

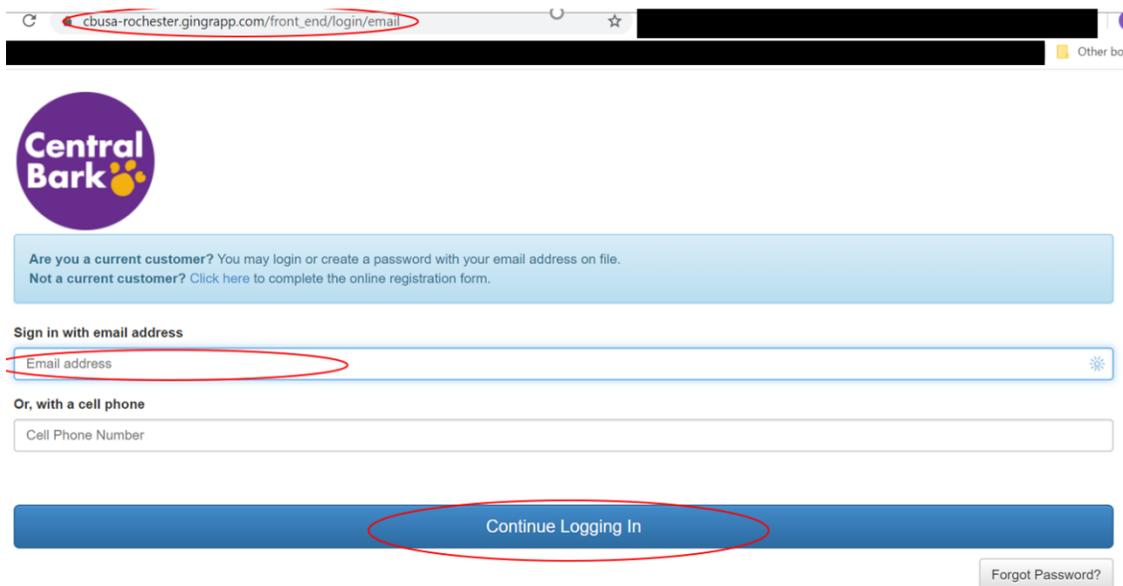
How to Order Retail Items from your Customer Portal in Gingr

Step 1:

a. Go to the Central Bark Rochester Gingr login page at https://cbusa-rochester.gingrapp.com/front_end/login/email

b. Enter either your email address or phone number that you signed up with

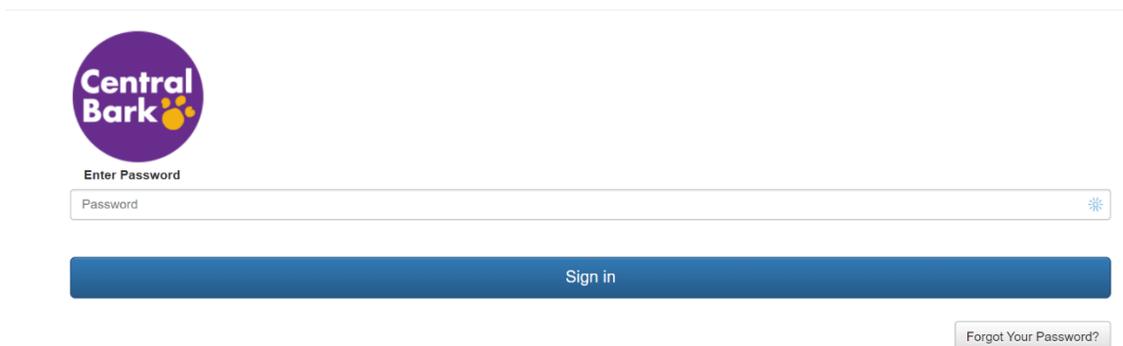
c. Click “continue logging in”



The screenshot shows a web browser window with the URL cbusa-rochester.gingrapp.com/front_end/login/email in the address bar. The page features the Central Bark logo and a light blue banner with the text: "Are you a current customer? You may login or create a password with your email address on file. Not a current customer? Click here to complete the online registration form." Below this, there are two input fields: "Email address" (circled in red) and "Cell Phone Number". A large blue button labeled "Continue Logging In" (also circled in red) is positioned below the input fields. To the right of this button is a smaller button labeled "Forgot Password?".

Step 2:

Enter your password and click “Sign In”



The screenshot shows the same Central Bark login page, but now with the "Enter Password" field (labeled "Password") filled in. Below the password field is a large blue button labeled "Sign in". To the right of this button is a smaller button labeled "Forgot Your Password?".

Step 3: You will now see the page below. From this page you can access all parts of your profile, request a day care or sleepover reservation, update your credit card info, upload documents and update anything else in your profile for you and your pet.

- a. Click the “Purchase Packages & Retail” button

The screenshot shows the user profile for Lenny Hoisington. At the top, there are navigation links: My Account, Photo/Video, My Reservations, Contact Us, and Other Links. A Logout button is in the top right. Below the name, there are fields for phone and email, and a balance summary: Open Invoices: \$0.00, Store Credit: \$0.00. The 'Quick Actions' section contains several buttons: Request Services (highlighted in blue), Purchase Packages & Retail (circled in red), Update Credit Card On File, Upload Files, and Edit My Account. To the right, the '\$ Rates' section shows 'Step 1: Choose a location' with a dropdown menu set to 'Central Bark Rochester - Olmste...' and 'Step 2: View Rates' with expandable sections for 'Enrichment Day Care' and 'One-on-One Enrichment'.

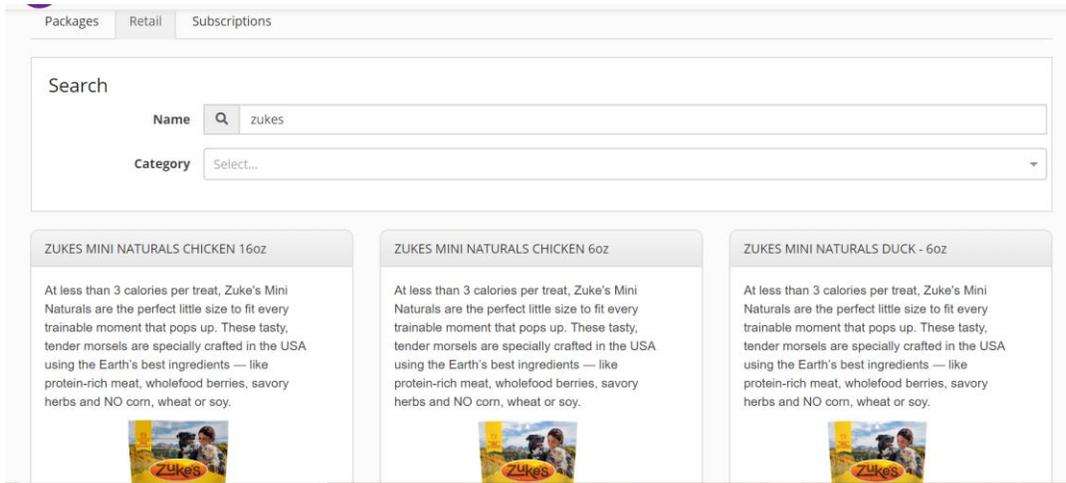
Step 4:

- a. You will now be on the screen below – the first tab allows you to purchase day care packages, day care add ons (enrichment/training tutor) and single day/night services, you can add these to your “cart” if you want to pay for your day(s) of day care and retail items all at once!
- b. Click on the “retail” tab

The screenshot shows the 'Retail' tab selected in the navigation menu. At the top right, there is a 'Select A Location' dropdown menu set to 'Central Bark Rochester - Olmsted County'. Below the navigation tabs (Packages, Retail, Subscriptions), there are three product cards for daycare services. Each card includes the number of credits, reservation type, and a price button with tax. The 'Daycare (Single Day)' card shows 1 credit, 'Enrichment Day Care' type, and a price of '\$35.00 + Tax'. The 'Daycare Barkley Pack VIP' card shows 30 credits, 'Enrichment Day Care' type, and a price of '\$661.50 + Tax'. The 'Daycare Mini Paws - 10 Punch' card shows 10 credits, 'Enrichment Day Care' type, and a price of '\$332.50 + Tax'. The 'Daycare Barkley Pack VIP' card also lists benefits: One Free Bath included each month per dog, 20% off retail purchases throughout month, and Dog scheduled every day we are open for daycare.

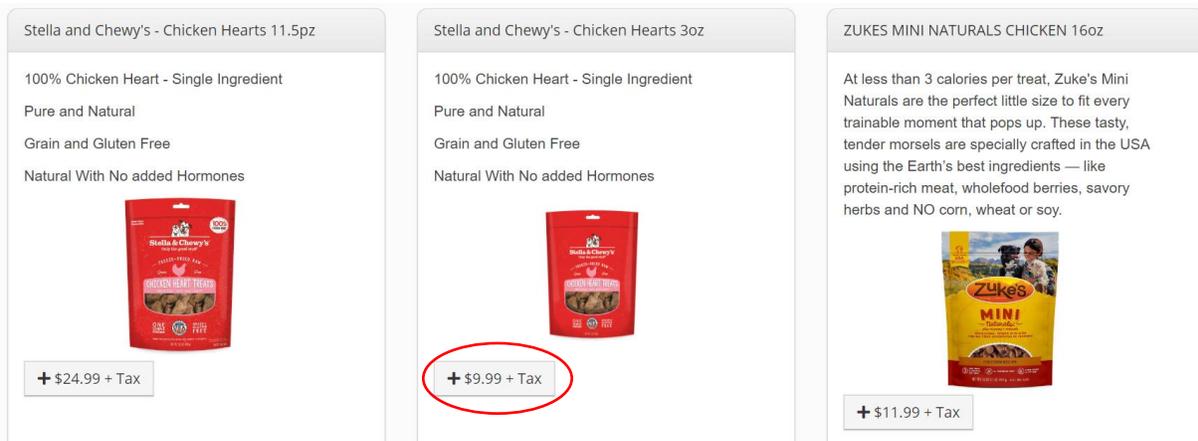
Step 5:

- a. The retail page looks like this: You can scroll through the different items and see their pictures and descriptions. You can use the “search” bar to look for specific items/brands or use the “category” bar for different categories we have set up such as “treats” “food” “enrichment” etc.



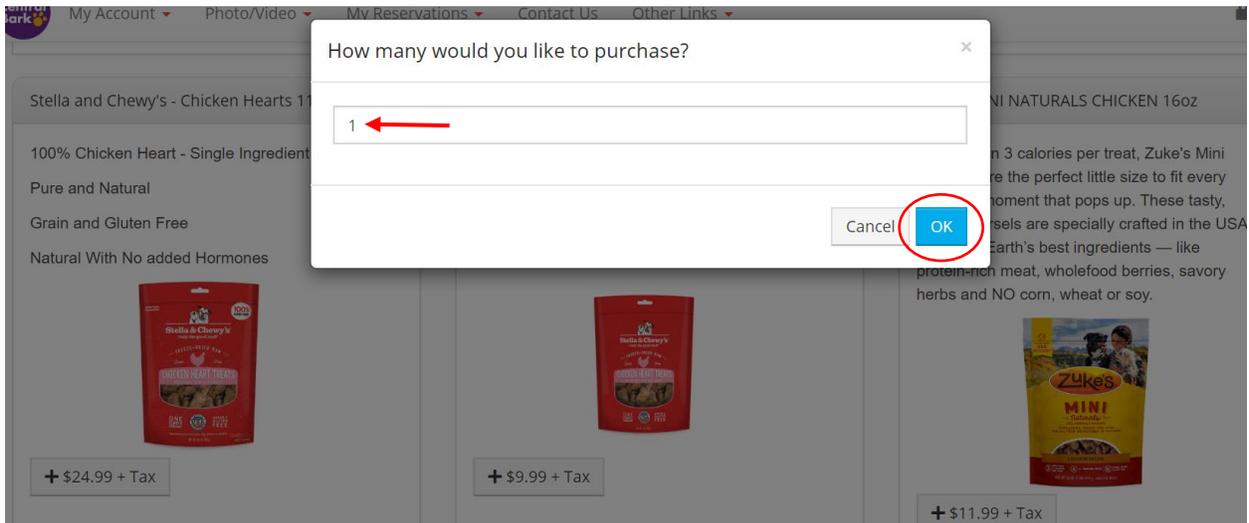
Step 6:

- a. Click on the “+” of the item that you want



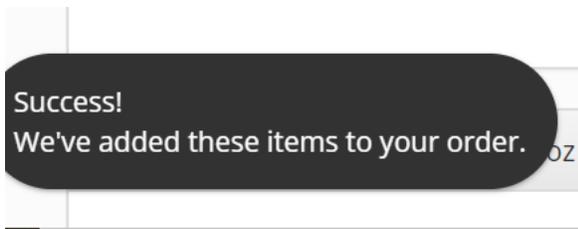
Step 7:

- a. Enter the quantity you would like to purchase then click “ok”

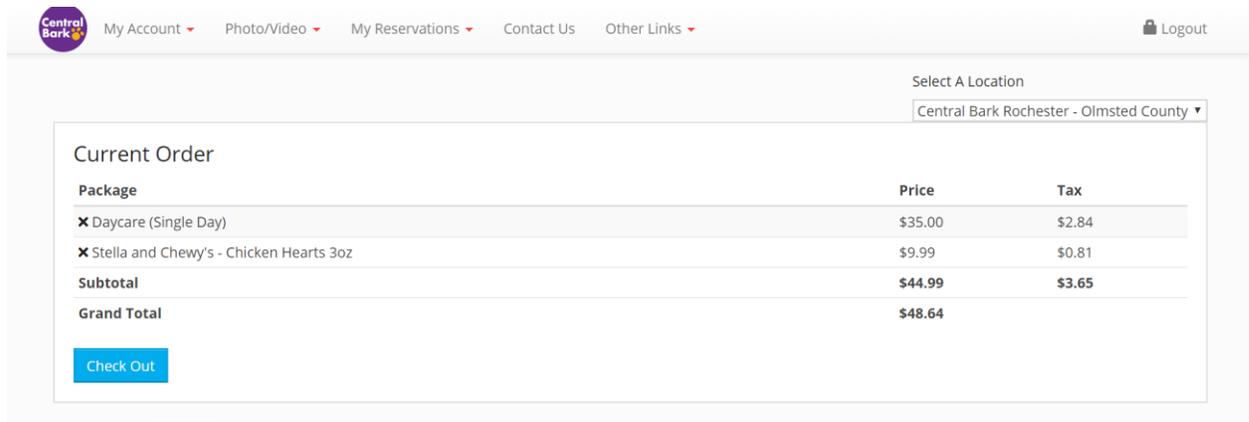


Step 8:

- a. You will see this pop up in the lower left of your screen



- b. At the top of your screen you will see your shopping cart – as you can see the Chicken hearts were added. I also put a single day of day care in from the “package” tab to show what it looks like with packages and retail in it.



- c. You may continue to add other items, or when you are ready, go ahead and click “check out”.
- d. If you do not have a card on file or want to use a different card, enter the information in and click “use this card”, otherwise check the “use card on file” box

Step 2: Enter the payment information

Use Card On File?

Now, enter the card details.

Credit Card Number

Card Expiry Month **Card Expiry Year**

Card Security Code (CVV) **Postal Code**

[Use This Card](#)

- e. If everything looks good – click “purchase”

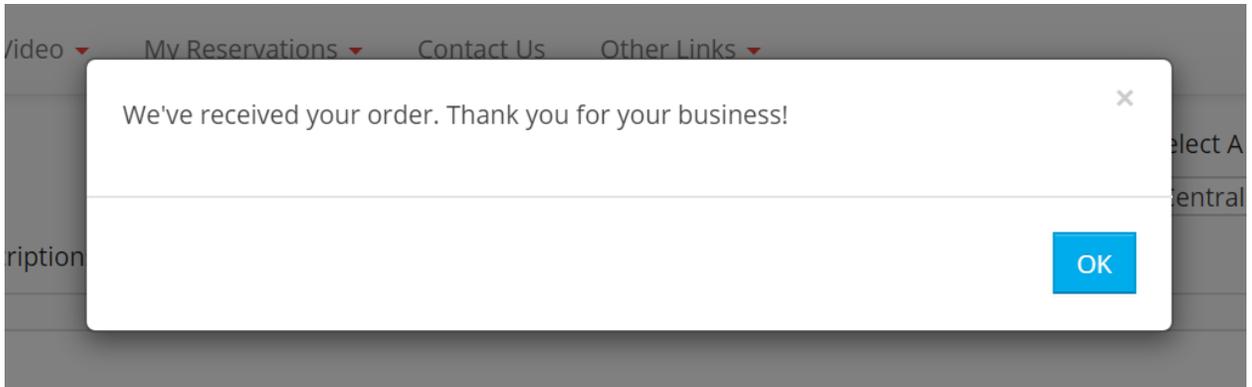
Purchase 1 Package(s) ×

Step 2: Enter the payment information

Use Card On File?

[Cancel](#) [Purchase For \\$10.80](#)

- f. If everything is good and in stock you will see the following message. If you have email notifications on, you will receive an email saying that as well. The only thing you have left to do is wait for a final email saying your order is ready to be picked up and you are good to go! If there is any issue, we will call you and let you know.



Step 9: You are Done!