Q&As from 9/23 Webinar:

We have consolidated similar questions and provided answers below.

Why are we getting a new system?

M.R.S. Chapter 721 §3925 required the Department to implement a statewide system to track all licensing throughout the State, allow municipalities and ACOs to reunite lost dogs with owners, and track dogs that have been determined by a court to be dangerous or nuisance dogs. The Department is also prohibited from charging municipalities for this programming.   This new system fulfills that mandate.

ONLINE LICENSING

For 2025 ONLY, the Department will manage the entire online licensing process. When a pet owner registers online, the owner and animal information will be in the database. The online process uses the PetPoint system.   The link previously used will redirect to the new site.

Municipalities who received their tags before 10/2/2024 and typically sell more than 200 tags online should return tags that would likely be used for online sales.   Please use 2023 as your sample size, round up to the nearest 50, and return that number of tags to Animal Welfare, Department of Agriculture, Conservation and Forestry, 28 State House Station, Augusta, ME 04333.

Trio, Munis, Access, and the other municipality-used internal/receipting programs:

DACF/AWP is not affiliated with any third-party program and cannot instruct municipalities about whether or how they will interact with those programs.   These decisions should be made at the municipality level.   Whether you re-enter license information into those systems, enter a single 'dog-licenses daily transaction,' or take another approach is up to each municipality.

This program does not directly interface with any other system. Several report options and auto-scheduling options for reports, along with scheduling reports to be emailed to an email address, may allow those vendors to create an interface on their end. There is no mechanism for automatic upload into this system.

Getting Started:

How do I install this on my office computers? You don't. This web-based database can be accessed from anywhere with an internet connection.   The URL is https://sms.petpoint.com/sms3

What is the Shelter ID? The Shelter ID is USME70. You can find it at the top of page 2 of the Initial Tasks List on the Municipality Resources page of our website. All training materials and step-by-step guides are under "Database Training."

Do we log in every time we license a dog? You can log in and stay logged in for quite some time. At some point, it will log you out for non-use.

Can we practice with dummy animals/people? Is this a test environment? This is a live environment, but you can practice using PRETEND MUNICIPALITY as the reseller and TEST DRAWER as your cash drawer when licensing. You are also welcome to do an "office licensing' where you license staff member dogs anytime after 10/7.

Is there a manual or cheat sheet? There is no manual, but all step-by-step guides are available online in PDF format on the Municipality Resources web page under "Database Training."

Entering Information into the database:

Can we pre-enter owner or dog information into the system ahead of time? YES! Step-by-step instructions are here: https://www.maine.gov/dacf/ahw/animal_welfare/municipality/index.shtml under 'Database Training.'

Can we enter rabies vaccine information ahead of time? If the rabies is still valid next year, will I have to reenter it? You can upload certificates to animal or person records via the Memo/Files section if your municipality chooses to upload certificates. You cannot enter the vaccinations into the animal record outside the licensing process. You will NOT need to reenter a vaccine that is still valid next year. The system will accept the vaccine that's in there until the revaccination date you originally entered passes.

Are the slides from the training available to print? Is the webinar available to watch again? Where can I find the initial task guide? YES! They are found here: https://www.maine.gov/dacf/ahw/animal_welfare/municipality/index.shtml under 'Database Training.'

How will I know what transactions we made daily, weekly, or monthly? The best way to pull this information is REPORTS>FINANCE or REPORTS>LICENSING, depending on what information you'd like to find. We recommend you pull some test reports using "TEST DRAWER" as the cash drawer with the dates 9/1/24 to 9/29/24 to see what the report options provide.

Rabies Certificates/vaccinations

We don't require rabies certificates, so why is there a new requirement? A valid Rabies certificate is required for a license to be issued. This is not a change, per §3922(b) it has been required for almost 20 years. The Assistant State Veterinarian has determined that the only substitute for presenting the rabies certificate is the clerk verifying the vaccine and obtaining the relevant information from the veterinary provider. This requirement has been met if you already have a 'current' rabies certificate on file, as in the case of a still-valid 3-year vaccine, but you must still enter the vaccine information in the system this year. In future years, this vaccine will remain on record, and a new one will not be required until the current vaccine reaches the revaccination due date. *A rabies tag is not proof of vaccination*.

What information do I have to put in for the vaccine?

Required information for rabies vaccination database entry:

1. Date vaccination given
2. 1 yr or 3 yr vaccination
3. Re-vaccination (or 'next vaccination due') date *this determines the vaccine's validity*
4. Clinic name (typed in)
5. Clinic Phone number (typed in)
6. Tag number (if the tag was provided)

Additional vaccination notes are NOT required.

The Assistant State Veterinarian has determined that the vial's information (serial/lot number) will not be required for licensing purposes. * Please note that this is a change from the webinar on 9/23.

Sometimes, vets don't have a tag number. What do we do? You leave the tag number field blank.

Are we required to upload rabies certificates? Will the state upload the rabies certificates or enter the information for us? You are not required to upload rabies certificates but can do so if your municipality chooses to. The state will not upload the certificates or enter the rabies information.

Do vet offices, shelters, and rabies clinics also have access to this program to create records - or are we, as municipal clerks, the sole source of data entry? Municipal clerks are currently the sole source of data entry for in-office sales. The pet owner will put the information in the system when licenses are purchased via the online sales option.

§3023-F allows the Commissioner to authorize veterinarians or shelters to act as licensing entities but cannot require participation. Some shelters currently participate by issuing temporary 10-day licenses and providing material to adopters regarding the legal requirement to obtain a license from their municipality; the Department will encourage those shelters to participate within this database for the next licensing year but cannot require them to do so.

Veterinary clinics willing to participate as licensing entities would do so through this database. The veterinary community has not been enthusiastic about licensing participation, and to AWP's knowledge, none have participated since the 1993 statute was implemented.

ISSUING LICENSES:

Are we supposed to do this "in real time" while the people are standing there? Yes, it is intended to be done in the office with the person leaving with their receipt, license, and tag. Once you are familiar with the process, it is quite efficient.

Are we still required to complete the licensing books in addition to this online system for 2024 and 2025 pet licensing? No, this system replaces the licensing books.

Do we issue one receipt per dog or per owner? The most straightforward process is to license and receipt each dog individually.

Where is the license tag number entered in the process? When entering a 2025 License, you will enter the tag number on the "Details" tab under the "License #" heading during the licensing process. For 2024 licenses, you will enter the Tag number as a PET ID when adding the animal in the licensing process. If the animal is already in the system, you can go to the animal record and use the 'IDENTIFICATIONS' Tab to enter a PET ID. Be sure to click SAVE!

What about monthly reporting to the Department? Monthly reports will be pulled from this system. As we approach the end of the first month, we'll have a recorded webinar posted on the Municipality Resources page to walk you through that.

What about payments? This system does not accept credit cards for in-person transactions. Municipalities should use whatever system they have for credit card payments, cash, etc. Payments must be *documented* during the receipt process when licensing, as this is how your monthly report will be generated.

LICENSE Renewals

Can licensing reminders be generated through this program? YES! Renewal reminders and mailing labels can be generated through this database. This will be the topic of a webinar next summer.

AWP will send email renewal reminders twice next year only to those with email addresses in the system: one in October and one in January. AWP will not send USPS reminders.

Can we enter mailing and physical addresses so we can send reminders? YES. You can enter multiple addresses by clicking the green address icon more than once and then choosing 'mailing address' or 'primary address.'

Will there eventually be an auto-renew option? The licensing statutes do not currently allow for one, and this would require a legislative change.

GENERAL SYSTEM USE

We share a zip code with another town; the system doesn't have ours as an option. What do we do? 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. For example, zip code 04416 auto-fills as Bucksport, but the City Alias box has Verona Island as an option; 04045 auto-fills as Kennebunkport, but Arundel is available in the City Alias drop-down. You can also type over the city that auto-fills in the City box if you prefer.

If we log on as a specific municipality, why can't it auto-populate our municipality-relevant information in the boxes? The same goes for veterinarians. Why can't they be in there? The database is used nationwide, and many resellers issue licenses for multiple counties, cities, towns, etc. Some of our Maine clerks also issue licenses for multiple towns. The system is not set up to assume this type of information.

Concerning veterinarian information, we are exploring the possibility of adding veterinarians in the 'provider' drop-down boxes. Unfortunately, even the Maine Veterinary Medical Association does not have a comprehensive list of animal clinics, and the licensing entity for veterinarians only has

individual licensee information and not their clinic/vet office affiliation. We do have this noted as an area we'd like to tackle in the future.

Can we look up to see if a dog is licensed by a tag # in the current or previous year? (if someone calls PD to report they found a dog with a tag)? YES! You will be able to search for any license that has been entered into the system. You can also add the PET ID tab to your home page and search by rabies tag number (PET ID) or microchip number. You can search under the "Search/Edit" license under the licensing tab (most comprehensive) or in the search bar on the home page.   Of course, only data entered into the system is searchable.

If this is a state-wide database, can we pull records from another Maine town/city if they move to my town? YES! You will update their address and issue a transfer license with you as the reseller. You will be able to access their previously entered information/history.

If a dog passes away, is there a way to mark that in the program, or will we delete the dog and lose that history? You will not delete: you will edit the animal and change its condition to 'deceased' in the ANIMAL CONDITION drop-down box.

Is it possible to have multiple owners listed for a dog? Yes! You may add a related person to an owner or use the 'ownership' drop-down under the + on your home page. Instructions for doing this are included in the "Pre-entering Data in the Database" training slides on our website's Municipality Resources page under Database Training.

Do late fees automatically apply once the grace period ends? No, they are added as an "item" in the receipt process. We cannot auto-add late fees after that date because licenses are issued for newly acquired dogs after January 31.

If we don't fill in the required fields, will it show up in red so we know where we missed? YES! You will get an error message telling you what you missed.

If we make a mistake, can we delete it from the system? It depends on the error. Once persons and animals are entered, you cannot delete them from the system. You can edit people and animals, and some fields within them can be deleted. You can delete memos and files. It is difficult to delete something in this system mistakenly; deletions and changes of those fields that can be deleted or changed would have to be purposeful.   If an animal or person is duplicated, you can email animal.welfare@maine.gov requesting a deletion or a merge.

Can other municipalities delete our information, and if so, is there a backup system? As mentioned above, some items can be deleted, and others cannot. People and animals cannot be deleted except by AWP. Any user can edit their information. There are multiple backup options. The state receives a full backup monthly. Municipalities can pull or even auto-schedule reports in various formats at any interval they choose. Visit the Reports Website section of PetPoint, under licensing or finances, to view options.

Is there a way to flag a note about an owner in this system? Yes! If you wish to add a pop-up, you can go to MEMO>GENERAL PERSON NOTE, then choose the POPUP ALERT subtype. What you write in that memo's "Comments" section will appear as a popup alert to anyone who navigates to that person.   Municipalities may use this feature however they choose. For example, you could

use it as an alert by putting "CHECK ALL MEMOS!" in this pop-up, or you could put the full memo in the comments, which will pop up in full. The downside of putting all comments in is that the only way to discontinue the popup in the future is to delete the memo; this is a non-issue if you use it as an 'alert' memo and then delete it when it's no longer valid without losing the history of the whole memo.

ACO's and this Database:

Is there a way to notify the ACOs in the system that there is a note about the owner or the dog? Yes! See above for owner memos that will provide a popup alert.   There are popup subtype options for dogs under the memo types of Dangerous Dog and also under the General Dog Note. They work the same as above.

ACO case tracking—Does the system allow the ACO to track 'cases' for each dog/owner outside of just the notes? While this provider does have a case module, our licensing setup does not provide case management for ACOs.