



Town Clerk's Lunch and Learn

Answering your questions about the Petpoint
Database

Welcome Everyone!

- Please hold all questions until the end. If you have a question that you feel you may forget, please put it in the chat and it will be addressed at the end.
- We will be reviewing the submitted questions list and explaining how to solve these issues live
- If there is time left, we will be answering other questions you may have
- Please refrain from asking questions that are personal to your situation (ex. Asking for a user login for a clerk)

Entering a Kennel License

The License Issuer must be
Maine Animal Welfare
Program- Kennel Licenses

Reseller is your municipality

Site is State of Maine Dog
Licensing

License Type will be Munic
Kennel License –Dog 1 for
the first dog you enter. This
applies the license charge of
\$42 for up to 10 dogs.

Length – enter 1 , and the
expiration date will auto-
apply.

License - New Person: Abraham Lincoln

Select	Animal #	ARN	Status	Name	Species	Breeds	License #	License Type	Status	Status Date/Time
<input checked="" type="checkbox"/>	A0056922889		Inactive	Lincoln doggo 1	Dog	Abruzzese Mastiff			New	10/09/2024 09:20:20 AM

Apply Selection 1 Record Count: 1 10 / Page

Search Person Animal Details Batch License

License Details

Zip Code: 04333 State*: Maine City: Augusta City Alias: Augusta

Status*: Current Status Date/Time*: 10/09/2024 09:20AM Cancel Reason: -- Select -- Record Owner*: user, test

License Issuer*: Maine Animal Welfare Program- Kennel Licenses Reseller*: Pretend Municipality Site*: State of Maine Dog Licensing

License Type*: Munic Kennel Lic-Dog 1 Price*: \$42.00 Length: 1 years Auto-Renew*: Lifetime?*: Expiration Date*: 12/31/2025

By: TestUser Last Updated Date/Time: 10/09/2024 09:20 AM By: TestUser

License Notes

Adding Additional Dogs

You will then check mark the box from the FIRST (previously licensed) dog and click "REMOVE SELECTION". (this process is not required after the second dog).

License - New Person: Pretend Person

Select	Animal #	ARN	Status	Name	Species	Breeds	License #	License Type	Status	Status DateTime
<input checked="" type="checkbox"/>	A0057124626		Inactive	Pretend Guys dog	Dog	Abruzzese Mastiff			New	10/21/2024 06:29:17 PM
<input type="checkbox"/>	A0057124697		Inactive	Pretend 5 dog	Dog	Abruzzese Mastiff			New	10/21/2024 06:31:26 PM

Apply Selection **Remove Selection** 1 Record Count: 2 | 10 / Page

Search **Person** **Animal** Details

Animal ID's: A0057124626
Animal Info: Inactive Licensing
Pretend Guys dog - Dog Female - Adult (8mo-8yr)
Abruzzese Mastiff - Apricot
2 y 0 m 0 d , DOB: 10/21/2022, Altered: Yes, Size: Small
Bitten: No Bite History, Danger: No

Print: -- Kennel Card -- -- Documents -- -- Medical Documents -- Animal View Report

Jump To: -- Intake -- -- Edit -- -- Care/Services --

Animal Search Express **Details** Photos/Videos Profile Memos Identifications Vouchers/Waivers Holds Stage/Location Files

Animal Details

You must select and hit Remove Selection for the first dog that you entered. Then you can proceed to the Details tab to License the new dog

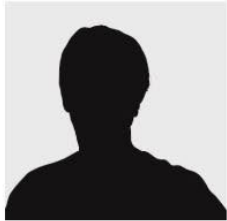
Adding New Dog via Ownership

P0046953251-Cool Guy



Photo

Details



Person ID:P0046953251

Name: Cool Guy

Gender: Unknown

Pronoun:

Date of Birth:

Identification:

Address:

Phone:

Email:

Consent To Contact: No

- Appointment
- Activity
- Case
- Equipment Rental
- Receipt
- Hotline
- Foster
- Intake
- License
- Lost/Found
- Outcome
- Ownership

Records

Memos/Files

Associations

Agency Membership

Related Persons

Survey

Petango Applications

Time Period

All

Sort

By Date

Filter

All (-)

Consent (1)



Ownership - 40206511

Date: 01/10/2025

Completed By: Connor Egan

Animal: A0057616671

Animal Name: Dog Test

Species: Dog

Primary Breed: Australian Cattle Dog

Primary Color: Blue

Date of Birth:

Sex: M



Consent - Opt In Consent

Consent: No

Created: 01/10/2025

Created In: Edit Person

Created By: CEgan

Adding Additional Dogs (cont.)

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

P004695

Ownership - New

Completed By
Egan, Connor

Person
46953251 Cool Guy

Animals 0

Type here to search

Animal ID	Photo	Stage	Species	Primary Br...	Name	Age	Sex	Spay/Neuter	Primary Co...	Sublocation	Microchip
-----------	-------	-------	---------	---------------	------	-----	-----	-------------	---------------	-------------	-----------

Created By
Last Updated 01/10/2025 12:24 PM By

Save Close

Date of Birth:
Sex: M

Consent - Opt In Consent
Consent: No
Created: 01/10/2025
Created In: Edit Person
Created By: CEgan

If we enter a Rabies vaccine incorrectly, how do we correct it?

- Please contact connor.egan@maine.gov for immediate assistance
- We cannot provide admin access to everyone
- For this reason, we have a form that can be filled out online for deletions, merges, and corrections.

Database User Training

- [Database User Training Webinar - Updated 12/4/2024 \(YouTube\)](#)
- [Initial Task List \(PDF\)](#)
- [Maine Dog Licensing Database User Training Presentation \(PDF\)](#) - Updated 10/22/24
- [Database FAQs \(PDF\)](#)
- [PetPoint Request](#) 
- [Microchip Cheat Sheet\(PDF\)](#)
- How to...
 - [Preenter Data in Database \(PPTX\)](#)
 - [Issue Municipal Kennel Licenses \(PDF\)](#)
 - [Issue Nuisance or Dangerous Dog Licenses \(PDF\)](#)
 - [Add a Fee Exempt License - Updated 10/21/24 \(PDF\)](#)
 - [Entering Rabies Vaccines - Updated 10/18/24 \(PDF\)](#)
 - [Going Back to Add a Receipt \(PDF\)](#)
 - [License a Second Dog \(PDF\)](#)
 - [Reports for Municipalities - Updated 12/23/2024 \(PDF\)](#)
 - [Setting up Automatic Monthly Reports \(PDF\)](#)

How to add scanned rabies certificates

P0046953251-Cool Guy



Photo

Details



Person ID: P0046953251

Name: Cool Guy

Gender: Unknown

Pronoun: |

Date of Birth:

Identification:

Address:

Phone:

Email:

Consent To Contact: No

Records

Memos/Files

Associations

Agency Membership

Related Persons

Survey

Petango Applications

Memos

ID	Type	Subtype	By	Date	Review Date	Updated	Comments
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Files

ID	Name	Category	File Type	File Subtype	Expiration	Uploaded	Uploaded By
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How do Reminders get sent out?

- We will send reminders in October, December, and January each year via email to license holders including October/December 2025, we will ONLY send to people with emails entered

PetPoint
A 24Pet Company

Intake Outcome

test a

Details - P0046500871

Salutation	First Name	Middle Name	Last Name	Suffix
<input type="text"/>	Test	H	A	<input type="text"/>
Gender	Pronoun	Date of Birth		
<input type="text"/>	<input type="text"/>	<input type="text"/>		
Identification Type	Identification Number	Issued	ID Issuer	Expiry
<input type="text"/>	<input type="text"/>			

Email **+**

Primary	Type	Email	Do Not Contact
<input checked="" type="radio"/>	Personal	<input type="text"/>	<input type="checkbox"/>

Phone **+**

Primary	Type	Number	Extension	Do Not Call
<input checked="" type="radio"/>	Cell	(207) 211-1111		<input type="checkbox"/>

Address **+**

What if you don't have information on your microchip manufacturer?

Located on the AWP Municipality Resources page



Microchip Manufacturer Cheat Sheet

<u>15 Digit Chips</u>	<u>Manufacturer</u>
00	AKC Reunite
01A	24 PetWatch
900085	Homeward Bound
900074	Smart Tag
900139	Smart Tag
900164	Save This Life
900215	Iservo
900235	FiNano
900250	Furreka
911	911 Pet
932	Adequid
933	Microchip ID Systems/Buddy ID
939	Microchip 4 Solutions (M4S)
941	Pet Key
952	Microchip 4 Solutions (M4S)
956	AKC Reunite
965	Microchip ID Systems/Buddy ID
967	Identrac
977	Avid
9810	Found Animals
98102	ResQ/PetLink/Datamars
98103	ResQ/PetLink/Datamars
981	PetLink
982	24 PetWatch
985	Home Again
987	Smart Tag
990	Nanochip/Nanochip ID/ViaGuard
991	Save This Life
992	Nanochip/Nanochip ID/ViaGuard or PetKey
<u>10-Digit Chips</u>	
1	Avid
4	Home Again
7E1	Microchip ID Systems/Buddy ID
9A1	24 PetWatch
TR	AKC Reunite or Trovan
<u>9 Digit Chips</u>	Avid

Any other numbers are likely international chips. Please email animal.welfare@maine.gov for assistance.

How do we know if someone registered their dog online and if they did it properly?

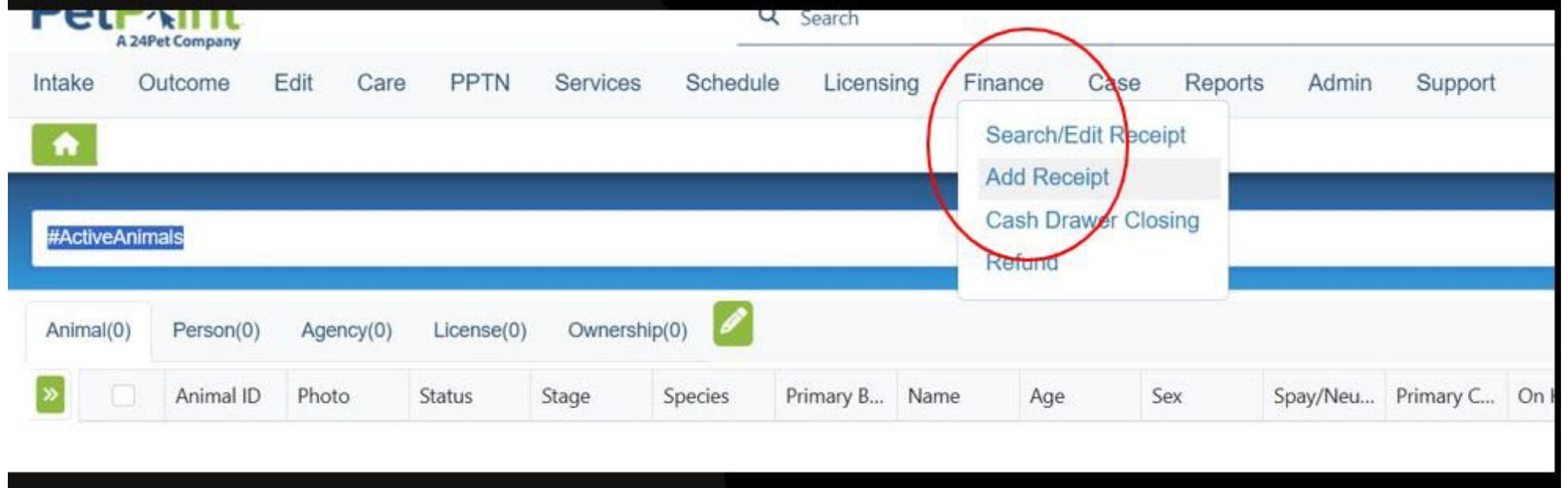
- You can request a report from AWP for this information
- You will receive a spreadsheet with everybody who registered online

Can you add multiple dogs on one receipt?

- Yes!

To add a multiple-animal receipt after issuing multiple licenses to the same pet owner you will proceed through the FINANCE section instead of through the licensing portion of the database.

Go to FINANCE
Click on ADD RECEIPT



The screenshot shows the PetPlink software interface. At the top, there is a search bar and a navigation menu with the following items: Intake, Outcome, Edit, Care, PPTN, Services, Schedule, Licensing, Finance, Case, Reports, Admin, and Support. The 'Finance' menu is open, and a red circle highlights the 'Add Receipt' option. Below the navigation menu, there is a home button and a search bar containing '#ActiveAnimals'. At the bottom, there is a summary bar with counts for Animal(0), Person(0), Agency(0), License(0), and Ownership(0), followed by a table with columns: Animal ID, Photo, Status, Stage, Species, Primary B..., Name, Age, Sex, Spay/Neu..., Primary C..., and On I.

Multiple dogs for one receipt

Scroll down to confirm your person's details have entered into the receipt fields.

Select OWNER NAME as the Animal Search Criteria

Enter your person's name

Click FIND

Person Detail

Person ID: P0046358182

First Name*: Abraham

Last Name*: Lincoln

Primary:

Phone Number*: _____

Phone Ext.: _____

Phone Type*: -- Select --

Country: United States

Street Address*: 1 Pretend Street

Apt./Unit: _____

Zip Code: 04333

State*: Maine

City: Augusta

City Alias: Augusta

Address Type*: Home

Do Not Mail:

Jurisdiction: -- Select --

County: KENNEBEC

Primary:

Email Address: _____

Email Type: -- Select --

Do Not Contact:

Create Person Save Person

New receipt for Abraham Lincoln

Animal Search Criteria: Owner Name First Name: abraham Last Name: lincoln Fuzzy Search

Find

Advanced Search

Clear Animal Search

Select the dog or dogs you wish to add to this receipt by clicking the green animal number button next to the correct animals.

New receipt for Abraham Lincoln

Animal Search Criteria: Owner Name First Name: abraham Last Name: lincoln Fuzzy Search

Find

Advanced Search

Select	ARN	Status	Stage	Species	Primary Breed	Secondary Breed	Name	DOB	Sex	S/N	Primary Color	Secondary Color	Color Pattern	On Hold	Memo	Location	Sub Location
<input type="button" value="A0056922889"/>		Inactive	Licensing	Dog	Abruzzese Mastiff	Mix	Lincoln doggo 1	9/20/2022	F	N	Apricot			No	No		
<input type="button" value="A0056922897"/>		Inactive	Licensing	Dog	Affenpinscher		Lincoln doggo 2	9/20/2022	F	Y	Black			No	No		
<input type="button" value="A0056922904"/>		Inactive	Licensing	Dog	Alghan Hound	Mix	Lincoln doggo 23	9/20/2020	F	Y	Tan		Solid	No	No		
<input type="button" value="A0056935720"/>		Deceased	Released	Dog	Abruzzese Mastiff	Mix	Another Lincoln doggo	9/23/2022	F	Y	Apricot			No	No		
<input type="button" value="A0056935900"/>		Inactive	Licensing	Dog	Abruzzese Mastiff	Mix	Baby Lincoln doggo	9/23/2023	F	Y	Apricot		Solid	No	No		
<input type="button" value="A0056935829"/>		Inactive	Licensing	Dog	Affenpinscher		New Lincoln Doggo	9/23/2019	M	Y	Brown		Solid	No	No		
<input type="button" value="A0057058546"/>		Inactive	Licensing	Dog	Abruzzese Mastiff	Mix	Sammy Service Doggo	10/10/2022	F	Y	Apricot			No	No		
<input type="button" value="A0057117406"/>		Inactive	Licensing	Dog	Abruzzese Mastiff	Mix	Lincoln doggo 3	10/20/2022	F	Y	Apricot			No	No		

1

Record Count: 8 10 / Page

The dogs you selected with the green animal number buttons will populate below into the Animals on Receipt Section

Select an animal to add their outstanding charges to the receipt.

Animals on Receipt

Select	Animal ID	Name	Species	Primary Breed	Delete From Receipt
<input type="button" value="Select"/>	A0056935829	New Lincoln Doggo	Dog	Affenpinscher	<input type="button" value="Delete"/>
<input type="button" value="Select"/>	A0056935800	Baby Lincoln doggo	Dog	Abruzzese Mastiff	<input type="button" value="Delete"/>

Receipt Items

Site: Animal Type: Age Group:

View Type: Categories: UPC Code:

Select an animal to add their outstanding charges to the receipt.

Outstanding charges for the selected animal will auto-populate into the receipt

To add any additional charges, like late fees, you must select from the drop down under ITEM NAME and click ADD for each additional item to be added to the receipt.

Select	Animal ID	Name	Species	Primary Breed	Delete From Receipt
Select	A0056922889	Lincoln doggo 1	Dog	Abruzzese Mastiff	Delete
Select	A0056922897	Lincoln doggo 2	Dog	Alfenpinscher	Delete

Receipt Items

Site: -- All -- Animal Type: -- Select -- Age Group: -- Select --

Item Type: -- All -- Category: -- All -- UPC Code: >>

IRN#: >>

Item Name* -- Select -- Unit Price: 0 # of Units: 1 Animal ID: A0056922889 or not for an animal

Discount %: 0 Discount Amount: 0 Discount Reason: -- Select --

Tax 1 Code: -- Select -- Tax 1 Amount: 0 Tax 2 Code: -- Select -- Tax 2 Amount: 0 Sub Total: 0

Additional items chosen here then ADD


Auto-populated items and added items will appear here


Edit	Item Name	Animal ID	Unit Price	Units	Late Fee	Disc. %	Discount Amount	Discount Reason	Tax %	Tax Amount	SubTotal	Select All
Edit	Transfer License	A0056922897	\$1.00	1		0	\$0.00		0	\$0.00	\$1.00	Delete
Edit	Munic Kennel Lic-Dog 1	A0056922889	\$42.00	1		0	\$0.00		0	\$0.00	\$42.00	Delete

Delete

Is there a report that breaks down how many spayed/neutered dogs vs unaltered dogs?

- The License Crosstab report, no is unaltered and yes is altered

Based On From: 

Based On To: 

X1: ▾

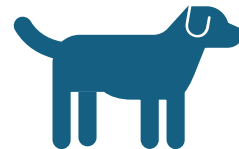
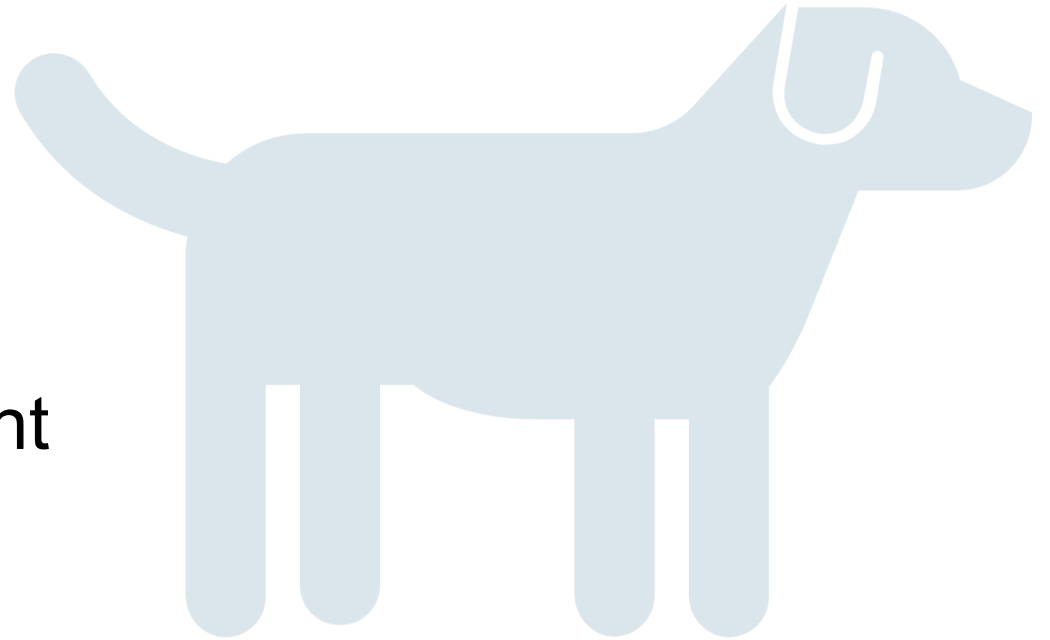
Y1: ▾

Y2: ▾

- You can find the guide for generating this report anytime at
- [Municipality Resources: Animal Welfare Program: Maine DACF](#)
- Just hit the link that says “Reports for Municipalities”

Does the program know if a dog has already been registered? Or can a dog be registered twice with 2 different tags in the same year?

- If a dog is entered twice with 2 different IDs, the system will think it's two different dogs
- One dog with one Animal ID number cannot be issued the same license twice



How do you update rabies information once you have hit save, without it entering a second rabies entry?

- Once this is entered it is unable to be edited
- You must make a change request through the online corrections form.



Questions?

Email:

connor.egan@maine.gov

