



PUPPY GUIDE *for*

NEW PAW-RENTS

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Hello

Congrats on your new family member!



Maybe you are bringing home a puppy for the first time. Maybe this is a new addition to your pack. Whatever your situation may be, it's probably safe to assume that life will be so much sweeter (and sillier) with the new adorable pup in your home.

Consider this guidebook your go-to for information about what to expect when you are expecting....your new puppy. We have also included some pages to journal your dog's most adorable moments. We are looking forward to delivering your pup soon so you can begin your pawstive life together.

Comprehensive

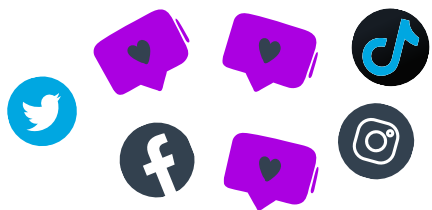
3-YR Health Guarantee*

Lifetime

Of Memories

100% Guarantee

Against Puppy Scams



Sign up on Pawrade.com to receive our emails! We'll send you everything you need to know about getting a new pup, tips, activities and more! Don't forget to follow our official social channels and join our community!

Tag us to be featured #pawrade @pawrade



Contact Us!

+888-729-8812

www.pawrade.com

support@pawrade.com



Congrats on your new puppy!

It is vital that you **complete this checklist as soon as possible** to ensure a seamless delivery of your new puppy.

Pre-Arrival Checklist

Have you provided your photo ID within 72-hours of your payment? This is required to minimize fraud and prevent cancellation.	☐
Does the address on your ID match the billing address on the credit card used? If not, delays may ensue. Please contact your puppy concierge if your ID does not match your billing address, so they can provide a list of relevant documents that will verify your address.	☐
If you are financing, have you signed your lending documents?	☐
Have you provided your preferred travel method and delivery address?	☐
Are you going to be present when your puppy is delivered? If not, please advise us who will be receiving the puppy on your behalf.	☐
Have you paid your outstanding invoices?	☐
Have you purchased the breeder-recommended puppy food and Nutri-Cal supplement?	☐
Have you made an appointment for your 72-hour post-arrival Veterinary wellness check? Puppies should NOT receive vaccines at this appointment or within the first 10 days of being home.	☐
Have you checked all messages in your Message Center?	☐



Post-Arrival Checklist

Within three days of traveling, you MUST activate your Metlife Pet Insurance plan at 855.343.7345 . When you call, be prepared to provide your puppy's name, your name, the puppy's size (S, M, L), and breed. ⚠️ South Carolina, Rhode Island (effective 5/01/26), New Hampshire, New York, and Tennessee (effective 10/01/26) Residents: While the complimentary 30-day plan isn't available in your state, MetLife offers excellent plans you can activate right away...no wait period.	☐
After your puppy's first wellness exam, please send the following information in ONE email to support@petpay.com : • If applicable, confirmation of MetLife insurance activation (policy packet or number) • The wellness exam summary from your puppy's first vet visit, completed within 72 hours of their arrival	☐
Upon arrival, inspect your puppy , then sign the Transfer Of Ownership doc emailed to you and take a photo of yourself holding your puppy. Upload your image using the upload button in your Message Center. This step is required to activate your Health Guarantee.	☐
A puppy may soil itself during transit and transporters cannot bathe pups during transport. Bathe your puppy upon arrival using Dawn dish soap to give your puppy a clean, fresh start!	☐
Please give your puppy the Nutri-Cal supplement, three (3) times a day , for a minimum of one (1) week. If your puppy is picky, try wet food or add warm water to the dry food.	☐
Free-feed your puppy for a week. If your puppy is eating well, move to (3) times a day.	☐
Keep an eye on your puppy's bowel movements; diarrhea is pretty common as they adjust to their new surroundings, but any sign of blood or mucus should be brought to the attention of your veterinarian.	☐
AVOID GERMS! Do not take your puppy to areas where other dogs have walked, including apartment buildings/sidewalks, dog parks, pet stores, vet clinic floors, parking lots, or near where other dogs have used the bathroom. Puppies need to be fully vaccinated before introducing your puppy to the outside world.	☐



YOU'RE IN GOOD PAWS WITH US!

If you need to reach us for any reason at all, please email us at support@pawrade.com or call our main number at (888) 729-8812

If you need to **file a claim**, please open a claim in your **PetPay account**. Send supporting documents to support@petpay.com.

Important Notes!

Reminder!

No vaccines should be given to your puppy for the first 10 days after they arrive. They will be up-to-date on all of their shots when they arrive.



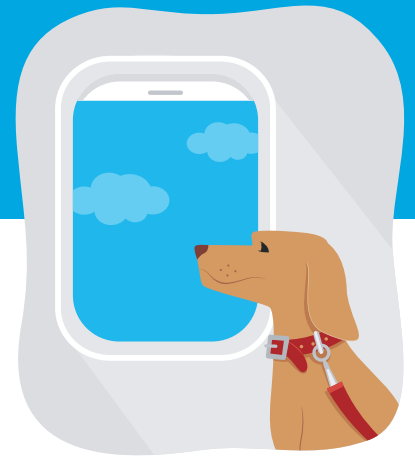
Nutri-Cal can be purchased on Amazon, Chewy & some local pet stores. Be sure to purchase the formula for puppies!

Nutri-Cal is a veterinarian formulated high-calorie dietary supplement. Ideal for finicky puppies, who are "off food" or who require an additional energy source.

BUY NUTRICAL NOW

WHAT TO EXPECT, WHEN YOU'RE EXPECTING

Before you call the pup-arrazi to alert them of the day of your puppy's arrival, make travel plans or any other important arrangements for your puppy's arrival; please keep in mind that PUPPY TRAVEL IS UNPREDICTABLE.



Here are some of the possible scenarios that could affect your puppy's arrival date/time:

Puppy doesn't pass pre-travel checkup

Flight gets canceled or delayed

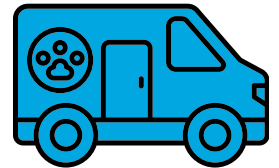
Natural disaster

Weather disturbance

Traffic

Van or car trouble

Flight nanny gets sick or has a family emergency



Expect the Unexpected

We do **EVERYTHING** we can to make sure your puppy's arrival is as smooth as possible, but there are some things simply **out of our control**. Our travel concierge and customer concierge team will do their best to update you as soon as we are informed of any delays.

It is essential that if you are scheduling a flight, airport shuttle, driver, a hotel, "welcome home" party, photographer, private plane, etc., you have the ability to cancel or reschedule if something were to come up. **We are not responsible for any cancellation fees you may incur if you have to reschedule.**

We currently only fly puppies on American Airlines. Not all Airlines accept pets on flights.

Our ground transporters and airpanions will do their best to update you along the way, but often there are times when they do not have the best reception in rural areas. If you cannot get a hold of them for any reason, do not be alarmed; send an email to your travel concierge, and they will be happy to help get you an update.

SHOPPING LIST

EVERYTHING YOU NEED FOR YOUR PUPPY

Before Your Puppy Arrives

- Puppy Food (brand and type will be provided by your breeder, ask your puppy concierge for details)
- Adjustable Collar
- Comfort Leash
- Harness
- Cozy Bed
- Food and Water Bowl
- Nutrical

Types of Toys for Your Pup

- Puzzle Toys
- Chewable Teething Toys
- Chase Toys
- Reward Toys
- Sleep Aide Toy with a Heartbeat

*It's best to have a variety of inside and outdoor toys accessible to your puppy at all times to keep your puppy engaged and busy!

Puppy Clean-Up

- Enzyme Carpet Cleaner
- Puppy Waste Bags
- Puppy Waste Bag Holder
- Potty Pads

Hygiene Products

- Puppy Toothpaste
- Puppy Toothbrush
- Gentle, Puppy Shampoo
- Grooming Brush
- Grooming Wipes

Puppy Training

- Puppy Training Treats
- Training Treat Pouch (this is a great tool for on-demand)
- Exercise Pens



Preparing Your Home for Your New Puppy

Puppy parenthood is such a rewarding experience, and we want to help you get off to the best PAWsible start!



Safe, Cozy Space

If you have another dog or pet, make sure the new puppy will have its own space and decide how to introduce them. It is best to introduce them slowly and outdoors is highly recommended!

Puppy Playpen Area

Set up a puppy playpen area if you cannot monitor your puppy at all times throughout the day.



Create a Schedule

Create a plan and schedule for your new puppy. Share with everyone taking care of the puppy, so everyone is on the same page.

Puppy Proof

Puppies get into stuff they are not supposed to, which can be hazardous. You may want to consider putting house plants up high, hiding electric wires, and putting pup-proof locks on cabinets with cleaning products.





Decide If You Will Crate Train

If you have decided to crate train your puppy, set up an area before your puppy comes home. Select a smaller-sized crate, puppies love small spaces, and they are less likely to soil in a smaller room.

Potty Pads

You may want to set up potty pads around your home for the first few days until your puppy gets the hang of potty training.



Puppy Potty Supply Station

Establish an area in your home near your door with your puppy's leash, harness, poop bags, and anything else you may need to take them outside when nature calls!

Designate the Feeding Area

Pick the area in your home where you will feed your puppy and leave water for them throughout the day.



We are here to support you!

If you get overwhelmed during the preparation stages, reach out to our support team, who can help guide you along the way. Additionally, you can also consult with a trainer for advice. The more prepared you are, the less stress you will have when your puppy comes home.

Tips For Your Puppy's

First Visit to the Veterinarian

- Reduce puppy anxiety by taking your puppy for a walk before the visit! Tiring them out keeps them calm!
- Practice at home! Regularly handle your puppy's ears, look at their teeth, hold their paws, and examine their body.
- Your puppy will arrive up-to-date on vaccines. **Your puppy should not receive vaccines for up to 10 days after they arrive and no additional vaccines the first 10 weeks of their life.** If your puppy is over 10 weeks old, please consult with your veterinarian at your wellness exam to determine your puppy's vaccination schedule.
- Don't put your puppy on the floor! Sick dogs visit the vet and your puppy can easily pick up germs.
- Bathe your puppy when you get home to wash away germs!
- Ask your veterinarian if you can stop by for a fun visit or tour to get your puppy comfortable with going to the vet.
- Puppies live close to the ground and naturally sniff and lick everything they explore. Because of this, it's common for them to encounter intestinal parasites early in life, which is why puppies are routinely placed on dewormers.

At your puppy's first vet visit, your veterinarian will typically perform a fecal exam (stool test) to check for parasites like Giardia, which is a common finding. The good news is that treatment is usually simple and inexpensive, which is why we offer our Rx Prescription Plan to help cover these common puppy care needs. 🐶





Puppy Health Guarantee



Frequently Asked Questions?

How do I activate my Health Guarantee?

Upon arrival, inspect your puppy, then sign the **Transfer Of Ownership** doc emailed to you and take a photo of yourself holding your puppy. Upload your image using the upload button in your Message Center. This step is required for the Health Guarantee to be activated.

How do I activate my Metlife Health Insurance?

⚠ South Carolina, Rhode Island (effective 5/01/26), New Hampshire, New York, and Tennessee (effective 10/01/26) Residents: While the complimentary 30-day plan isn't available in your state, MetLife offers excellent plans you can activate right away - no wait period.

Within 3 days of traveling, you should activate your Metlife Pet Insurance plan at **855.343.7345**. When you call, be prepared to provide your name, your puppy's name, the puppy's size (S, M, L), and your puppy's age, gender, and breed.

After you have contacted Metlife, email your activation information to **support@petpay.com**. This step will activate your Health Insurance and **MUST** be done when your puppy arrives. This will activate your Health Guarantee as long as the Transfer of Ownership has been provided.

After my 72-hour wellness visit, where do I send a copy of the vet records?

Please retain these records. These records will be required if you need to file a claim.

Why can't I use Banfield?

Through our experience, Banfield charges significantly more money for puppy exams versus the industry average.

What happens if I can't get to my 72-hour wellness visit? Will my Health Guarantee still be honored?

If you have a regular vet and cannot schedule you in time we strongly recommend you seek another Veterinarian just for the initial check-up. After the initial checkup, we recommend you resume with your primary Veterinarian. *If you exhaust all options, and cannot get to a Vet within 72-hours, your Health Guarantee will still be valid with the exception of the First 14 days of coverage.

Why do I have to take my puppy to see the vet within the first 72 hours?

While your puppy received a clean bill of health for release from an accredited veterinarian, we require you get a full wellness exam as part of our Puppy First Approach. Stress from leaving their known environment, their mom, oftentimes causes an array of stress-induced illnesses some of which put the puppy's life at risk. We take all precautions to ensure your puppy is set up for a lifetime of health, not just a period of time prior to their release.

RECOMMENDED VACCINE SCHEDULE

Always consult with your veterinarian about the vaccines requirements for your state and the best medical care for your puppy. Vaccines protect your puppy from deadly diseases and parasites that could make your puppy extremely sick.

6 - 8 WEEKS

- Deworming (To be administered at 2, 4, 6, and 8 weeks)
- Distemper / Parvovirus (Recommended)
- Bordetella (At your veterinarian's discretion*)

10 - 12 WEEKS

- Deworming (To be administered at 10 & 12 weeks)
- DHPP - Distemper / Adenovirus / Parainfluenza / Parvovirus (Recommended)
- Influenza / Leptospirosis / Bordetella / Lyme (At your veterinarian's discretion)

16 - 18 WEEKS

- DHPP - Distemper / Adenovirus / Parainfluenza / Parvovirus (Recommended)
- Influenza, Lymes, Leptospirosis (At your veterinarian's discretion)
- Rabies (According to your state's requirements*)
- Bordetella (At your veterinarian's discretion*)

12 - 16 MONTHS

- DHPP - Distemper / Adenovirus / Parainfluenza / Parvovirus (Recommended)
- Rabies (Recommended / According to your state's requirements)
- Coronavirus / Leptospirosis / Bordetella / Lyme (At your veterinarian's discretion)

NOTE:

*Please note that Rabies vaccinations are suggested in most States at 16 weeks of age, and however, they can be administered no earlier than 12 weeks. A licensed veterinarian must help with this vaccination and will do so following the State and Veterinarian guidelines between the 12-16 week mark. Please check with your veterinarian for recommendations on Annual vaccinations.



When do I receive my puppy's registration paperwork?



If your puppy comes with a Registration: Then upon you signing the Transfer of Ownership form, your breeder will begin the steps of registering your puppy with their accredited club organization. It will take a few weeks or a few months for these organizations to process the registration application.



How can I find out if my puppy is registered?

We get this question a lot! Sometimes, mixed breeds aren't recognized by the purebred organizations, and sometimes breeders don't register their pups even if they're purebred. If the breeder of your pup has applied for registration with a national dog registry, it'll show up on your puppy's profile on our site. If you're not sure if your dog is registered, ask one of our friendly customer concierges!

Most Common National Puppy Registration Organizations



NORTH AMERICAN
PUREBRED REGISTRY, INC.



AMERICAN CANINE
Association Inc.

Puppy-First Approach

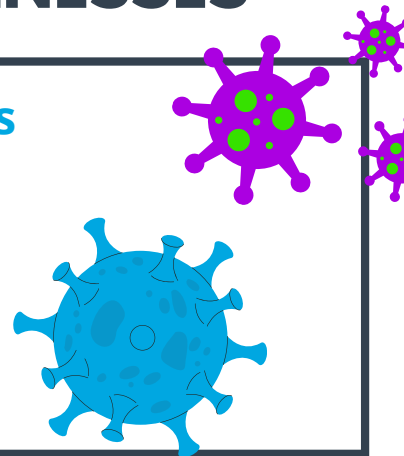
Our priority is to guarantee the welfare of your puppy while also ensuring that all aspects of for-profit veterinary care are eradicated to the best of our ability. For-Profit Veterinary Care results in high vet bills, unnecessary testing, and treatment plans at the expense of an uneducated puppy owner.



KNOWLEDGE IS KEY TO KEEPING YOUR PUPPY SAFE FROM THESE COMMON ILLNESSES

Common Illnesses

- Parasites
- Giardia
- Coughing
- Dehydration
- Parvovirus (Parvo)
- Hypoglycemia



We've got your back! We are the pros!

We understand issues may arise as a puppy is a living, breathing animal that may become sick at any point in time, similar to humans or any other living being.

Nothing in life can protect against forces of nature and manner of illness. To the best of the Breeder's veterinarian's knowledge, the puppy is healthy and in sound condition at the time of leaving the Breeder's premises/possession.

Knowing what to look for if your puppy presents with one of these illnesses or symptoms is vital in keeping your puppy safe. It is always best to seek medical advice from your vet for any unusual symptoms.

Don't panic if your puppy has any of these symptoms!

Diarrhea - A puppy's tummy can be sensitive for the first couple of days. If your puppy continues to have loose stools, bring a stool sample to your Vet to be tested. If you notice anything unusual in diarrhea, like blood, seek medical advice right away.

Vomiting - Puppies eat a lot, remember what goes in must come back out! Monitor your puppy for 12 hours and then seek medical advice.

Lethargy - Puppies are active, and they may be shy the first couple of days, but if you continue to see a lethargic puppy, seek medical advice.

Not eating - puppies not eating can lead to dehydration, hypoglycemia, and other significant concerns. If your puppy is not eating and it continues, seek medical attention.

Coughing - Puppies do not get coughs; seek medical advice if you notice your puppy is coughing unusually.

HERE'S THE POOP SCOOP ON **PUPPY POO** **SAFETY**

Every Puppy Poops! Picking up dog poo can be a stinky job, but as a pet parent, it's impossible to avoid.

It's common for puppies to contract germs from licking and sniffing the ground (especially urine, you know those areas other pups peed). Yes, some puppies do like to eat poo. Germs, parasites, worms, they live microscopically in every environment, including your property and even sidewalks.

Practice these responsible poop habits and keep your puppy, yourself, family, and the environment healthy!



Always pick up dog poo and dispose of it properly. Wear gloves and use waste disposal bags or a pooper scooper when cleaning it up.



Doggie poo should always be picked up, even in your own yard, and especially if you have young children who play in the yard.



You shouldn't handle pet waste with your bare hands but if you have no choice, wash your hands with soap and hot water after handling your pet's waste.



Don't put your hands around your face or mouth after handling pet waste, even if you were being careful.



Always supervise young children around your puppy. Children that are 5 years of age and younger can be at high risk.

PROTECT YOUR PUPPY FROM PARVO

COMMON MISCONCEPTIONS ABOUT PARVO

We want you to know that as experts in puppy transportation, we understand how unreliable Parvo rapid tests are. Parvo rapid tests are similar to COVID-19 tests in that they can produce false positives and negatives.

The ELISA test has become the most common test for parvovirus in puppies. False positives reportedly occur on the ELISA test due to recent vaccination. This means that the test may detect the live virus from the vaccine and show a positive reading when, in fact, the puppy does not have a parvo infection.

To ensure each and every puppy receives the correct treatment and diagnosis an IDEXX Parvovirus 2 (CPV-2) RealPCR™ Test-Canine (2649) panel analyzed by an IDEXX laboratory is required without exception. SNAP tests to diagnose Parvo are inadmissible. If your puppy was vaccinated for Parvo in the last 4-8 days, there is a higher chance for a false positive.

It is well-documented online that recent parvovirus inoculations lead to false positives from SNAP tests. Veterinarians in certain regions of the United States are not as experienced with Parvovirus which may lead to misdiagnosis, emergent care, and extremely high Vet bills. We are the experts! We support you and your puppy!

Your puppy is not fully protected from Parvo until the vaccination cycle is complete!
BE CAREFUL! Here are steps you can take to protect your new best friend:



Make sure your puppy completes the Parvo vaccination cycle.



Your puppy is not fully protected from Parvo until the vaccination cycle is complete! BE CAREFUL!



There are two slightly different strains of canine parvovirus: CPV-2a and CPV-2b.



Parvo can live up to 7 years in the ground, on the grass, on bushes - pretty much anywhere!



When visiting the vet for a wellness check-up, carry your puppy in your arms and keep on your lap while waiting for your appointment.



Parvo is difficult to kill and can live in the environment for up to a year. Regular soaps and disinfectants DO NOT kill Parvo, only bleach.



If you are around other dogs outside of the home, change your clothes and shoes before returning home to your puppy.



Signs of Parvo are vomiting, diarrhea, not eating, extremely lethargic - contact your vet if your puppy has these symptoms.



Parvo has a short incubation period of only 3-7 days, so it's important to start protecting your new pup right away!

You can't wait to see your new furry friend, but you're also a little nervous about how they'll react to their new surroundings, here are some tips to help ease your mind!

Breeders do everything they can to keep your puppy healthy during its first weeks of life, and all Pawrade puppies receive a head-to-tail Veterinary exam to ensure that they have a clean bill of health before traveling to their forever home. Our Travel Concierges carefully plan your puppy's travel to make it as stress-free as possible for the little pup. However, even though they may be completely healthy and our transporters handle your puppy with the utmost care, puppies may experience an upset tummy from stress .

Puppies are sensitive, and this is their first experience with the natural world. Upset tummies during travel are very common for puppies. Their ears aren't fully developed yet, so the movement while traveling can make them feel queasy. Another reason a puppy might have trouble on the road is stress. We try our best to keep things as calm as possible for our pups when they're on the go, but the truth is that they're experiencing big changes by leaving their breeder's home and it'll take some time before they adjust.

5 Common Symptoms

1. **Loss of appetite**
2. **Diarrhea**
3. **Lethargy**
4. **Behavioral changes**
5. **Inappropriate urination**



It's normal for puppies to have an accident when traveling. Our transporters are unable to bathe your new pup due to health risks, but don't worry - you can give your puppy a bath upon arrival!

When your puppy travels, it's natural to worry about their safety. But before you start panicking, remember that they're probably just tired from all the excitement! Give them a little extra love and attention to help them get back to their usual self.

How to Spot a tired puppy vs. a lethargic puppy

Your pup is always up for a game of fetch and tug-of-war, but sometimes they need a good nap. When they're tired, they might sleep more than usual or show less energy than usual. But they'll always wake up to go potty and eat their favorite treats!

A lethargic puppy might take naps that last for hours. They won't want to eat, play, drink water, or go for walks when they're feeling this way. If your pup doesn't want to play with its favorite toy after sleeping all day, it's time to see the vet!





1 WEEK - 9 MONTHS

PUPPY MILESTONES

1 WEEK

- Can't see or hear
- Can't manage my own body temperature

2 WEEKS

- My eyes are starting to open
- I have 5-10% more body mass
- I am getting used to my breeder

3 WEEKS

- I can stand and sit!
- Wag my tail, growl and socialize
- Hear and eat (in small qty)

4 WEEKS

- I can play, my legs are stronger
- My back teeth are getting stronger
- I am mainly on puppy food

5 WEEKS

- I am learning how to chew
- I love to run and play
- I am developing my bark

6 WEEKS

- I am completely weaned from my mommy
- I need to eat 5 to 6 small meals a day
- Can still try to get mom's milk but not necessary

7 WEEKS

- I can get scared now
- My breeder is being extra careful to protect me against parasites and germs

8 WEEKS

- I am ready to meet my new family!
- I am so fun and playful now
- I love people and want to interact with them

3 MONTHS

- I am at the peak of my learning
- I am learning to use the potty, chew, play and socialize.

4 MONTHS

- This is when I need my training reinforced
- I love learning
- I am beginning to look like a big boy/girl now

5 MONTHS

- I am getting good at my short walks on a leash
- I am chewing a lot due to teething (sorry!)
- I can remember now

6 MONTHS

- I am almost full grown!
- I have almost reached my adult weight

7 MONTHS

- I eat like an adult dog now
- I look like an adult dog
- I have all 42 adult teeth!

8 MONTHS

- I have many hormones now, some call this my teenager stage. I need reminders like a teenager

9 MONTHS

- I am so close to adulthood
- I should be getting spayed or neutered soon
- My family is my favorite thing in the universe and I want to be with them all of the time

Pawrade Potty Time Chart

Keeping track of your puppy's potty times not only reminds you to take your puppy out but is also great for creating a schedule for your puppy to achieve potty training success!

TIME	M	T	W	H	F	S	SU
12-1 AM							
1-2 AM							
2-3 AM							
3-4 AM							
4-5 AM							
5-6 AM							
6-7 AM							
7-8 AM							
8-9 AM							
9-10 AM							
10-11 AM							
11-12 AM							
12-1 PM							
1-2 PM							
2-3 PM							
3-4 PM							
4-5 PM							
5-6 PM							
6-7 PM							
7-8 PM							
8-9 PM							
9-10 PM							
11-12 PM							



PUPPY TRAINING TIPS

Where do I start?

Begin house-training your puppy from the moment you bring it home. If you delay house-training, the process will only prolong and become exceedingly more difficult.

Potty Breaks

Until your puppy is fully potty trained, it will need to be let out in the night to use the potty. Developing a regular potty schedule will help create a routine for your dog.

Bedtime

Place your puppies crate near your bed. Before settling down to sleep, let your puppy sit inside the crate for some time.

Behavior Issues

Many of dogs' most common behavior concerns can stem from a lack of proper early socialization, such as aggression, fear, and excessive barking.

Ignore or redirect your puppy when he misbehaves and reward good behavior. Teaching Positive Reinforcement likely results in your pup wanting the positive outcome rather than the negative.



Training Class

Puppy training classes teach you (and them) the fundamentals and help with socialization.

Speak

Begin introducing your puppy to some basic commands, like teaching them to sit, come or lie down.

