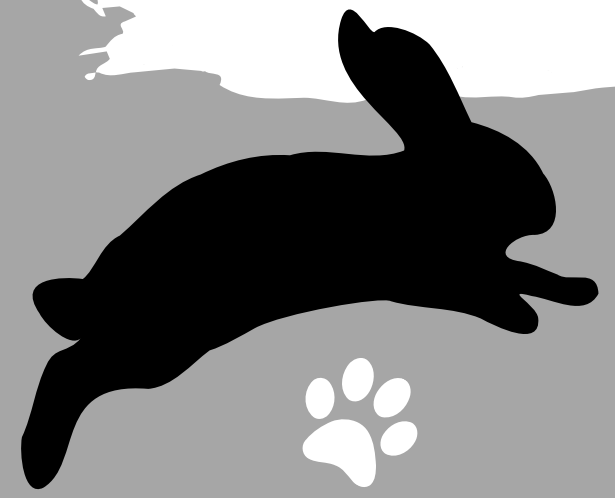




**WELCOME
TO BEK
PETS**



ABOUT US



BEK PETS WAS STARTED IN 2006 BY BRANDY KLEIN. SHE FOUND A WAY TO MAKE HER LIFELONG LOVE OF ALL THINGS ANIMALS INTO A THRIVING CAREER.

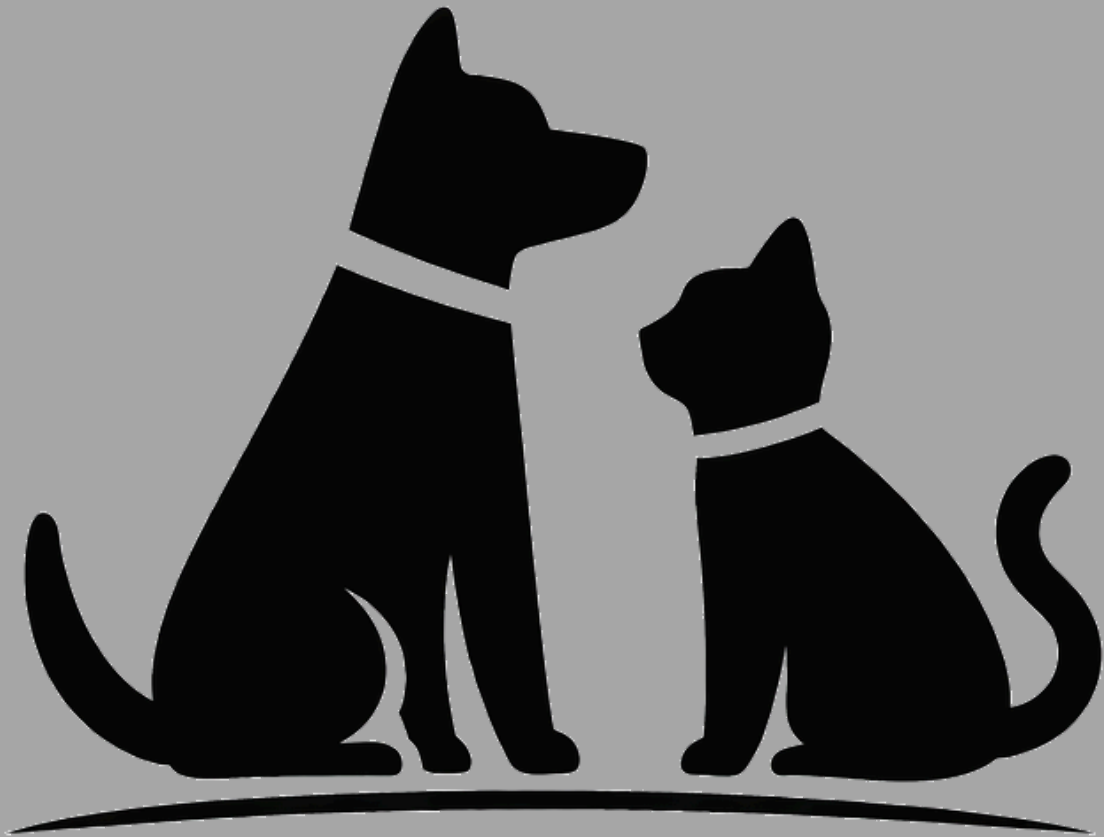
SHE AND HER STAFF'S LOVE VISITING WITH ANIMALS ALL DAY LONG AND TREATING THEM AS IF THEY WERE THEIR OWN FUR BABIES.

ALL BEK STAFF MEMBERS HAVE COMPLETED THOROUGH TRAINING, PASSED A BACKGROUND CHECK AND ARE INSURED AND BONDED UNDER OUR LIABILITY POLICY

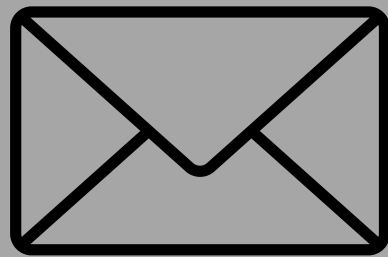


MEET THE STAFF

CONTACT US



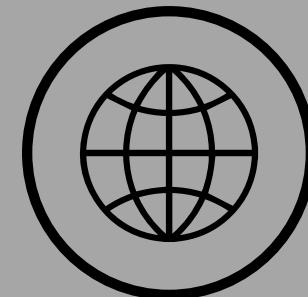
BEK PETS



bekpets@gmail.com



410-419-6130



www.bekpets.com

Hours of Operation:

Monday 8a-6p

Tuesday 8a-6p

Wednesday 8a-6p

Thursday 8a-6p

Friday 8a-6p

Saturday 8a-5p

Sunday 8a-5p

Closed for business on:

- Thanksgiving
- Christmas Eve
- Christmas Day
- New Year's Day



PetPocketbook

PetPocketbook is the scheduling and invoicing software that we use at BEK Pets.

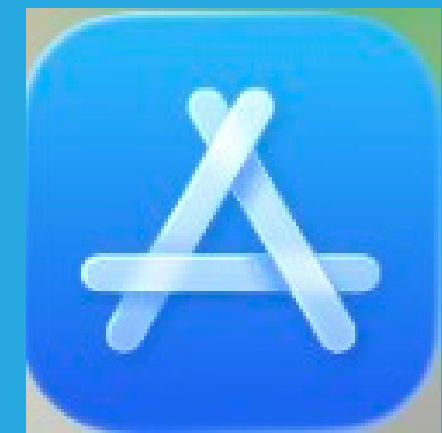
When you come on as a BEK client, you will receive a welcome email from PetPocketbook. Once you accept the invite and finish creating your account, you are all set!

The following pages will include more information on how to use PetPocketbook and some of the basic features.

[PetPocketbook website](#)

(use this for the browser version)

Download the app:



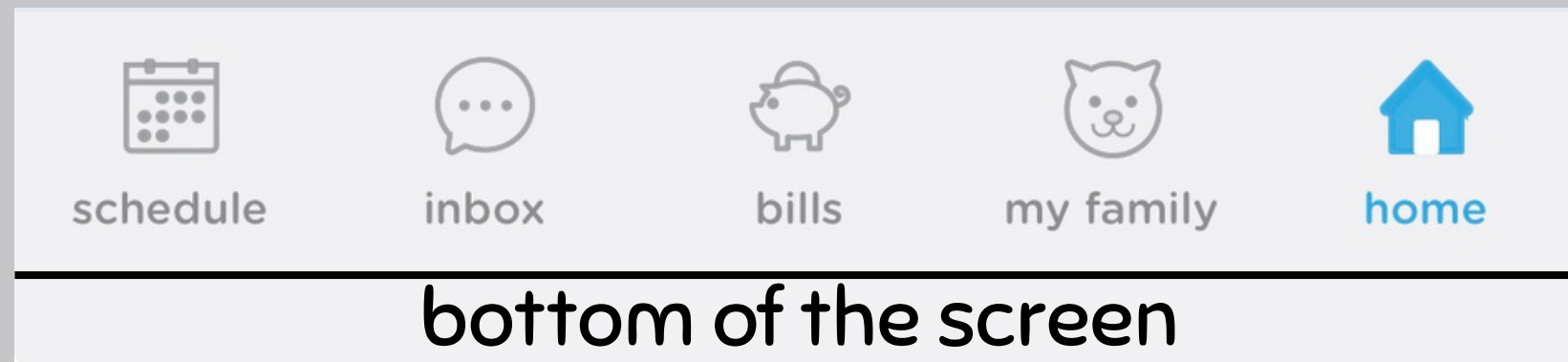
ios



Android

PetPocketbook Home Page Menu

App



Getting help:

On both the app and browser, you will find the help buttons. On the app, tap the three lines on the top left corner; on the browser, click on the small question mark at the bottom left.

You can send an email to the Pet Pocketbook team or use their AI help bot Fen.

Feel free to always reach out to BEK for any questions, as well!

Browser



On the left side of the screen you will find all of the menu options:

- Appointments
- Invoices/billing
- My family
- Messages
- Settings
- Notifications
- Documents
- Change password

Appointments (visits/walks)

When you first log in, the main screen will be your schedule. You can see any upcoming scheduled visits you have, or click to see past visits.

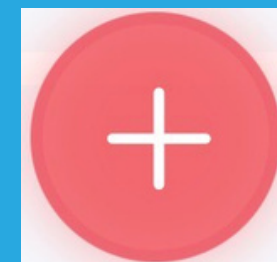
You can also see which sitter is assigned to your upcoming visits.

*please note, the default sitter is always Brandy when visits are scheduled, and then other sitters are assigned when schedule lineups are released a few days beforehand.

Each visit/walk is scheduled for a timeframe, we do not offer exact appointment times. For example, if you want a walk around 12pm, it will be scheduled for the 11a-1p timeframe. The walk will be completed within that timeframe, so someone will show up no earlier than 11am and no later than 1230pm.

If you are scheduling a once-daily cat visit, it will be in either the 8a-4p or 10a-2p timeframe, or you can request that the visit be closer to the morning or evening, just reach out to us when scheduling to request this.

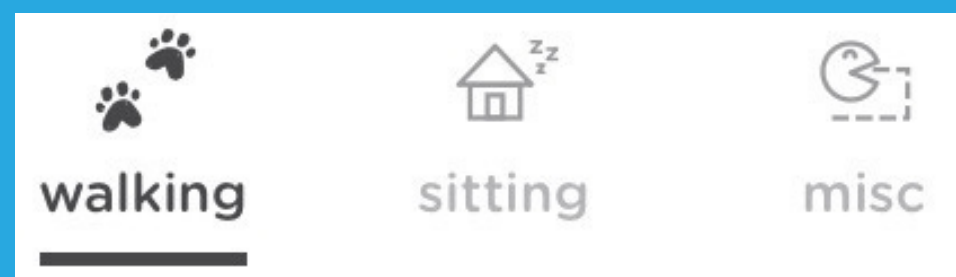
To request a new visit/walk, you can do one of two things: [email us](#) or from the browser or app, click on this icon:



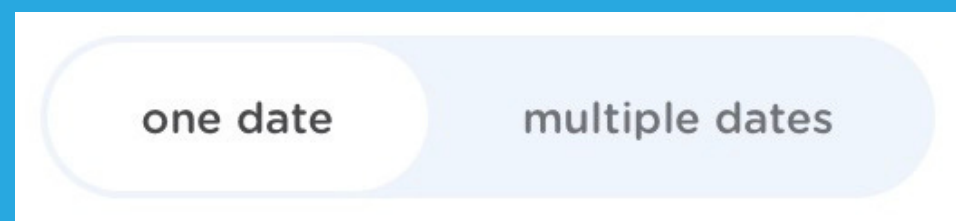
Requesting visits/walks

When requesting visits through Pet Pocketbook, once you click on the red circle with the white plus sign:

- choose which animals in your family for you want the visits for (default is all the animals in your family)
- choose the service you want (for cat visits select “sitting”):



- You can schedule one date at a time or multiple dates:



*if you are scheduling multiple dates and visits at a time, you can simply just email us to let us know what you need.

Save the time and we'll schedule it for you! You'll see it on your appointments page once it is scheduled.

- choose the timeframe you prefer—if you don't see what you want or if the dates are showing unavailable, just email to schedule instead.
- once your request has been submitted, you will get an email letting you know if it is approved or denied. If approved, you will see it on your appointments page.



Communicating with your walker/sitter



- You can email or call us at any time! The BEK staff works as a team and we are in communication all day between each other and with the managers on duty. If you have an immediate message, just text 410-419-6130 or [email us](#).
- You can message us through Pet Pocketbook: on the app or browser, simply click on the inbox icon.



- **You can add notes to individual visits***

App: click on the scheduled individual visit/walk and chose:



+ add special instructions

Browser: roll the curser over the scheduled visit/walk and chose:



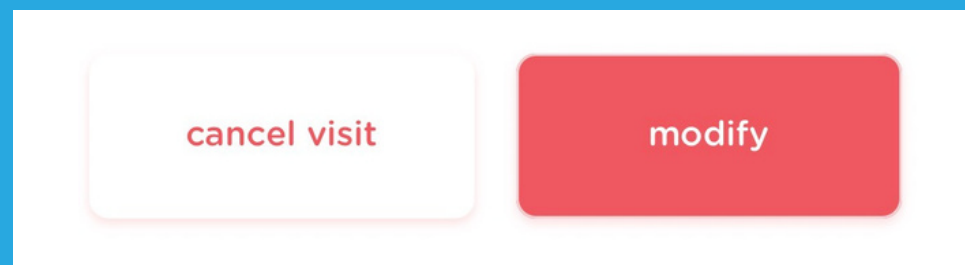
add note

Please note that this is only for information relevant to that visit in particular. If you need to include special notes for other visits or communicate anything else, please do not use this feature

Modifying or Canceling Visits & Walks

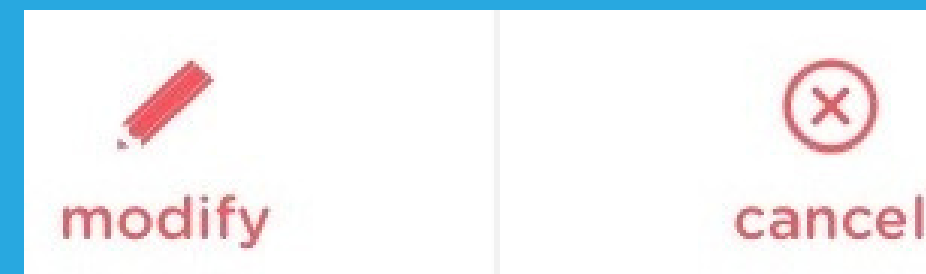
App:

Click on the individual visit that you want to change and choose either Cancel or Modify



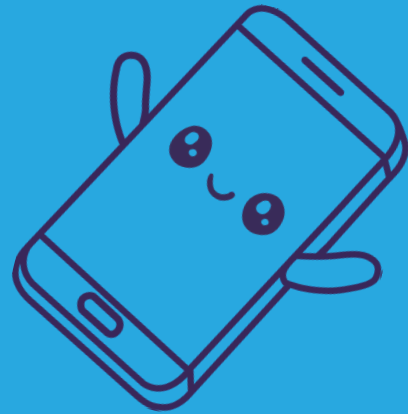
Browser:

Roll the curser over the individual visit that you want to change and choose to cancel or modify



Modifying a visit means you want to change the timeframe or date

Visit/Walk Reports



Once your visit or walk is complete, the sitter/walker will fill out their report, include any pictures taken and send it. Both the primary and secondary account holder will get an email with the report and photos.

Didn't get a report when you expected it? No worries! There are several reasons why you may not have:

- The sitter hasn't finished the visit yet
- Bad reception! We sometimes send reports after leaving your house if we aren't able to load pictures or send it due to bad cell reception in the area
- Pet Pocketbook and BEK emails sometimes go to Spam or Promotions folders.

Feel free to text/call/email if you haven't received your visit report when you thought you would and we will be more than happy to give you an update!

Invoicing and Payments



Invoices are automatically processed and emailed to the primary account holder on the 1st of every month for the visits completed for the previous month

You can opt in to bi-weekly invoices! Just let us know.
They are sent on the 1st and 15th

Payments are accepted via:

- Venmo (@bekpets)
- Zelle (410-419-6130)
- PayPal (bekpetsitting@gmail.com)

Payments can be set up in Pet Pocketbook with a credit card and set to autopay. Please note that Pet Pocketbook charges a 5% fee for this.





BEK General Policies



Never hesitate to reach out with any questions or concerns. We want to make sure you feel comfortable knowing you are working with and your animals are in good hands with the best team at BEK.

DOG WALKING

We only walk your dog(s) from your household, we do not share walks with other households.

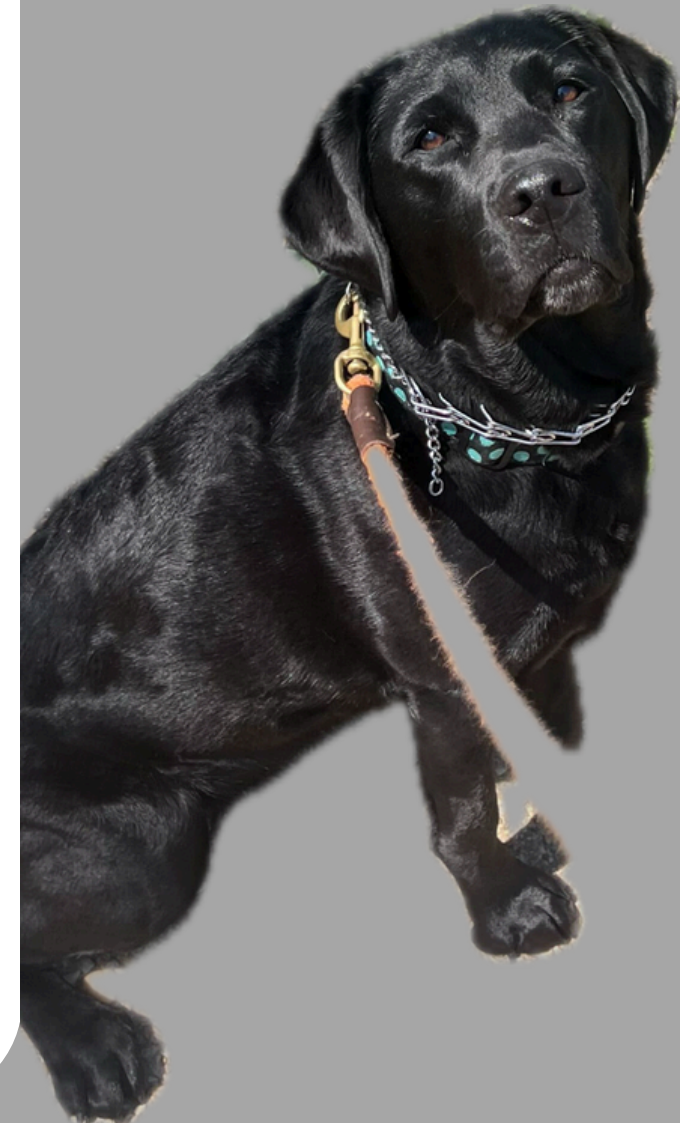
We do not interact with other dogs while out on a walk. This is for your pups' and the other dogs' safety. We will cross the street or get a safe distance away.

INCLIMATE WEATHER

Dogs will be walked in all weather conditions unless it is "extreme" weather: below freezing temperatures; code red heat days; heavy rain or thunderstorms. In these cases, we will take the pup out for a short potty break then spend the rest of the visit time inside playing and doing other enrichment activities.

All we need from you is a towel for rainy days so we can dry off fur and paws.

Any specific instructions regarding weather, such as heat tolerance, please include them in your Pet Pocketbook profile.



CAT (AND SMALL ANIMAL) SITTING

We make a point to find each cat at every visit if they are hiding. This is to ensure that the cat is safe, healthy and not stuck anywhere they shouldn't be. Once we lay eyes on them, we say hello and leave them be so as not to stress them out any further.

*If your cat tends to hide, please include hiding spots where we can check for them on your Pet Pocketbook profile.

We do not let any cats outside and all of the BEK staff takes extra precautions at every visit when entering and leaving a home to make sure no animals are by the door, ready to slip out.

We follow all feeding instructions that are listed on your Pet Pocketbook profile, so please remember to double check it before your next trip.

If you would like to leave typed or written out instructions at the house, please feel free to do so!





YOUR HOME AND PROPERTY

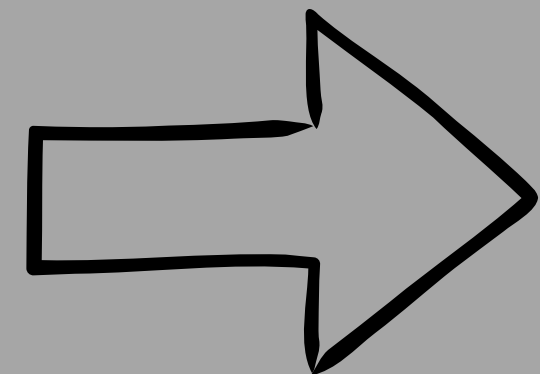
We do not open any closed doors or enter closed-off areas unless we cannot find the animal (or animals are purposely separated).

BEK staff occasionally needs to use the restroom. Please note on your Pet Pocketbook profile if there is a specific restroom in your home you prefer we use.

When walking your dog, we lock the door behind us while on the walk. Alarms are re-armed at the end of the visit but if you would like us to arm it during the walk, please let us know in your Pet Pocketbook profile.



See the next slide for
home access information





Home Access



KEYS

If you give us a copy of your key, we will assign you a client number, which will be tagged on the key. When not in use, it is filed in our home office.

If you do not want to give us a copy of the key, please use the links on the next page to purchase a lockbox for us to use. You can put the combination info on your Pet Pocketbook Profile.

ALARMS

BEK staff is more than familiar with all types of alarms and will keep your home safe during your absence.

If you use an alarm at your home, please enter the information under the **“access instructions”** on your Pet Pocketbook profile.

KEYPADS

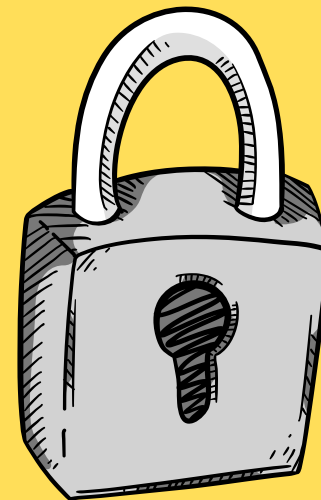
If you use a door keypad or have a lockbox of your own, please enter the information under the **“access instructions”** on your Pet Pocketbook profile.

Master Lock Key Lock Box

Wall Mount Lock Box

Over-The-Door Lockbox Bracket

We highly recommend purchasing one of these options, either for consistent use or as a backup in case of lock-outs



What do we need from you?



EMERGENCY CONTACT(S)

Please add this information on your Pet Pocketbook profile, or email it to us and we will add it for you. This is anyone who has knowledge of your home and/or animals that we can contact when unable to contact you

SHARING ANIMAL CARE

If you are having anyone visit your home during the time that we are also visiting, please let us know. This is for our safety and peace of mind.

Veterinary Notification Form



Send this form to your vet clinic

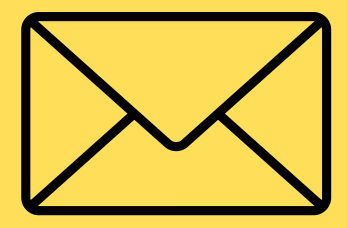


Leave us a review:



THANK YOU!

Thank you for letting us love your pets and for your trust!



www.bekpets.com