

Handlr Handbook

A how to on making an account on Handlr, booking services, and more.



(207) 558-3218

karaspetservice@gmail.com

www.facebook.com/Karaspetservice

Table of Contents

I. Downloading Handlr.....	1
II. Making an account.....	2
III. Booking an appointment.....	7
IV. Frequently asked questions.....	11

I. Downloading Handlr

Handlr is available on the App (Apple iOS) store and Google Play.

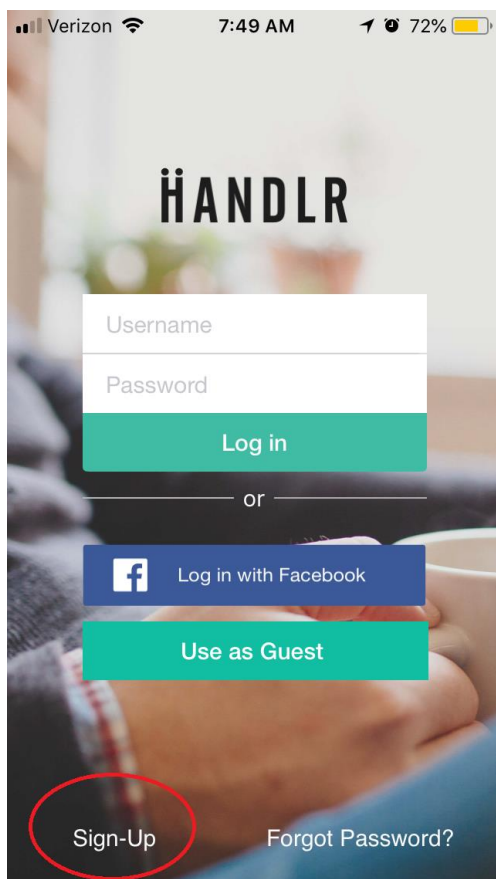
App Store Link: <https://itunes.apple.com/us/app/handlr/id982693806?mt=8>

Google Play Store Link: <https://play.google.com/store/apps/details?id=com.handlr&hl=en>

*If you search for it, make sure you don't download the Team Handlr app, that's for staff.

II. Making an account

Making an account is simple. Click on the Sign-Up button on the bottom left. You will need to have location services turned on to use Handlr.



Now you will fill out your information on the next few screens. Family and pet information can be added after you register.

Two screenshots of the Handlr app registration process. The left screenshot shows a registration form with fields for Email Address, Phone Number, and Password, and a 'Next' button. The right screenshot shows a form with fields for First name, Last name, Address, City, State, and Zipcode, and an 'Add Family & Pet Details' button. A keyboard is visible at the bottom of the right screenshot.

A screenshot of the 'ADD FAMILY & PETS' screen in the Handlr app. It shows a 'Family Information' section with fields for Name, Relation, Phone #, and Notes. There are also buttons for 'Add Picture', 'Add Family Member', and 'Add Pet'.

The final screen to complete registration is to add a credit or debit. Please note Handlr does not accept PayPal.

Verizon 5:54 PM 26%

Back ADD PAYMENT

Credit Card Debit Card

SCAN MY CARD

Card No.

Expiration Date MM/YY

CVV

COMPLETE MY REGISTRATION

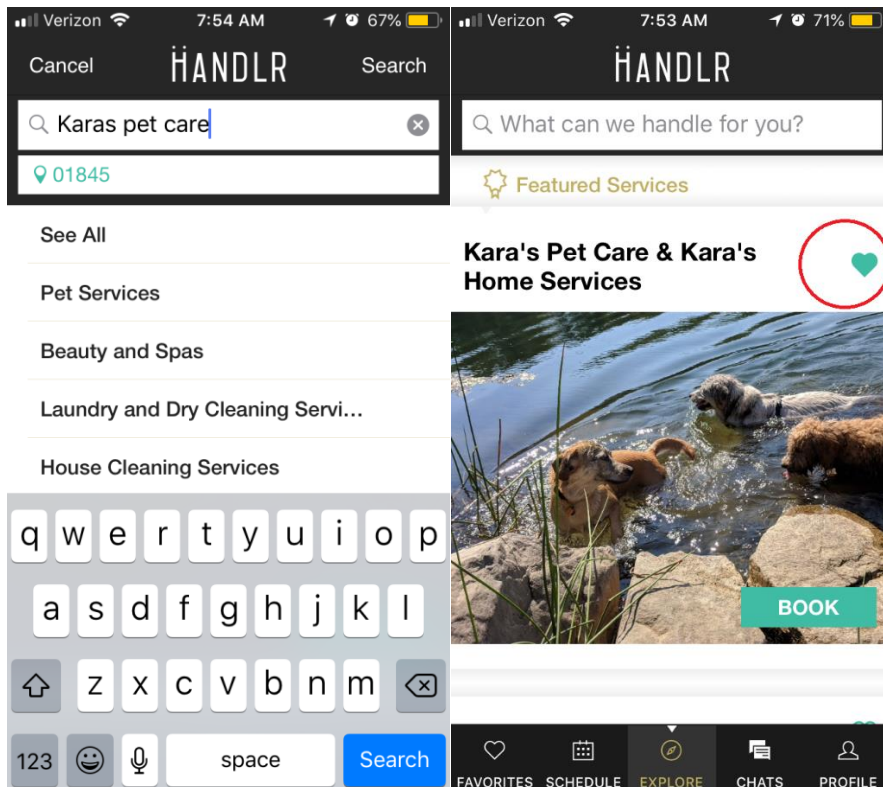
***The account won't be made until all steps are completed. If you are getting the "Please enter a valid username" error, try to sign up again and go through all the screens until you press "Complete my Registration".**

If you need to have other arrangements for payment, please contact us to set this up.

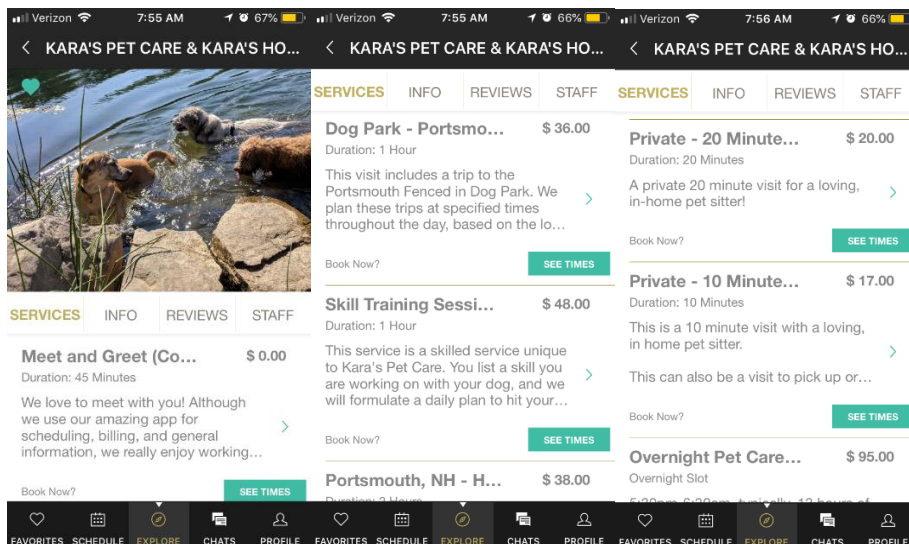
III. Booking an appointment with Kara's Pet Care/Kara's Home Services

Once you have completed registration, you can start booking.

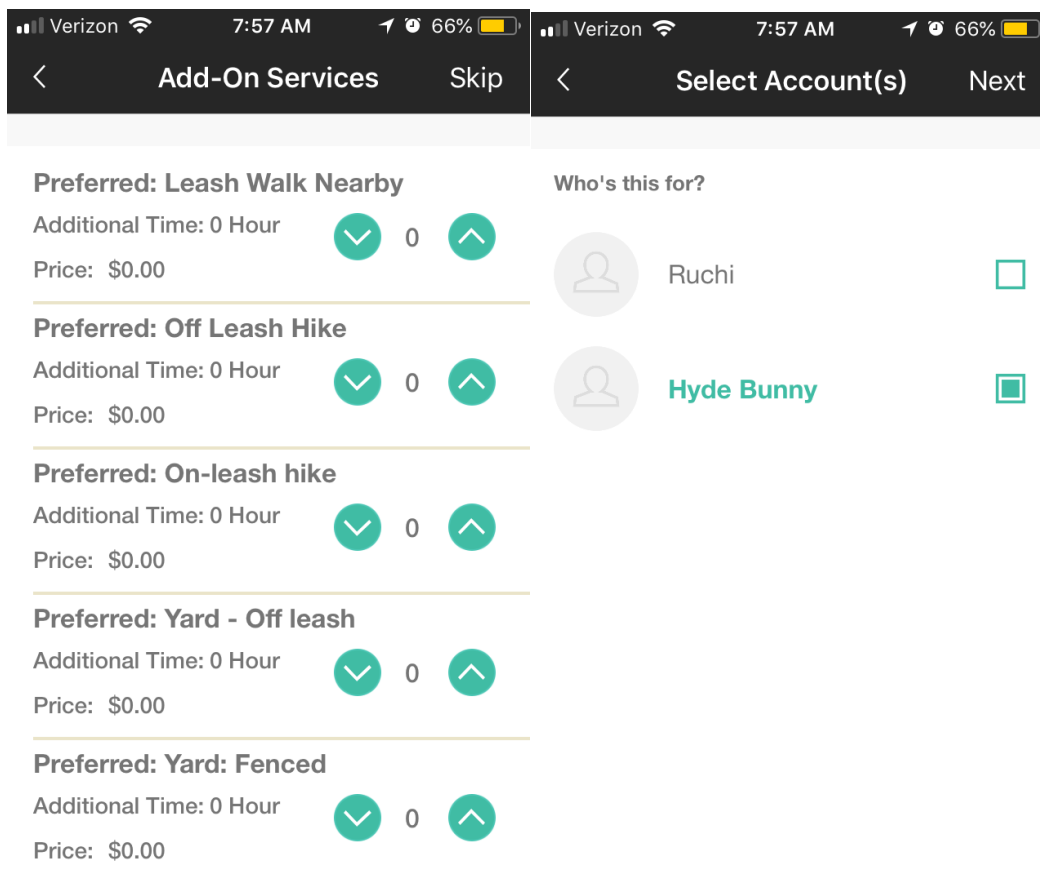
First find Kara's Pet Care/Kara's Home Services and press the heart when you find the business:

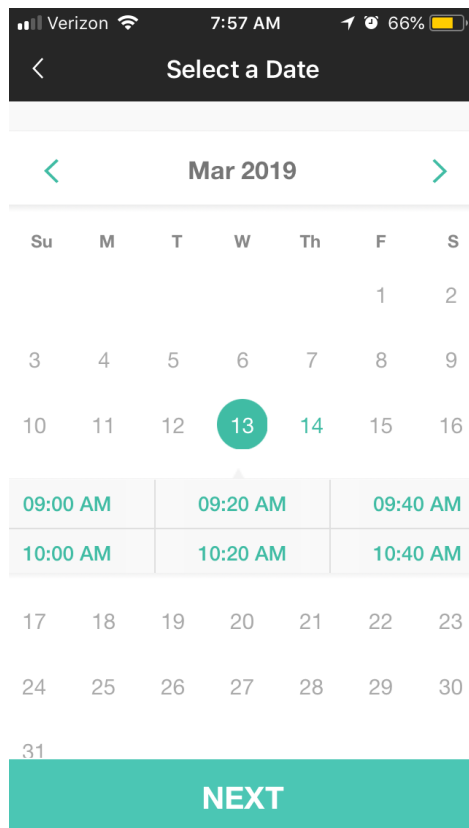


Then press the book button and our menu of services will appear:



Once you select a service, you can add any add ons and indicate who the service is for:





Verizon

7:58 AM

66%

Select a Date

						1	2
3	4	5	6	7	8	9	
10	11	12	13	14	15	16	
17	18	19	20	21	22	23	
24	25	26	27	28	29	30	
31							

Not seeing the date and time you need?

Request an appointment [here](#).

1

Mar 13 | 10:40 AM |
Not Recurring

⊗

NEXT

Review your appointment details and press confirm booking.

Appointment Details

Service
Phone Consultation \$0.00

Customer(s) [Edit](#)
Hyde Bunny

Confirmed Appointment

Date	Time	Recurring
Mar 13	10:40 AM	None

Location [Edit](#)
[Redacted] MA, 01845

[READ BUSINESS TERMS & AGREEMENT](#)

CONFIRM BOOKING

Your booking is confirmed!
We look forward to handling this for you.

Kara's Pet Care & Kara's Home Services
Phone Consultation
Mar 13 10:40am **confirmed**
Not Recurring

[View Your Schedule](#) [Book More Appointments](#)

Once you see the “Your Booking is Confirmed” screen you are all set.

For requested appointments, we will need to review them first.

Frequently Asked Questions:

1. Why am I getting a “Please enter a valid username” message when I already signed up?

This message usually pops up if you did not go through all the screens when signing up and pressed the “Complete My Registration” button when at the payment screen. Try signing up again. You could also be entering in the wrong email address.

2. I was already in your old database. Do I have to enter all my pet’s information again?

We cannot import data from our old database unfortunately. If you would like us to copy your pet information in from the old database, please let us know and we would be happy to do so. Also, please note there is a place to enter your access information too.

3. Why can’t I sign up for my usual appointment time?

We most likely can still accommodate you for your usual appointment time. You can choose the closest appointment time with a note saying your ideal time, or you can request an appointment. Please note as we must manually approve requests, if your appointment is less than 24 hours away, please book the closest appointment time and put a note or let us know you would like your ideal time.

4. Do I have to use a credit/debit card for Handlr?

Handlr only accepts credit or debit cards, but if you would like to pay with a check or cash please let us know!

5. Did your prices increase?

The cost of a few of our group services went DOWN by 3-4 dollars and the cost of our private walks went up. In Scout, we spent easily 2-4 hours every morning matching up the best dogs on play dates to their favorite places, to the best of our ability. This option allows YOU the client to choose the group your pup would like to join and the best activity for them. By selecting recurring group bookings, your pup can join adventures with their favorite friends, and you can set it to recurr weekly.

****In the summer, we will be opening up some awesome adventures, such as a hiking trip to the mountains or an afternoon at the beach!****

Keep an eye out for these awesome adventures.

We thought group bookings should have more time and less hassle on both ends! Now, you can select the exact activity appropriate for your pup (such as the fenced in Portsmouth dog park or an off leash walk at the location closest to your house), and your pups dog-friendly friends in those same locations are able to be grouped together with other clients requesting the same service. This saves both time and

cost to the staff/pet owners, so we passed that along.

Truly private walks and hikes have increased in cost, due to the time and dedication of one staff member with one household of pets. Please book the private walks separately, and the group walks as you've been scheduling them.

The booking process has changed a little, but the awesome time your pup will have with us sure hasn't!

6. Can I book recurring appointments?

Yes! Handlr will prompt you to make a service recurring.

7. I would like to schedule a different kind of service... How do I book it?

For unique services, you can schedule them by choosing "private" and the amount of time you will need for the task. This will ensure that we will do whatever you need within that time frame.

This can be used for grooming transports, trips to a special location (dropping them off at your office, or their grandparents house), wedding bookings, etc.

We are here to help you with whatever you need. Please feel free to call, text, email, or Facebook message us!

Kindly,

Kara and Staff

(207) 558-3218

karaspetservice@gmail.com

www.facebook.com/Karaspetservice