Good Dog Co

PetExec

Instructional Guide

Welcome to the pack!

We are so excited to get to know you and your dog!

PetExec is our online owner's portal that allows you the ease and convenience of managing your account, payments, and reservations from home.
Access your owner's account here:
https://secure.petexec.net/login

If you still have questions after reviewing the instructions in this guide, we'd be happy to help!

📱 630-376-6372

✉ info@gooddoglombard.com

Uploading Vacccine Records

Select "file uploads" from the main dashboard
or use the menu in the top right corner > "Account Details" > "Choose Files" to upload your dog's vet records

Required vaccines:
- Rabies
- Bordetella
- Distemper
- Canine Influenza (H3N2 or H3N8)
- Leptospirosis
- Fecal Test

For more information, visit:
www.gooddoglombard.com/vaccines

WAIVERS & RELEASE FORMS

You can find and sign all forms from the main dashboard under "Contracts/Agreements"
or use the menu in the top right corner > Account Details > "Contracts/Agreements" > select "view/sign" button

SCHEDULING

All requests and cancellations require 24 hours notice.

If you haven't already created a pet profile during your account setup, you will need to add a profile for each of your dogs before making your first reservation. Select "Pet Profile" from the main dashboard > select "Add New". Now you are ready to request reservations.

Reservations

Select the service you want to request reservations for from the dashboard and follow the prompts for each pet profile.

Select "multiple dates" under "Schedule Details" to set up recurring days for the date range specified.

Cancellations

Select "My Calendar" from the main dashboard > click on date with services you wish to cancel > select "Maintain" > check boxes for dates you wish to cancel then select "Delete"

MEMBER PACKAGES

Purchase A Package

Select "Packages" from main dashboard > select the desired package for daycare, montessori, or training > Fill in payment information > select "Purchase Package".

Package History

View package purchase history and track remaining package days under "Daycare Purchase History" on the main dashboard or through the menu on the top right corner, under "Packages" > "Daycare Purchase History".

Note: all daycare, montessori and training packages can be viewed here.

All transactions can be viewed from the main dashboard under "Account Details" > "Purchase History".

BOARDING

In order to guarantee space, boarding requests should be made at least 2 weeks prior to desired start date for long term stays (5+ days), and at least 48 hours in advance for short term stays.

Request Reservations

From the main dashboard select "Request A Boarding Time" > select the checkbox for your pet(s) > fill in "Appointment Details" and select a boarding service (standard, premium or solo) > select "Request A Boarding".

On the next page, please provide feeding and medication details for your dog's stay. You may select any of our boarding add-on's here.

Cancellations

Please note that cancellations made less than 24 hours before a reservation will be charged a one night stay of $50.

Select "Modify Boarding Time" from the main dashboard to request a change or cancel your boarding.