

PURPOSE

To provide a policy of processing an Interested Party adoption fee for a future animal adoption at the Pima Animal Care Center (PACC).

OBJECTIVE

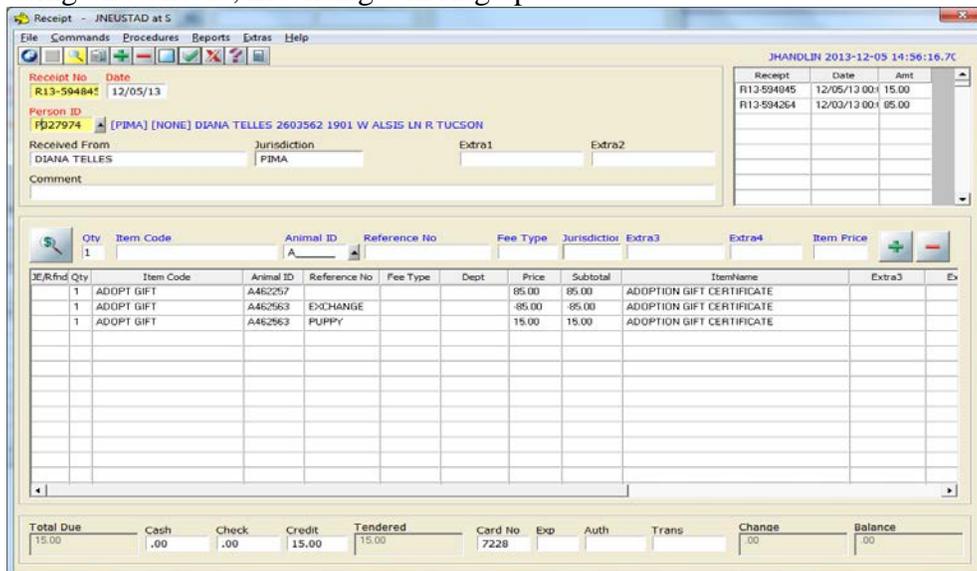
To ensure that a member of the public has the chance to reserve a highly adoptable animal and to ensure that there is only one interested party per animal.

PROCEDURE

When a member of the public expresses interest in an animal that is not currently available for adoption, staff will follow the below procedure:

I. Licensing

- A. The volunteer or shelter staff that is assisting the customer will, send the person to the licensing lobby. Customer will have an approved adoption survey.
- B. Licensing staff will explain the process to the customer. (See Interested Party Agreement)
- C. If the customer agrees with the process and fees, the licensing staff will ask for the customer’s I.D.
- D. Licensing staff will then either locate the person in Chameleon or create a Person I.D for the customer.
- E. Licensing staff will verify that there are no pending actions under the customer, such as a “do not adopt icon”
- F. As long as the customer is clear to adopt, the Licensing staff will then proceed to the Receipt window.
- G. Licensing staff will collect the \$50.00 reservation fee and create a receipt. The fee does include the additional licensing fee if applicable and is non-refundable.
 - 1. The \$50.00 reservation fee is for all animals.
 - a) Licensing staff will go to the receipt window and select line item “ADOPT GIFT”
 - 2. This fee is not negotiable to any current adoption specials that may be advertised at the time of reserving the animal.
 - 3. If the adopter is exchanging the money to a different animal due to the original I.P. animal being unavailable, Licensing will ring up as:



- H. Licensing staff will go to the receipt window and select line item “ADOPT GIFT”

- I. Licensing staff will print two (2) copies of the receipt.
 - J. While still in the receipt window, Licensing staff will go to the report window and print two (2) copies of the Interested Party Agreement.
 - 1. The Interested Party Agreement will automatically fill in the Printed Name of the customer, the Person I.D number, the Animal I.D number and the date.
 - K. Licensing staff will have the customer read, initial and sign both copies of the Interested Party Agreement.
 - L. The licensing staff's name will automatically be filled in on the Interested Party Agreement form
 - M. Licensing staff will staple the Interested Party Agreements to each of the receipts.
 - N. Licensing staff will provide the customer with their copy of the Interested Party Agreement, receipt and gift certificate.
 - O. Licensing staff will file the second copy of the Interested Party Agreements, Adoption Survey and receipt in the Interested Party expando folder under the customer's last name. Alphabetically under the appropriate letter.
 - P. Licensing staff will then proceed to the Kennel Window to place a hold on the animal.
 - 1. Pull up the Animal I.D number in the Kennel Window.
 - 2. Create a memo under the Animal I.D to read:
 - a) Interested Party P123456 – Susan Smith – paid \$50.00. Include the receipt number.
 - 3. In the Hold Field place a "Y" and in the Request Field select the option "INTER PAR".
 - 4. The Kennel Card will then be stamped with the "**RESERVED**" stamp. Print a "HOLD" Kennel Card and staple it to the front of the original kennel card. The kennel card will be placed in basket to be returned to the kennels.
 - Q. Once an Interested Party has completed the process, the animal is considered reserved. There shall only be one Interested Party per animal.
- II. Post Master
- A. Post Master will send email notification to Shelter Supervisors, Adoption Coordinator, Animal Care Advocate, Dispatch Supervisor and Licensing Supervisor for follow up.
- III. Shelter
- A. A Shelter Supervisor, shelter staff or the Adoption Coordinator will call the Interested Party the evening before the animal's availability.
 - B. The Interested Party will be informed of the animal's status and reminded to come to PACC at the appropriate time to complete the adoption process (See SOP L002-Adoption of Animals).
 - 1. If the Interested Party does not come to PACC and complete the adoption process by 2:00pm on the availability date, the animal will be placed for general adoption and is no longer reserved under the Interested Party. No further action required from PACC.
 - C. If the animal has been redeemed, or if an owner has been located, a licensing staff, a shelter staff, Shelter Supervisor or Adoption Coordinator will inform the Interested Party that the animal is not available and give them the option to either retain their gift certificate for a later use or apply it to another animal.

1. If the Interested Party wants to apply the fee to another animal, they will need to come into PACC and complete the process again.
- D. In the event an animal that is reserved for an Interested Party becomes ill while at PACC, a Shelter Supervisor or Adoption Coordinator will give the Interested Party the option to rescue the animal.
1. The Interested Party will be responsible for all vet care costs.
 2. The Interested Party may still retain their gift certificate for a later use or apply it to another animal.
 3. If the Interested Party wants to apply the fee to another animal, they will need to come into PACC and complete the process again.