2026 Licensing Webinar Questions

1) Will the renewals training manual be available for us to print?

A: Yes, there will be a PDF version on <u>AWP's Municipality Resources page</u>

2) Has the program updated the towns that share a zip code? Are there any plans to do this?

A: The system is set up with the USPS-named zip codes, but there is a second box titled "City Alias" in addition to the City box with drop-downs of additional town names to choose from. You can also type over the city that auto-fills in the city box if you prefer.

3) Can they do new and renewal registrations for 2026 online?

A: Yes, they can do new and renewals online.

4) Is there a help sheet for creating a receipt that was missed so the date is correct?

A: Backdating a receipt must be done by an AWP admin. If it is the same month, however, you can simply create the receipt in the same month the license was sold. AWP is looking at receipts on a monthly, not daily basis. If you need a correct day's date on a receipt for your internal processes, we're happy to backdate them for you. You can make a request for backdating or other corrections through the Petpoint Request link on AWP's Municipality Resources page.

5) When I send my receipt revenue report for the monthly money we owe, do you guys require any other paperwork?

A: No additional paperwork is needed, just the receipt revenue report with your payment.

6) Am I correct...? We cannot input dogs that have not been registered yet; however, we have the rabies information from the vet's office.

A: You can pre-enter the pet and person information by following instructions titled "Preenter Data in Database" in the How To section of the <u>AWP's Municipality</u> Resources page. Please do not enter dogs only; they should be linked to a person via the ownership module.

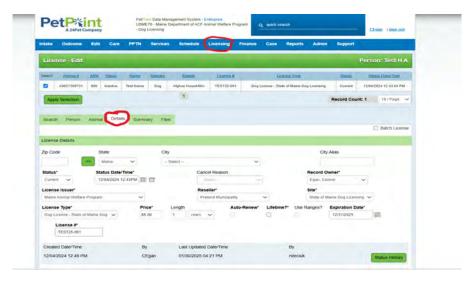
7) DACF will send all email renewals? So, municipalities don't need to do this?

A: That is correct. DACF will send email renewal reminders to all dog owners who licensed in 2025 that have an email address in the database.

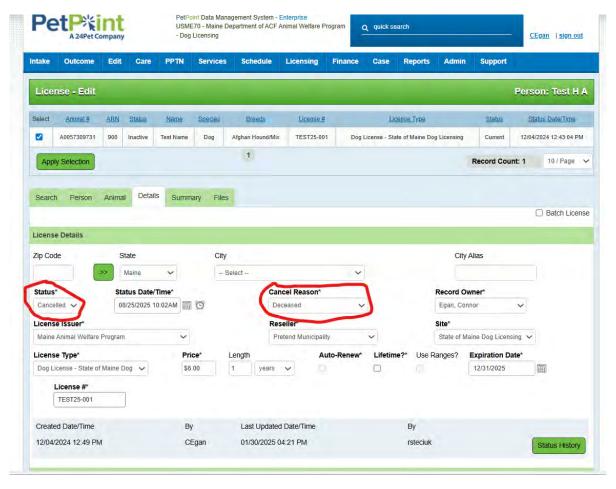
8) Can we update dogs that have moved from one Maine town to another or are deceased?

A: To update dogs that have moved, you need only change the owner's address. Municipalities may charge \$1 to do so. You do not need to issue a new tag. When you are notified that a dog has passed, you should go in and CANCEL the dog's current license and choose "deceased" from the drop-down Reason for Cancel.

To do this, find the Licensing tab and go to Search/Edit License. Enter the dog's license information and hit Find and then ensure you are on the Details tab.



Once here, click on the Status dropdown and change it to Cancelled. Then go over to Cancel Reason and choose Deceased. After this, remember to scroll to the bottom and hit Save Details then Submit License to keep this change.



9) Is it possible for us to edit the info in the portal that is wrong? Like size of dog, address changes, color of dog etc.

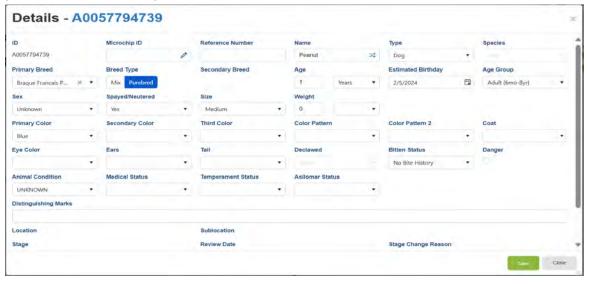
A: Yes, clerks can and should edit information with any corrections, changes/updates. Clerks have edit permissions for person, license and animal profiles.

First, look up the Animal profile and find the green pencil button next to Details.



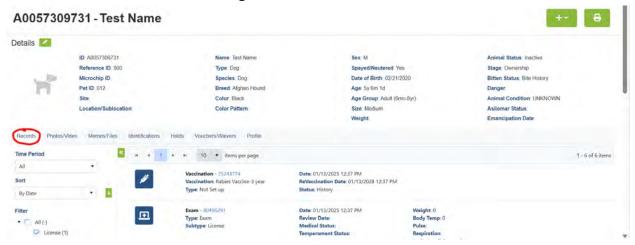
This screen is also where you can edit details such as Spay/Neuter status and dog color, etc. If the dog is deceased, you must cancel the current license and mark the reason for cancel as 'deceased' (See instructions in the question above).

The details tab can also be found for Person profiles, it will have the same green pencil button where you can edit address information, contact information, etc.



10) I find it's difficult to find the most current vaccination dates & vaccine exp. date for a dog that has been registered. Is there an easy way to see this in PetPoint?

A: You can go to the dog's profile, and you will find their vaccine information there in the Records section below the dog's name and information.



11) When you go into the portal now any dogs that we entered last season are showing inactive - they were not entered that way. Is that just a date thing?

A: All dogs in the licensing module will show them as inactive. That is the correct status. Active means that you have physical custody of the dog and is used in the sheltering module and the animal control case module.

12) I know online dog licensing is 'closed' from Feb-Oct currently. Is there ever going to be a time when it will be open year-round for people to register a new dog or re-register it, even if it is late?

A: This has been the limit historically since online sales started. The statute does not specify dates that it must be opened or closed so it is something we could look into.

13) Is it necessary to choose the actual payment method in the receipt? We have just been selecting cash for simplicity.

A: AWP does not need payment method information. Municipalities should determine whether they need it internally.

14) Are we limited to just the breeds showing in the system? Seems like mixed breed is very vague for a dog catcher for example.

A: We recommend you use a primary breed that the dog looks like plus the second breed or just mix for second breed (i.e. a smooth coat labradoodle is going to look more like a lab than a poodle so an ACO will probably look up lab not poodle)

15) Is there a play mode for new clerks?

A: There is not a 'play mode' but new clerks can enter practice licenses using PRETEND MUNCIPALITY as the reseller and TEST DRAWER as the cash drawer. We recommend using clearly fake names for pretend people entered, like Clark Kent or Donald Duck.

16) If my municipality did not enter any dogs into PetPoint do I as the new clerk need to go in and enter all these dogs before we can proceed with the 2026 licensing process?

A: Please reach out to <u>Danielle.Trask@maine.gov</u> to discuss your situation and options.

17) When the Rabies expires does it just "delete" from the data base? Or is it still listed?

A: It will continue to be listed to provide a full history for the animal.

18) Will there be any future discussion/decision about having the vet offices enter the vaccination information into PetPoint vs. having the Clerks do this?

A: This would require a legislative change/update.

19) Is there any discussion about raising the license fee? This is a lot of work for very little return.

A: This is being discussed via the Animal Welfare Advisory Council but will require a legislative change as license fees are laid out by statute.