AME ADMIN GUIDE

IMPORTANT THINGS TO KNOW AS THE AME ADMIN FOR YOUR ORGANIZATION

Only **Admins** can access the "Users" screen. Make sure staff and volunteers using AME know who your AME Admins are should they need help.

QUICK TIPS

- Bookmark the AME website and Resource Hub for quick reference.
- Enable Geolocation on your device and browser.
- Before doing adoptions at a new store, contact the Store Leader to be added to the store list in AME.
- Find receipts and contracts in Adoptions or Reports.
- Use paper forms from the Store Leader if AME is unavailable.
- AME Integration available with select Shelter Systems. Contact AME Support for more info.

PAYMENTS & BANKING

- Set-up electronic payments to collect adoption fees and donations to your organization (Allow 1-2 weeks for set-up).
- Adopters pay transaction fees.

MANAGING YOUR TEAM'S USER ACCESS

You can add a user by clicking on the Users Icon.

Adding a User

- Go to Invites section and select **Add new user**.
  - Enter user's name and email, select the appropriate role, then **Send Invite**.
  - Invites expire after 45 days.
- You can resend the AME Invite email **Reinvite User** or **Cancel Invite** using the 3-dot menu next to the user's name.

Changing a User's Role

- Use the 3-dot menu next to the user's name to change their role to **Admin** or **Staff**.

Removing a User

- Use the 3-dot menu next to the user's name to remove user.

! Remember to review and update your users regularly.

REPORTS: VIEWING AND TRACKING ADOPTIONS

You can find reporting using the Reports Icon.

- Use the **Adoptions by Pet** dropdown menu in the upper right corner to select a report type.

Reports

- All users can run reports; however, only Admins can download reports.
- To see adoptions started but still **In Process** run the **Ongoing Transactions Report.**

Report Filters

- **Adoption Start and End Date:** The system will only display one year at a time. Set the start date first.
- **Store ID: I**f you partner with multiple stores, use the location filter. Type store number, hit enter, verify and select **Apply**.
- **Adoption Validated:** Validated means Completed Adoptions in AME.

To Download a Report

Run report. Select **Download** to create an Excel file. When the report is ready, select **Open Now** and save it.