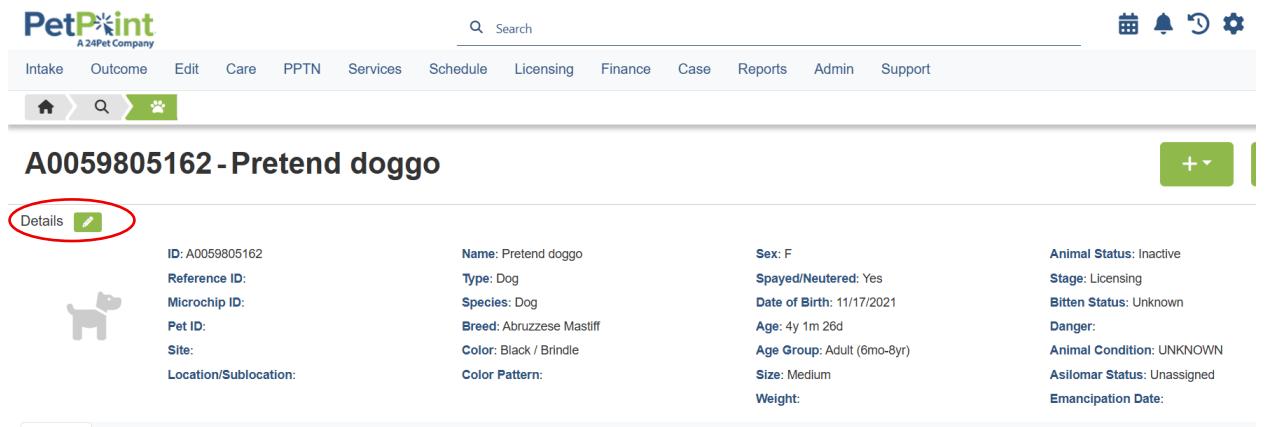


## Changing a Dog License from Unaltered to Altered

1. If you have already issued an unaltered receipt, you need to void the receipt. Even if you changed the price, it will still report as unaltered.
2. Go to the dog's profile and click on the green pencil to edit the profile

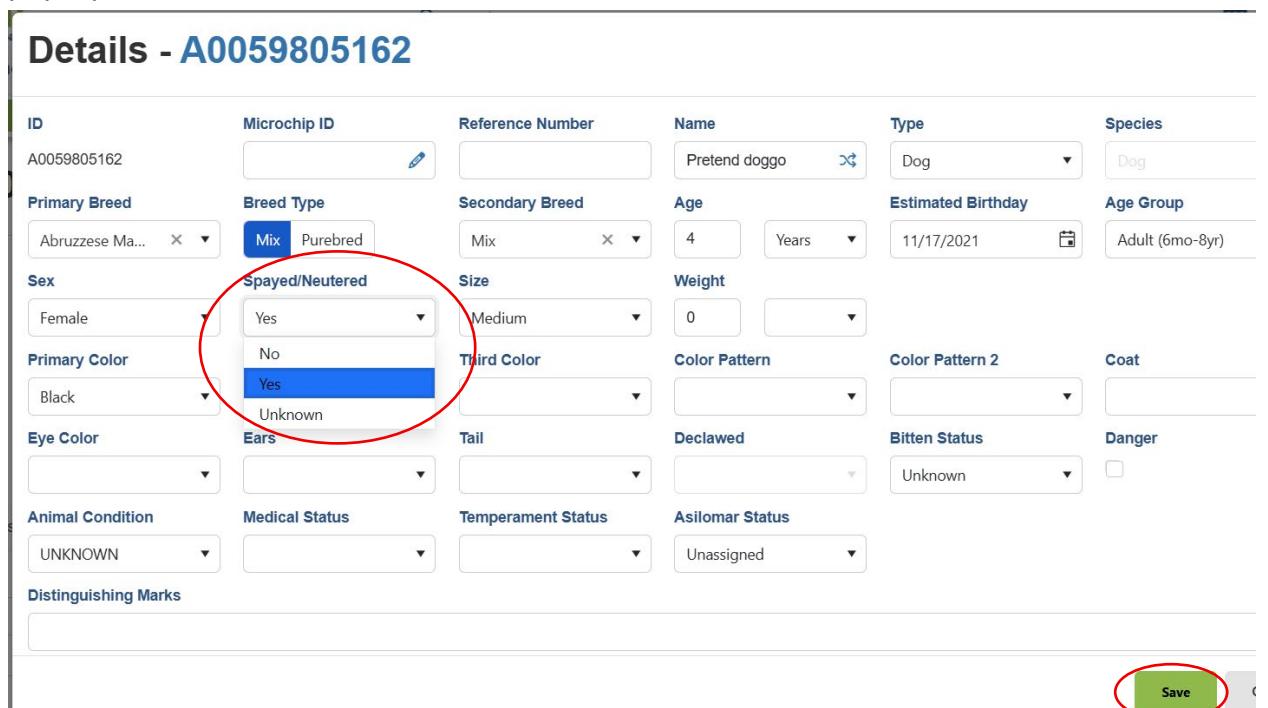


A0059805162 - Pretend doggo

Details 

ID: A0059805162	Name: Pretend doggo	Sex: F	Animal Status: Inactive
Reference ID:	Type: Dog	Spayed/Neutered: Yes	Stage: Licensing
Microchip ID:	Species: Dog	Date of Birth: 11/17/2021	Bitten Status: Unknown
Pet ID:	Breed: Abruzzese Mastiff	Age: 4y 1m 26d	Danger:
Site:	Color: Black / Brindle	Age Group: Adult (6mo-8yr)	Animal Condition: UNKNOWN
Location/Sublocation:	Color Pattern:	Size: Medium	Asilomar Status: Unassigned
		Weight:	Emancipation Date:

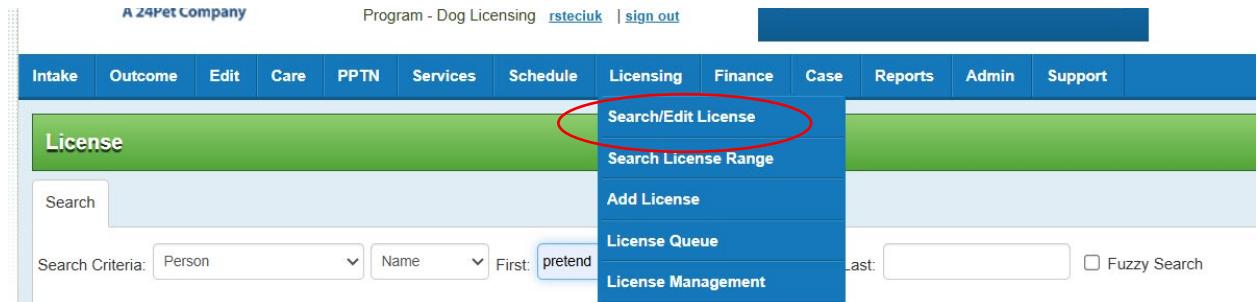
3. You will go to the “Spayed/Neutered” drop-down to change the status to YES to signify the dog is altered, then click the green SAVE at the bottom right corner of the pop-up.



### Details - A0059805162

ID: A0059805162	Microchip ID: 	Reference Number:	Name: Pretend doggo 	Type: Dog 	Species: Dog
Primary Breed: Abruzzese Ma... 	Breed Type: Mix  Purebred	Secondary Breed: Mix 	Age: 4  Years 	Estimated Birthday: 11/17/2021 	Age Group: Adult (6mo-8yr)
Sex: Female 	Spayed/Neutered: Yes 	Size: Medium 	Weight: 0 		
Primary Color: Black 	Third Color:	Color Pattern:	Color Pattern 2:		Coat:
Eye Color:	Ears:	Tail:	Declawed:	Bitten Status:	Danger:
Animal Condition: UNKNOWN 	Medical Status:	Temperament Status:	Asilomar Status:		
Distinguishing Marks:					

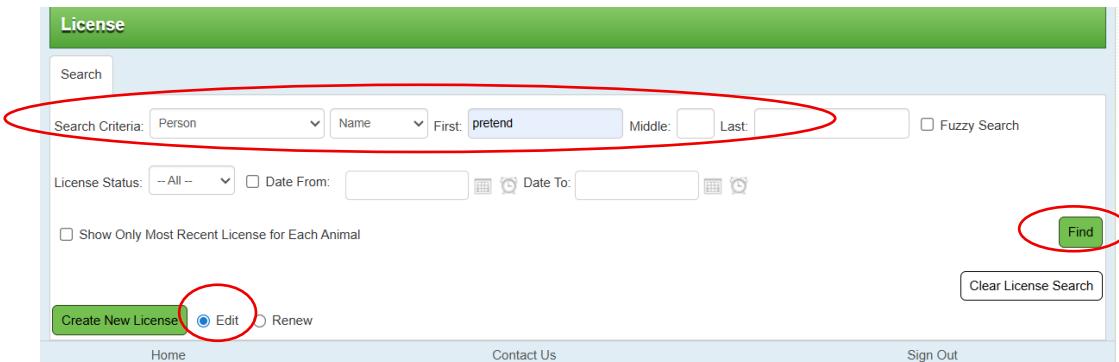
4. You must wait a few minutes before moving to the next step as it sometimes takes a few minutes for the system to catch that you've updated the dog's spay/neuter status.
5. Next you will go to Search/Edit license



A 24Pet Company Program - Dog Licensing [rsteciuuk](#) | [sign out](#)

Intake	Outcome	Edit	Care	PPTN	Services	Schedule	Licensing	Finance	Case	Reports	Admin	Support
<b>License</b> <div style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <a href="#">Search/Edit License</a>  <a href="#">Search License Range</a>  <a href="#">Add License</a>  <a href="#">License Queue</a>  <a href="#">License Management</a> </div>												
Search Search Criteria: Person <input style="margin-left: 10px;" type="button" value="Name"/> First: <input type="text" value="pretend"/> Middle: <input type="text"/> Last: <input type="text"/> <input type="checkbox" value="Fuzzy Search"/> Fuzzy Search												

6. Use your preferred search parameters to find the license you wish to edit, be sure the EDIT button is selected, click FIND.



Search

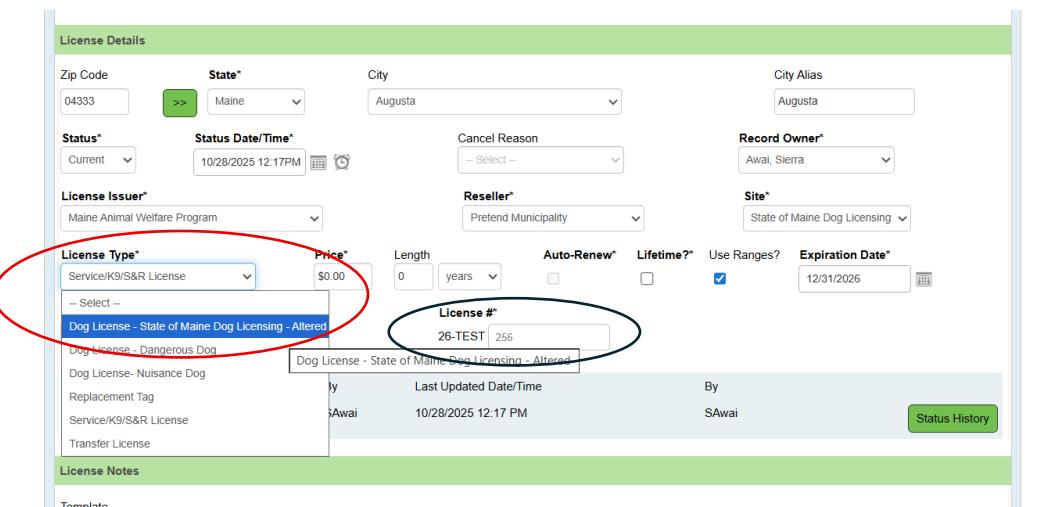
Search Criteria: Person  First:  Middle:  Last:  Fuzzy Search

License Status:  Date From:  Date To:

Show Only Most Recent License for Each Animal

Home Contact Us Sign Out

7. On the DETAILS tab, you will change the license type to ALTERED. If 'ALTERED' isn't showing, you may need to come back in a few minutes or double-check to ensure you have updated the dog to 'ALTERED'. You will need to re-enter the range and tag number. Scroll down and hit SUBMIT LICENSE.



License Details

Zip Code	State*	City	City Alias			
04333	<input type="button" value="Maine"/>	Augusta	Augusta			
Status*	Status Date/Time*	Cancel Reason	Record Owner*			
Current	10/28/2025 12:17PM <input type="button" value=""/>	<input type="button" value="Select"/>	Awai, Sierra <input type="button" value=""/>			
License Issuer*	Reseller*	Site*				
Maine Animal Welfare Program	Pretend Municipality	State of Maine Dog Licensing <input type="button" value=""/>				
License Type*	Price*	Length	Auto-Renew*	Lifetime?*	Use Ranges?	Expiration Date*
<input type="button" value="Service/K9/S&amp;R License"/> <input type="button" value="Dog License - State of Maine Dog Licensing - Altered"/>	\$0.00	0 <input type="button" value="years"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	12/31/2026 <input type="button" value=""/>
License Notes <input type="button" value="Template"/>						

8. Submit a new receipt for the correct amount/correct license type on the SUMMARY Tab



The screenshot shows the Petco software interface with the 'Person Info' tab selected. At the top, there are tabs for Search, Person, Animal, Details, Summary (which is selected and highlighted in blue), and Files. Below the tabs, the 'Person Info' section displays the ID P0047071155, the name pretend person, and the address 1 main Augusta, 04333, ME, United States (Home). To the right of this information is a 'Person View Report' button. The 'Actions' section contains buttons for Jump To (Intake, Edit, Care/Services), Print (A0059687749 - DUFFY - Dog), and a 'Create Receipt' button, which is highlighted with a red oval. Below the Actions section are Print dropdown menus for Kennel Card, Documents, and Medical Documents, and buttons for Contract and Animal View Report.

9. If you need the receipt backdated, email the receipt number and the date you need it backdated to [doglicensing.awp@maine.gov](mailto:doglicensing.awp@maine.gov)