ADOPTION PARTNER BASICS

THINGS EVERY ADOPTION PARTNER NEEDS TO KNOW

Utilize Resources

- Adoption Partner Manual
- Local laws and Bylaws
- Meet regularly with your PetSmart Store Leader.
- Connect with your PetSmart Charities Adoption Grants Manager.

Record Adoptions

- Processing every adoption in store using AME is required.
- Ensure pet parent information and digital signatures are recorded in AME.
- Adoptions recorded in AME are used to calculate earned cash rewards.

Support the Journey

- Create a positive, welcoming adoption experience.
- Connect new pet parents with store associate to assure they get all the benefits of adopting including an Adoption Guide and Treats Rewards status.

Partner Benefits

- Earn cash rewards on in-store adoptions.
- Participation in National Adoption Weekends with nationwide promotion.
- Ready-to-use digital assets and marketing tools.
- Eligibility for adoption growth grants.

PREPARE FOR YOUR EVENT

Confirm Event:
Agree on date, time, setup expectations, and store-specific procedures with the Store Leader.

Ready Staff:
Confirm employees and volunteers understand the manual, complete required waivers, and know their roles.

Healthy Pets:
Confirm every pet is healthy and adoption-ready. Bring all required pet records, adoption paperwork, and kennel cards.

AME Preparation:
Ensure event personnel know how to enter and finalize adoptions in AME, handle payments, returns and escalation steps for handling issues.

WHEN SOMETHING FEELS OFF - PAUSE AND ASK BEFORE ACTING

The Store Leader is your first point of contact for policy questions, incidents or urgent concerns.

AVOID

- Bringing sick pets in store
- Unapproved signage/supplies
- Signing for an adopter

DO

- Report incidents within 24 hours
- Remove ill pets immediately
- Keep pet records current

NEED HELP? Email adoptions@petsmartcharities.org