AME GENERAL OVERVIEW

Adoptions Made Easy

PREPARING FOR YOUR EVENT

What is AME

AME is a web-based system for managing pets and processing and tracking pet adoptions.

- Adoptions recorded in AME are used to calculate earned cash rewards.
- AME can be accessed at: https://ame.petloyalty.co
- Confirm all your stores are listed in AME

Set-up Users

- Create an Admin Account.
- Admin users are the primary points of contact for adding and removing users and setting up bank account information to collect adoption fees and donations.
- Create user accounts for each staff or volunteer member recording adoptions.

Pet & Banking Details

- Add and remove pets to inventory, edit details, include adoption fees.
- Set-up electronic payments option for Adoption Fees and donations to your organization. (Allow 1-2 weeks for set-up)

Staff Preparation

- Ensure staff and volunteers know their roles on event day.
- Understand how to enter and finalize adoptions in AME.
- Know the escalation steps for handling issues.
- Be ready to create a positive, welcoming customer experience.

PROCESSING ADOPTIONS IN AME

1 Process the Adoption

- On the "PETS" screen select Process Adoption.
- Review pet info and edit if needed.
- Confirm the adoption fee.
- Select payment method: digital, cash or outside processing.

2 Adopter Information

- Choose method for adopter to enter their information - QR Code, Email Link, or on a device.
- Smartphones and Tablets must be connected to a cellular network. Device location must be shared for AME to work.

3 Review Contract

Partner needs to confirm the adopter:

- Completed adoption form
- Signed the agreement
- Provided a valid email address
- Submitted payment

4 Complete the Adoption in AME

- Click on "Confirm Adoption" button as to complete adoption.
- Bring a device with access to cellular data. Smartphones or tablets are recommended.
- AME needs to locate your device in-store, and store Wifi will not always be available.

NEED HELP? Email AMEsupport@petsmartcharities.org