PET STORE PRO

Manager
Quick Re-Start Guide

PET STORE PRO

Steps to Re-Start Using the New Pet Store Pro

Overview of Pet Store Pro Enhancements

Pet Store Pro is a professionally designed employee and manager development program targeted specifically to independent pet retail employees. It's complete, detailed, easy to deliver — and it's FREE.

The purpose of this Quick Re-Start Guide is to help store owners and managers transition from the original Pet Store Pro user interface to the new one.

The new Pet Store Pro includes enhancements that improve ease of use and save time. Here is a list of major updates.

- A modernized and improved look and feel.
- Find courses that include the topics you need by using the search function.
- Delegate more training tasks to employees and free-up some of your time.
- Monitor employee course assignments and completions on the My Teams dashboard.
- Keep your employee list up to date on the Manage Users screen.
- Receive fewer and more relevant emails. If you turned off Pet Store Pro emails in the past, you should start receiving them again. Most of the emails we send require you to take an action, such as approve a new store employee or reset your password.
- View answers to Frequently Asked Questions (FAQs) on the new Pet Store Pro web site.

Step 1: Review List of Team Members

The first step in transitioning to the new Pet Store Pro is to log in and look at the My Team dashboard. All of your employees' training records, including your own, are accessible from this dashboard.

1. Go to https://www.petstorepro.com/ and press **Login**.
2. Enter your User ID and password. Your User ID is usually your email address. Your password is the same as it was before. If you forgot your password, you can reset it by using the Forgot Password link.
3. Press the **three bars** in the upper left corner and choose **My Team**.
4. View the list of store employees and determine if it is complete and up-to-date.

Status	User ↑	Location	Position	Plan Progress	Action
●	A, Sophie sophiea@bluestreakpetstore.com	BlueStreak Pet Store	Employee PETSTOREPRO Position Group	100%	
●	Bryant, LaDena ladenab@bluestreakpetstore.com	BlueStreak Pet Store	Employee PETSTOREPRO Position Group	100%	
●	Diaz, Betty	BlueStreak Pet Store	Employee	70%	

Step 2: Update Your Team List

If your employee list is **not** up to date, you can now deactivate and reactivate employees yourself. To manage your employee list:

1. Press the **three bars** in the upper left corner and choose **Manage Users**.
2. If you need to deactivate an employee who **no** longer works at your store, press the "no" symbol (a circle with a diagonal line).
3. If you need to re-activate an employee, check the "Show Inactive" field at the top of the screen, then press the flag icon for that employee.
4. Employees can edit their own accounts and passwords, but you can also perform those functions for them from the **Manage Users** screen.

To see inactive employees, check **Show Inactive**.

Deactivate ("no") button

Reactivate (flag) button.

Step 3: Register & Approve New Employee Accounts

Employee Registration

If you have a newer employee who has **not** yet signed-up for Pet Store Pro, the employee will need to request an account in your store. Ask your employees to follow these four steps:

1. Go to https://www.petstorepro.com/.
2. Press **Employees** at the top of the page, then **Employee Sign Up**.
3. On the Employee Registration page, choose your store.*
4. Fill in the rest of the required fields on the Employee Registration page, and press **Submit**.

Information about You
The following information will be used to generate your student account in this learning portal.

* First Name :

* Last Name :

* Store : * Not currently employed by a store (, ,)

Phone :
Ex:425-555-0123

* Email Address :

If your store account on the Employee Registration page requires changes, send an email that explains the changes you need to support@petstorepro.com.

Approving an Employee Account

When an employee signs up for an account in your store, you need to approve that request. This process ensures that your employee list includes only people who work at your store. To approve an employee's request:

1. Press this link, and log in.
2. Press the **three bars** in the upper left corner, then **My Team**.
3. Near the top of the My Team screen, press the **Approvals** tab.
4. You should see a list of employees who requested to join your store account.
5. To accept an employee, press the **checkmark**. If you don't recognize the requestor, you can decline their request by pressing the **X**.
6. Once you approve an account, that employee should be able to log in and use Pet Store Pro.

Step 4: Find Courses

Pet Store Pro has over 30 pet store–focused courses available. In the new Pet Store Pro, there are two options for finding courses.

- Curriculum Maps
- Course Search

Curriculum Maps

As a Pet Store Pro user, you are probably already familiar with the Pet Store Pro Employee and Manager Curriculum Maps. These maps provide a suggested sequence for assigning the courses and remain unchanged. To view the maps, press the **three bars** in the upper left corner and then choose **Curriculum Map.**

A new Pet Store Pro feature is that once you are logged in, you and your employees can enroll in courses by pressing a course title on the map.
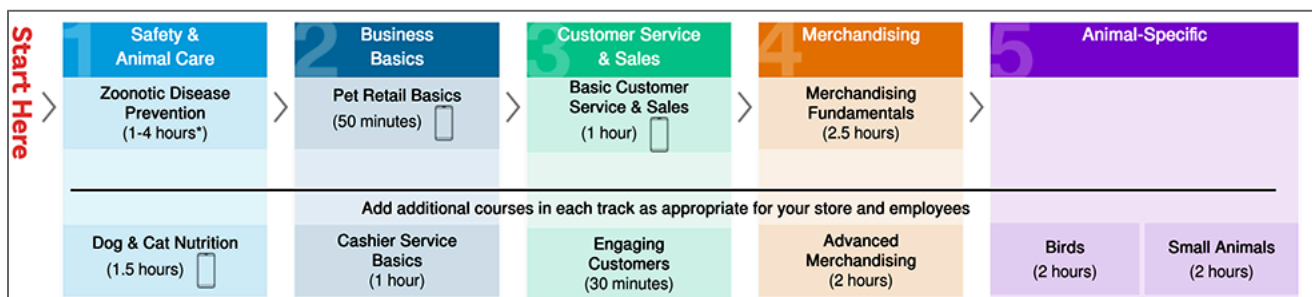
Course Search

If you need to find a course about a specific topic, the course descriptions are now searchable.

1. Make sure you are logged into Pet Store Pro.
2. Press the **three bars** in the upper left corner, then choose **Course Search**. Type the topic you desire, then press Enter. You should see course titles that include that topic.
3. You can also use the blue **Filter** button on the right to view courses by role or topic category.
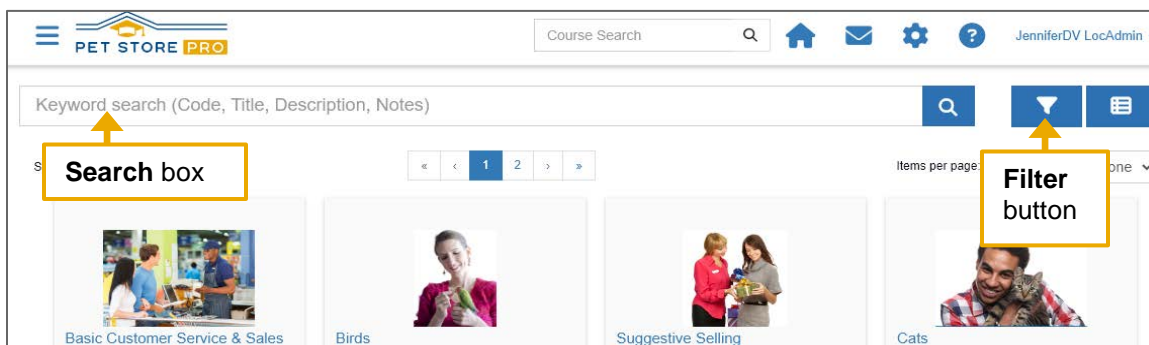
PET STORE PRO

Step 5: Enroll In & Take Courses

During the Pet Store Pro update process:
- All completed course records remained in-tact.
- All courses registrations that were incomplete were cancelled.

Employees can enroll themselves in courses by following these steps:
1. Press this link, and log in.
2. Press the **three bars** in the upper left corner, then **Course Search**.
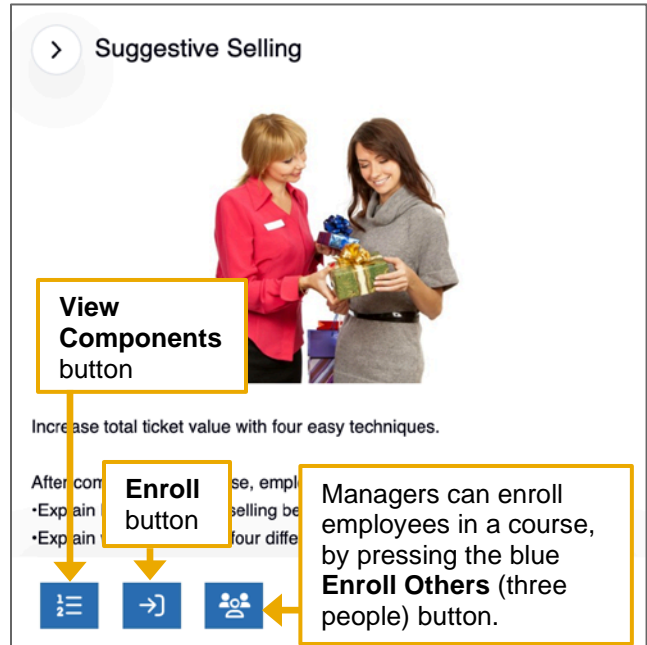3. Enter the name of the desired course in the search box.
4. Press the desired course tile. The course slider opens.
5. On the course slider, press the blue **Enroll** (right arrow with a bracket) button.
6. To start the course, press the blue **View Components** (numbered list) button.
7. To learn the content, take either the eLearning component or the Study Guide.
8. After completing the content, take the test.
9. Don't forget to leave feedback. Your comments and suggestions on the feedback forms helps us to continuously improve Pet Store Pro.

> Suggestive Selling

View Components button

Enroll button

Managers can enroll employees in a course, by pressing the blue **Enroll Others** (three people) button.

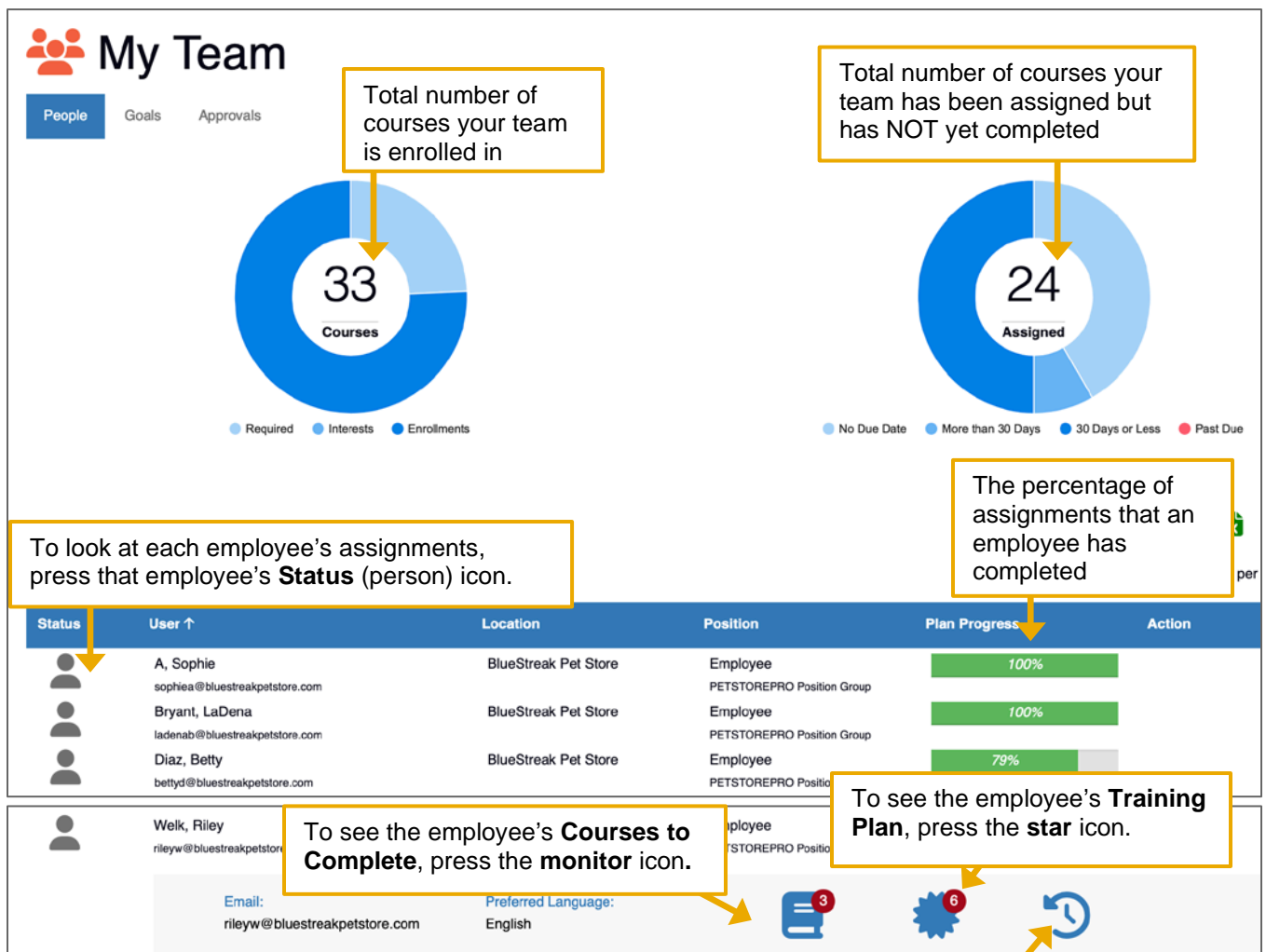Increase total ticket value with four easy techniques.

Step 6: Monitor Employee Progress & Completion

As a store owner or manager, you can use the My Team dashboard to view your employees' course progress and completion.

My Team Screen

The My Team screen shows you:

Total number of courses your team is enrolled in

Total number of courses your team has been assigned but has NOT yet completed

The percentage of assignments that an employee has completed

To look at each employee's assignments, press that employee's **Status** (person) icon.

To see the employee's **Courses to Complete**, press the **monitor** icon.

To see the employee's **Training Plan**, press the **star** icon.

To see the employee's **Training History**, press the **clock** icon.

Employee Training Plan

3/23/2024 🏆 Managing Customer Service & Sales MANAGECSS24-GROUP

3/25/2024 ⭕ (red dot) ~~SE~~STIVESELL18-GROUP

An empty circle with a red dot indicates an overdue assignment.

A trophy indicates a completed course.

🏆 Dog & Cat Nutrition PETNUTRITION21-GROUP
Achieved

3/27/2024 🏆 Engaging Customers CENGCUST18-GROUP
Achieved

4/27/2024 ⭕ CENGCUST18-GROUP

An empty circle indicates an incomplete course.

The course enrollment process automatically sets a due date of 30 days after the date of course enrollment. To change deadlines:
- Employees can use the My Training Plan screen
- Managers can use the Goals tab on the My Team screen.

To regularly monitor and assign courses, consider adding an item to your calendar to review:
- Your team's training status weekly or monthly.
- Your store's training plans quarterly.

Step 7: Download & Print Certificates of Completion

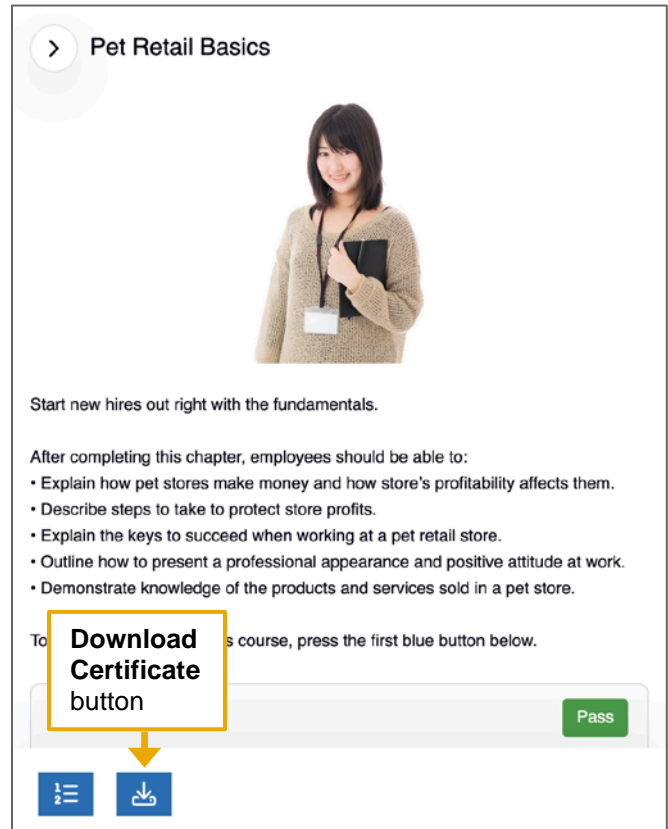When a course is complete, a Certificate of Completion becomes available. Each individual can download, save and print their own certificates. To do this, follow the steps below.

1. Press this link, and log in.
2. Press the **three bars** in the upper left corner, then **Training Plan**.
3. Courses with trophy icons indicate that the course is complete and a certificate is available.
4. Press the **course name** to the right of the trophy icon. The course slider opens.
5. At the bottom of the course slider, press the blue **Download Certificate** (down arrow) button. A certificate PDF will download.

Each browser handles downloads differently and has changeable download settings. If you **don't** see your certificate, review your browser's help documentation and download settings.

> **Pet Retail Basics**
>
> Start new hires out right with the fundamentals.
>
> After completing this chapter, employees should be able to:
> • Explain how pet stores make money and how store's profitability affects them.
> • Describe steps to take to protect store profits.
> • Explain the keys to succeed when working at a pet retail store.
> • Outline how to present a professional appearance and positive attitude at work.
> • Demonstrate knowledge of the products and services sold in a pet store.
>
> To ... s course, press the first blue button below.
>
> **Download Certificate** button
>
> Pass

*Note: You can access employee certificates from **My Team** by pressing an employee's **Status** (person) button, then pressing the **Training Plan** (star) icon, and the **Trophy** icon.*

Have Questions or Need Additional Assistance?

Pet Store Pro is a robust training program that is designed to help you improve your Pet Store's long-term operations and profitability.

If you need assistance with using Pet Store Pro, review the FAQs on the PetStorePro Web site or email support@petstorepro.com.