

## Memos and Files for ACOs

### Memos:

1. Search for your person by putting their name or address in the search bar and press enter. Then, choose the person tab and click on the ID for the correct person.

PetPrint A 24Pet Company

Search

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

abraham lincoln

Animal(1) Person(1) Agency(1) License(15) Ownership(9)

ID	First Name	Last Name	Phone	Email	Address	Unit	City	State/Province
P0046358182	Abraham	Lincoln		ronda.steciuk@maine...	290 Western Avenue		Augusta	ME

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2. In the person's profile, click on the MEMO/FILES TAB to view any memos or files in the profile. Click on the small arrow next to a memo to expand to see the full memo.

P0046358182-Abraham Lincoln

Gender: Unknown  
Pronoun:  
Date of Birth:  
Identification:

Phone:  
Email:  
ronda.steciuk@maine.gov  
Consent To Contact: Yes

Records Memos/Files Associations Agency Membership Related Persons Survey Petango Applications

Memos +

ID	Type	Subtype	By	Date	Review Date	Updated	Comments
6177590	General Person Note	Call documentation	TestUser	09/23/2024 9:31 AM		09/23/2024 9:30 AM	Mr. Lincoln called and let us know that his d...

Mr. Lincoln called and let us know that his dog Baby Doggo has lost her license tag. I advised him to come into the office and purchase a replacement tag for \$1. He will come in next week.

Files +

ID	Name	Category	File Type	File Subtype	Expiration	Uploaded	Uploaded By
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3. To add a memo, click the green + icon next to Memos. This will open a pop-up (tip: make sure your pop-ups are not blocked!).

**PetPoint**  
A 24Pet Company

Search

Edit PPTN Licensing Finance Reports Admin Support

P0046358182-Abraham Lincoln

Photo Details

Person ID: P0046358182  
 Name: Abraham Lincoln  
 Gender: Unknown  
 Pronoun:  
 Date of Birth:  
 Identification:

Address:  
 290 Western Avenue Augusta Maine 04333 USA  
 Phone:  
 Email:  
 ronda.steciuk@maine.gov  
 Consent To Contact: Yes

Records Memos/Files Associations Agency Membership Related Persons Survey Petango Applications

Memos

ID	Type	Subtype	By	Date	Review Date	Updated	Comments
6377590	General Person Note	Call documentation	TestUser	09/23/2024 9:31 AM		09/23/2024 9:30 AM	Mr. Lincoln called and let us know that his d...

- Choose the type of memo you wish to enter. For ACOs these are almost always general person notes.

### Memo - New

Type

General Person Note

Financial

General Person Note

Subtype

Comments

Created

By

Last Updated 03/10/2025 4:48 PM

By

Save Close

- Then choose your subtype. A "Pop-up Alert" will pop up and require acknowledgment by every user who opens a person's profile.

**Memo - New**

Type: General Person Note

Review Date: [Calendar icon] [Clock icon]

Comments: [Empty text area]

Subtype dropdown menu (highlighted with a red box):

- Call documentation
- Other
- Pop up alert

Created: [Blank] By: [Blank]

Last Updated: 03/10/2025 4:48 PM By: [Blank]

Buttons: Save (green), Close (grey)

6. Enter your memo and click SAVE.

**Memo - New**

Type: General Person Note

Subtype: Pop up alert

Review Date: [Calendar icon] [Clock icon]

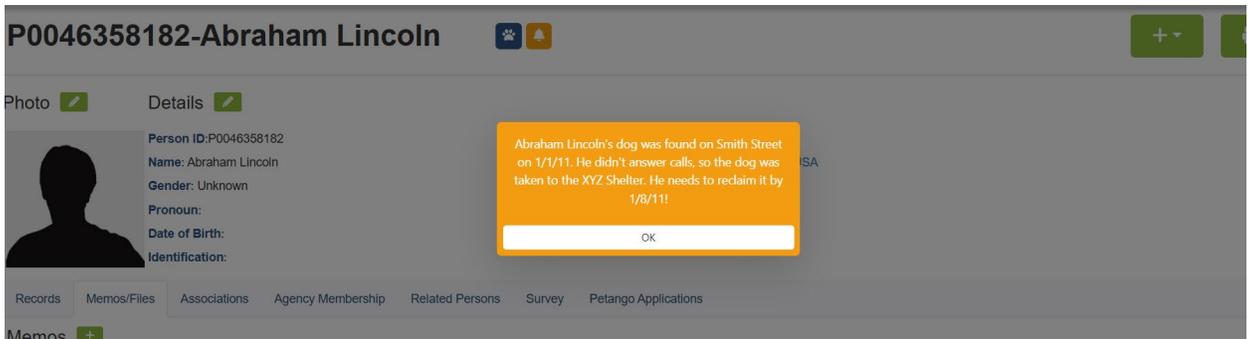
Comments: Abraham Lincoln's dog was found on Smith Street on 1/1/11. He didn't answer calls, so the dog was taken to the XYZ Shelter. He needs to reclaim it by 1/8/11!

Created: [Blank] By: [Blank]

Last Updated: 03/10/2025 4:48 PM By: [Blank]

Buttons: Save (green, highlighted with a red box), Close (grey)

This is how pop-up memos appear when you open the person's profile



Dog Memos follow the same series of steps, just under the dog's profile.

## FILES:

### Viewing a File:

1. To VIEW a file in a dog or person's record, Click on the download icon at the right side of the screen in the row of your desired document.

ID	Name	Category	File Type	File Subtype	Expiration	Uploaded	Uploaded By	
18626473	Pretend Rabies Certificate	Person	Licensing Document	Rabies Certificate		03/10/2025 5:11 PM	Abraham Lincoln	

2. This will DOWNLOAD the document to your computer. To view it you must click on the Download to open it.

resource... Trakstar Hire Organization Memb... Organization Memb... Workers Comj

Search

t

 Pretend Rabies Certificate (1)  
55.7 KB • Done

 lincoln signature.jpg  
15.6 KB • 14 minutes ago

To UPLOAD a file:

1. You can upload .pdf, .doc, .docx, .jpg and a few others. If your file won't upload, it may be too big OR the file name has a disallowed character in it. Avoid non-letter and non-number characters in your file's name.
2. Click on the green + icon next to FILES, to get a pop-up which allows upload of your document

ID	Name	Category	File Type	File Subtype	Expiration	Uploaded	Uploaded By
18626473	Pretend Rabies Certificate	Person	Licensing Document	Rabies Certificate		03/10/2025 5:11 PM	Abraham Lincoln

3. Name your document clearly, so that other users will know what it is. Choose your Type and Subtype. Then click on Select Files, choose your file and click UPLOAD.

**Files -**

Name: Lincoln Squirrel surrender doc 010 | Type: OwnerSurrender Document | Subtype: Animal Document

Expiration: [Calendar Icon]

Select files... | Drop files here to upload

Upload

4. Once you've clicked UPLOAD, the pop-up will disappear and the document will then appear under FILES in the person (or animal) record.

Files +

ID	Name	Category	File Type	File Subtype	Expiration	Uploaded	Uploaded By
18626766	Lincoln Squirrel surrender doc 010111	Person	OwnerSurrender Document	Animal Document		03/10/2025 5:28 PM	Abraham Lincoln
18626473	Pretend Rabies Certificate	Person	Licensing Document	Rabies Certificate		03/10/2025 5:11 PM	Abraham Lincoln