

Combined FAQs for the Maine Dog Licensing Database updated 8/25/26

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.

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 and dog information into the system ahead of time? YES! Step-by-step instructions are here: [Adding Person and Pet via the Ownership Module](#) 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? Yes, you can pre-enter if you have advanced permissions (request these by emailing us at doglicensing.awp@maine.gov). The instructions are here [Adding Rabies Vaccines without Licensing](#). Please note that if you do not see the "CARE" tab, you don't yet have advanced permissions.

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.

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.

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 by emailing doglicensing.awp@maine.gov.

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.

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 the first time a dog is licensed. 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 a 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.

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](#). The completed form must be uploaded in the FILES section of the license; a waiver is only good for one year.

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.

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, by statute. 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.

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.

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.

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](#)

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).

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](#)

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.

Where is the license tag number entered in the process? When entering a License, you will enter the tag number on the “Details” tab under the “License #” heading during the licensing process.

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

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 in October, late December and mid-January.

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, some clinics have been added as providers. Clerks can add veterinary providers by following the [Adding a Veterinary Provider as a Drop Down for Rabies Vaccines](#) instructions.

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 notify AWP via email by sending the dog's name and ID number to us at doglicensing.awp@maine.gov. If the dog has a current license, you may cancel it for reason deceased by using the EDIT module for licenses.

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 doglicensing.awap@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.

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
- Entering rabies vaccines outside of licensing

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

MONTHLY REPORTING to AWP

What about monthly reporting to the Department? The "Receipt Revenue" Report pulled from this system is the required reporting document to submit monthly to the Department. Instructions for pulling the report are on the Municipality Resources page: [Reports for Municipalities](#)

ACO's and this Database:

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 can be given limited access to look up license tags. 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. Use these steps to get your ACO set up: [Set Up an ACO Profile](#)

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.

Municipal Kennels

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

*As of October 2026, Municipal Kennels are now 3932-B Kennels and are licensed by DACF. The information for the kennel and the dogs/owner(s) will still appear in PetPoint. ACOs are required to do annual inspections for these facilities, then submit the inspection form to AWP before the annual license can be issued. AWP will reach out to the municipality to request an ACO inspection when the application or renewal request is received.