

Shelter Pro Portal Order Form

Customer information

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

Annual Pricing schedule – see next page for option descriptions

		Options		
Your person database record count **	Select	Non transactional	Transactional without online payments	Transactional with online payments
		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 to 10000	<input type="checkbox"/>	\$500	\$1,000	\$1,300
10001 to 20000	<input type="checkbox"/>	\$1,000	\$2,000	\$2,600
20001 to 30000	<input type="checkbox"/>	\$1,500	\$3,000	\$3,900
30001 to 40000	<input type="checkbox"/>	\$2,000	\$4,000	\$5,200
40001 to 50000	<input type="checkbox"/>	\$2,500	\$5,000	\$6,500
50001 to 60000	<input type="checkbox"/>	\$3,000	\$6,000	\$7,800
60001 to 70000	<input type="checkbox"/>	\$3,500	\$7,000	\$9,100
70001 to 80000	<input type="checkbox"/>	\$4,000	\$8,000	\$10,400
80001 to 90000	<input type="checkbox"/>	\$4,500	\$9,000	\$11,700
90001 to 100000	<input type="checkbox"/>	\$5,000	\$10,000	\$13,000

** 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.

Total purchase

Grand total	\$
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Select payment method

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

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Functional options

Functional options to fit your needs			
Major functions	Non transactional	Transactional without online payments	Transactional with online payments (1)
Stand-alone website	x	x	x
Customizable self-publishing	x	x	x
"My Frame" option	x	x	x
Adoptable Pet Search	x	x	x
Lost / Stray Pet Search	x	x	x
Online citizen accounts		x	x
Add a Pet / Update a Pet		x	x
Remove a pet option		x	x
Lost pet reporting		x	x
Vet Import		x	x
ID Lookup		x	x
Online licensing purchases			x
Rabies certificate uploads			x
Online license certificates			x
Online Citation Payments			x
Online Donation Payments			x
Streamlined payment processing			x

(1) Merchant processing with the 'transactional with online payments' model

1A - Daily card processing is automatically built-in to Shelter Pro Portal. The merchant processing of card transactions is provided by a designated merchant processing company chosen by Shelter Pro Software. The service offering does not include integration with individual customer's chosen merchant processor.

It's important to realize that integrating with individual 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 it's zero hard dollar cost. And in the end, you receive the exact same amount of funding that would occur if we were to integrate with your chosen merchant processor.

1B - 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.

1C - 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 currently utilized in Shelter Pro when a payment is manually posted.

1D - 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.

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1E - 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. Using the portal is not a requirement - citizens may avoid the fee completing their transaction directly with animal services.

1F- 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.

1G – For online donations – convenience fees are taken from the donor's donation amount. In other words, no convenience fees are automatically added to the specified donation amount by the donor.

(2) Other items relating to Shelter Pro Portal

2A - 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 customer must not direct citizens to contact Shelter Pro Software for any reason. The nature of the business relationship is between customer and Shelter Pro Software.

2B - 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.

2C - Shelter Pro Software accepts no responsibility for customer or citizen data accuracy or quality. We simply provide the Shelter Pro Portal service so that citizens may interact directly with animal services via the web. Any needed data corrections that may arise are customer's responsibility.

2D - With online licensing, customer is still responsible for final fulfillment. This includes 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.

Sign and date

Signature _____ Date _____

Send order

Please make checks payable to **RoseRush Services LLC**.
Purchase orders are accepted. Completed form can be emailed to:

info@shelterpro.com

Or mailed to:
RoseRush Services LLC
P.O. Box 2006
Buena Vista, CO 81211
Phone (800) 533-8599

Thank you for your order!

Prices are subject to change without notice.

Check out our website at www.ShelterPro.com