

PetLinx 7 Feature Summary

PetLinx is available in three different editions; Desktop, Cloud Standard, and Cloud Multi-Location. For the edition selected you can choose any number of business modules (grooming, boarding, and daycare) and add-on modules. Please consult the following list for an understanding of the edition and module features.

Which edition to choose?

Usage Scenarios	Desktop	Cloud Standard	Cloud Multi-Location
Windows (version 7 onwards)	✓	✓	✓
Mac	Yes, with windows emulation such as Parallels	✓	✓
iPad	No	✓	✓
Android Tablets	No	✓	✓
iPhone/Android Phones	No, use Mobile App	No, use Mobile App	No, use Mobile App
Installation type	Installed on computer	None, accessed over internet via desktop shortcut or web browser	None, accessed over internet via desktop shortcut or web browser
Number of computers/devices supported	1+ (additional computers must be on same local network)	1+	2+
Number of business locations/entities supported	1	1	2+
Internet required	To send email & SMS, download updates, sync online portal & mobile app	Yes, at least 20mbps download speed required	Yes, at least 20mbps download speed required
Payment options	Monthly or annual subscription	Monthly or annual subscription	Monthly or annual subscription
Unlimited support, minor updates, major upgrades	✓	✓	✓
Backups	Includes backup utility and AutoBackup feature (backs up while you work)	Full backup twice daily	Full backup twice daily

General Features

These features are included in the base product irrespective of business modules chosen.

General and International Options	Desktop	Cloud Standard	Cloud Multi-Location
Your business address and contact details	✓	✓	✓
International address formatting	✓	✓	✓
International currency support	✓	✓	✓
Use in English, French, German or Dutch	✓	✓	✓
12 hour or 24 hour clock	✓	✓	✓
Define up to two tax rates for services, products, and boarding	✓	✓	✓
Send emails via your email provider's server	✓	✓	✓
Send SMS (requires separate purchase of credits)	✓	✓	✓

Customers	Desktop	Cloud Standard	Cloud Multi-Location
Address and contact details	✓	✓	✓
Send quick email	✓	✓	✓
Send quick SMS	✓	✓	✓
Preferred contact method, referred by, current account balance	✓	✓	✓
Status (VIP, alert, inactive)	✓	✓	✓
Customizable attributes (e.g. refuse new bookings, no shows)	✓	✓	✓
Documents and Files	✓	✓	✓
Customer notes	✓	✓	✓

Pets	Desktop	Cloud Standard	Cloud Multi-Location
Type, breed, sex, color, birth date, size, weight, temperament, vet, registration #, microchip #	✓	✓	✓
Photos	✓	✓	✓
Vaccination records (including attaching certificates)	✓	✓	✓
Status (alert, inactive, deceased)	✓	✓	✓
Customizable attributes (e.g. barks, bites, old, arthritis, escapes)	✓	✓	✓
Pet notes	✓	✓	✓
Transfer to a new owner	✓	✓	✓

Employees	Desktop	Cloud Standard	Cloud Multi-Location
Contact details, date started and left, commission %	✓	✓	✓
Individual logins for system access	Yes, when subscribed for 2+ computers	✓	✓
Security group permissions for various system functions	Yes, when subscribed for 2+ computers	✓	✓
Personalize screen colors and system operations	✓	✓	✓
Change system appearance using a "skin"	✓	✓	✓

Retail Products	Desktop	Cloud Standard	Cloud Multi-Location
Description, category, cost, retail, category, vendor, barcode	✓	✓	✓
Product notes	✓	✓	✓
Inventory - on hand, number sold, minimum and maximum amounts	✓	✓	✓

Business Contacts	Desktop	Cloud Standard	Cloud Multi-Location
Address and contact details	✓	✓	✓
Contact notes	✓	✓	✓

Invoicing and POS	Desktop	Cloud Standard	Cloud Multi-Location
Create invoices, payments, quotes	✓	✓	✓
Specify invoice numbering system	✓	✓	✓
Include multiple bookings in an invoice	✓	✓	✓
Include product sales in an invoice	✓	✓	✓
Add products using barcode scanner	✓	✓	✓
Include customer's outstanding balance in an invoice	✓	✓	✓
Tips	✓	✓	✓
Multiple payment methods	✓	✓	✓
Split payments	✓	✓	✓
Automatic change calculation	✓	✓	✓
Payment processing via TSYS, with Genius device or secure web portal (USA only)	✓	Web portal only	Web portal only
Add custom messages	✓	✓	✓
Open cash drawer on completion	✓	Connected to receipt printer only	Connected to receipt printer only
Include logo and customize invoice appearance	✓	✓	✓
Preview or print a copy at A4/letter size or receipt printer size	✓	✓	✓
Email to customer with custom email subject and content	✓	✓	✓

Reports and Exports	Desktop	Cloud Standard	Cloud Multi-Location
Over 70 reports and charts	✓	✓	✓
Report fields, layout and appearance are fully customizable	✓	✓	✓
Reports previewed, printed, exported to PDF	✓	✓	✓
Filter and export data to Excel, CSV, or Text	✓	✓	✓
QuickBooks export (iif file format)	✓	✓	✓

Mailouts and Messages	Desktop	Cloud Standard	Cloud Multi-Location
Create custom email and SMS message templates using built in editors	✓	✓	✓
Insert database field placeholders for customer specific content	✓	✓	✓
Send mailouts via email, SMS, print, or generate labels	✓	✓	✓
Mass customer mailouts	✓	✓	✓
Mass pet mailouts	✓	✓	✓
Pet birthday celebration mailouts	✓	✓	✓
Expiring vaccination reminders	✓	✓	✓
Booking reminders	✓	✓	✓

Grooming Features

These features are included when the Grooming business module is used.

Grooming	Desktop	Cloud Standard	Cloud Multi-Location
Define business work days and hours	✓	✓	✓
Define groomers work days, hours, lunch break, maximum pets to groom, commission %	✓	✓	✓
Schedule one-off times when groomer is unavailable	✓	✓	✓
View schedule by day, week, working week, or month	✓	✓	✓
Quick search for customer or pet via name, address or phone when making booking	✓	✓	✓
Be alerted to customer, pet, or grooming warnings or expired vaccinations	✓	✓	✓

Detailed groom style records - clip styles and lengths, skin/coat condition, shampoo and conditioner used	✓	✓	✓
Customizable tick list of grooming attributes (e.g. cut nails and dew claws, do anal glands)	✓	✓	✓
Specify multiple services per booking	✓	✓	✓
Create bookings that recur every X days, weeks or months, or a given day of each month	✓	✓	✓
Enter booking notes and overall day's notes	✓	✓	✓
Send automatic booking confirmations and reminders via email or SMS	✓	✓	✓
Send SMS when groom completed	✓	✓	✓
Drag and drop to create booking and change date, time, or groomer	✓	✓	✓
Track statuses - checked in, checked out, cancelled, no show	✓	✓	✓
Print booking list, groomers worksheet, grooming history reports	✓	✓	✓
Quick invoicing from scheduling calendar	✓	✓	✓
Rebook booking function	✓	✓	✓

Boarding Features

These features are included when the Boarding business module is used.

Boarding	Desktop	Cloud Standard	Cloud Multi-Location
Define run types and runs operated at facility	✓	✓	✓
Charge by day, night, or hourly, using the pet size or run type	✓	✓	✓
Specify standard rates, and vary rates by season, booking length, or number of pets sharing	✓	✓	✓
Charges on first and last day adjust based on check in/out and times	✓	✓	✓
View schedule over a weekly timeline or by those arriving, departing, or staying on a given day	✓	✓	✓
Quick search for customer or pet via name, address or phone when making booking	✓	✓	✓
Be alerted to customer or pet warnings or expired vaccinations	✓	✓	✓
Change runs on each day of the booking if needed to maximize available space	✓	✓	✓
Enter detailed activity, feeding, and medication records	✓	✓	✓
Accept deposits for part payment of bookings	✓	✓	✓
Enter booking notes and overall day's notes	✓	✓	✓
Drag and drop to create booking and change date or run	✓	✓	✓
Send automatic booking confirmations and reminders via email or SMS	✓	✓	✓
Track statuses - checked in, checked out, cancelled, no show	✓	✓	✓
Print run card, booking diary, daily summary, service schedule reports	✓	✓	✓
Run reports and charts showing occupancy levels, booking counts, and projected income	✓	✓	✓
Quick invoicing from scheduling calendar	✓	✓	✓
Rebook booking function	✓	✓	✓

Daycare Features

These features are included when the Daycare business module is used.

Daycare	Desktop	Cloud Standard	Cloud Multi-Location
Define business work days and hours	✓	✓	✓
Define daycare groups/rooms used at facility and maximum pets permitted	✓	✓	✓
Charge for full day, half day, or hourly sessions	✓	✓	✓
Specify standard rates and vary rates by number of pets in a booking	✓	✓	✓
View schedule by day or working week	✓	✓	✓
Quick search for customer or pet via name, address or phone when making booking	✓	✓	✓
Be alerted to customer or pet warnings or expired vaccinations	✓	✓	✓
Enter detailed activity, feeding, and medication records	✓	✓	✓
Create bookings that recur on given days of the week	✓	✓	✓
Enter booking notes and overall day's notes	✓	✓	✓
Drag and drop to create booking and change date or daycare group	✓	✓	✓
Send automatic booking confirmations and reminders via email or SMS	✓	✓	✓
Track statuses - checked in, checked out, cancelled, no show	✓	✓	✓
Print booking list and service schedule reports	✓	✓	✓
Define prepaid credit packages for a given number of visits or length of time	✓	✓	✓
Be alerted to customers running low on credits or that have expired	✓	✓	✓
Adjust remaining credits or change credit expiry date if required	✓	✓	✓
Quick invoicing from scheduling calendar	✓	✓	✓
Rebook booking function	✓	✓	✓

BookMy.Pet Online Portal Features

These features are included when the BookMy.Pet Online Portal add-on module is used.

Online Portal	Desktop	Cloud Standard	Cloud Multi-Location
Secure, mobile friendly website branded with your business information and logo	✓	✓	✓
Shows your working days and hours, services, and terms and conditions	✓	✓	✓
Existing and new customers maintain their personal details and add or change pet details	✓	✓	✓
Customers can upload vaccination certificates	✓	✓	✓
Customers request new grooming, boarding, or daycare bookings	✓	✓	✓
Review requested bookings and accept or decline with instant email or SMS notifications	✓	✓	✓

PetLinx Mobile App

The Mobile App is included free with all PetLinx subscriptions and can be installed on unlimited devices.

Collar Printing	Desktop	Cloud Standard	Cloud Multi-Location
Use on iPhone/iPad/Android	✓	✓	✓
View, edit, and add customers	✓	✓	✓
View, edit, and add pets	✓	✓	✓
View Grooming calendar, view, edit, and add bookings and groomer unavailable times	✓	✓	✓
View Boarding calendar, view, edit, and add bookings	Coming soon!	Coming soon!	Coming soon!
View Daycare calendar, view, edit, and add bookings	Coming soon!	Coming soon!	Coming soon!