**Start of Shift Tasks**

* Clock In
* Notify supervisor of arrival
* Review Drivers Scheduler for daily tasks
* Review documents on job boards
* Identify lunch break time for the day

**End of Shift Tasks**

* Review & complete checklists. Turn in on supervisors’ desk
* Notify Supervisor of anything necessary
* Clock Out

**Pet Care Tasks**

* Clean and disinfect kennels as required
* Replace bedding if necessary
* Water top-up
* Food in accordance with schedule/special dietary requirements
* Potty break, walk on leash
* Administer necessary medication in accordance with schedule
* Lots of love and pats!!
* Take photos to be used in client ‘Pet Updates’ (please see Pet Update guidelines)
* Update kennel sheets after each pet care
* Pet Care for Dogs is 3X/Day – Cats are 1X/Day
* Laundry Complete
* Fill Freezer with Ice Buckets 0

**Pet Updates**

* Utilize existing email templates to provide update to customer. Make sure you’re not sending the same update over and over.
* Ensure that the correct pet update & photos are sent to the correct pet owners
* Take clear photo of pet, try to capture pets face & take photo outside of kennel when possible
* The standard is a minimum one pet update per day containing one ***clear***photo. If time permits for a second photo update, do so in an attempt to surprise and delight the client

**Cut Off Tasks**

* Review job board
* Confirm pet is the correct pet for travel by scanning microchip
* Review of documents (contact Ana/AJ/Mia if unsure of anything)
* Perform Pet Care prior to crating
* Prep crate with ice buckets and bedding (fly-dry for AU/NZ INT)
* Attach Live Animal stickers & Airline shipping labels
* Load pets in secured area inside of warehouse
* *For larger pets*: Load crate into van and secure safely. Bring leashed larger pet to the van and move into crate
* Secure crate with cable ties
* Transport pet to cargo facility for lodgment
* Seek assistance from cargo staff when removing pet from van if necessary
* Provide all necessary paperwork
* Check in with Supervisor upon arrival and post check-in

**Onsite Comfort-Stop Tasks**

* Report to cargo desk
* Fill out necessary invoice/paperwork
* Ascertain whether it is safe for pet to be removed from the crate
* Remove pet inside the van and put on the lead
* Clean the crate, remove soiled bedding, top-up water
* Walk the dog and allow enough time to use the bathroom
* Have invoice signed off and return pet to cargo
* Check in with Supervisor upon arrival and post check-in

**Comfort Stop**

* Report to cargo desk
* Check in with Supervisor upon arrival and before departing cargo
* Complete invoice and ongoing flight/cut off information on AWB
* Move crate to van and seek assistance from cargo staff if necessary
* Match crate AWB to AWB on invoice to ensure they match
* Ensure the pets picture is on top of the crate prior to leaving
* At Pet Express, unload pet(s) inside warehouse
* Proceed with Pet Care procedures (see Pet Care Tasks)
* Clean crate. Wash bedding (as necessary)
* Prep crate for return, ice in water bowls and zip ties

**Import Tasks**

* Prepare all required paperwork: clearance docs, terminal fee and clients contact information
* Monitor arrival time/Flight updates prior to going to cargo
* Confirm customs clearance before leaving for the airport. (Unless we are meeting client at cargo, then ETA by 9:30, even if no clearance issued yet)
* Arrive to cargo facility to collect the pet(s). Check in with airline
* Check in with Supervisor upon arrival and after collection is complete
* Pay and collect a receipt for the terminal fee (write Scooby number on receipt, return to supervisor)
* Either handover to client (clean crate – see onsite tasks) or bring back to Pet Express (see Pet Care Tasks)
* *Return for onforwarding flight or Delivery – (see booking sheet in Scooby for instructions & Onsite Comfort Stop Tasks as necessary)*

**Vans**

* At beginning of shift inspect van for cleanliness and condition
* Advise Pet Express Manager of any issues that need to be addressed in relation to cleanliness and condition
* Advise Pet Express Manager of any maintenance requirements and/or maintenance failures
* Use appropriate gas cards for the appropriate van
* At completion of shift, ensure that gas is not nearing empty and van is clean
* Report any damage that may have occurred during your shift

**Vet**

* Arrive at the Vet’s office/check in. ETA: 15 min prior to appointment
* Check in with Supervisor upon arrival and after appointment
* Ops will send docs/health certificate directly to the vet prior to appointment. If this has not been done upon your arrival to the vet, call SFO & request docs asap
* Assist the vet in any required ways during appointment
* Review documents/health certificate (check for signature/date and stamp) ***before leaving the vet.* Confirm with Supervisor once complete**

**USDA**

* Before leaving for USDA appt, check with Supervisor that all documents are ready
* Check in with Supervisor upon arrival to the USDA. ETA: 15 min prior to appointment
* *If using Dropbox, docs to be dropped off no later than 12:00pm. Confirm with Supervisor post d/o*
* If any problems arise, call Ana/AJ/Mia and advise specific problem and potential solutions that were given
* Don’t accept no for an answer, **ESCALATE**. Ask for Dr. Scheuer *(pronounced Shoy-er)*
* Review documents/health certificate (check for signature/date and endorsement stamps) ***before leaving USDA.* Confirm with Supervisor once complete**