

PetExec Golden Paw Coaching Terms & Agreement

Objective: The Golden Paw Coaching Series involves web based coaching sessions covering the basics of the PetExec system and more advanced “paw smart” practices. Experienced coaches train students how to use features to enhance their business.

Session Overview:

1. Getting Started - Familiarity with the Dashboard, Products & Services, Company Preferences and PetExec “Barketing Features”
2. Day-to-Day Operations - Adding new customers/pets, products and services, check-in, check-out, using Dashboard features, reports, and employee administrative levels
3. Advanced - Order processing, modifying orders, Scheduled services, reporting, preference customization, and business strategies.

Prepare for Success:

Golden Paw Coaching is carefully scheduled to accommodate busy schedules.

1. Coaching consists of three (3) one-hour sessions, or two (2) one hour and a half sessions, whatever your preference.
2. We start and finish on time.
3. Please come prepared to learn and have fun!
4. Expect to have some homework prior to each session. We want you to get your paws wet in your PetExec system so that your coach can answer your specific questions related to functionality, workflow and system navigation.
5. Have your questions handy. While there is a suggested agenda for each coaching session, if you prefer to talk through your own questions and custom solutions for your business practices your coach will be happy to assist you that way.

We take a great deal of pride in providing our customers with the best product, training and support. Our goal is to see you succeed!

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Is PetExec Support still free for pack members?

- Yes, PetExec support has always been and will continue to be free. Support is provided to assist in basic questions relating to system use.
- Coaching is to provide assistance with learning and using various features specific to the needs of your business, including training owners, managers, and/or employees on system functionality, setup and general procedures.

PetExec Golden Paw Coaching Series Costs:

- \$300.00 for three (3) one-hour long sessions, plus 30 days of post-coaching program support via telephone and email with a PetExec coach.
- Payment of \$300.00 must be made prior to scheduling the first Golden Paws coaching session. PetExec coaches request you notify them at least 24 hours prior to a scheduled session to cancel or reschedule. If prior notification is not given or if sessions are continually rescheduled without the appropriate notification, session time will be forfeited.
- No system can be expected to accommodate every custom business setup. Training is specific to current feature offerings of the PetExec system.
- Payment is non-refundable, regardless of failure to begin or complete the training series.
- PetExec offers training in the PetExec system, coaching and guidelines, but it will not be held responsible for a company's failure to implement the training series' lessons or the lack of a company's success.

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