

WeDog Licensing Database FAQs- Volume 2- January 24, 2025

We have consolidated similar questions and provided answers below.

Is there a way to print reminder letters to mail to dog owners like we used to at the beginning of January?

Can we send email reminders to people?

Yes! There are a few options for producing notices, and AWP will put out step-by-step instructions mid-summer. You can queue and print reminder letters for each household that purchased a license this year, or you can pull pet owner information in excel and use mail merge for your own letters. AWP will send email notices to all purchasers of online licenses and any pet owners with a valid email address in the database.

Will the late fee be added automatically after February 1st, or will we have to choose a different option when receipting out? Can we remove them if they are auto-added if it is a new dog?

Late fees will not be automatically added. You must add the Receipt Item “Late Fee” to each license for late purchasers. We have provided step-by-step instructions on the Municipality Resources page to [Add Late Fees after January 31](#)

We keep getting stuck when trying to enter a second dog for a household, help!

We’ve found that most people who have reached out about this are missing the step of clicking on the blue Animal Search tab on page 5 of the [Adding a Second Dog](#) instructions to input the second dog’s information, or after adding the animal they are jumping to the green Details Tab before completing the ‘Remove Selection’ step for the first dog on the Animal Tab (this can be found on page 8).

Can we Exempt dogs from the rabies vaccine?

Only a veterinarian can exempt a dog from the rabies vaccination requirement for a medical reason, per the Department of Health and Human Services 10-144 Regulations, Chapter 260 (you can find Chapter 260 here [Department of Health and Human Services 10-144 Regulations Chapter 260](#)). There are very specific requirements for allowing an exemption. The pet owner seeking the exemption must have their veterinarian complete the accepted form, which requires both the veterinarian’s and the pet owner’s signatures. The accepted form can be found on the Maine Veterinary Medical Association’s Website here: [MVMA Dog Rabies Waiver Form](#).

How many service dogs are allowed per household, and what document must be provided? Many do not have an expiration date, but the system requires one.

The number of service dogs allowed per household is not limited. According to the Americans with Disabilities Act, some people with disabilities require different service animals to perform different tasks. The system allows for an expiration date of the document if an expiration date is included but does not require one when uploaded. The license is good for 1-year, as are all other licenses, and expires December 31 each year. The fee is waived with the required paperwork, but that paperwork can be kept on file; once it is uploaded into the system, it does not need to be produced for renewal for the same dog with the same owner. The accepted form can be found here: [Maine Service Dog Verification Form for License Fee Waiver](#)

How are people licensing their dogs online getting their tags this year? Will municipalities be getting any money from those licenses?

For 2025 ONLY, the Department is managing the entire online licensing process, including the mailing of tags. Once online licensing closes and AWP completes rabies vaccination verification, municipalities will be asked to complete a few steps to receive the municipality share of online fees (\$3 per license). First, municipalities will enter their mailing address into the Petpoint system under their agency record, including entering their state Vendor Code into the “Unit” field in the address section. Second, in early to mid-March, all municipalities will be asked to pull and review their online license reports and report any pet owner address that actually lies in another municipality.

This will be most important for municipalities that share zip codes. You will receive communication and instructions after we have completed our vaccine verifications, mailings, and internal payment reviews.

I need to make a correction or deletion, but the system won't let me! What do I do?

AWP is the system's admin. Only an admin can make specific changes and edits. You can submit a request to have your change made here: [Request for Record Edit](#)

Is it possible for one person in each town to get admin rights?

It is not possible for nearly 500 users to have admin rights to the system. We are able, however, to provide increased permissions for the two most requested functions to one person in each municipality:

- Voiding receipts
- Editing rabies vaccinations

Once your office is confident in properly using the system, you may request advanced permissions for one user by emailing us at animal.welfare@maine.gov.

If you do not create a receipt, will it still show on your monthly report?

Every license must be accounted for on a receipt, or it will not show on the report that needs to be submitted to AWP with your monthly payment. It will still show on licensing reports but not on the needed Revenue reports.

If the rabies certificate expires before next year, do we have to get the information again?

Yes, verifying a valid rabies vaccine is required annually before issuing a license. Once you have entered the dog's first rabies vaccine in the system, you will only need to enter new vaccine information when that dog's vaccine expires and the dog is revaccinated. If a dog has passed the required revaccination date in the system, you must enter a new vaccine into the system before issuing a new license.

Do I have to enter a phone number for the pet owner?

Yes! Phone numbers are required, except where the owner does not have a phone. One of the statute's goals requiring the statewide database is to facilitate the return of found dogs to their owners. While an ACO can attempt to drive an animal to the address on file, it is most efficient to have the phone number available to call the owner and have them retrieve the dog or meet the ACO at a convenient location. This can eliminate the need for the ACO to drive the animal to a shelter.

My ACO wants access to the database. Can I get them a username and password?

Certified ACOs who receive approval from all municipalities they serve will be given limited access beginning in late February. Please note that if any municipality that an ACO serves objects to them having access, they may not use the system. ACO access will be limited, where they can view license, animal and owner information and add memos. They will not be able to edit any information already entered.

I have my first Municipal Kennel and am not sure where to start. Help!

Before you move forward with entering any information in the database, be sure you are familiar with all documents in the [Municipal Kennel Licensing Packet](#), which will walk you through all the steps needed before licensing a Municipal Kennel. Once your documents are in order, follow the step-by-step instructions for [Issuing a Municipal Kennel License](#). Remember, a Municipal Kennel License is only valid where the dogs are being used for specific purposes and is only valid for up to 10 dogs. Many kennels will require multiple licenses to be issued for the owner.

The dogs I've added are showing as 'Inactive'; how do I fix that?

All animals in licensing will correctly show as inactive. Animals only move to 'active' when physical custody of that animal goes to the entity using the database, so it's not used at all in licensing.