

PetSmart Charities is implementing a new software system called AME (Adoptions Made Easy) that helps keep track of adoption partners adoptions that count toward the annual rewards tiering. There will be a couple of changes associated with this new software – but the basic ideas are still the same!

Step 1:

You will log into the AME system at this website: [AME - PetSmart \(petloyalty.co\)](https://petloyalty.co) You will select Adoption Partner login on the left-hand side. The log in information is:

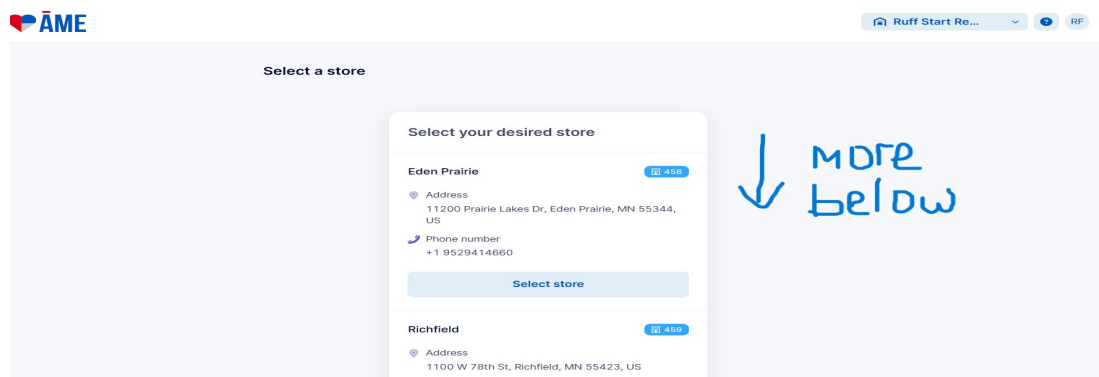
Username: Adoptions@ruffstartrescue.org

Password: Ruffstart1

NOTE: you will need to have your location turned on for your phone as PetSmart is using geo-location technology to ensure these adoptions are happening at a PetSmart and no one is “cheating” by counting every adoption. If you get a pop up on your screen saying allow location say yes. If you have any trouble with this the adopter can try to log on with the information below or if all else fails, you can ask for the store device. But the goal was to make it easy for fosters to use their own mobile device.

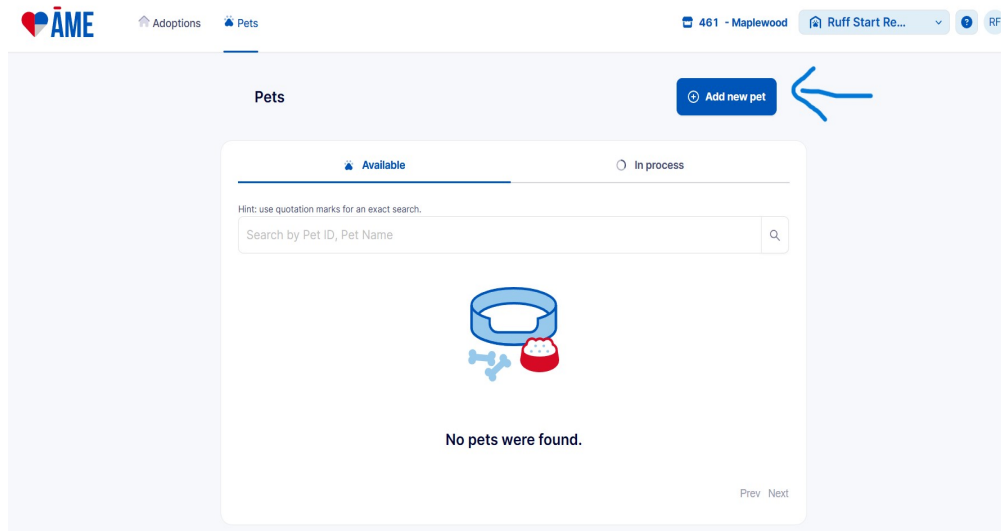
Step 2:

On the next screen you will **pick your desired store**. You can scroll down to select the store you are doing the adoption in. (I am still working with a couple of PetSmart locations that don't show up on here. If you are doing your hand off at a store not listed, we will process the adoption later – and email me at Juli.Olson@ruffstartrescue.org with details and I will finish this up for you). But as long as the store you are at is listed – pick that store location.

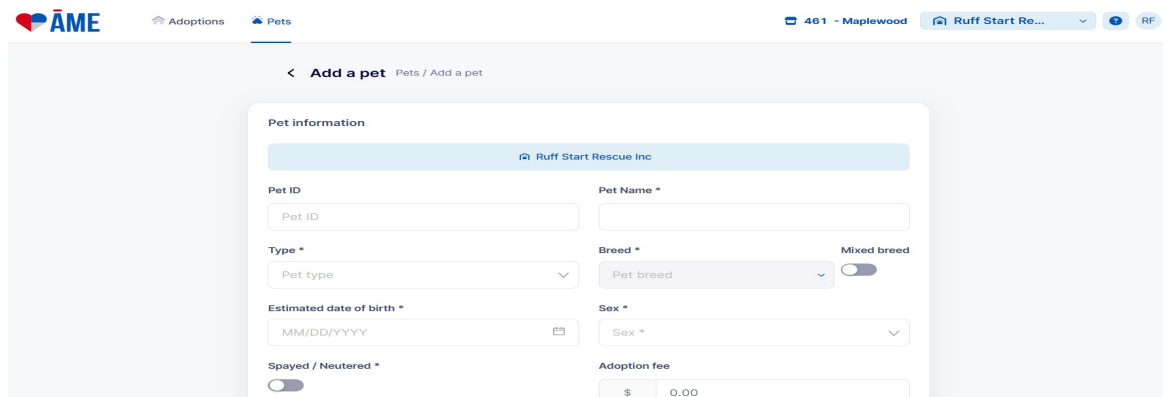


Step 3:

Add the animal information. Click the add a New Pet screen:



Note you need to add information for anything with an asterisk with it. You should know all of this info already, but it can be found in the animal's bio on the RSR website. You will see the difference between the old and new system is the new system asks for a date of birth (as opposed to the old system that just asked general age). If you don't know the specific date of birth, you can guesstimate this because the adopter will still receive vet records from us with a specific date of birth on it. So don't let this hold you up. **Once you put the info in then hit SAVE AND PROCESS ADOPTION**



Step 4:

The next screen will show you the animal info and the adoption fee – MAKE SURE YOU SELECT THE CASH OR PAYMENT OUTSIDE OF AME option – again the adopter will have already paid through our system. HIT CONFIRM – This is where if you don't have your geo locator on it was ask you to allow to know your location.

the adoption fee can be modified.

Cheddar

CAT 3 months FEMALE Spayed/Neutered

\$ 242.00
Adoption Fee

Edit adoption fee

Total Amount
This is the total amount in adoption fees

\$ 242.00

Payment method
Confirm the adopter's desired payment method.

Digital Payment Cash or Payment outside AME

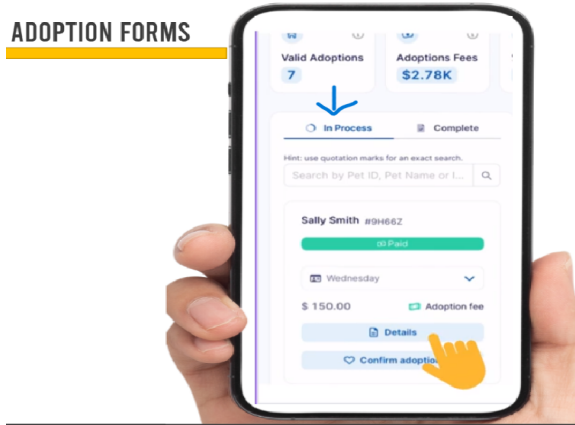
Confirm

Step 5:

You will have the adopter fill out their information. They can finish the adoption on your device, or there will be a QR code that appears on your device that they can scan or an email link. They will put in their personal information (same as they do now on the iPad at PetSmart) and sign the PetSmart release. AGAIN, REMINDER THE ADOPTER WILL NOT PAY ON THIS SECTION – THEY WILL HAVE ALREADY PAID THROUGH OUR PAYPAL LINK THAT IS SENT FROM APPS MANAGERS There will be a pop up that asks if the adopter wants to make a donation to RSR. If they select that then they will need to put their credit card donation for the donation charge ONLY (plus the 5% service fee). The adopter can review their information Then they can select **COMPLETE ADOPTION.**

Step 6: You than have to make sure everything was received. On the main screen in AME, you can select in process adoptions and select in process.

ADOPTION FORMS



Step 7: You can scroll through the information and ensure everything has been completed. You can scroll down and select Adoption Completed. This will make all 4 icons on the screen be filled. Then the adoption is complete!

If you want more information on the process visit the Adoptions Made Easy (AME) resource page here

https://go.petsmartcharities.org/e/591991/mail-utm-campaign-20230802-ame/j2l8dg/702753973?h=qVjZKa2xPSWjw6uPst2lXQ1RyUD3PGNYsr_wByA4moY

If you have any questions please email either myself at Juli.Olson@ruffstartrescue.org or the Adoptions@ruffstartrescue.org email. Thank you for using PetSmart to help get your foster adopted!