

# PROCESS AN ADOPTION

WITH **SHELTERPAY**

by Shelterluv

## HOW IT WORKS

- 1 Receive Application**

Adopter applies via your website, or scans the QR code at your location and completes on their phone or your provided device.
- 2 Review, Counsel & Create**

Adoption Counselor reviews application, counsels adopter, and creates person record directly in Shelterluv.
- 3 Begin Adoption**

Adoption Counselor begins the adoption process in Shelterluv.
- 4 Start Payment**

Once at the payment method screen, select Pay with Shelterpay.
- 5 Complete Outcome Form**

Complete the configured fields, like Cash Drawer and the Adoption Outcome form.
- 6 Complete Checkout**

Text the link to your adopter, or complete on your provided device like a tablet using the 'Customer has no phone' option.
- 7 Complete Tasks**

While the adopter is completing their checkout, the adoption counselor can be getting the pet ready to go home, beginning another adoption conversation, etc. This is new time to be able to complete tasks!
- 8 Complete Transaction**

Shelterluv will notify via a green pop up in the top right hand corner of the screen when the checkout has been completed so the counselor can complete the transaction and print or email the adoption documents.

