

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 [AWP's Municipality Resources page](#)

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 [AWP's Municipality 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.

The screenshot displays the PetPoint Data Management System interface. The top navigation bar includes tabs for Intake, Outcome, Edit, Care, PPTH, Services, Schedule, **Licensing** (highlighted with a red circle), Finance, Case, Reports, Admin, and Support. Below the navigation bar, the 'License - Edit' section is active, showing a table with columns for Select, License #, Active, Status, Name, Species, Breed, License #, License Type, Status, and Status Date/Time. A table entry is visible for License # A051308731, Status inactive, Name Test Name, Species Dog, Breed Alpha House/Mix, License # TEST25-001, License Type Dog License - State of Maine Dog Licensing, Status Current, and Status Date/Time 12/04/2024 12:42:04 PM. Below the table, the 'Details' tab is selected (highlighted with a red circle), showing a form for License Details. The form includes fields for Zip Code, State (Maine), City, City Alias, Status (Current), Status Date/Time (12/04/2024 12:43 PM), Cancel Reason, Record Owner (Egan, Corina), License Issuer (Maine Animal Welfare Program), Reseller (Pretend Municipality), Site (State of Maine Dog Licensing), License Type (Dog License - State of Maine Dog), Price (\$8.00), Length (1 years), Auto-Renew (unchecked), Lifetime (unchecked), Use Ranges (unchecked), Expiration Date (12/31/2025), License # (TEST25-001), Created Date/Time (12/04/2024 12:49 PM), By (CEgan), Last Updated Date/Time (01/30/2025 04:21 PM), and By (rsteck). A 'Status History' button is located at the bottom right of the form.

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.

PetPoint A 24Pet Company

PetPoint Data Management System - Enterprise
USME70 - Maine Department of ACF Animal Welfare Program
- Dog Licensing

quick search

[CEgan](#) | [sign out](#)

Intake Outcome Edit Care PPTN Services Schedule Licensing Finance Case Reports Admin Support

License - Edit

Person: Test H A

Select	Animal #	ARN	Status	Name	Species	Breeds	License #	License Type	Status	Status Date/Time
<input checked="" type="checkbox"/>	A0057309731	900	Inactive	Test Name	Dog	Afghan Hound/Mix	TEST25-001	Dog License - State of Maine Dog Licensing	Current	12/04/2024 12:43:04 PM

Apply Selection 1 Record Count: 1 10 / Page

Search Person Animal Details Summary Files

☐ Batch License

License Details

Zip Code State City City Alias

State: Maine

City: - Select -

City Alias:

Status* Cancelled

Status Date/Time* 08/25/2025 10:02AM

Cancel Reason* Deceased

Record Owner* Egan, Connor

License Issuer* Maine Animal Welfare Program

Reseller* Pretend Municipality

Site* State of Maine Dog Licensing

License Type* Dog License - State of Maine Dog

Price* \$6.00

Length 1 years

Auto-Renew* ☐

Lifetime?* ☐

Use Ranges? ☐

Expiration Date* 12/31/2025

License #* TEST25-001

Created Date/Time 12/04/2024 12:49 PM

By CEgan

Last Updated Date/Time 01/30/2025 04:21 PM

By rsteciuk

Status History

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.

PetPrint
A24Pet Company

Intake Outcome Edit Care PFTN Services Schedule Licensing Finance Case Reports Admin

A0057309731 - Test Name

Details

ID: A0057309731
Reference ID: 200
Microchip ID:
Pet ID: 012
Site:
Location/Sublocation:

Records Photos/Videos Memos/Files Identifications Holds Vouchers/Waivers Profile

Time Period: All
Sort: By Date
Filter: All (-)
License (1)
Location (1)
Medical (-)
Exams (3)
Vaccinations (3)

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.

Details - A0057794739

ID: A0057794739

Microchip ID:

Reference Number:

Name: Peanut

Type: Dog

Species:

Primary Breed: Braque Français P...

Breed Type: Mox Purebred

Secondary Breed:

Age: 1 Years

Estimated Birthday: 2/5/2024

Age Group: Adult (6mo-8yr)

Sex: Unknown

Spayed/Neutered: Yes

Size: Medium

Weight: 0

Primary Color: Blue

Secondary Color:

Third Color:

Color Pattern:

Color Pattern 2:

Coat:

Eye Color:

Ears:

Tail:

Declawed:

Bitten Status: No Bite History

Danger:

Animal Condition: UNKNOWN

Medical Status:

Temperament Status:

Astilomar Status:

Distinguishing Marks:

Location:

Sublocation:

Stage:

Review Date:

Stage Change Reason:

Save Close

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.

A0057309731 - Test Name

Details

ID: A0057309731
Reference ID: 900
Microchip ID:
Pet ID: 012
Site:
Location/Sublocation:

Name: Test Name
Type: Dog
Species: Dog
Breed: Afghan Hound
Color: Black
Color Pattern:

Sex: M
Spayed/Neutered: Yes
Date of Birth: 02/21/2020
Age: 5y 6m 1d
Age Group: Adult (6mo-8yr)
Size: Medium
Weight:

Animal Status: Inactive
Stage: Ownership
Bitten Status: Bite History
Danger:
Animal Condition: UNKNOWN
Asilomar Status:
Emancipation Date:

Records

Photos/Video | Memos/Files | Identifications | Holds | Vouchers/Waivers | Profile

Time Period: All | Sort: By Date | Filter: ☐ All (-) ☒ License (1)

1 - 6 of 6 items

	Vaccination - 75243774 Vaccination: Rabies Vaccine-3 year Type: Not Set up	Date: 01/13/2025 12:37 PM ReVaccination Date: 01/13/2028 12:37 PM Status: History
	Exam - 80456291 Type: Exam Subtype: License	Date: 01/13/2025 12:37 PM Review Date: Medical Status: Temperament Status:
		Weight: 0 Body Temp: 0 Pulse: Respiration:

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 MUNICIPALITY 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 Danielle.Trask@maine.gov 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.