓	✓
Quick invoicing from scheduling calendar	✓	✓	✓
Rebook booking function	✓	✓	✓

## BookMy.Pet Online Portal Features

*These features are included when the BookMy.Pet Online Portal add-on module is purchased.*

Online Portal	Single User	Network	Cloud
Secure, mobile friendly website branded with your business information and logo	✓	✓	✓
Shows your working days and hours, services, and terms and conditions	✓	✓	✓
Existing and new customers maintain their personal details and add or change pet details	✓	✓	✓
Customers request new grooming, boarding, or daycare bookings	✓	✓	✓
Review requested bookings and accept or decline with instant email or SMS notifications	✓	✓	✓

## Collar Printing Features

*These features are included when the Collar Printing add-on module and PetDetect Collar Printing Kit is purchased.*

Collar Printing	Single User	Network	Cloud
Define different collar sizes depending on pet size	✓	✓	✓
Print collar for an individual pet	✓	✓	✓
Print collars for pets with bookings	✓	✓	✓