Shelter Pro Portal Order Form

1) Contact information

Organization Name	
Street Address	
City, State and Zip	
Phone (include area code)	
Contact person	
Email Address	

2) Annual Pricing schedule – see next page for option descriptions

Your person database record count **	Select	Options		
		Non transactional	Transactional without online payments	Transactional with online payments
	↓ ←	☐	☐	☐
1 to 10000	☐	$500	$1,000	$1,300
10001 to 20000	☐	$1,000	$2,000	$2,600
20001 to 30000	☐	$1,500	$3,000	$3,900
30001 to 40000	☐	$2,000	$4,000	$5,200
40001 to 50000	☐	$2,500	$5,000	$6,500
50001 to 60000	☐	$3,000	$6,000	$7,800
60001 to 70000	☐	$3,500	$7,000	$9,100
70001 to 80000	☐	$4,000	$8,000	$10,400
80001 to 90000	☐	$4,500	$9,000	$11,700
90001 to 100000	☐	$5,000	$10,000	$13,000
100001 to 110000	☐	$5,500	$11,000	$14,300
110001 to 120000	☐	$6,000	$12,000	$15,600
120001 to 130000	☐	$6,500	$13,000	$16,900
130001 to 140000	☐	$7,000	$14,000	$18,200
140001 to 150000	☐	$7,500	$15,000	$19,500
150001 to 160000	☐	$8,000	$16,000	$20,800
160001 to 170000	☐	$8,500	$17,000	$22,100

** This is the count of person records on your Shelter Pro database. This count will typically be far less than your service area's general population count as each person record will usually be a known pet owner or a citizen who has interacted with Animal Services at some point in time.

3) Total purchase

Grand total	$

4) Select payment method

☐ **Check enclosed** (please make check payable to RoseRush Services, LLC)
☐ ***Credit Card** (add 3% to grand total for this option)
☐ **Bill me** (note that Shelter Pro will be in a demo mode until payment is confirmed)

(continued on the next page)

Check out our website at www.ShelterPro.com

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The options

	Functional options to fit your needs			
Major functions	Non transactional	Transactional without online payments *	Transactional with online payments *	Notes
Stand-alone website	x	x	x	Includes personalized domain name.
Customizable self-publishing	x	x	x	No need for a 'webmaster' to maintain your site content.
"My Frame" option	x	x	x	For integration within an existing website.
Adoptable Pet Search	x	x	x	Public search for adoptable pets at your facility.
Lost / Stray Pet Search	x	x	x	Public search for a lost pet at your facility.
"My account" access for citizens		x	x	Citizens with real-time, secured access to your Shelter Pro database.
Add a Pet / Update a Pet		x	x	With upload of pet photos. Self-maintain owned pet profiles.
Remove a Pet option		x	x	Optional - for "no longer own" and "deceased" pet updates.
Lost Pet notifications / monitoring		x (4)	x	Self-create lost report. Email notifications to owner.
Online licensing purchases			x	New/renew and pay online. Email notifications upon upcoming renewals.
Rabies certificate uploads			x	Optional feature to upload a rabies certificate for review/approval.
Online license certificates			x	Owner can print their own license certificates.
Online Citation Payments			x	Citizens can pay their citation fees online.
Online Donation Payments			x (4)	Citizens can make donations online (2).
Streamlined payment processing			x	No-fee payment processing with streamlined setup (1).

1) No-fee payment processing with streamlined setup

When using Shelter Pro's designated merchant processor, there are no separate account or fund transfer fees required. There may or may not be fees charged by customer's chosen financial institution for processing incoming ACH funding. If these fees exist, they are paid by customer. The service offering does not include integration with a customer's chosen merchant processor. It's important to realize that integrating with merchant processing firms is a time consuming and costly process which adds inherent inefficiency and would likely have a negative effect on overall service value. The integration with Shelter Pro's designated merchant processor offers a highly streamlined setup. It's ready to go and has zero hard dollar cost.

When a citizen completes an online transaction, a payment record will be posted to the Shelter Pro database. The payment method will be marked as "Portal" and will not be modifiable within your Shelter Pro Software so that an appropriate audit trail is preserved. The payment will be applied against the citizen's outstanding charge balances using processing that is identical to the posting process utilized in Shelter Pro. After processing is complete for a day, within 3 business days funding will be delivered via a single ACH transfer of the aggregated payment amounts received. This transfer will be made to the customer's designated account. Only one account will be allowed for receiving funding. With each ACH transfer, a "deposit" record will be created on the Shelter Pro database. The Shelter Pro payment transactions that are being funded with the ACH transfer will be attached to this deposit record so that they are notated as 'deposited', and can be reconciled with the daily processing activity.

For citizens who make online purchases, a calculated convenience fee will be added to each payment to cover the cost of card processing and make online transactions "no fee" to customer. During payment processing, citizens are notified of the added convenience fee that will be charged and will be required to indicate that they accept the fee. Citizens may avoid the additional fee by mailing payment directly to animal services.

If a citizen wishes to receive a refund of a payment that was made to animal services, they will need to contact animal services directly to have any refund paid. Animal services should only refund the net amount which was received from the transaction and should not refund any convenience fee amount that was charged. During online payment processing, convenience fees are clearly indicated to be non-refundable. In the event that a transaction is initially accepted and then later rejected, the payment transaction on Shelter Pro will be automatically reversed leaving the citizen's account with a balance due. Further responsibility of correcting the account, or collecting any balance owed becomes customer's responsibility.

2) Citizens can make donations online

Processing fees are taken from the donor's donation amount. In other words, no convenience fees are automatically added to the specified donation amount.

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3) Other terms

While we expect citizen support needs for the website to be minimal, the 'customer service' aspects of handling website related calls are customer's responsibility. Shelter Pro Software provides no customer support infrastructure for your citizens, and customers must not direct citizens to call Shelter Pro Software for any reason. The nature of the business relationship is between customer and Shelter Pro Software. Failure to adhere to this may lead to considerable extra fees and could result in service termination. Shelter Pro customers do not have access to citizen login credentials, including passwords. For security and privacy reasons, these are kept confidential and not shared with anyone at any time. Shelter Pro Software accepts no responsibility for customer or citizen data accuracy or quality. We simply provide the Shelter Pro Portal service as so that citizens may interact directly with animal services via the web. Any data cleansing issues that may arise are customer's responsibility. With online licensing, customer is still responsible for final fulfillment. This means reviewing/approving any required forms, assigning a tag id for a new, renewing, or replacement license, and any necessary mailings to the owner. Note that there are still considerable time/cost efficiencies gained as data recording is significantly reduced. There will not be envelopes to open and process, and payment processing will not be required during fulfillment. You will be able to quickly retrieve and update 'pending' license records using your Shelter Pro Software to perform these final fulfillment services. Any expenses incurred for requested support outside of normal day to day system maintenance are not included in any fees charged or collected for Shelter Pro Portal, and will be billed as extra on a time and materials basis. This would include, but is not limited to, audit research and support, citizen transactional research and support, any pretty much anything else that is beyond providing the basic delivery processes provided by Shelter Pro Portal.

4) These are future / planned functional items which are currently not available.

Sign and date

Signature _____ **Date** _____

Send order

Please make checks payable to **RoseRush Services LLC**.
Purchase orders are accepted. Mail or fax order to:
RoseRush Services LLC
P.O. Box 2006
Buena Vista, CO 81211
Phone (800) 533-8599   **Fax (936) 622-6813**
Prices are subject to change without notice.

Thank you for your order!